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# Hedahls Headlines

EMPLOYEE NEWSLETTER

## Anniversaries & New Employees

We have two multiple-of-five work anniversaries this month, both at Benco. **Mike Nilles** celebrates five years on September 19, and **Mark Anderson** celebrates fifteen years on September 26. Congratulations, guys.

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

**COREY BROPHY** – Brophy is a new tech at Benco Equipment. From Glendive, MT, he has one sister. Brophy enjoys golf and motorcycles.

**ADRIAN MORALES** – Adrian or “A-Mod” is a new shop technician at Main Street Tire. Originally from Bowman, ND, he has a sister and a son and a daughter. Adrian enjoys drag racing and motocross.

**SHERIDAN FERLIN** – Fuzzy is a new machinist in our Aberdeen store. From Aberdeen, he is married with two daughters. Fuzzy enjoys all sports, including racing.

## Hedahlsinfo INFO

By Dick Hedahl

We have a new feature in our computer system, called hedahlsinfo.

To access hedahlsinfo, open Internet Explorer on your company PC or Terminal Services Screen.

Your default home page is now <http://hedahlsinfo>

This is an IntraNet page for Hedahls. It can only be accessed from inside our computer network system. Lots of good information is available on the info page already, and we'll be using this info page as an entry point for you to access even more stuff as time goes by. We will also stop printing so much paper. “Save The Trees” and all of that, you know.

For now, go have a look at what is in there. The contents index is listed on the left side of the page. Click on the links to see what's there. For example, try the Addressbook link. Lots of phone numbers and info about our locations are in there. You will see stuff missing too. We will be adding to this information as we go on. One of the goals we have for this page is to give you one basic source for all kinds of information you need to have available to do your job. By publishing it on the Hedahls IntraNet, we can keep it up to date more easily and you won't have to wonder if the paper sheet you have been using is current.



# Just tell 'em



I recently spent a week in Minot doing fieldwork with Al Halvorson the salesman there. Al and I had a great time driving around in the KTI truck, and we did fairly well selling tools and other items. We would corral customers in the back of the truck, and as they were looking around, one of us would hand them a catalog and price sheet and tell them that this week only all the tools in the truck and the catalog were 15% off the yellow dealer price sheet. The 15% off statement spurred their interest, and many of them would become serious about buying tools. The fact that we told them they were getting a little extra made the difference.

While I was in Minot that week, I ate breakfast at one of two restaurants, either the Rollin' Pin or Denny's, and that Friday it dawned on me that the waitress at Denny's was the better salesperson.

Here's why I say that. Remember I'm an early riser 5:00 or 5:30 am, and most of the motels I stay at don't have decaf coffee, which I prefer. So as soon as I get up I look for a restaurant to have breakfast, and I take my thermos with and have it filled with decaf coffee. That way when I get back to the motel and start doing paper work, I have coffee to drink

until it's time to meet the salesman or go to the store.

The waitress at the Rollin' Pin is really bubbly, full of chit chat and a real morning person. The waitress at Denny's is friendly but didn't say much more than she absolutely had to. The food and coffee is equally good at either place. But here's where the difference comes in. When I paid the bill, the waitress at Denny's always says, "I didn't charge you any extra to fill the thermos." I told her thanks and that I appreciated it and have a nice day. Friday afternoon while I was driving home I got to thinking about the week and different things. I got to wondering if the Rollin' Pin charged me to fill my thermos? Guess what – they didn't charge me either, but no one told me. So they gave me something that really didn't mean anything because I was too busy to notice I got it.

The experience: When I left Denny's I felt like I got a little bonus. The lesson: If you give a little or do something special, very politely and almost subliminally, let people know that you went the extra mile. One of my favorite lines is, "We don't do this for everyone, only our special customers." They're all special – get it? Thanks, Dale

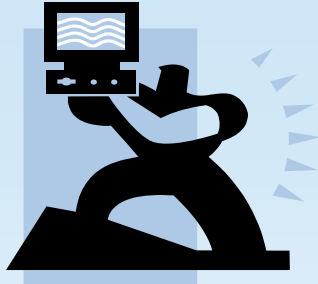
# Scam Slams

Two new telephone scams are being tried by people bent on stealing your identity. The first preys on your fear, the second on your sympathy.

Imagine being told a warrant for your arrest has been issued. That gets your attention fast. In this latest scam, the caller says you failed to report for jury duty. Naturally you retort that you never received notification. The scammer then says he needs confidential information for verification purposes. This information might include your birth date, your Social Security number, even credit card numbers. It's easy to imagine falling for this.

You're surprised and maybe outraged and naturally eager to clear up the misunderstanding. But stop yourself: don't ever give out personal confidential information when you receive a telephone call.

And sinking as low as you can go, some scammers are using the tragedy of Hurricane Katrina to trick people into giving out credit card numbers, Social Security numbers, or banking information. If you choose to donate money for hurricane relief, know where your money is going, and **never, ever give personal information to a caller.**



## Log Off at End of Day

When you are done for the day, please completely log off your terminal or your PC Accu-Term session. Almost everyone is already doing this, so this is just a reminder to end out of the program you are using and enter the word OFF at the store menu selection screen.

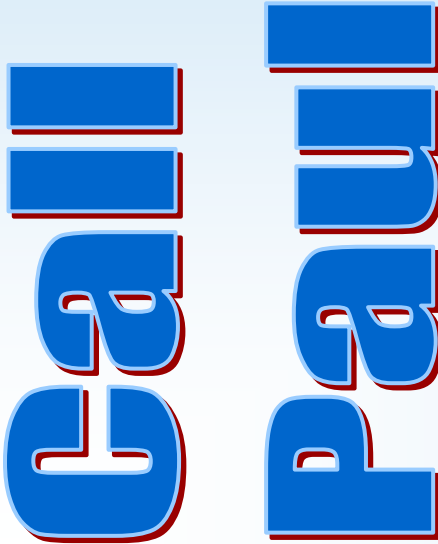
This needs to be done at the end of each day to clean up memory that each terminal uses when it is logged on to the system. Also, occasionally, an update is done at night to the computer that requires all terminals to be logged off or the update cannot happen. One more reason to log off is to allow the nightly End-of Day program to run smoothly without the possibility of interference from your terminal.

## The Phantom Knows

I have seen this happen several times in the last few weeks.

Somehow the "phantom" (where everything gets processed after it leaves your screen) got stalled. That happens when some terminal somewhere in our system has a part number with a cursor left in the middle of that part line. If that terminal remains unattended, it can affect many things throughout the company - such as invoice reversals - from getting completely processed.

What we learn from this is not to leave your screen with the cursor somewhere in the middle of a part number line on the invoice screen. If you do, it will stall the phantom processing.



## King John is the TOPS

John Schultz of our Dickinson store was featured in an article in the Dickinson Press recently. And why not? He is a king, after all. The king of weight loss. John earned the title of 2004 North Dakota King by the TOPS (Take Off Pounds Sensibly) Club Inc., and then went on to represent North Dakota at the international recognition days in Rapid City, SD. John joined TOPS in January 2003 and by Dec. 31, 2004, he had lost 31 pounds and reached his target weight. With his svelte new looks come other benefits, like lowered blood pressure and renewed energy.

John learned to take off his excess pounds through a combination of information and inspiration provided by weekly meetings and weigh-ins. Then it was a question of eating smart and getting exercise like walking. He avoids high calorie food and tries to eat lots of fruit and vegetables. John is now a proud member of KOPS (Keep Off Pounds Sensibly).

Congratulations to King John. You're an example for many of us.

## Queen Christa Competes

We have a king and a queen to boast about at Hedahls. Christa Kuntz is a parts runner who is also a pageant queen. The delivery driver for our Bismarck store competed and won the local and state competi-



Christa Kuntz, Miss Hawaiian Tropic ND

tions for the Miss Hawaiian Tropic Suncare Products and will be representing North Dakota in the Miss Hawaiian Tropic International Pageant in Oahu, Hawaii, competing against 300 other women for the title of Miss Hawaiian Tropic International. At the state competition in Grand Forks, Christa wore an evening gown that cost only \$10. For the competition in Hawaii, she may come up with something more in keeping with an international pageant. Hedahls gave Christa a \$150 sponsorship to help in her efforts to capture the world title. Best of luck to you, Christa!

# Safety First: Taking the Sting Out of Autumn

Autumn often give us bonus days of warm weather that make us feel like extending summer with picnics and other outdoor activities. But in our part of the country these bonus days are often plagued by the nuisance of wasps. Various university extension service web sites help us battle the problem with information.

Wasp colonies start in the spring with a single queen and continue to grow during the warm weather, reaching a peak in the fall. This is why they seem like a bigger problem in the fall: there's more of them. Wasps are attracted to smells and colors. If you know you're going to be outside, avoid wearing perfumes, colognes, scented soaps and brightly colored or patterned clothing. Wasps are also attracted to food, especially sweets this time of year, making picnics and cookouts particularly alluring. Keep food covered, be watchful of the openings of beverage cans, and seal up garbage before disposal.

If you are stung, remove the stinger quickly. Try not to squeeze the stinger because this can compress the venom sac and inject more venom. Instead use something like the edge of a credit card to flick it away. But again, the quicker the better. Then wash the wound and ice it to reduce swelling. Of course, in case of severe reactions like airway constriction and anaphylaxis, seek medical treatment.

## Wellness Profiles

All of you who participated in the Wellness Profile Questionnaire this summer have gotten your results. Look at the recommendations and act as you feel is in your best interest. When Hedahls started our Wellness Program over a decade ago, our thought was that it would be important for all of us to be more aware of our own health and wellness. If we could be encouraged to look at our state of health and how our lifestyle affects our life, we all would be better off. Hedahls never wanted to meddle into your personal life. We just wanted to encourage you to lead the healthiest lifestyle you can. By giving you the incentives to lead a health lifestyle, our hope is that you can live a longer, healthier and more fulfilling life.

Take the information in your Personal Wellness Profile and make the changes in your lifestyle that you think are best for you. If you have questions about your own profile, feel free to call Melanie Metz at 701-741-0738 or e-mail her at [mmetz@altru.org](mailto:mmetz@altru.org). She is the Worksite Wellness Coordinator for Healthy North Dakota and a registered dietician. Melanie was our consultant on this project.

## Build a Better Wasp Trap

Minnesota State University—Bemidji extension service suggests this homemade wasp trap to help keep wasps from ruining your outdoor gathering.

- Take a 3-liter plastic pop bottle and cut off the top, about one-third of the way down.
- Invert this top into the bottom, creating a funnel-like entrance for wasps.
- Secure the top to the bottom with duck tape or staples.
- Pour about two inches of sweetened beverage (no diet drinks) into the bottle, sloshing it along the inside of the inverted cone to better attract the wasps.
- The wasps fly in, become confused by the funnel entrance, can't find their way out, and starve or drown.
- Place the trap away from people.
- Place it in a plastic bag and dispose of it at the end of your outing.

## EQUIPMENT LEASING ENTERPRISES

Equipment Leasing Enterprises is an affiliated company of Hedahls, Inc., originally started in 1969 as a partnership of Neil Hedahl, Erling Hedahl, and Beulah Hedahl, the three principles of Hedahls at the time.

In 1971, the company's potential partners were expanded, making any employee, retiree, or stockholder of a Hedahls company eligible to invest. ELE has gone through several changes over the years, but currently it is a General Partnership with 131 partners. Three managing partners are elected each year by a vote of all of the partners. This year's managing partners are Dick Hedahl, Ann Walsh, and Harold Larson

The sales are made by Hedahls stores sales people and BENCO sales people, and the administration done by Hedahls Headquarters administrative staff, with a small fee charged for staff work. ELE also has annual accountant fees, bank interest charges, and minor supplies and computer charges. All leases and financed equipment are guaranteed by the seller of the item financed, so ELE has low exposure to defaulting borrowers. The company has no other costs. Historically ELE has offered a good return on a flexible investment for its partners. It has been successful all these years due to the unique concept created by its founders and to the hard work of all of the people in the Hedahls companies.

If you have questions about Equipment Leasing Enterprises, call Dick Hedahl at 1-800-HEDAHLs.