

August 2001  
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# Headahls Headlines

EMPLOYEE NEWSLETTER

## Anniversaries, New Employees, and a New Position

We have three multiple-of-five work anniversaries to celebrate in August. **Jim Job** of Mandan celebrates five years back with us on August 22, and **John Cozby** of Bismarck celebrates five years on August 26. Meanwhile, **Gene Glaser** of Dickinson marked 45 years on the job, both full-time and part-time, on Wednesday, August 1. Congratulations to you all.

We also have four new employees to welcome and one employee to welcome back this month.

**JENNIFER BURMAN** – Jennifer is new on delivery in Glendive. From Glendive, she is married with one daughter. Jennifer enjoys music and cars.

**JOHN BARTH** – John is working delivery in our Bismarck store. Originally from Richardton, ND, he is married with five grown children. John enjoys fishing and working in the yard.

**TRISH STEVENSON** – Trish is working delivery and receiving for our Sidney store. Originally from Colorado, she has three grown children. Trish is also a professional artist.

Also **Jeanne Hass** is back with us working delivery and shipping in our Detroit Lakes store.

The other big news out of Detroit Lakes is that our new manager started this week. **Brian Alsleben** was on the job beginning August 1. Brian has 33 years of experience in the automotive aftermarket. He has worked as an outside salesman and store manager, and he has even worked as a trainer for auto parts store managers.

He comes to us most recently from Berg's in Fargo, but he's also worked for Carquest and for APH of Paynesville, MN. And all this Minnesota news brings another announcement:

**Steve Kronemann** has been named the manager of our Fergus Falls store. Steve has been in Fergus Falls since 1982, in recent years as the head counterman and assistant manager. Congratulations to both Brian and Steve!



## Health Screenings

During the plan year 2000-2001, 50 employees received payment for having health screening tests. Employees or their spouses had a total of 266 qualifying tests during the year (139 for employees and 127 for employee spouses). Many serious health problems

can be prevented or more easily treated when detected early. This is why regular health screening tests are a key component of our employee health care program. Congratulations to all those who took advantage of this program.

# Yeah! Teamwork

From time to time I hear people say that we "Hedahls" need to work more as a team and I agree. But before you get the wrong idea, let me explain.

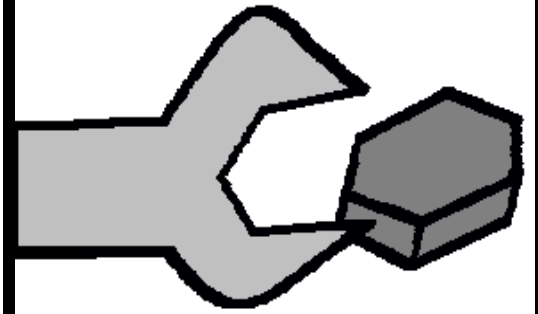
I agree that we need to always work as a team, and even though there may be a few rare instances when it doesn't happen, when it does, it's terrific.

You see, I'm fortunate to know almost everyone in all the stores, so from my perspective, it's one big store serving one heck of a large territory.

When I see an employee from one store hauling parts to another one on his way to a basketball tournament or when I hear that someone from one store came down at 7 p.m. to get a part for a customer from another store, I think it's great and it's what I call teamwork. I could go on and on with examples, and I know you can too.

Every time I get really involved with a store for a long period of time (like Dickinson last winter and Detroit Lakes this summer), I really get to see the teamwork in this company. It makes me proud to know all you team players because you are the heart of Hedahls and it's because of you that Hedahls is a force to be reckoned with by our competition.

So when I have someone tell me that Hedahls needs to work like a team, I agree and I think we do. Of course in this case, I don't think you can have too much of a good thing. Keep up the teamwork. Remember, united we stand, divided we fall. Thanks, Dale.



# TOOLS

## Dale Helfrich Appointed to CEC

Our own Dale Helfrich has been appointed to the Uni-Select USA Customer Executive Committee. The CEC was started by ANWI in 1979. Its purpose is to evaluate products and product lines and advise the warehouse on what to stock. Many different customers are represented on the

committee and have been represented over the years. Bismarck Store Manager Dick Joritz served on the committee from 1979 to 1987.

Dale serves with a number of other representatives from various Uni-Select USA customers. The current committee is listed here. It all reminds us that teamwork is important at all levels of this industry.

### Customer Executive Committee

- Chuck Curwick – Babcock Auto of Beaver Dam, WI
- Jim Plavec – L&L Motor Supply of Yankton, SD
- Pat Clearly – C.D. & T. Inc. of Willmar, MN
- Tom Kindelspire – Kindelspire Auto Supply of Morris, IL
- Bill Corniea – Motor Parts Service of Hastings, MN
- Dale Helfrich – Hedahls of Bismarck, ND

## Suggestions

Once again, we have received some excellent suggestions over the past month, but each is about the computer and requires changes to the software. That means new programming needs to be written and that takes time. When the suggestions are implemented, the person who made the suggestion will then be eligible for the bonus drawing. So keep thinking and keep submitting ideas. Please send your suggestions to Larry Lysengen at Headquarters. If we implement the suggestion and you're picked in the drawing, you'll be awarded \$100.



**Honk ...  
if you love peace  
and quiet.**



## **ASE Testing**

### **First-Time Finishers**

Todd Dey – Glendive  
Larry Stevenson – Sidney  
Bob Gessele – Bismarck  
Randy Nistler – Bismarck  
Brian Banker – Aberdeen  
Greg Rudnick – Detroit Lakes  
Nathan Engebretson – Watertown  
Artie Bush – Watertown

### **Repeat Finishers**

Michael Bender – Glendive  
Duane Bieber – Sidney  
Bob Holzer – Bismarck  
Evan Larson – Bismarck  
Mark Anderson – Bismarck

Hedahls now has 135 employees who have passed 355 tests. Congratulations and thanks for your continued efforts to remain the most professional and well-informed automotive people in the region. Remember, if you pass an ASE test, you have to send your results to LouRae at Headquarters to qualify for the bonus. If you have questions about the Hedahls ASE program, call Dick Hedahl at Headquarters or talk to your manager.

## **Grand Openings In South Dakota**

Our new South Dakota stores in Milbank, Webster, Sisseton, and Watertown were officially launched during grand opening celebrations during four wonderful days in the middle of July.

Thanks in part to our generous manufacturers, we were able to award lots of great prizes to customers. We'd also like to thank the many sales reps who helped us celebrate in style, including Al Lunde (Ridley-Blair & Associates), Kevin Meester (Gates Rubber), Dawn Degen (Monroe Auto Equipment), Dave Peterson (Federal Mogul Corp.), Jim VanErem (Hasting Filters), Bob Wiesenberger and Gary Arth (Action Automotive), Greg Nevins (Nevins Sales Co.), Bill Crowe (BC Marketing), Dan Boughton (NorthPro Representatives), Greg Munson (Uni-Select USA), and Al Skarphol (Dupont).

Finally thanks especially to the staff in the stores and at Headquarters who helped make the grand openings so successful.



## **Reimbursement Deadline**

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.

Any money left in the account is forfeited.

## AA1 Parts on Computer

With Uni-Select USA sending AA1 parts in place of Autoline parts, I have had a number of calls wanting an AA1 part added so it could be properly received and sold instead of creating a temporary number. As you read this all AA1 parts should be loaded in the system as permanent part numbers.

## Computer Connection to Uni-Select USA

We have a computer line to Uni-Select USA for the exclusive use of Hedahls, but with more stores, we have more traffic so we need to add capacity. We are in the process of getting an additional port set up for our Uni-Select USA computer connection.

In the meantime, I know you have been getting the message that "All Ports to ADIS In Use" when you attempt a Uni-Select order from the Point-of-Sale screen. When you get into Uni-Select to place an order, please do so as quickly as possible and then get out of that screen back to the point of sale order you were working on. By doing this, we will be helping to keep these ports ready to use for everyone when needed.

AA1 is divided into the following categories:

- 99 = distributors
- 1 = vacuum pumps
- 2 = smog pump
- 3 = electrical motors
- 4 = automotive electronics
- 5 = cruise control modules, transducer, and servos
- 6 = power brake units
- 7 = rack & pinion
- 8 = ride saver plus
- 9 = power steering components
- 10 = power steering - H/duty
- 11 = water pumps
- 12 = drive axles
- 13 = master cylinders
- 14 = calipers
- 15 = loaded calipers
- 16 = anti-lock brake systems

# CALL PAUL



## Beware: Telephone Scam

We have fallen victim to a new telephone scam that all employees should be aware of, especially those hooked to a PBX line (mostly Bismarck locations). According to a bulletin sent out by MCI WorldCom, the scam works like this:

"The receptionist of a company answers a call and the thief identifies himself as a telephone employee. The thief tells the receptionist that trouble with the lines has been reported and he needs to be transferred to extension 900. By getting the call transferred to 900, the thief accesses the local operator and asks to be transferred to another carrier's operator services. The thief completes the international call by billing the call back to the company. Another version of this scam is thieves calling from prisons or payphones collect to a company pos-

ing as a telephone employee. When the call is accepted the thieves ask to be transferred to ext. 900, etc. and the rest of the scam plays out the same as above.

"Never transfer a caller to an extension that starts with a number that has access to an outside line. An example is 9011, 90, 900, 80, or 800. If 9 or 8 gets the outside line for your office, then the caller has had you transfer him to an outside line and 011 is the beginning of dialing an international call. A thief may call a company by using the company's 800 number or using a stolen calling card to dial direct."

The other popular scam is to pose as a telephone company employee and ask for call card numbers. Long distance carriers would never ask a customer for their calling card number, so don't fall for it.

