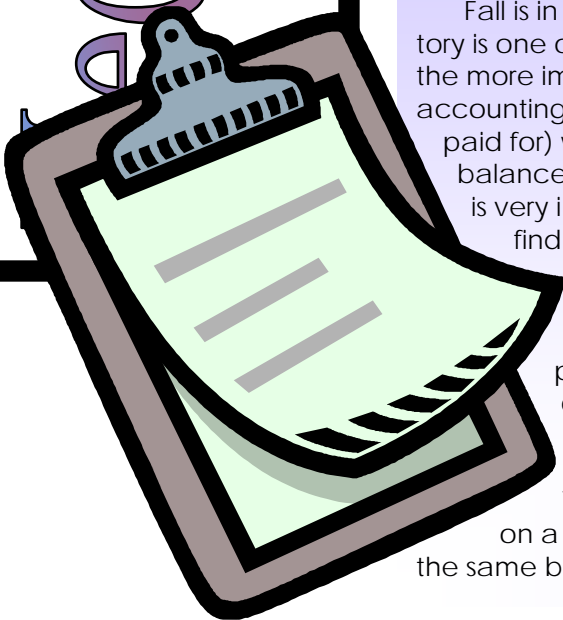


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Headahls Headlines

EMPLOYEE NEWSLETTER



Anniversaries & New Employees

We have two five-year anniversaries this month. **Craig Burke** of Main Street Tire celebrated five years on October 4, and **Greg Rudnick** of Fergus Falls celebrates five years on October 25. Congratulations, guys!

We also have five new employees this month, one returning employee, and one pretty new employee with a correction. Please welcome them all.

STEVEN KLUGE – Steve is new in our Milbank store, working delivery and the counter. Originally from West Bridge Water, MA, he has a son and three daughters. Steve enjoys hunting and fishing, golf, softball, and volleyball.

LINDA KOHLER – Linda is new on delivery in our Detroit Lakes store. From Detroit Lakes, she has one sister. Linda enjoys reading, hunting and fishing.

JUSTIN CAPES – J.C. is new on delivery in our Glendive store. Originally from Plentywood, MT, he has two brothers and three sisters. J.C. enjoys autobody work and air brush painting.

MICHAEL O'RILEY – Mike is working the counter and shipping and receiving in our Crosby store. Originally from Sioux Falls, SD, he is married. Mike lists his hobby as cars.

HARLAN SCHLUETER – Harlan is a radiator repairman for our Milbank store. Originally from Appleton, MN, he is married with two grown sons. Harlan lists his hobby as horses.

Samuel Persons is back with us in our Glendive store. And last month's introduction of one of Aberdeen's new employees got a little mixed up: **Ferlin "Fuzzy" Sheridan** is our new machinist. He's from Aberdeen, he's married with two daughters, and he enjoys all sports, including racing. Sorry about that, Fuzzy.

Inventory Time Again

By Larry Lysengen

Fall is in the air and that means inventory can't be far behind. Inventory is one of those jobs we would all like to forget about, but it's one of the more important yearly tasks we do in a store. It compares what our accounting department thinks we have in inventory (and what we have paid for) with the parts that are actually on the shelf. Everything should balance. Inventory is our biggest dollar asset investment in a store. It is very important to have an accurate count to make sure you can find the part on the shelf when your customer needs it.

We have taken inventory using two different methods.

The first method—we close the store, freeze the inventory, count and make all corrections over a weekend. To complete this job, we bring in friends and family to help out. It is one big push with a lot of hours put in by everyone to complete the job. With the extra help and store time lost, this method is expensive and subject to inaccuracies.

The second method is a rolling inventory. We run several lines on a daily bases, making the corrections each day. The process is the same but spread out over a longer period (**continued on page 2**)

Suggestions

You'll see in the story below that Dick Ulrich shared his suggestion and it earned him \$100.

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



The Hedahls Computer Connection



Currently we have nearly a hundred customers who have the Hedahls Computer Connection, with only half using their connection every day. The Hedahls Computer Connection is a great deal for lots of reasons, like speed and efficiency for both us and the customers.

So how can we get more customers to use it? They need to form the Hedahls Habit. Dick Ulrich, manager at the Glendive store, had a great idea. Let's have a contest and allow them to enter by sending our stores orders via the Hedahls Computer Connection. Great idea, Dick!

Here's how it's going to work. Beginning October 15 and running through March 31, 2006 the customers with the Hedahls Computer Connection will receive one entry into the contest for every \$100 of product ordered via the computer.

The contest:

Every month we will award one \$50 gift certificate and two \$25 gift certificates to Computer Connected Customers. The Gift Certificates will be from one of the following locations (customer's choice):

- Hedahls Parts Plus
- Applebee's
- Scheels All-Sports

Plus everyone gets entered into a drawing for one trip for two to Las Vegas for three days, including air fare and lodging. Salesmen, you'll receive the formal contest announcement in the October 10 sales meeting packet. Be sure to show it to everyone who has the Hedahls Computer Connection and everyone you think should have it. Thanks, Dale

(Inventory Time Again — continued from page 1)
of time. We use in-store personnel familiar with our store and products. With a rolling inventory, we can get a good inventory count and remain open while we do it. According to spot checks we did last year, our rolling inventories were just as accurate—or more accurate—than the frozen inventories of the past.

Rolling inventory is the process we want to use if at all possible. We will be running a program to re-

link the numbers in the proper sequence, making your count easier. I'm sure you all have instructions for doing inventory, but just in case they have been filed who-knows-where, we will send out another copy. And it is posted on our intranet. At <http://192.168.1.3/> go to the **Operations** tab under Departments, then choose **Inventory**.

We have three months to inventory all stores. To get everything done, we need to start now. Please call me with any questions concerning inventory.

Let's Eat! Tomatoes

The excess harvest of the homegrown tomato crops are finding their way to work in these last weeks of the growing season. Tomatoes are easy to grow, beautiful to look at, and healthy to eat. So if co-workers are handing them out, snag a few.

The French call them the fruit of love, and Italians made them famous in pasta sauce, but tomatoes are a new world crop, originating in a region of Mexico. The old world didn't get tomatoes until the sixteenth century when Spanish explorers brought them to Europe and Portuguese brought them to India.

Tomatoes are a good source of vitamin C, vitamin A, potassium, and something called lycopene. Lycopene is what makes red tomatoes red, but in us it works as an antioxidant. Several medical studies have linked lycopene to decreased risks of prostate cancer. And more studies are being done to check lycopene's effect on other cancers and heart disease. And you actually get more lycopene when the tomatoes are in a sauce since your body absorbs lycopene more readily from cooked tomatoes.

Versatile, nutritious, low in calories, and relatively low in cost: If someone wants to give you some tomatoes, take all you can handle.



FAXing an Invoice

This is a review of the procedure to FAX an old invoice to a customer needing a copy:

- Go to #3 Old Invoice Inquiry on the STORE MENUS screen.
- Now you have the option of entering an invoice number, if you know it, OR you can hit the ENTER key and you will move over to the field where you can enter an order number, OR you can hit the ENTER key again and move to the field where you can enter a customer number.
- When you have found the invoice number you want to FAX, enter that number with the dash included. Now the invoice is displayed, and you are at the bottom of the screen where you can hit the letter F to FAX this invoice. If you want to see what is on the invoice, hit the ENTER key and you will still have the FAX option listed at the bottom of the screen.
- After hitting F for FAX, you will be at CHANGE WHICH LINE on the bottom of the screen that says Fax Cover Sheet. On this screen you will want to fill in the name of the person you are faxing this to on line #2 and the Fax phone number you are sending it to on line #4.
- 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 the STORE MENUS screen and proceed from there.

**CALL
US
FOR
DETAILS**



Safety Concerns

We've said it before in this newsletter, but safety is everybody's business. We need all eyes sharp and all brains firing to recognize safety concerns or to come up with ideas that will create a safer work environment for everyone.

If you know of something that could be corrected or implemented, please report it to your supervisor, to your manager, or to our risk management coordinator, Lori Alfstad at Headquarters.



Safety First:

On the Dock

Much of our industry is about receiving inventory, storing inventory, and shipping inventory. In other words, we have stuff coming and going all the time. Our challenge is to make sure those comings and goings are safe for all involved. A few months ago we included a list of safe practices for warehousing. This month we'll offer some tips on safe practices on the loading dock.

- Block the trailer wheels or otherwise secure the trailer before entering.
- Inspect the trailer floor for stability, and do not exceed the floor's load limit with unloading equipment like pallet jacks or forklifts.
- Make sure you have a clear view of your path when moving merchandise. Never move anything blindly.
- Move at a prudent pace on the loading dock. Never rush or hurry recklessly.
- If the loading dock is fitted with a dock plate, make sure the lip of the plate is secured and fully extended on the back of the trailer.
- Keep clear of the dock edges and never back up towards the edge.
- Paint the dock edges yellow as a visual warning.

With a Hand Truck

It's such a simple device, but a hand truck, or two-wheeled cart, still needs to be used with caution to avoid injury.

- Obey the load limitations of the hand truck.
- Keep your feet clear of the wheels while loading.
- Tip the hand truck slightly forward so that the tongue goes under the load, then push the tongue all the way under the load.
- Load the heavier objects under the lighter ones.
- Place the load so it will not slip, shift, or fall.
- Use straps on bulky or pressurized items.
- Push the load so that the weight is carried by the axle and not the handles.
- Never walk back backwards with a hand truck, unless you're going up a ramp or incline.
- Move hand truck at a walking pace and approach blind corners with care.
- Ask a spotter to assist you if your view is obstructed when moving a loaded hand truck.