

September 2002  
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# Hedahls Headlines

EMPLOYEE NEWSLETTER

## Anniversaries & New Employees

We have three multiple-of-five work anniversaries this month. **Arnie Zahn** of Bismarck celebrates 15 years on September 26, **Ray Kuntz** of Main Street Tire celebrated 35 years on September 11, and **Harold Kutzler** of Glendive celebrated 45 years on September 3.

Awesome history. Congratulations, guys! We also have five new employees this month, so please welcome them.

**NIKKI STILKE** – Nikki is new in our Detroit Lakes store on delivery. From Frazee, MN, she is married, and Nikki enjoys hunting, fishing and camping.

**DAVID JOHNSON** – David is new at the counter in our Webster store. From Roslyn, SD, he is married with one child. David enjoys riding his Harley, driving his restored 1972 MGB, playing guitar, singing, and hunting – just not all at once.

**JIM VONDRACHEK** – Jim is new in the shop at Main Street Tire. From Bismarck, he has a brother and a sister. Jim is a full-time student at Bismarck State College and says he enjoys hunting and fishing and working on cars.

**ROBBIE EDWARDS** – Robbie is new with BENCO, working sales and service. Robbie is from Minot and says he enjoys hunting, fishing, and boating.

**ELBERT HILL** – Elbert is working in the warehouse of our Sidney store. From Sidney, Elbert enjoys farming and working on Dodge pick-ups.

## Employee Accounts Receivable

There has been some confusion about our policy on employee accounts when purchasing merchandise from the company. A quick review of this policy may help you better manage your bills and financial obligations.

As an employee of one of the Hedahls stores or divisions, you have an employee account, but that account is a “cash only” account. You can buy merchandise from our stores or divisions and pay cash or write a check at the time of purchase. Or you may pay for the merchandise with a credit card. If you choose, you may apply for a charge account to charge your purchases to your employee account. You need to be aware that the entire amount will come out of the last check of the month following the statement date. For example, your August statement balance will be deducted on the September 27 payroll check. Under certain circumstances, your manager is authorized to approve a dating invoice on an employee purchase.

Statements are run the first of each month. The employee gets a copy with a notice of the deduction date, and another copy goes to the payroll department so that the appropriate amount can be deducted from the last payroll check of the month. If you want to pay your balance, you should do so **before** the statements are run. If you pay after receiving the statement copy, your manager must call and tell the payroll department that the account has been paid, but this must be done **at least a week before** the last check of the month (before the payroll checks are calculated).

If you have any questions about this policy, please talk to your manager or call Chuck Clairmont at Headquarters.

# Keeping Up!



Dick Hedahl came into my office yesterday and said it was time for the newsletter again. I said OK as cheerfully as possible, but the truth is I didn't have any ideas for an article. Then this morning at 7a.m., while I was having coffee with the Friday morning lead club, it hit me.

First of all, let me explain the Friday morning lead club. It's a group of about 15 people from different businesses who get together every Friday morning in Bismarck to have coffee and share potential business leads. Many different businesses and industries are represented, including a real private eye.

This morning as always before the formal part of the meeting, we had several minutes of open chit-chat. The thing that got my attention was that everyone was talking about how quickly things were changing in their specific business.

While everyone was spouting off, it hit me. Many of these people have been in their respective professions for 10 to 40 years, and what they were really saying was, "It's not the way it used to be. Things are changing so fast. It used to be easier."

I'm glad to say that many of these people are keeping up. The insurance man, for example, is constantly sharing the changes in his industry with us, and what most companies are doing to cope.

The printer occasionally shares the technological improvements in his business. The stockbroker shares market changes and how they affected Wall Street. The owner of the telephone and communication company is a wealth of knowledge when it comes to changes in the communication industry. This

group has been together for about 10 years now, and we all share with each other. The only one who never says much is the private investigator, and I always worry about that—just kidding, he's one of the nicest people you could ever meet.

Then I look at our business, and I see many rapid changes, but I also see many opportunities for us to keep up.

Recently we were offered scholarships to the Federal Mogul Training center in St. Louis. These scholarships cover a variety of things, including steering, suspension and driveline, brakes, automotive electronics, driveability, and a variety of engine and machine shop courses. I'm happy to tell you that Brian Bachmeier, machinist from our Dickinson store, will be attending.

The role of the factory rep has changed from sales person to educator. It has become their primary responsibility to educate us to the rapid changes in their products and their part of the industry. Whenever a rep is in your store, question them as much as you can about anything new and get everything you can out of them.

The Hedahls counter training being held in Bismarck on September 20-21 is another great opportunity to keep up with the changes, and it'll be attended by almost 30 of our counter people.

The upcoming PartsPlus University PTS (Professional Training Series) is a tool designed to help our customers keep up with the rapid changes in their business and ours.

So don't give up; keep up! Thanks, Dale

We're out of suggestions that we've been able to implement, but we'd love to get some. 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.

## Counter Training

## September 20-21



**CALL  
PAUL**

## Internet Service Provider

On Wednesday afternoon, August 28, our internet connection at Headquarters went down. At Headquarters this is a very rare occurrence and it has an effect on almost all stores since we are all connected by internet service.

Originally I thought it was a store problem after I got the first call. But quickly, I found out that it was the internet at Headquarters that was causing the problem. I immediately called a person at our Headquarters internet service provider and told him the problem. He said he would check it out and call me back.

Within minutes he called back and said they found the problem was a router near Chicago. That router was blocking our internet traffic (and probably a lot of other people's too), so our ISP switched us to another route, through Denver, and we were back up again.

We have a very good relationship with the people providing our internet service from Headquarters, and in this instance they were able to quickly resolve our problem.

We struggled during our conversion to the internet connections at each store. Even now we still have weak providers. But it is getting better. Each time something knocks us out at a store, we are able to attack the cause and further improve our reliability.

## The Great 3M Transfer Caper

We are in the process of reducing inventory, and one of those troublesome lines is 3M. We have a large inventory that seems to grow larger every year. One of the reasons for this is that we're only allowed to return full boxes. We all have partial boxes sitting on our shelves that we can't return, but if we work together, we can make things happen.

So we are going to transfer partial boxes of 3M. We need the sending store to inspect the merchandise before you send it. If there is any bent, folded, or damaged merchandise, remove it from the package. Transfer to the store the correct count, and then correct your inventory. You have to write off the damaged material, but you would have to do that anyway. Also when you send this open package wrap it and label it with the 3M part number. It will make it easier for the receiving store.

Bill Edwards will be starting to transfer 3M on Monday, September 16, so please watch what you send. Be fair about this to the receiving store. We need to make this work. It will benefit everyone and give you a better inventory. Thanks for your help.

**PARKING  
LOT SALE**

September 26-27  
Bismarck Store West Parking Lot

**All stores are invited to  
send merchandise.**

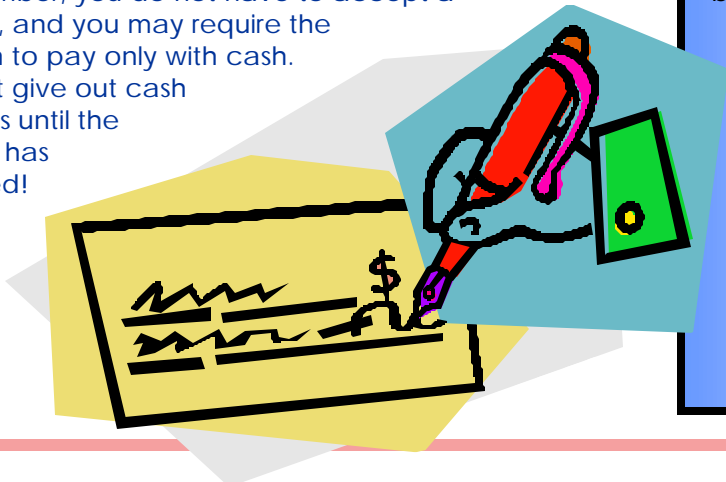
Each item must be priced with  
your store name on it.

Please have your  
sale merchandise to Bismarck  
by September 24.

# Don't Sing the Bad Check Blues

"AfterMarket Business" in July recommends these tips to avoid getting stuck with a bad check:

- ??Be sure the person signs the check in your presence and that the person's address and telephone number appear on the check.
- ??Do not accept checks with hotel addresses, post office box numbers or other temporary addresses.
- ??Be extra careful when accepting checks from out-of-town banks and low- or non-numbered checks.
- ??Do not accept third-party checks.
- ??Look over the check carefully, making sure the date and amount are correct and clearly written. Avoid checks with crossed out or rewritten marks.
- ??Do not accept checks that are postdated. You should have the ability to deposit a check immediately.
- ??Accept only proper and valid identification. If you are offered a driver's license, write the I.D. number on the check and make note of the person's physical appearance (only one or two responsible employees should have the ability to approve checks).
- ??Call the bank where the account is held, especially when the check is for a large amount. The bank can validate the account and the amount of the check.
- ??Remember, you do not have to accept a check, and you may require the person to pay only with cash.
- ??Do not give out cash refunds until the check has cleared!



## Watch Your Back!

Back troubles can sneak up on you. "Safety+Health Magazine" reminds us that back injuries are usually caused by a number of factors wearing at the back's supportive structures over time. Use carts and other lifting devices whenever necessary for lifting or transporting items, but to help maintain good back health remember these tips when lifting:

- ??Avoid awkward bending, reaching, twisting, and turning motions.
- ??Avoid lifting items overhead.
- ??Lift with your legs by bending your knees so your arms are level with an object.
- ??Keep objects close to your body when lifting and carrying.
- ??Do not use fast, jerking motions
- ??Do not lift on slippery surfaces.
- ??Make sure your area is clear.

Backs can also suffer from too little activity and extended periods of time in one place. Maintain a routine of proper physical exercise off the job, and if your job requires that you sit for long periods of time, remember these tips to reduce back pain and stiffness while sitting:

- ??Sit deep in your seat with both feet flat on the floor.
- ??Adjust the height of your work surface or your chair so that the work area is level with your elbows when they are hanging by your sides.
- ??Adjust your video screen to be at or slightly below eye level.

## Holiday Party

Oh, it's tough to think about December already, but for those of you planning your holiday calendars, mark down Saturday, December 21 for the Hedahls Holiday Party in Bismarck.

**Saturday, December 21**  
**Colony Room of the Kelly Inn in Bismarck**  
**Social 6:00 — Dinner 7:00 — DJ Music 8:30-12:30**

