

Grand Opening Celebrations for New Stores

We're having Grand Opening Celebrations in honor of each of our four new stores in July. Each day the celebration runs from 11 a.m. to 3 p.m., with prizes, balloons, factory reps, and in-store specials, plus a free lunch. In addition, we'll have company-wide specials in all our stores to celebrate our new stores in style.

Grand Opening Schedule

Tuesday, July 17 – Webster
Wednesday, July 18 – Milbank
Thursday, July 19 – Sisseton
Friday, July 20 – Watertown

Money Reminder\$

Wellness Dollars: If you had health screening tests for blood pressure, blood sugar, cholesterol, or cancer done anytime between July 1, 2000 and June 30 2001, those tests could earn you \$25 each. And this goes for your spouse too. Proof of these tests needs to get to LouRae at headquarters by July 9. The benefit money will be added to the July 20 paychecks.

Reimbursement Accounts: Also you have until August 27 to claim money in last year's reimbursement account for expenses incurred between July 1, 2000 and June 30 2001. Submit your claims to LouRae at Headquarters. To "incur" a reimbursable expense, you must have had the service or procedure performed, or have received the medication or product from your healthcare provider. You use the date of the service, procedure, medication or product, not the date you are billed or the date your pay. In other words, if you incur an expense before July 1, but are not billed until after July 1, that expense is reimbursable with funds from last year's plan.

ASE Bonuses: Those of you who took ASE tests should know that the bonuses earned from passing those tests are paid with the first paychecks of August and February. Send a copy of the test results to LouRae at Headquarters in order to get paid.

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Headahls Headlines

EMPLOYEE NEWSLETTER

New Employees

No multiple of five work anniversaries to celebrate this month, but we do have three new employees to welcome.

ANGEL PORTER – Angel is new on delivery in our Bismarck store. She's originally from Carson, and Angel says she enjoys fishing, swimming and other sports and spending time with family.

CHRISTOPHER MADSEN – Christopher is new in our Milbank machine shop. He's originally from Twin Brooks, SD, and Christopher lists his hobby as cars.

JASON MARTIN – Jason is new in the warehouse at NEMAC. From Bismarck, Jason says he has a girlfriend and a two-and-a-half year old daughter. He enjoys listening and playing music.



We've received lots of good suggestions, but unfortunately they are all tied to software improvements so we haven't been

able to implement any of them. What does that mean? If we ever do implement any, then the person who suggested it is in the money. It also means we have some very innovative people working for us, but we already knew that. So keep thinking and keep submitting ideas. Please send your suggestions to Larry Lysengen at Headquarters. We will award \$100 each month to the author of a suggestion that we implement.

Release 8

Release 8 is now on our system, as you all know. This new software update was loaded on our system the evening of Wednesday, June 13 and listed here are some of the changes with this release:

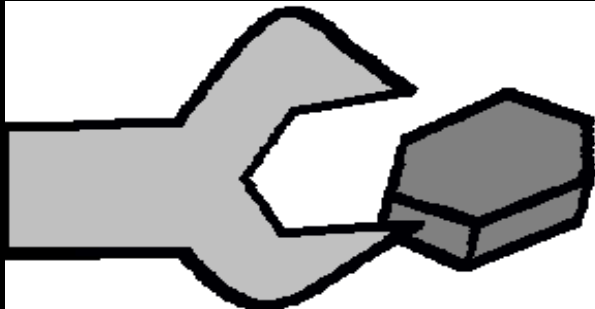
1. Part number descriptions have been moved left a bit to make more room for part and comment descriptions. They now appear directly under the line/part# field.
2. A new prompt – PURCHASED AT THIS LOCATION – has been added to Sales Order Entry, allowing the user to choose a location (other than the location they are selling from) to look for an original invoice required to process a return.
3. Parts will be committed while on the line item for part record and for any related core record. Our other release committed after returning through the line item.
4. When choosing to add (“A”) from the invoicing screen at Change Which Line, the cursor will go to the next available line/part# line item instead of leaving the user at Change Which Line on the last page of the order.
5. The message that alerts the user that the customer has insufficient cores will come up earlier than it used to. The new sales order entry will display this message, if it applies, after a negative quantity is entered. This avoids having the user enter all of the return information before finding out that the customer has not purchased this part.
6. A new feature for Counter Sales from the Order # field is the “OO” option, which allows the user access to Open Order Inquiry. The user has the option of doing an Open Order (OO) inquiry by customer, by location or by the customer’s purchase order number.

CALL PAUL



SALES

IDEAS FOR BETTER SELLING:



TOOLS

Factory Reps Powerful Ammunition

Have you noticed that you haven't seen as many factory reps lately? Normally the months of May, June, July & August have reps on top of reps. But that hasn't been the case this year. Why? It's easy: rising prices for gasoline, motel rooms and meals have made traveling a lot more expensive. Speaking from experience on the road, my weekly travel expense has gone up on the average about 18%.

I've talked to several factory reps and agency reps, and they say the higher gas prices especially have really raised hell with their budgets. Also many companies like Tenneco have decreased the size of their sales force, which resulted in larger territories for the remaining sales force. Many of them have been told to travel less and use the phone more.

So when you do see a rep, get everything you can out of them. Question them about any new items, have them check your catalogs and price sheets to be sure they are up to date. Think hard about their product lines before they get there. You need to high spot with the rep and go see the customers where that rep can benefit you the most. Think of the reps as some of the most powerful ammunition you have against the competition. Use them and you'll win more of the battles. Thanks, Dale

