

Anniversaries & New Employees

We have four multiple-of-five work anniversaries this month (a bumper crop). **Greg Gartner** of BENCO celebrated five years on June 2, **Lori Alfstad** of Headquarters celebrates 15 years on June 17, **Steve Krone-mann** of Fergus Falls celebrated 20 years on June 1, and **Dick Hedahl** of Headquarters celebrates 30 years on June 16. Congratulations to all of you! Just think of all those years of experience!

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

GREG REINBOLD – Greg is working delivery for our Bismarck store this summer. From Bismarck, he is a junior in college at North Dakota State University. Greg enjoys basketball and playing cards.

LISA CORDELL – Lisa is working delivery at our Watertown store this summer. From Watertown, she is a junior at Mount Marty College. Lisa enjoys swimming and playing softball.

ROY BARTH – Roy is also new on delivery for our Bismarck store. From Mandan, Roy enjoys playing golf.

KATIE HEDAHL – Katie is back with us this summer, this time as a consultant on human resources. She's from Bismarck and is engaged. Katie enjoys golf, in-line skating, tennis, travel, and watching professional dance.

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Hedahls

All Hedahls
companies & divisions will be
closed on Thursday, July 4.
Have a safe and happy
Fourth of July!

Hedahls

EMPLOYEE NEWSLETTER

Buggies 'n Blues

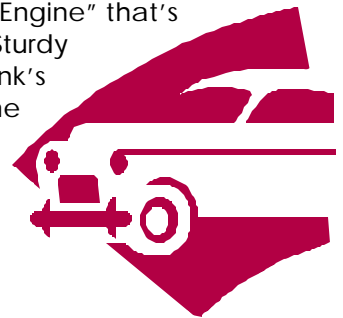
Buggies 'n Blues is happening this weekend in Mandan. It's a grand celebration of vintage, restored, and customized cars set to a musical beat. The festival takes over Main Street of Mandan, and Hedahls is sponsoring a booth right in the middle of all the action.

We'll be featuring Wizards car care products, including waxes, polishes, buffing compound, interior cleaners, and leather cleaners. Our own Chet Leingang will be manning the booth, along with the Wizards rep, Brian Johnson. They will answer questions and demonstrate products.

BENCO will also be there displaying a two-post lift and a stacker lift.

We'll also be featuring our machine shop capabilities. Many of our shops work with racecar engines and other specialty machining work, but our shop in Milbank has made a name for themselves in the racing world – really. They produce a product called a "Sturdy Engine" that's burning up the tracks in those parts. We'll have a Sturdy Engine on display, along with a brochure on Milbank's newest innovation: the dynamometer. This machine can measure the horsepower of an engine, and that's just the kind of information that can make a difference to a racer down the home stretch.

And we'll have Sturdy Wear on display, racing wearables for the fashion conscious fan.



Check out the new Sturdy Engines web site.

We are launching a new look for the Sturdy Engines site in conjunction with our new dynamometer in Milbank.

www.sturdyengines.com

ESOP Meetings

June has traditionally been the time when we hold our annual ESOP & Safety Meetings at all the stores, but this year the meetings have been in the first half of the month. As a result, by the time you read this, about half of the meetings will already have been held. These meetings not only give you an update on our Employee Stock Ownership Plan, they also serve to raise awareness about particular safety policies or procedures, helping to create a safe work environment for all of us.

We'll be holding a make-up meeting at Headquarters on June 25 at 2:00 for those weren't able to attend their regularly scheduled meeting.

Year-End Flex Concerns

Proof of health screening tests for this Flex Plan year must be submitted to LouRae at Headquarters by **July 8**. Eligible employees can earn \$25 for each test (cholesterol, blood pressure, cancer, and blood sugar) they have during a plan year. That goes for spouses too. The benefit money will be added to the employee's July 19 pay. To qualify for this plan year, tests must be completed by June 30.

Any money still in your reimbursement accounts must be used this plan year or you lose it. That means you must incur the expense by June 30. But you have until August 26 to claim your reimbursement from this plan year. 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 may not prepay an expense to beat the deadline. All claims must be submitted after the date of the service or procedure or the date the medication or product is received. Also, you go by the date of the service, procedure, medication or product, not the date you are billed or the date you 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 this year's plan.

ESOP/401(k) Investments

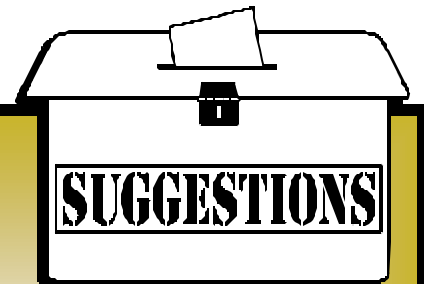
You should have discussed your ESOP/401(k) investments during your recent sign-up session for the Flex Plan. Eligible employees can invest up to 15% of their income in the ESOP. And for eligible employees, everything you invest up to 6% of your income will be matched by Hedahls, fifty cents to the dollar. This investment is tax-deferred until you take it out. All eligible employees are encouraged to take advantage of this opportunity to plan for the future.

If you've changed your mind about your investments, you have until July 1 to make a change. After that you'll have to wait until December. Just contact Darlene at Headquarters.

Changeovers

We have two major line changeovers happening in the next months. We will be changing from Grote to **Peterson** lighting. Peterson offers a product that is not only more accepted by the market but also available at a lower price. Terry Gregory out of Northpro will be our factory rep. The Peterson changeover should be completed by mid-June.

Our other change is in oil pumps. Currently we carry a mix of different lines of oil pumps, including Perfect Circle and Federal Mogul. We will be changing to **Melling**. Uni-Select USA carries the complete line at the warehouse, which should give us consistent supply, and Melling will be cleaning up our oil pump inventory, which is always a good thing. That changeover should be completed in July.



Good Idea

The lesson from this month's good idea winner is "Don't overlook the obvious." Reggie Bethel of our Fergus Falls store recognized that it can be useful to know who is sending you stuff, so his suggestion is that when we're shipping stuff from store to store that we always use return address labels that identify the store the package is shipped from. Yes, it's obvious, but it will also make shipping and receiving a little smoother. So Reggie's suggestion earns him this month's \$100.

Of course, you're all thinking, "Hey, good idea. I could have thought of something that obvious!" Indeed you could. And when you do, 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.

The Value of Communication & Mentoring



We all know that communication is important, but it's one of those things that we all take for granted, kind of like breathing. You might think everyone communicates because we all talk, but when you really think about it, communication is more than just talking to each other. Here's an example.

A customer calls and says, "Send me a set of brake pads for the pick-up in my shop," and hangs up. Did he communicate? Sort of. Did he do a good job of communicating? No. You don't know if the pick-up is a Ford, Chevy or whatever. You don't know if it's a 2 or 4 wheel drive, or is it a ½ or ¾ ton. If it's a GM product you might need to know if it has dual rear wheels, which means it has heavy duty pads in the front. See what I mean? The customer talked to you, but he didn't communicate.

In some cases when you've worked with the same people for years communications is easier and almost second nature. I'll use Lori at Headquarters and myself as an example. We've worked together for almost 14 years now. When I'm on the road and need something done, I can send her an e-mail or leave her a short voice mail explaining what I need done, and I know it'll be done right. In fact, many times she'll correct errors for me that I didn't notice. I see this same type of communication in a lot of our stores, where the employees have worked together for years, and it makes me feel great to see stores that function as well as most of ours do.

Then there's the other side of the coin. A new employee starts work at any store we have, and if they're a potentially good employee, they're kind of

like sponges. They absorb anything and everything around them and everything they're told. Unfortunately sometimes if they're working with a group of people who have been together for years, it's hard for that new employee to learn everything they need to know because so much is taken for granted by the people around them. In other words, the old timers assume that the new person should know as much as they do.

I fear that many times we lose people who could have been great performers at Hedahls, just because we didn't spend time with them. I thank God that I had some great mentors in my life. My father taught me not to take myself too seriously and that you need to be able to laugh at yourself and with other people. My first boss at a grocery store in Mott, ND, taught me how to handle people in a retail environment and that you catch more flies with honey than with vinegar. Gene Scherer taught me the basics of auto parts and a lot more. When I was a counter person at the Bismarck store over 20 years ago, he used to give me homework and would correct that homework the next day. I could go on and on, but enough about me.

So everyone look around, open your eyes, and start communicating with each other. The more everyone communicates, the better it gets. Trust me on this one. If you're an old timer, then become a mentor – start sharing it with others. It's fun and you can't believe how good it makes you feel to help someone grow. Thank God and all the people that took time for me over the years. Thanks, Dale

Super Premium Paint Line Added

We're adding a line of paint in the Bismarck market. Stadox, a division of Dupont, is a super premium paint with high solids. It uses European technology, and with the right equipment and attention to the procedures, it offers better coverage better color matches. We're moving slowly with this product to better serve our customers. Stadox requires special equipment and procedures for both mixing and application, including a mixing room, special guns, and a baking style paint booth. The Dupont rep, Eric Glatt, and Stadox specialists, Terry Busse (tech consultant) and Dan Osterbrock (marketing advisor), have been working this week to train our people and will be training some of our customers this month.

Extra Computer Expertise

We have special computer help again this summer from Scott Ferderer. This note from him explains what he can help you with. We only have him for a few months, then he's back to school, so make the most of him while we can.

I will be working with Hedahls this summer on several computer projects scheduled for enhancing Hedahls information systems. These projects will take me all summer to complete. During that time I am also helping with all manner of PC and server issues.

Call me when you have any questions or problems with your PC. This does not include the Ultimate System. That is still for Paul. But anything to do with your PC is my stuff.

- ??Hardware problems - Lock up, boot up, disk reading errors
- ??Buddy List questions or comments
- ??Email questions or comments
- Web site problems – passwords, links, ideas for changes

We have PC Service Management software in all the company's PC's to allow me to access all of the computers in the system. I use it to monitor all functions of your PC and to make software changes when needed. I can install and troubleshoot software from here on any PC in the system. It is great for trou-

bleshooting problems you may be having as well. I can actually take control of your screen to help you through issues. I will be setting all PC's in the system to the Hedahls format.

I am also able to help with any company authorized software questions. Call me for questions on these Programs:

- ??StarOffice
- ??MSOffice
- ??Buddy List
- ??Accuterm
- ??PROSIS 2000 Shop program
- ??Norton Antivirus
- ??Server Database Folders – US-USA Data and Hedahls Data
- ??Dupont and PPG paint software
- ??Windshield information software

I am not going to be able to help you with programs not authorized by Hedahls. Sorry. Time is just too short.

Scott Ferderer

Phone: 1-800-HEDAHL - Ex. 245

BuddyList name: ScottFHQ

Email: sferderer@hedahls.com



CALL PAUL

Function Keys

Certain function keys on your keyboard have been pre-set at Headquarters, and these keys will be the same throughout the company. If you are not using all of the pre-set keys, you might want to take a look at the following function keys descriptions and find a key that might help save you some key strokes.

??F1 = END Use this key when you are at the point in the program or screen where you need to type the word "END."

??F2 = Quick Release of an Invoice Use this key to quickly release an invoice when you are at the "change which line" prompt on the Point-of-Sale screen.

??F3 = Ship Invoice Release Key This is used only by the stores with multiple invoice printers. That would be Bismarck, Aberdeen, and Detroit Lakes. This function key works the same as the F2 key, EXCEPT this key will print the invoice at the second printer.

??F4 = Next Cash Sale Use this key when you have a cash sale customer and you want to quickly start a cash sale ticket using the store default cash account.

??F5 = PartExpert Use this key to get to the electronic parts catalog.

??F9 = Part Inquiry Use this key to get into the P1 screen.

??F10 = Uni-Select Inquiry Use this key when you need to inquire at Uni-Select from the ACT? Field on the Point-of-Sale screen.

??F15 = Delete Use this key to delete. This key is set for the three character DEL (delete).

As you can see, there are remaining function keys that can be used. Some stores have used the remaining keys for writer codes. If you have something you want pre-set for your terminal, give me a call and we can set that key for your function at your port (terminal).