RSGDA

REPAIR SHOP & GASOLINE DEALERS ASSOCIATION

December 2011

(585) 423-9924 -- (716) 656-1035 – rsgda@nysassrs.com – www.nysassrs.com

Manhattan Gas Stations Close

"Gas stations are nearly facing extinction in Manhattan," reports Crain's New York Business, following years of sell-offs and closures.

In the past two years, 17 stations have closed on the island, leaving just 41 remaining, according to the Department of Consumer Affairs. The city's five boroughs house 835 gas stations, which means Manhattan's share is less than five percent.

The island retreat is the result of high real estate prices in midtown as well as the cost of delivering fuel to inner Manhattan, both of which make non-island locations more practical. For those that remain, business is booming, with residents and cabbies often lined up streets-deep to refuel.

My stations are doing better than ever," said station owner Harris Kalish, whose company owns multiple stations. "Volume has never been higher, because all these stations keep closing."

Despite his good fortunes, Kalish, a 40-year industry veteran, said he is considering selling his remaining stations by the end of the decade with lucrative buy-outs from real estate developers. And for the city's 13,000-plus taxis, that promises to make things even more hectic.

"The traffic patterns around stations that are still open are becoming outrageous," said Ethan Gerber, executive director of the Greater New York Taxi Association.

INSIDE THIS ISSUE

American Jobs Act Update

Senate Majority Leader Harry Reid (D-NV) reintroduced the "American Jobs Act" last week, keeping President Obama's proposed job-creating measures while eliminating his plan to end $40 billion in oil and gas industry tax incentives and raise taxes on individuals/families making at least $200,000/$250,000 to partially pay for the $447 billion package. To pay for the legislation, Reid included a 5.6 percent "millionaire's surtax," beginning in 2013 on income exceeding $1 million.

Lots of Charging Stations – Few Electric Cars

Despite a proliferation across the U.S. of electric charging stations for electric cars — at McDonald's restaurants, for instance — few people are taking advantage of the service, because sales of electric cars have been modest, The Wall Street Journal reports.

Just ask Tom Wolf, franchisee of a McDonald's in Huntington, WV, who spent $6,385 last year on two chargers for all-electric cars. So far, he said the station has been used just a few times, because he doesn't know anyone in town who owns a plug-in car.

Walgreens has chargers outside four Texas drug stores with plans to add more in California, Florida, and Washington, D.C. And Cracker Barrel is planning to add chargers outside some of its Tennessee restaurants. Additionally, Murphy Oil USA is testing one in Chattanooga to determine demand. But consumer response has been underwhelming.

According to Plug In America, there are fewer than 15,000 all-electric cars on U.S. roads today, despite Obama administration hopes to increase that number to one million by 2015.

For Menno Enters, Walgreens' director of energy and sustainability, the possibility of being out in front of the movement is what has prompted the company's current investment. "We wanted to be the first mover," Enters told the newspaper.

Pike Research projects 13,000 charging stations by the end of 2012, many "fueled" by subsidies. Over the past two years, the U.S. Energy Department has provided about $130 million for pilot projects that help fund chargers at homes, offices and public locations.

The supply of electric cars is expected to increase over the next two years, as Ford, Toyota, Honda, BMW and Tesla Motors all debut models. Despite the trend, J.D. Power & Associates expects all-electric vehicles to have a negligible impact on overall car purchases, accounting for less than one

percent of U.S. auto sales in 2018.

The premiums associated with these products are still more than what the consumer is willing to bear," said Mike VanNieuwkuyk, executive director of global vehicle research at J.D. Power.

Nissan, on the other hand, is more optimistic about consumer adoption and predicts all-electric sales to comprise 10 percent of global vehicle sales by 2020.

New Rules For ATMs Go Into Effect March 15th

With 2012 ADA (Americans with Disabilities Act) compliance deadlines looming, ATM owners have questions about the requirements for ADA-compliant ATMs. Machines from 7-8 years ago may still work perfectly, but not meet ADA and PCI standards. Nevertheless, all ATM owners must be compliant or face the risk of fines by March 15, 2012 of next year – up to $55,000 for a first offense.

There is some good news: new ATMs are already fully compliant, and if you have multiple machines on site, only one must meet the guidelines. In fact, most ATM manufacturers have been ahead of the game in creating machines prepared to serve customers with disabilities, with features including:

- ATM controls within 15-48 inches
- Tactile input controls and an ascending or descending keypad
- Braille instructions and speech mode controls
- A display screen that can be seen 40" from the ground
- Function keys must visually contrast from their background

It is important to note that no ATMs will be grandfathered beyond the deadline.Some ATM owners may be able to upgrade existing ATMs – although this may require an investment.

The trickiest upgrade may be the audio jack for blind ATM customers, and addition of Braille instructions to launch this feature. Others, such as ensuring sufficient clear ground space around the machine, are easier to accomplish.

U.S Appeals Court Rejects Claim That Refiners Overcharge Consumers for Premium Gas

Major oil companies and their retailers are not breaking the law when they sell a small amount of unleaded regular or midgrade as more expensive premium at the pump because of fuel residue left in hoses from the previous customer, a U.S. Appeals Court has ruled.

Before the U.S. Court of Appeals for the Ninth Circuit were claims that six refiners — BP, Chevron, ConocoPhillips, ExxonMobil, Shell and Valero — were overcharging customers who buy premium fuel. The ruling sets legal precedent in California and eight other western states.

The plaintiffs were a group of California consumers. They said the design of some gas dispensers is flawed because when they purchase premium they can receive up to 0.3 of a gallon of fuel that has remained in the system since the last sale, and therefore are overcharged if the previous customer bought unleaded or midgrade gas.

The problem with residual fuel in dispensing systems involves single-nozzle pumps that are less expensive to install and maintain than multi-nozzle equipment, according to the plaintiffs.

They want refiners to remedy the situation by developing a more accurate dispenser or new pricing technology, or by displaying disclosures at the point of purchase.

If it is not cost-effective to introduce technology that guarantees to deliver 100% of the grade the customer selects, then oil companies should be required to install equipment that charges a lower price for lower-grade fuel pumped from a previous transaction, the suit says.

Or, as "a remedy of last resort," refiners should be required to make disclosures on a dispenser's electronic display screen that alert the consumer to the residual fuel issue.

The failure of oil companies to rectify the situation is a breach of contract and fair dealing clauses under consumer protection and business practice laws, the plaintiffs said.

The consumers sought class action status for their lawsuit but a lower court dismissed their claims because they had failed to give refiners reasonable notice before they filed suit.

Refiners argued that they have obeyed both state and federal laws and that any requirement mandating new or different disclosures for octane labels would be preempted by the federal Petroleum Marketing Practices Act and Federal Trade Commission rules on posting.

Additionally, the National Conference on Weights and Measures evaluated the residual fuel issue in the late 1980s and found no basis for changing the method of sale because consumers were not being shorted at the pump.

The Appeals Court sided with the refiners. It is not reasonable to infer that oil companies have committed any misconduct since they cannot alter their dispenser designs, price computation mechanisms, or octane disclosures "without running afoul of various legal requirements in this heavily regulated arena," the court said.

Requiring refiners to post special notices at dispensers "would have the effect of challenging the accuracy and undermining the uniformity of federal octane labeling regulations promulgated by the FTC," wrote Judge Johnnie B. Rawlinson on behalf of a three-judge panel.

Using dispensers that can cause residual fuel problems is lawful in California because the state has adopted National Conference on Weights and Measures (NCWM) standards on dispenser design, said Judge Rawlinson.

The NCWM's Handbook 44, which details weighing and measuring rules followed by most states, permits a maximum of 0.3 gallons of residual fuel in blender pumps. It prohibits the draining or discharging of fuel from the meter or hose during a purchase and says that a consumer must be able to choose the grade of fuel he wants. No change in the per-gallon price is allowed once the fuel is being pumped.

There may well be a better dispenser design available and California regulators could consider adopting that design in the future, but refiners are not in breach of current statutes and regulations, Judge Rawlinson concluded.

EPA Releases Proposed Rule to Revise UST Regulations

The U.S. Environmental Protection Agency (EPA) yesterday released proposed rule-making changes to underground storage tank (UST) regulations. The proposal spans 414 pages, which we are in the process of reviewing and will be preparing comments for the agency. According to the transmittal received from EPA, the proposed revisions will help improve prevention and detection of UST releases and will increase the emphasis on ensuring that tank owners properly operate and maintain their systems.

The table of contents of the proposal indicates that it will address operator training and secondary containment requirements, inspection and equipment testing requirements, regulations pertaining to tanks that had not been subject to regulations previously, changes to overfill prevention requirements, internal lining, notification and a variety of other requirements. We will inform our members of details once an analysis of the proposal is complete.

Exxon Mobil Profit Rises 41 Percent On Higher Prices

Exxon Mobil's quarterly profit rose 41 percent because the company sold oil and natural gas at higher prices, making up for lower production. The world's largest publicly traded oil company, which owns and operates oil and gas fields from Texas to Qatar, said prices rose sharply in the third quarter. Its refineries also charged more for gasoline and other fuels that they make from oil.

Exxon sold oil in the U.S. for an average of $95.58 a barrel, up 35.2 percent from a year earlier. Internationally, it charged $107.32 a barrel, up 45.4 percent. It also charged more for natural gas.

The higher prices boosted earnings at Exxon's exploration and production business, which finds and pumps oil and natural gas. Earnings rose nearly 19 percent in the U.S. and 61 percent internationally.

Exxon's U.S. refineries also benefited. Their profits quadrupled as demand for gasoline and other fuels soared around the world, enabling them to charge more.

Yet the production decline was a disappointment for the Irving, Texas-based company. Exxon has outspent other oil giants over the past few years in the search for new fields. So far this year, it shelled out $24 billion on projects. Exxon's oil production fell 7 percent while natural gas production slipped 3 percent Some of the declines resulted from deals that limit the amount of oil Exxon can sell as prices rise on international markets. Excluding those limits, however, production was still flat.

BP and Royal Dutch Shell also reported production declines in the July-September quarter. Still, Exxon Mobil Corp.'s total net income rose to $10.33 billion, or $2.13 per share, in the third quarter. That compared with $7.35 billion, or $1.44 per share, a year earlier.

Revenue rose 32 percent to $125.3 billion.

Shares of the Irving, Texas-based company rose Thursday after it announced the quarterly results. Investors were encouraged by oil prices in the futures market. The price of crude rose more than 3 percent to $93.10 in New York Exxon's stock price climbed 9 cents to $81.16.

Exxon's production declines this quarter raise larger concerns. It takes years to find new sources of oil, and demand is rising as China and other countries need more fuel to run and expand their economies. Analysts say they're concerned that major producers are so far unable to supply enough crude.

"I think there is a danger that we can't keep up with demand," Argus Research analyst Phil Weiss said.

But if companies find and successfully pump oil, that should raise production levels and eventually provide producers with a return for the billions they're spending on exploration.

Judge Blocks New Graphic Cigarette Warning Labels

Tobacco companies have won the first round in their fight against the new graphic cigarette warning labels that are set to go into effect next September.

In a ruling this morning, U.S. District Judge Richard Leon granted a temporary injunction blocking the rules requiring the new warning labels that use graphic images. Leon's decision came as he determined that the tobacco companies -- namely R.J. Reynolds Tobacco Co., Lorillard Inc., Commonwealth Brands Inc. and Liggett Group LLC -- would likely win their lawsuit challenging the Food and Drug Administration's (FDA) requirement as unconstitutional, according to a report by Reuters.

"We are pleased with the judge's ruling and look forward to the court's final resolution of this case," an R.J. Reynolds spokesperson told CSNews Online.

The FDA approved the nine warnings -- a combination of text and graphic photographs -- in June, and mandated that the new labels must be depicted on all cigarette packs and advertising by September 2012.

As a result, the four tobacco companies took up a legal challenge on the grounds that the new warnings violated the free speech clause of the First Amendment. They contended it was unconstitutional to force tobacco companies to disseminate the government's anti-smoking message, as CSNews Online reported in August.

However, in response to the suit, the FDA said the public interest in conveying the dangers of smoking outweighs the companies' free speech rights. The FDA also pointed out that Congress gave it the authority to require the new labels because existing warnings dating to 1984 were going unnoticed and health warnings weren't being conveyed effectively.

The tobacco companies gained support in September when two advertising groups, the Association of National Advertisers and the American Advertising Federation, filed briefs in the suit.

The groups argued that the labels infringe on commercial free speech and could lead to further government intrusion if left unchallenged.

Floyd Abrams, a partner in the New York law firm of Cahill Gordon & Reindel, who is representing Lorillard, said: "Today's ruling reaffirms fundamental First Amendment principles by rejecting the notion that the government may require those who sell lawful products to

adults to urge current and prospective purchasers not to purchase those products."

Treasury Inspector General Issues Mixed Report on Small Business Health Care Tax Credit

The Treasury Inspector General for Tax Administration (TIGTA) released a draft report on Nov. 7, stating that, while for the most part, the Internal Revenue Service (IRS) did a decent job of planning and implementing the Small Business Health Care Tax Credit, there are some major problems that are keeping small businesses from using it. The credit was designed by the crafters of the Patient Protection and Affordable Care Act (PPACA) to encourage small businesses to provide health insurance and pay for at least half of it.

Among the IRS's successes highlighted in the draft report were the more than 1,000 outreach efforts and 4.4 million postcards mailed to small businesses around the country. However, based on the fact that taxpayers have only claimed $278M of the projected $2B in 2010 credits, it is apparent according to the report that many small businesses are holding off on filing or do not understand the process.

Drilling down into the draft report, several problems were clearly identified:

- There are multiple steps to calculate the credit, and seven worksheets must be completed in association with claiming the credit. Taxpayers have been slow to claim the credit, and both taxpayers and tax practitioners are making mistakes on Form 8941.
- In spite of the extensive outreach and education efforts made by the IRS to inform taxpayers and the tax preparer community about the credit and how to claim it, more needs to be done to ensure that taxpayers are aware of the credit and to improve accuracy in credit claims.
- Although the IRS sent postcards to businesses that might potentially qualify for the credit to make sure they were aware of it, the IRS did not have ready access to data that would allow it to determine which of these businesses actually offer health care insurance to their employees or otherwise qualify for the credit.

In developing the draft report, the IRS spoke with industry groups and professional organizations and heard that: small businesses may take a wait and see approach with the credit; the credit is not worth the time and effort to claim it; taxpayers are unclear on the specifics of the credit and rely on tax professionals to claim it; and business-related information needed to claim the credit is not readily available. The late start to the filing season may also have impacted the number of claims to date.

Senate Approves Transportation Appropriations Bill

On Nov. 1, the Senate voted 69-30 to approve a 2012 fiscal year Department of Transportation (DOT) funding bill, which consists of a continuation of 2011 spending levels. Not to be confused with the Senate's two-year authorization bill scheduled for a markup this week, this DOT funding bill (S. 1596) was passed as part of a three-bill "minibus" package (H.R. 2112) that covers 2012 appropriations for Agriculture, Commerce and Justice, as well as Transportation. During the debate, Sen. Rand Paul, R-Ky., introduced an amendment that would direct a portion of the funding away from bike/pedestrian trails and devote that sum to the highway bridge program. The amendment failed to pass and the appropriations bill was approved as-is.

The Senate must now work with the House, which currently has a version of this bill at the committee level, to agree on the final spending levels. While the approved Senate bill maintains current spending levels for highway projects and transit, the Republican-backed House bill would cut funding for these programs by more than one-third. It remains to be seen what cuts the House Republican leadership will seek in its efforts to compromise on overall spending levels.

Report Finds Threat of Theft of Trade Secrets by Foreign Countries Likely Will Grow

A report released by the Obama administration found that, "Foreign economic collection and industrial espionage against the United States represent significant and growing threats to the nation's prosperity and security." Entitled "Foreign Spies Stealing US Economic Secrets in Cyberspace: Report to Congress on Foreign Economic Collection and Industrial Espionage, 2009-2011," the report states that foreign collectors of sensitive economic information are able to operate in cyberspace with relatively little risk of detection by their private sector targets. According to the report, "The proliferation of malicious software, prevalence of cyber tool sharing, use of hackers as proxies, and routing of operations through third countries make it difficult to attribute responsibility for computer network intrusions. Cyber tools have enhanced the economic espionage threat, and the Intelligence Community (IC) judges the use of such tools is already a larger threat than traditional espionage methods."

The report further states that Chinese actors are the most active and persistent perpetrators of economic espionage. In addition, Russia's intelligence services are conducting a range of activities to collect economic information and technology from U.S. targets.

The report concludes that, "Because the United States is a leader in the development of new technologies and a central player in global financial and trade networks, foreign attempts to collect U.S. technological and economic information will continue at a high level and will represent a growing and persistent threat to U.S. economic security. In addition, over the next several years, the proliferation of portable devices that connect to the Internet and other networks will continue to create new opportunities for malicious actors to conduct espionage. The trend in both commercial and government organizations toward the pooling of information processing and storage will present even greater challenges to preserving the security and integrity of sensitive information."

Lawley

New York State Association of Service Stations & Repair Shops, Inc.

Declares Dividend

Workers Compensation Safety Group #536
Pays dividend for the 19th consecutive year.

35%

(Applies to Policy Term 5/1/09 - 5/1/10)

Dividend checks will be mailed direct to your address by The State Insurance Fund

Recent Dividend History

35%	08-09
35%	07-08
30%	06-07
30%	05-06

Lawley – Group Manager
Workers Compensation State Fund Safety Group #536

Jim Propis
716 849 8235
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lawleyinsurance.com

INSURANCE | EMPLOYEE BENEFITS | RISK MANAGEMENT | BONDS

RSGDA

Repair Shop and Gasoline Dealers Association

HEALTH INSURANCE PROGRAM

If you are going without health insurance, you are taking a big risk. Now is the best time to stop exposing yourself to high medical costs. Even if you have insurance, you will want too check how our health insurance programs can better suit your needs. Here are some of the benefits of our program:

- **Reduced premiums by being a member of our groups.**
- **Programs provided by a variety of providers.**
- **Choose from a wide selection of plans.**
- **Tailor your insurance to best suit your needs.**
- **Participating employees may choose different plans.**

Let us work with you to find the best program at the best price. We will send you more information, and help you to navigate the selection of plans and options to find the one that is best for you.

To find out more information call Ralph Bombardiere at (585) 423-9924

RSGDA

LEGAL PLAN

As a member in good standing of the Association, you are entitled to participate in our group legal service plan. If you are in need of this service, you must first call the Association office at (585) 423-9924. An appointment will be arranged that will be convenient for you and the attorney.

Covered services available to members include:

- Defense in Small Claims Court if your business is sued or at Department of Motor Vehicles or at any other New York State Administrative Proceeding hearing. (Once per year.)
- Review of leases, supply contracts and franchise agreements to advise you of your obligation under these contracts. The plan does not include actual negotiation on your behalf. (One hour per issue, up to five hours per year.)
- Consultation on legal questions pertaining to your business. (One hour per issue, up to five hours per year.)

Appeals of judgments against you are not a covered benefit, but are available to members at special contract prices.

Additional legal services will be provided by the designated law firm's standard hourly rate less 15%. Special contract prices have also been negotiated for the following services.

- Residential real estate purchase or sale. The designated law firm will represent you in the sale of purchase of your primary residence and/or a second home or vacation property at the following rates:

Sale	$295.00
Purchase	$350.00

- Simple will $75.00 Simple will (husband and wife) $125.00

In order to participate in the plan you must be a member in good standing and must have been a member for ninety days prior to the need for legal service.

RSGDAofWNY

Repair Shop and Gasoline Dealers Association of Western New York

Member Legal Services Plan

Administered by
KENNEY SHELTON LIPTAK & NOWAK, LLP

Dues paying members in good standing with the Association are entitled to participate in our group legal services plan that provides the following services:

- Five billable hours of legal services for representation and defense at Department of Motor Vehicles or any other New York state Administrative Proceeding or Hearing for repair-shop related issues, and in Small Claims Court, if your business is sued. The Plan does not include representation in any court other than Small Claims or in any matter where the member is charged with a misdemeanor or felony.

- Additional legal services for covered services as listed above, and representation in business-related matters brought in any court other than Small Claims, will be provided at the law firms standard hourly rate ($200) less 25% member discounted rate ($150).

- One hour of free consultation per year for business-related transactions, including leases, supply contracts, and franchise agreements.

- Real estate (residential) purchase or sale at a flat fee rate:
  Sale $400
  Purchase $400

- Estate planning at a flat fee rate:
  Simple will (single) $100
  Simple will (husband and wife) $150

In order to participate in the plan, you must be a dues paying member, in good standing, and must have been a member for at least ninety days prior to the need for legal services.

If you are in need of this service, you must first call the association office at (585) 423-9924 or (716) 656-1035. The association will then contact the law firm to relay your information. You will be contacted by the law firm, personally, to schedule an interview.

The law firm of Kenney Shelton Liptak and Nowak, LLP was chosen to administer the RSGDAofWNY legal plan based on their knowledge and familiarity with the needs of our industry.

To become a dues paying member of RSGDAofWNY and be eligible for legal services, call (716) 656-1035

CIGARETTE SALES TO MINORS
CLERK CERTIFICATION

COMPLIANCE .WITH THE NEW STATE CERTIFICATION OF CLERKS WHO SELL TOBACCO PRODUCTS

CERTIFICATION OF A CLERK WHO SELLS TOBACCO PRODUCTS
POINT REDUCTION CLASS

NEW YORK STATE AMENDED ITS POLICY OF ENFORCEMENT FOR RETAILERS WHO SELL TOBACCO. UNDER THE NEW LAW A POINT SYSTEM HAS BEEN ESTABLISHED. EACH VIOLATION OF A TOBACCO SALE TO A MINOR WILL GENERATE A FINE AND TWO POINTS. THREE POINTS AND THE RETAILER'S LICENSE TO SELL CIGARETTES WILL BE SUSPENDED. HOWEVER, IF THE CLERK HAS RECEIVED A CERTIFICATION BY TAKING AN APPROVED SEMINAR, THE VIOLATION WILL RECEIVE ONE POINT.

THE STATE IS ENFORCING THIS LAW
IN ORDER TO ACCOMMODATE OUR MEMBERS,
WE ARE CERTIFIED TO PROVIDE THIS TRAINING.
PLEASE NOTE DATES, TIME, AND LOCATI0N OF THE NEXT SEMINAR

WHERE:

Shadow Lake Golf Course – Woodlands Room
1850 Five Mile Line Road
Penfield, NY

WHEN:

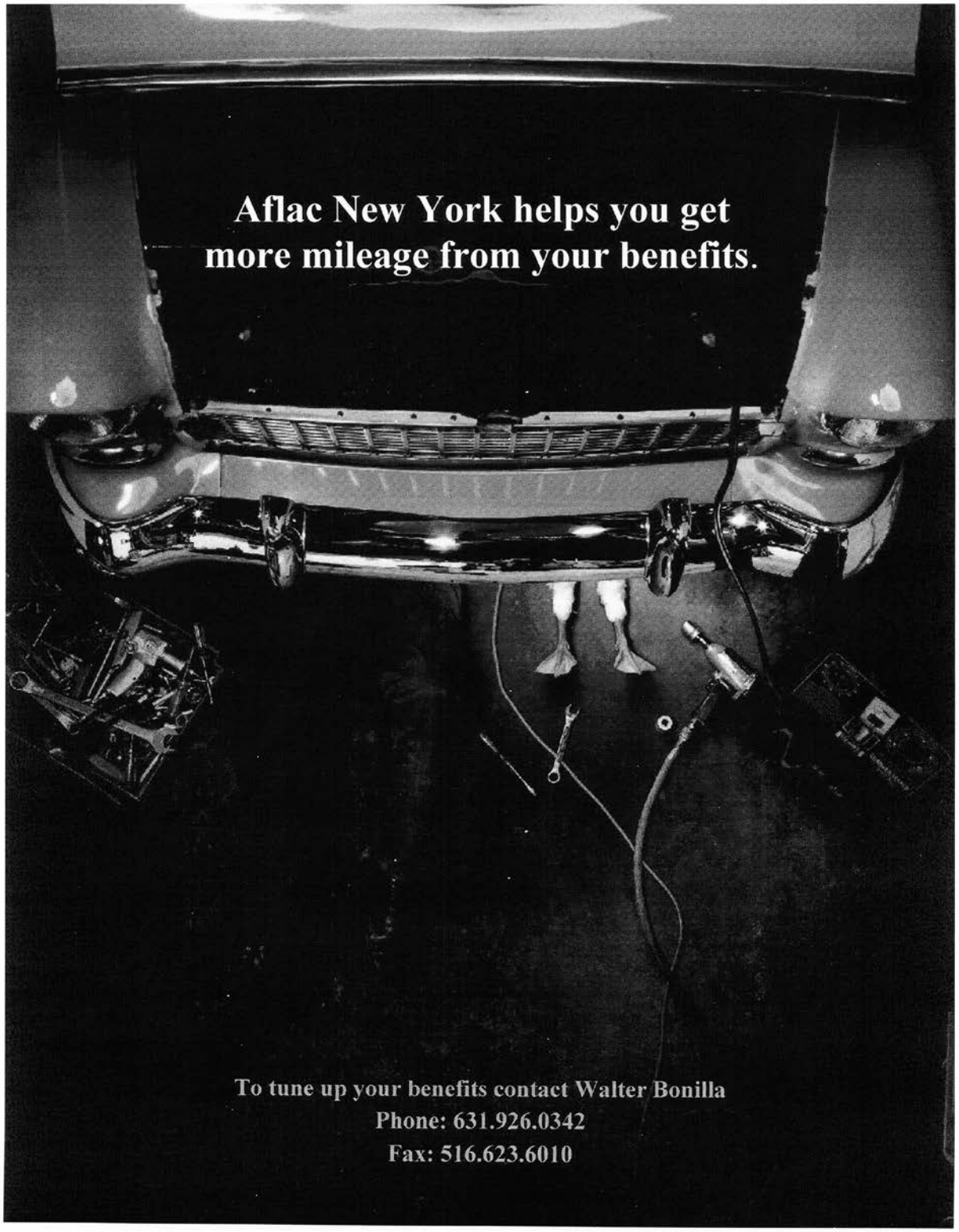
First Thursday of every month at 4:00 PM

COST:

MEMBERS: $15.00 - NON-MEMBERS $30.00

PLEASE CALL FOR RESERVATIONS AT (585) 423-9924

SPONSORED BY: RSGDA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more mileage from your benefits.
To tune up your benefits contact Walter Bonilla
Phone: 631.926.0342
Fax: 516.623.6010

Aflac™

HERE'S HOW AFLAC NEW YORK CAN HELP:

Many industries-like specialized auto repair and customization-require highly skilled talent that is not easy to find and retain. Great benefits are a top priority for these talented professionals when considering where to work. With Aflac New York, you can provide a wide range of benefits that gives them coverage in the areas they need most, and with a brand they know and want. You can attract and retain new talent by providing the kind of benefits they'd expect from a bigger company, helping your business stand out from the crowd.

THE BEST PART ABOUT AFLAC!

NO DIRECT COST TO YOUR COMPANY

Aflac New York's insurance policies are paid entirely by your employees; therefore, adding value to your employee benefits plan without incurring direct costs.

OFFERS A WIDE RANGE OF POLICIES

Aflac New York offers a wide range of policies that can help cover health events from accidents to hospitalization. You choose the ones that are best for you, your employees, and your business.

POTENTIAL TAX SAVINGS

Aflac New York's tax-advantaged plan allows employees to use pre-tax dollars to pay for certain benefit costs, through a Section 125 cafeteria Plan. This plan may also reduce your FICA taxes, helping you counterbalance the challenges you face in today's economic environment.

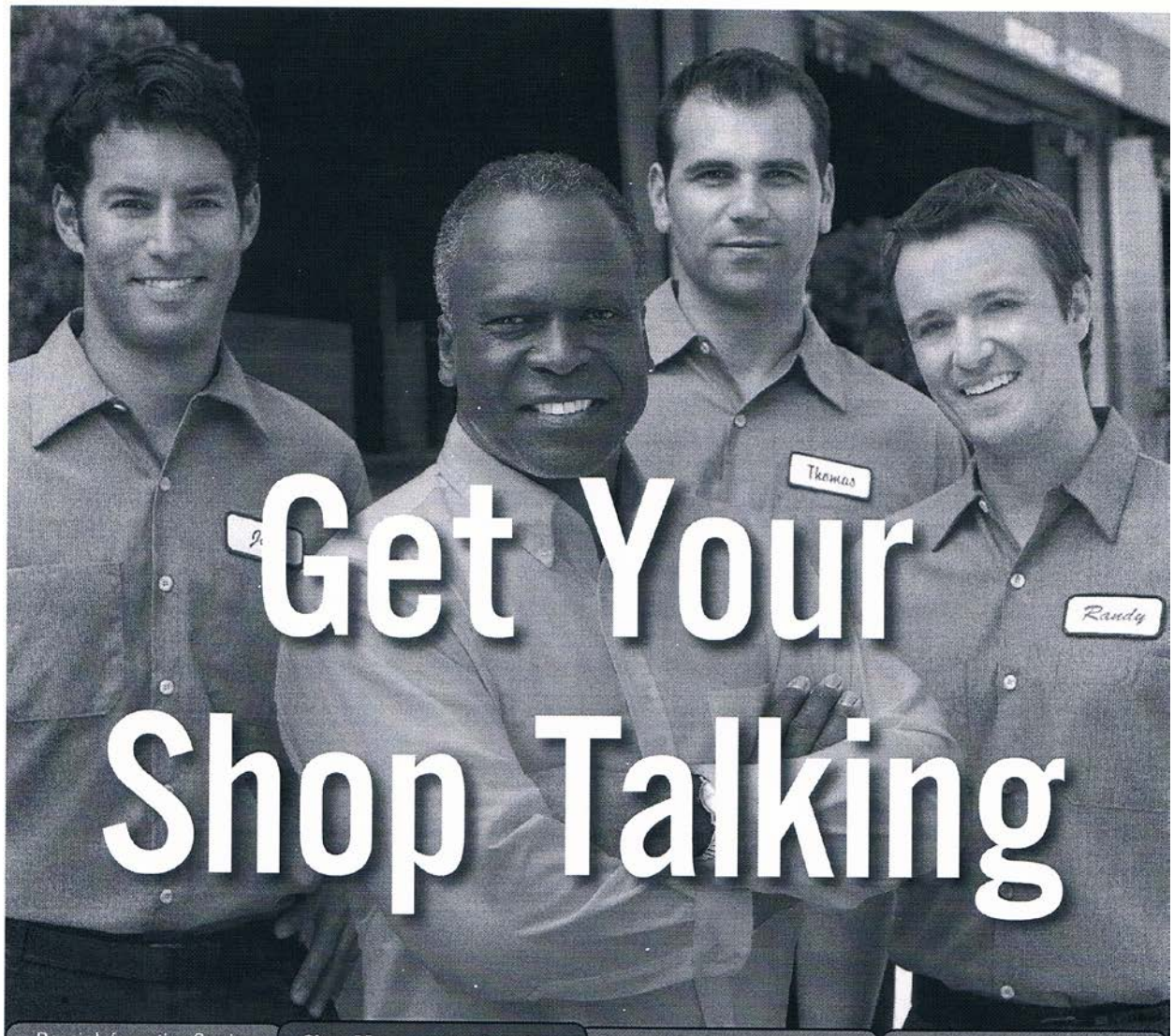
ATTRACTIVE TO YOUR EMPLOYEES

Aflac New York insurance complements your major medical insurance to help you create a more attractive employee benefits package. Our wide range of policies is designed to provide cash benefits to your employees if they become injured or sick. With Aflac New York policies, there are no deductibles, copayments, doctor networks, or pre-authorization requirements.

Join the 16,500 companies* that Already include Aflac New York as an essential part of their benefits package. Find out more:

Walter Bonilla **1.631.926.0342** **walter_bonilla@us.aflac.com**

American Family Life Assurance Company of New York (Aflac New York)



Get Your Shop Talking

Repair Information Services | **Shop Management Solutions** | Business Performance Services | Business Information Solutions

Mitchell1® TeamWorks™

Mitchell 1 TeamWorks combines the features of Manager, Estimator and Repair to seamlessly integrate all parts of your shop. From the moment your customer walks in the door, TeamWorks allows your Service Advisor to look up customer and vehicle information, calculate time to diagnose, check TSBs and prepare an estimate. Parts advisors order and track parts from your favorite vendors. Techs pull up work requested with associated diagnostic and service information, and enter recommended service. That's the kind of shop talk you can turn into profit!

AASP NATIONAL ALLIANCE OF AUTOMOTIVE SERVICE PROVIDERS

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Mitchell1® Shop Management Solutions

Keep Your Customers Coming Back

Repair Information Services | Shop Management Solutions | **Business Performance Services** | Business Intelligence Services

Mitchell1 eCRM™

Now you can turn customers into loyal, profitable repeat customers easily. Mitchell 1 CRM integrates seamlessly with your shop management system to track your customers' vehicle history and send timely scheduled service reminder postcards and e-mails automatically. You choose the postcards and customize with your logo and message – finally, a way to communicate your message to your customers that they'll be glad to receive.

- Service Reminder E-mails & Postcards
- Consumer Vehicle History Website
- Service Recommendations
- Custom Promotions
- Dedicated Marketing Support Center
- Return on Investment Reporting

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Mitchell1 Business Performance Services

The NAPA Major Account Program

*** FREE MONEY GIVEAWAY***

Want to put more money in your pocket and do nothing more than you do now?

You already buy parts and supplies for your business so why not buy from NAPA and earn 2% rebate!

The Association and NAPA developed a complete, competitive supply program designed to boost your backroom profits and meet your customer needs. Here's what it includes:

BENEFITS TO ASSOCIATION RETAILER

Quality Products that meet or exceed OEM specifications
Customized Pricing -Reduced Parts Costs
Improved Inventory Turnover
Less Downtime -Higher Gross Profitability
Increased Field Contacts -700 Factory Representatives
Consistent Manufacturers Throughout Our System
Consistent Nationwide Parts Warranty
Availability -Up to 342,000 Part Numbers
Broader Inventory Coverage
Obsolescence Protection
Tailored Local Inventories
Recognized Consumer Brand
More Effective Shop Inventory -Reduced Investment and Higher Productivity
Prolink Internet based catalog, 24/7 parts availability and pricing

PROFIT PLAN

Very competitive pricing on **NAPA** Premium and Value Line products
Special quarterly stocking incentives
Quarterly product discounts to enhance competitive pricing during key selling seasons
Discount on electronically ordered parts from participating stores
Prompt payment discount terms (2% 10, Net 20)

A BRIEF LOOK AT NAPA

Since 1925, **NAPA (National Automotive Parts Association)** has helped businesses expand their parts coverage and maximize turnover and ROI. They offer an unparalleled package for people, products and programs to increase your productivity:

More than 5,800 **NAPA AUTO PARTS** Stores Nationwide

- Strategically located Distribution Centers servicing all 50 states
- Computerized inventory control linked to your station
- Highly trained Factory Reps.
- Training for you and your employees

(O V E R)

Now…what do you have to do to participate in the NAPA Program? It's easy. You just have to:

Register in **NAPA** Major Account Program with the Association
Stock a minimum of four product lines
Designate **NAPA** as first call supplier, and
Purchase a minimum of $7,500 per quarter (Average $2,500 per month)

It couldn't be easier so why not join today. **No risk**….if you don't meet the quota you just don't receive the rebate, nothing lost….but additional profit could be gained!

Name of Your Business:		
Business Address Street:		
City:	State:	Zip:
Phone:	Fax:	E-mail:
Name of NAPA Dealer:		
NAPA Street Address:		
City:	State:	Zip:
Phone:	Fax:	
Additional NAPA Dealer(s) you do business with:		
Name of NAPA Dealer:		
NAPA Street Address:		
City:	State:	Zip:
Phone:	Fax:	
Name of NAPA Dealer:		
NAPA Street Address:		
City:	State:	Zip:
Phone:	Fax:	

FAX this form back to:
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