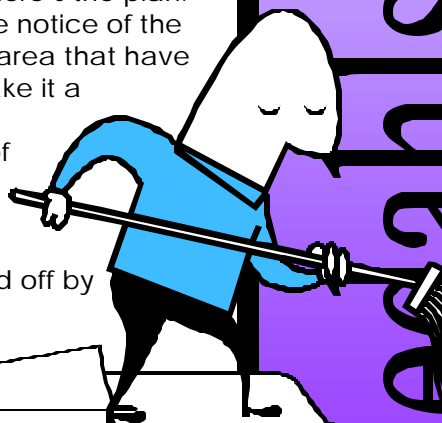


OPERATION CLEAN SWEEP

Jerry Wilson is a nationally recognized consultant in the automotive after-market. We've featured his advice in this newsletter several times. One of his strongest suggestions is just plain old common sense, but it's also something that never quite goes away. He calls it "Operation Clean Sweep," where he encourages companies to give themselves a good "housecleaning" at least once a year. Wilson counsels that a clean up of the facilities helps to clean up the whole operation. As the physical environment gets cleaned up and uncluttered, scrubbed and reorganized, every aspect of the company comes under scrutiny, making everything run better.

Spring is a natural time for "Operation Clean Sweep," as our world is renewing itself and as we are gearing up for the busy summer months. So here's the plan. In the next week or so, take notice of the parts of your store or work area that have been neglected. Then make it a priority to get these areas dealt with during the rest of March. Make it everyone's responsibility to get things tidied up, fixed up, straightened up, and hosed off by April Fool's Day. No joke!



SUGGESTIONS

March 2002
Volume 10
Number 6

Headlines

EMPLOYEE NEWSLETTER

Anniversaries and New Employees

We have two multiple-of-five work anniversaries this month. On March 30, **Thomas Kalloch** of Glendive celebrates 15 years with Hedahls.

And on March 7, **Dan Ensz** of NEMAC celebrates 25 years with us. Dan was hired by Bud Barth, back when Bud was manager of NEMAC and NEMAC was over on Main Street where the Tire Co. is now. Dan says the best part of his job has been the people he's gotten to work with. To recognize his years of service, Dan will receive his 25-year pin from Dick Hedahl at the March noon potluck at Headquarters. Congratulations, Dan, and keep up the good work.

We also have three new employees this month. Please welcome them.

MATT THOMPSON - Matt is new in the shop of our Milbank store. He's from Ortonville, MN, and Matt enjoys racing.

DUSTIN FISCHER - Dustin is new on delivery for our Bismarck store. From Bismarck, Dustin enjoys restoring older vehicles.

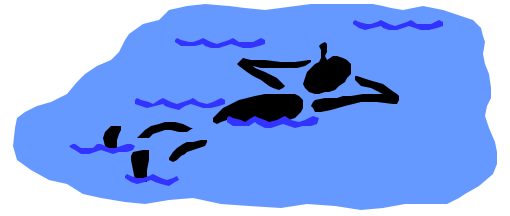
RANDY PICKER - Randy is new in the shop of our Detroit Lakes store. From Sebeka, MN, he is married with six grown children. Randy enjoys racing.

This month's winner of the good idea drawing is Carole Hulm of our Bismarck store. Carole's idea was to design an Equipment Leasing Contract Set Up Form to help our sales personnel gather all the necessary information for a lease customer. Too often in the past, the writing up of a lease required numerous phone calls to get all the information straight. But by

using these new forms, we should be able to eliminate that and save ourselves and our customers some time and aggravation. Good idea, Carole, and congratulations on your \$100.

Please send your good ideas to Larry Lysengen or Dick Hedahl. If we implement the suggestion and you're picked in the drawing, you'll be awarded \$100.

Healthy Lifestyles



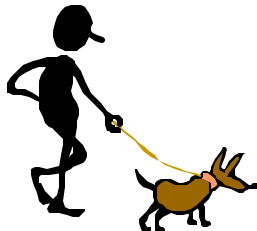
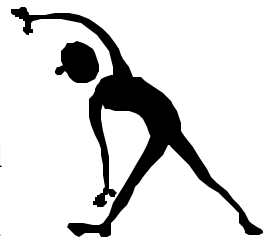
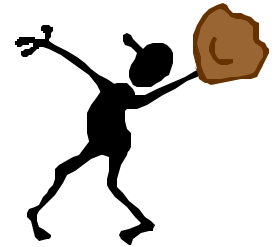
For many years now, Dick Hedahl has served on the St. Alexius Medical Center Lay Advisory Board. Recently he has been appointed to the Healthy Lifestyle Task Force of that board. It has given him access to some valuable information about healthcare and preventive care that tends to reinforce many of the elements of our Wellness Plan, particularly the health screening tests.

One of the recent topics emphasized was health screening tests that adults should have regularly to help in early detection of common health problems. Along with staying up to date on immunizations, the health screening tests that are of the highest priority for men and women between 19 and 64 are blood pressure and pulse, cholesterol levels, and any number of cancer screening tests, including colo-rectal exams for those over 40. Priority cancer screening tests for women include breast exams and pelvic exams.

Also considered of highest importance in preventive care is staying within a healthy weight range.

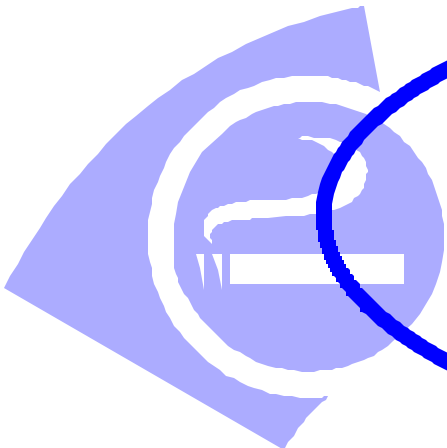
And since we live in an area of the country with a high incidence of diabetes, regular blood sugar testing for diabetes is certainly a good idea.

If you think about our Wellness Plan, you can see that it is really designed to encourage good health, preventive care, and early detection. Everyone is encouraged to get—and rewarded for getting—annual health screenings for cancer, cholesterol, blood pressure, and blood sugar. In addition, the Wellness Plan itself is based on healthy lifestyle choices like no tobacco use, moderate or no alcohol use, and a healthy weight. And as everyone knows, regular exercise can have a very positive impact on your overall health.



Smoking Cessation

If you're beginning to feel like your paycheck is going up in smoke each month, and you'd like to try to quit smoking, we want to remind you that Hedahl's will pay half of the fee for an approved smoking cessation program. Also no tobacco use is another lifestyle choice that will earn you wellness pay, so quitting now could be a real win-win situation for you and everyone who loves you.





Cell Phone Savings:

Cell Phones & 800 Numbers

In the old days, if someone had an 800 number and you had access to it, you used it because it was always the most economical way to call.

Recently, while riding with Artie Bush, the salesman for Watertown and Milbank, Artie explained to me that if you have a company cell phone, 1-800 can actually cost us extra.

Today most cell phone plans include free long distance. So when you call Headquarters or another Hedahls store, the call is included in your free long distance. But if you call using a 1-800 number, Hedahls pays the 800 charges plus your cell phone plan. Calling an 800 number on your cell phone only makes the phone company money if you still have cell phone minutes left for the month. Since most people use about the same number of minutes per month, you should be able to estimate your extra minutes.

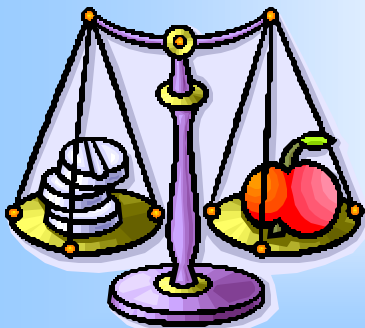
I've included a list of the regular phone numbers for the stores and Headquarters. Cut it out and keep it in your vehicle or in your wallet. Thanks for the tip, Artie.

Thanks, Dale.

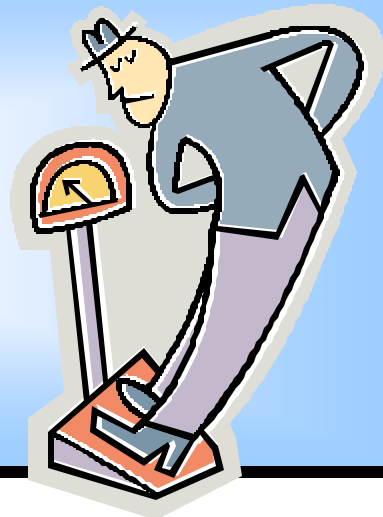


Headquarters	1-701-223-8393
Aberdeen	1-605-225-4860
BENCO	1-701-221-4217
Beulah	1-701-873-4338
Bismarck	1-701-223-6625
Detroit Lakes	1-218-847-1355
Dickinson	1-701-225-8118
Fergus Falls	1-218-739-4655
Glendive	1-406-365-2335
Hettinger	1-701-567-4387
Linton	1-701-254-4644
Mandan	1-701-663-6813
Main Street Tire	1-701-222-0000
Milbank	1-605-432-4584
NEMAC	1-701-221-4205
Redfield	1-605-472-3217
Sidney	1-406-482-3304
Sisseton	1-605-698-3996
Watertown	1-605-886-5769
Webster	1-605-345-3303

Wellness Sign-Up in May



This is a reminder that in May we'll be holding our annual sign-up appointments for our Flexible Benefits Plan and our Wellness Program. If you or your spouse has been meaning to trim a few pounds and be eligible for the wellness dollars for being within the healthy weight parameters, this might be a good time to begin your efforts.





**CALL
PAUL**

Fax an Old Invoice

At present, our computer is keeping old invoices back to January 1 of 2000. Any invoice in our computer can be brought back to your screen and faxed to a customer needing a copy.

Faxing Procedure:

??Go to #3 Old Invoice Inquiry on the Menu Authorization.

??Now enter the invoice number, the order number or the customer number. If you enter the customer number, all invoices will be displayed for that customer and you can choose the invoice you need to Fax.

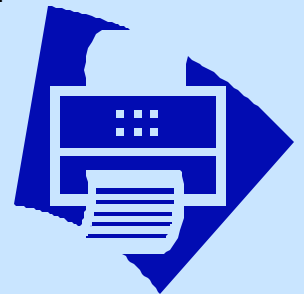
??Enter the invoice number with the dash included. Now the invoice is displayed and you are at the bottom of the screen where you can hit the F to Fax. If you want to see what is on the invoice hit ENTER and you can hit F for Fax on that screen.

??After hitting F for Fax, you will be at "Change which line" on the bottom of the screen. Fill in the name of the person who wants this Fax on line #2. Now fill in the Fax number you are faxing this document to on line #4 on the screen.

??To send the Fax, enter a zero at "change which line."

??Your Fax has now been sent.

??Hit the F1 (END) Key twice to get back to Store Menu screen and proceed from there.



State-of-the-Art Transfer Program

This story has two messages. The first is that we now have the kind of inter-company transfer program that Dick Hedahl dreams of. We have a new computer program that has eliminated the need for manual intervention from Headquarters. An efficient transfer program helps the whole company because it preserves cash, cleans up inventory, and decreases the number of returns we need to make as a company.

The second message of this story is don't abuse it. We have come to rely on the Bismarck store as a warehouse for transfers and that shouldn't be the case. In one three day period in January, Bismarck had approximately 50 transfers. Most were

items that could have been ordered out of NEMAC or Uni-Select. Using the Bismarck store as a warehouse makes extra work for the Bismarck employees, it forces that store to carry a bloated inventory, and it makes them less able to serve their own customers.

Please use Bismarck as a last resort for inter-company transfers and don't abuse the system.



Terminal Speed

Over the past several months, stores that are connected to our computer at Headquarters through an internet connection have almost all had a slow connection or a hesitating connection. Obviously this has caused much frustration, but as of Wednesday, February 20, we have taken a big step toward solving this problem.

It took an upgrade of a piece of equipment at Headquarters to help with this problem.

To all of you who endured this frustration and inconvenience with a slow, hesitating terminal - thanks for hanging in there.

Now that the speed issue has been improved, we will be moving the remaining five South Dakota stores to communicating with Headquarters with an internet connection.