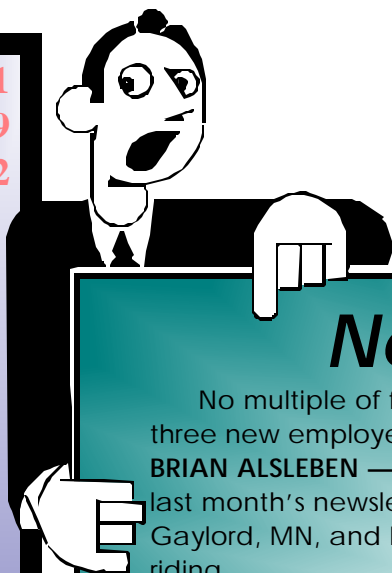


September 2001
Volume 9
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Hedahl's Headlines

EMPLOYEE NEWSLETTER



New Employees

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

BRIAN ALSLEBEN — We met Brian, the new Detroit Lakes manager, in last month's newsletter, but we didn't give you any details. He's from Gaylord, MN, and Brian enjoys fishing, woodworking, and motorcycle riding.

RUBEN SCHAAF — Ruben is working part-time delivery for our Bismarck store. Originally from Glen Ullin, he is married with three children. Ruben gives a nice inclusive answer when asked about his hobbies and interests. He just says, "Sports."

RODNEY SCHICK — Rodney is new at the counter at our Aberdeen store. From Eureka, SD, he is married with two sons. Rodney likes going to soccer games.

LANE KETTERLING — Lane is new in the warehouse at NEMAC. He's from Bismarck, and Lane says he enjoys golf, Frisbee golf, and water sports.

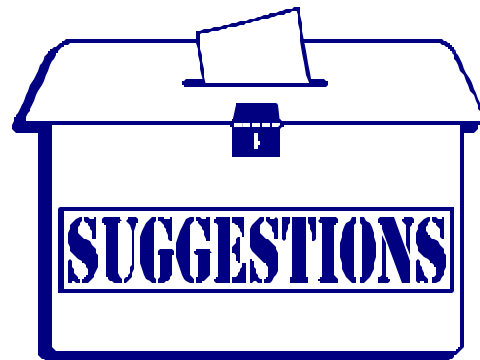
Suggestions

When a charge customer pays money in your store on his or her account, you receive money from him or her as a Received On Account or ROA. The amount paid must be entered into the computer in order to give the customer credit for the money he or she is paying to us. The computer uses an invoice to record the transaction and to give the customer a receipt for the ROA transaction. Until now, the computer used two invoices to record each ROA transaction. One to show that the money was received and a second invoice to give a total of the amount received.

Gene Wolfer of Linton thought it was wasteful to use two invoices to record each of these ROA transactions. He suggested we change the way our system works in order to consolidate the ROA onto one invoice. We asked CCI-Triad to modify our system, and it is now in place. We are now saving one invoice for every ROA we do.

Thank you to Gene for a good idea. Gene gets \$100 for his good idea.

If you have a good idea send it to Larry Lysengen or Dick Hedahl. If we implement it, you may be eligible for the \$100 Good Idea reward next month.





CALL PAUL

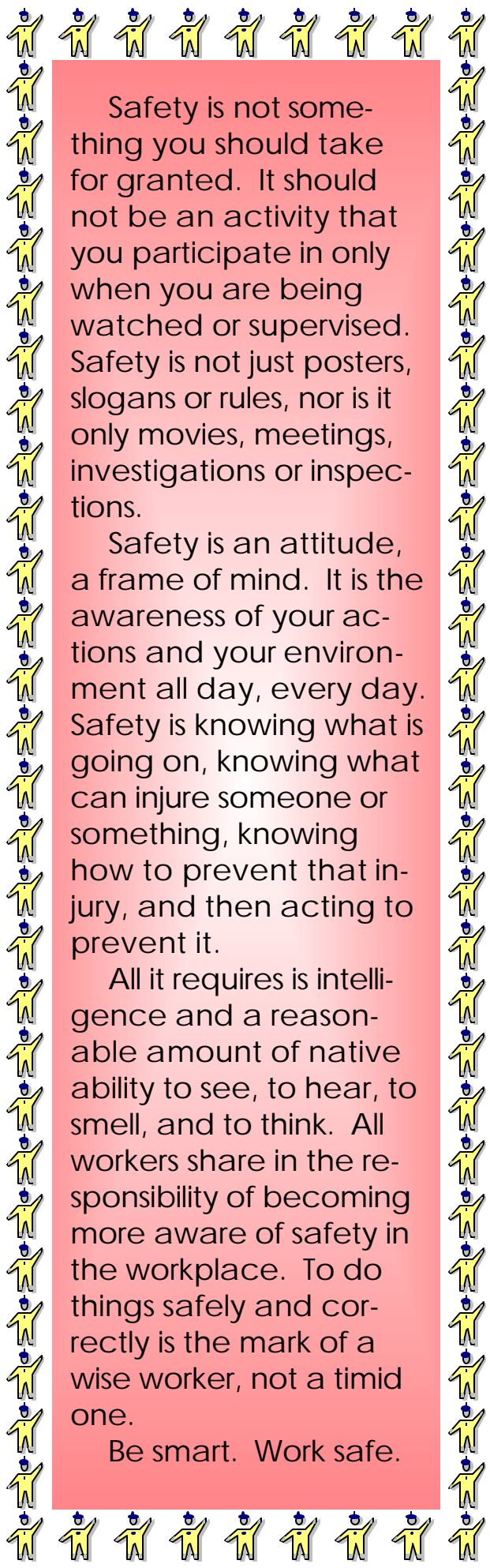
ALL LINES lead to sales

With PartExpert electronic catalog comes a feature called ALL LINES. ALL LINES gives you the ability to look up and find a part number from any line that is supported by the CCI-Triad cataloging system.

An example might be if you are trying to find an alternator, but we don't have it. You can go to ALL LINES and find the part number under AC/Delco and pick it up from our competitor.

This is a feature that might be overlooked, and it is just another tool for you to use to help your customers, a tool to use to look up parts in lines that Hedahls does not normally stock.

To access this feature in the PartExpert electronic catalog, just press the F3 key in Part Expert and use the up or down arrows to select the line(s) needed. Use the space bar to select a line and PartExpert will put a "+" to the left of the line number. You can select up to five lines using the space bar and then you will be taken directly into the ALL LINES screen. When you see an "=" to the left of the line, it means it is a manufacturer line that we have in our PartExpert catalog already.



Safety is not something you should take for granted. It should not be an activity that you participate in only when you are being watched or supervised. Safety is not just posters, slogans or rules, nor is it only movies, meetings, investigations or inspections.

Safety is an attitude, a frame of mind. It is the awareness of your actions and your environment all day, every day. Safety is knowing what is going on, knowing what can injure someone or something, knowing how to prevent that injury, and then acting to prevent it.

All it requires is intelligence and a reasonable amount of native ability to see, to hear, to smell, and to think. All workers share in the responsibility of becoming more aware of safety in the workplace. To do things safely and correctly is the mark of a wise worker, not a timid one.

Be smart. Work safe.

Safety is all of us, working together for a safer workplace.

Use Protective Equipment

Accidents are accidents. That's why they call them accidents. But we can surely prevent a lot of the on-the-job accidents by making proper use of the safety equipment that is available. Safety eyewear and protective clothing, lifting devices, seat belts, ear plugs – all these and more are provided by Hedahls to keep you and your co-workers safe on the job. The only problem? They won't work if you don't use them properly.

So please, keep yourself safe and injury-free. And remember, co-workers who refuse to use safety equipment aren't just creating a hazard for themselves. They're also creating a hazard for you. Encourage a safe work environment always.

Use Proper Procedure

Proper procedure is always important, but it becomes critically important when the issue is hazardous waste.

When sending battery cores to Uni-Select USA, you must call Lisa Spiker. Lisa's phone number is 641-422-5096. She will write up the documentation to include number of units to be shipped, legal description, weight, and emergency 800 number. When you get this paperwork, make sure it goes back with the shipment. You also need to fill out a Cross Country bill of lading to ship from your store to Uni-Select USA. This is a new bill of lading form for Cross Country, and it includes a list of hazardous waste descriptions. Check the appropriate description (it should match Uni-Select USA's bill of lading). Sign your name where it says shipper's signature. On this form, also write down the Emergency Response telephone number: 800-424-9300. This procedure meets the Department of Transportation's regulations for shipping hazardous waste.

When sending hazardous material between stores, you will again use Cross Country's new bill of lading and manifest. The bill of lading is for shipments to outside companies, and the manifest is for Hedahls store transfers. Fill in the blanks on the form appropriately:

- number of pieces (NO. UNITS or PCS)
- checkmark in the HM box (hazardous material legal description hazard class, includes I.D. # and packing group)
- weight in pounds
- your signature
- the emergency phone number: 800-424-9300 (# is printed on the bill of lading. You need to write it on the manifest)

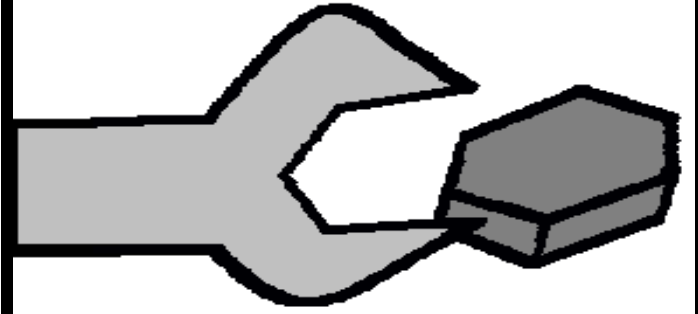
Your manager has copies of both the Uni-Select USA form and the Cross Country form in a memo from Larry Lysengen if you want to see examples.

Direct Deposit

Just a quick reminder that Hedahls does offer all employees the opportunity for direct deposit of paychecks. According to your instructions, your paycheck can be automatically deposited into as many as three different bank accounts for you. If you want to know more about the convenience of our direct deposit program, please call Chuck Clairmont at Headquarters. It's quick, it's slick, it does the trick—all without a trip to the bank.

IDEAS FOR BETTER SELLING:

SALES



TOOLS

The Competitive Edge

If your name is John Force and you drive an NHRA Funny Car or Jeff Gordon in the Dupont # 24 NASCAR, the competitive edge can be as little as 1/1,000th of a second. The microscopic moment can mean the difference between being a champion or just another driver.

When you're talking about the competitive edge in auto parts, it means knowing where to find the right parts for your customers and having the information or knowledge that the customers need when they need it.

I'm convinced that Hedahls has the competitive edge in auto parts. But having it and keeping it are two different things. You get the competitive edge by attending all the seminars and clinics you can and questioning the reps every chance you get. You keep the competitive edge the same way, by attending all the seminars and clinics you can and questioning the reps every chance you get.

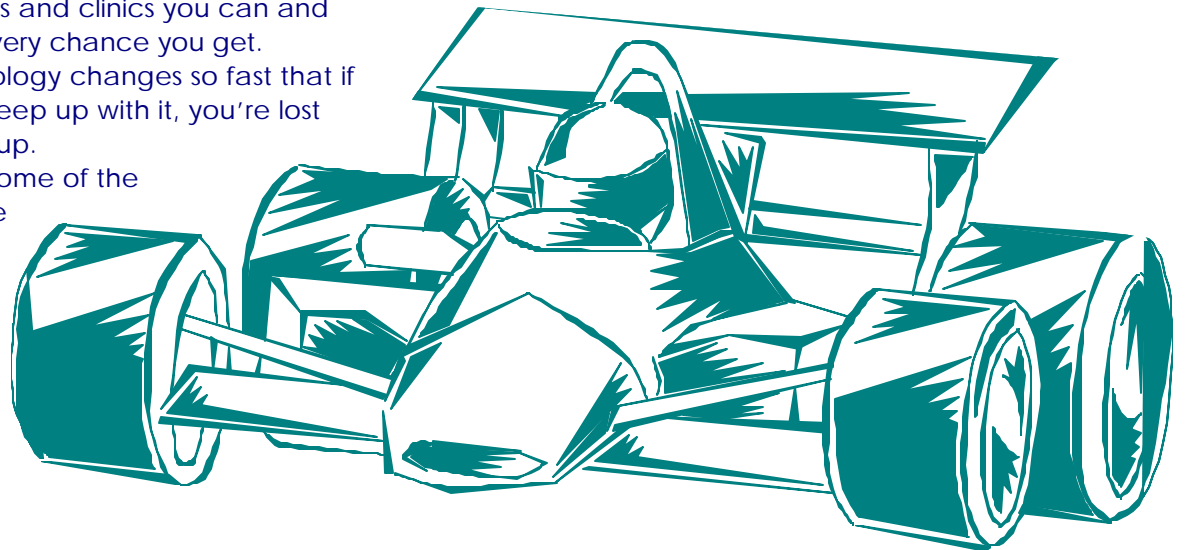
Automotive technology changes so fast that if you don't constantly keep up with it, you're lost and may never catch up.

I've been told by some of the reps that the employee turn out for clinics at some of our stores has been a little light and that worries me.

Hedahls wants all managers and counter and sales staff to attend all the

seminars and clinics you can. We know that knowledge is power.

The competitive edge in our business is many times the difference between answering a question or not. Please, let's all do our part to keep the competitive edge at Hedahls. Thanks, Dale



PB&E Roadshow Returns

It's back for a return engagement, coming to a location near you. It's the PB&E Roadshow, featuring our own Hilary Wald and his guest experts. This year Hilary is joined by Don Diethart from Uni-Select USA and Bob Jamie from SEM.

As Dale says, it's a chance to eat pizza and get smart as these guys dazzle you with the latest from the wide world of PB&E. Check the schedule and plan to be there.

PB&E Roadshow Schedule

Tuesday	October 2	Bismarck & Mandan at the Bismarck store
Wednesday	October 3	Dickinson & Hettinger at the Dickinson store
Thursday	October 4	Glendive & Sidney at the Glendive store