

**CHESAPEAKE  
AUTOMOTIVE  
BUSINESS  
ASSOCIATION**

**Office & Shipping**

309 Crain Highway North  
Glen Burnie, MD 21061

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**January-February 2017**

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**The CABA Mission**

The Chesapeake Automotive Business Association is a not-for-profit 501(c)6 trade association of aftermarket businesses in Maryland, Delaware and Washington, DC. CABA is dedicated to the development of locally owned auto repair & tire service centers, their jobbers and the aftermarket professionals that supply them. The focus of CABA efforts are on programs and services that enhance our members' competitive skills, lower their business operating expenses and help them attract, motivate & keep the best employees. In summary: **CULTIVATING EXCELLENCE!**

**Study shop numbers to be aware of negative trends**

Shop owners who monitor their numbers properly should study the trends that their numbers tell them. Once the right key financial criteria and goals have been established for the business, it is a matter of monitoring the criteria to see where the business is going. It is when we see the following results occurring that we know the business is heading for or has cash flow and net profit problems.

**Low sales and ratios**

When year-over-year sales and pre-established goals, ratios and billed hours are lower than the objectives established, management must examine its capability of performance. This analysis involves clearly looking at management's overall attitude; the shop's current personnel; equipment; inventory carried; the facility in terms of functionality and image; and the overall business finances. When one or more of these are out of line, the objectives and potential of the shop cannot be met. Consequently, net profit is not made, and cash flow problems start to arise.

**Low gross profit dollars and percentages**

The gross profit dollars earned on sales, the gross profit percentages made on each revenue category and the gross profit mix of the shop must also be analyzed. Did management give the correct inventory values to the accountant since cost of goods sold on the financial statement is determined by taking the opening inventory plus purchases minus the closing inventory?

Sales minus cost of goods sold equals gross profit made. Without the correct inventory values, the gross profit numbers and percentages are affected. This also affects the net profit of the shop and income taxes the shop pays. Tax is a demand on cash flow that must be met, so an accurate inventory value is imperative.

Does a lax internal system not ensure that whatever goes into the client's vehicle also gets on to the work order/invoice? Did management change its buy/sell habits from the year or period before? A strong business relationship with the jobber can allow the shop to ensure it is buying right, in the right volume, at the right price and at the right time.

Has the product mix of the shop changed? Monitoring the dealer parts and aftermarket parts sales mix and the maintenance and diagnostic labor revenue mix can allow management to see what type of clients it is serving, what kind of future personnel and training will be required to do the job right and the future equipment that will be necessary for the shop.

Product mix affects gross profit, since different gross profit percentages are made on dealer parts and aftermarket parts. There is a different labor rate for diagnostic skills versus maintenance skills.

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**High expenses**

Are the expenses out of line? Examine operating expenses to see which are controllable, uncontrollable or common sense and measure them against the type of clients the business wants to attract and the level of service the business is trying to achieve.

*Continued on page 3*



MEMBER NEWS is a regular feature of the CABA Newsletter intended to relate recent news about CABA companies & our local industry people particularly concerning awards, obituaries, mergers & personnel changes. Anyone with news should send it to [pat@caba.biz](mailto:pat@caba.biz).

Welcome new members:

Do you know of any business owners who should be members of CABA? Call our office with their names. All aftermarket companies should be participating in CABA's legislative agenda and, at the same time, enjoying the many financial benefits available to them through the Association. To accomplish our motto: **"doing as a group what each cannot do individually,"** CABA needs everyone involved. helping your own business at the same time.

Welcome new member: B.J. Mattheiss Insurance, Inc. Baltimore, MD.



**CONTACT CABA FIRST FOR THESE BUSINESS NEEDS**

- Employee Retention Health Benefit
- Maryland State Inspection forms
- Vehicle & personal loans from Destinations CU
- Shop Management Mitchell1 & Snap-On Shop-Key
- Identifix technical hotline
- Technical education
- Management education
- Electricity & Gas group-buying service
- Health Savings Accounts with Destinations CU
- Waste recycling services
- Custom-printed business forms
- Stock business forms
- Calendars
- Plastic parts bags
- Printer ribbons
- Stickers (warranty, core, etc.)
- Savings & Checking Accts with Destinations
- Cash investment CDs from Destinations
- Business Insurance
- HR Management Services/Payroll
- Check Guarantee
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**Accounts receivable**

This one hurts a lot of shops and is a major sore point for our industry. Most owners perceive that they must carry accounts receivable or they will lose all of their customers/clients. Under close examination, nothing could be further from the truth. How can a shop offer the best quality of skill level at a fair price for services rendered and give unlimited credit and do it interest free? It must be clearly understood that this is an old type of thinking; things have changed. If the automotive maintenance and repair shop's accounts receivable exceed 20 percent of the average monthly sales at any given time, cash flow and most likely gross profit and net profit have been affected. Management is creating its own negative business circumstances by not changing the way it thinks about its business.

**Accounts payable not current**

When a shop cannot consistently pay its monthly accounts in full that are due, management must understand there is a serious problem that is not being addressed. In most cases, it turns out to be one of two things, or even both. Namely, accounts receivable are out of control, and/or the correct and type of labor rate is not being charged out by the shop. It is time for management to learn how to run the business all over again in a "new millennium" way of looking at and doing things. Net profit and cash flow management are the issues, and they must be re-addressed in a new format if the business is to move forward and at the same time provide management and staff with a professional personal income.

**A deterioration in general business attitude**

Shop owners who truly think nothing can be done to improve their lot must understand it is time to look in the mirror. We have heard so many owners place blame on the customer today, the staff, the industry, the supplier or that it's just the way things are. I'm sorry, but it is time to be blunt: management's thinking is wrong. Management's attitude affects the total financial outcome of the business, and if management will not step out of the box and learn how things could be with a strategic plan to change, then there is no doubt that the business is heading for serious financial trouble.

Management's attitude will determine where the business will fit in over the next 5 to 10 years. It will be management's attitude that will determine whether the business will even be around within the next three years. It will be management's attitude that will determine whether management is paid a professional personal income. It will be seen that management's attitude will be THE factor for business survival and business growth in the next century.

It is definitely worth the time and investment to learn how this is done. Take control of your business's destination, because it has been proven time and time again "If you can't measure it, you can't manage it."

**Display OSHA Form 300 February 1st to April 30th**

State and Federal OSHA regulations require that employers with 11 or more employees at any time in 2013 must post Annual Summary of Injuries and Illnesses from February 1, 2014 to April 30, 2014. This form lists summary data for all related injuries and illnesses that occurred during calendar year 2013. The report must be placed where employee notices are usually posted by your company. Businesses with no injuries or illnesses for the year must also post the form.

Employers subject to these regulations should review their Form 300 to verify that all recordable injuries and illnesses are listed, that all entries are complete and accurate, and correct any deficiencies. Record work-related injuries or illnesses that result in death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid. (Other incidents that are significant, as defined by OSHA, must also be recorded.) Use Form 300A, to report a summary of these injuries and illnesses, have an officer of the company sign the form, and then post it from February 1 to April 30.

You can download a copy of OSHA Form #300, A Summary of Work Related Injuries and Illnesses from the OSHA website at [www.osha.gov](http://www.osha.gov). Click on "Recordkeeping", and then click on "Recordkeeping Forms" for OSHA forms 300, 300A, and 301. You may also use OSHA's on-line order form or call 1-800-321-OSHA.



Support the vendors who support the Association and therefore support you!

These programs have been chosen by the Board of Directors for their cost savings and especially for the service level that they provide.



CABA SERVICES DIRECTORY

CABA membership offers many money-saving opportunities for your business. If you are not using the vendors listed below, please reconsider! You may be pleasantly surprised.

Service:	Provider:	Contact:	Phone:
Business Forms, calendars, business cards,	CAWA Services	Pat Moog	410-647-0505
Business Insurance	B.J. Mattheiss Ins.	Blair Mattheiss	410-661-4500
Business Insurance	Federated Insurance	Michael McNamara	443 468-3253
Business Insurance	The Tamrac Group	Keith Erdman	410-568-1200
Cores & Scrap Metal	Maryland Core	Larry Karpman	410-276-4973
Credit Card Processing	Superior Financial Services	Todd Lazar	888-737-7762
Credit Union - Full Service Financial Institution	Destinations Credit Union	Customer Service	410-663-2500
Marketing Products-Improving exposure to Drive-by and Walk-by traffic	Banner Marketing Group	Jeff Alan	805-528-5018
Diagnostics and Repair Information	IDENTIFIX	Chuck Fuerst	651-604-6285
Electricity & Gas Co-op Purchasing	Sprague Energy	Tom Gussen	732-440-0031
Employee Retention Health Benefit Plans	Keller Stonebraker	Kim Conley	410-461-0705 ext 5139
Fuel Discounts & Tracking	Sunoco Fleet Card	Jeff Meserve	860-617-9531
MD State Inspection Forms	CAWA Services	Pat Moog	410-647-0505
Multiple Employer Retirement Plan	Wells Fargo Advisors	Robert Gascon	703-739-1451
Shop Management Software	Mitchell-1	John Heferman	301-694-1213
Telephone & Internet Equipment & Service	Global Telecom Brokers (GTB)	Dave Butler	410-581-4833 ext. 114
Website Hosting and Design	Net Driven	Jon Napoli	877-860-2005 ext. 400

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Miles Ahead.™

The CABA Education Calendar is intended to present a comprehensive list of skills, management and technical classes of value to owners, managers, counter/sales professionals and technicians in Maryland, Delaware and Washington, DC. Any education provider including parts jobbers, manufacturers, associations, community colleges, education professionals and more are invited to submit their listing information (see below for format needed). Submit class information to CABA via email [sal@caba.biz](mailto:sal@caba.biz) at least one month in advance of the scheduled beginning date of each class.

CABA Education Calendar

<u>Educator</u>	<u>Class ID</u>	<u>Location</u>	<u>Day(s)</u>	<u>Date(s)</u>	<u>Time</u>	<u>Total Cost</u>
<b>Collison/Repair</b>						
ATI	Collison Shop Mastery	Rockville, MD.	Sat.	04/08	9:00am-4:00pm	
ATI	Collison Shop Mastery	Chambersburg, Pa.	Tues	05/09	9:00pm-4:00pm	
ATI	Collison Shop Mastery	Virginia Beach	Sat.	06/17	9:00pm-4:00pm	
ATI	Repair Shop Mastery	Camphill, Va	Tues.	04/11	2:00pm-9:00pm	
ATI	Repair Shop Mastery	White Marsh, MD	Sat.	04/15	9:00am-4:00pm	
ATI	Repair Shop Mastery	Gaithersburg, MD	Tues.	05/09	2:00am-9:00pm	
ATI	Repair Shop Mastery	Dover, DE.	Sat.	05/13	9:00pm-4:00pm	
ATI	Repair Shop Mastery	Virginia Beach	Tues	05/16	2:00pm-9:00pm	
ATI	Repair Shop Mastery	Frederick, MD	Tues	06/06	2:00pm-9:00pm	
ATI	Repair Shop Mastery	Owings Mills	Tues	06/13	2:00pm-9:00pm	
<b>Diagnostic</b>						
<b>Electrical</b>						
ATG	Cummins Common Rail Diesel & Duramax	Elkton ,MD	Wed -Thur			
<b>Tire Service &amp; Undercar</b>						
<b>State Inspection</b>						
Ask Reggie	MD State Safety Inspection	Glen Bunrie, MD			9am - 5pm	\$200
<b>Management</b>						
Mitchell 1	ProDemand Feature Video Training <a href="http://m1training.net/">http://m1training.net/</a>	How-to Videos, viewable anytime – whether at work, on a break, or after hours. Each video is about 2 minutes in length and gives a concise overview of a ProDemand feature.				
Mitchell 1	ProDemand Live Training <a href="http://m1training.net/get2know/prodemand/">http://m1training.net/get2know/prodemand/</a> or call 888-724-6742	Live training request for your company alone.				
<b>Other</b>						
PGCC	Auto Technician: Basic Theory	Largo, MD	12 sessions		6pm-9:30pm	\$415.00
PGCC	Auto Technician: Brake Systems	Largo, MD	6 sessions		6pm-9:30pm	\$230.00
PGCC	Auto Technician: Engine Performance	Largo, MD	5 sessions		6pm-9:30pm	\$195.00
PGCC	Auto Technician: Electrical Systems	Largo, MD	5 sessions		6pm-9:30pm	\$195.00
PGCC	Automatic /Manual Transmission & Transaxle	Upper Marlboro, MD	8 sessions		6pm-10:00pm	\$390.00
PGCC	Auto Technician: Diesel Engine Theory/Maintenanc	Largo, MD	10 sessions		6pm-9:30pm	\$390.00
CCBC	First Responder Training for Hybrids	Catonsville, R Bldg	Sat		8am-5pm	\$199
CCBC	Understanding Battery-Elec & Hybrid-Elec	Catonsville, R Bldg	Tue/Wed		6pm-10:15pm	\$489
CCBC	Understanding Battery-Elec & Hybrid-Elec	Catonsville, R Bldg	Tue/Wed		6pm-10:15pm	\$489
Montgomery Colleg	Introduction to Hybrid Electric Vehicles	Gudelsky Inst.	Mondays		6pm-10:00pm	\$175**
Montgomery Colleg	Introduction to Hybrid Electric Vehicles	Gudelsky Inst.	Mondays		6pm-10:00pm	\$175**
SMP PTS Online	Computer Tips for Today's Technician (Part I)	Online	Tues		7pm or 9pm	\$35
SMP PTS Online	Computer Tips for Today's Technician (Part II)	Online	Tues		7pm or 9pm	\$35
TIA	Webinar - GE CarCareOne Financing	Online - 30 mins	1st/3rd Wed	Monthly	1pm Eastern	register Onlin

**Information/Registration by Educator Name**

ATI (Automotive Training Institute): Phone (410) 792-9466  
 \*Talk to an ATI rep about additional discounts for CABA members  
 \*\* With rebate after attendance by owner  
 \*\*\*CABA Members \$99.00  
 \*\*\*\*Includes Dinner  
 \*\*\*\*\*Attendees responsible for cost of travel, (discounted) lodging and incidental meals

**On-Demand Training Resources**

Prius Hybrid No-start video (Van Batenburg on AVI) <http://fb.me/CWNO6JRC>  
 TPMS Tuesdays Online Live (Bartec) [www.bartecusa.com/tpms\\_tool\\_training.htm](http://www.bartecusa.com/tpms_tool_training.htm)  
 ASE Study Guide: [www.hunter.com](http://www.hunter.com) - Training - Catalog Courses  
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 TIA Twice Monthly (Wednesday) Webinars, to register go to: <http://tinyurl.com/tiawebinar0404>  
 Hybrid 101 - An online series of 11 classes: [www.fixhybrid.com/classschedule.html](http://www.fixhybrid.com/classschedule.html)  
 Maintenance: [www.hunter.com](http://www.hunter.com) - Training - Catalog Courses  
 ACDelco TECHCONNECT: [http://acdelcotechconnect.com/html/tss\\_train.jsp](http://acdelcotechconnect.com/html/tss_train.jsp)  
 SMP PTS Online Training - [www.standardbrand.com](http://www.standardbrand.com)

Contact CABA with corrections or additions to this calendar.  
 CABA: e-mail: [Pat@caba.biz](mailto:Pat@caba.biz) or call (410) 647-0505

### You Know you're a Mechanic if:

I'll bet you've been turning wrenches and talking with customers for quite some time now. You've probably tossed around the idea of changing careers at one time or another, too. The grease, grime, technical and mechanical stuff, as well as the various ups and downs of the day to day drudgery all fits you like a glove, but you're still not sure if you truly are a professional mechanic. Worry no more. Here's a list of the probable reasons to convince you that you really are what you are, a real life professional mechanic.

You have no trouble spending more money on the tool trucks than you do on your girlfriend or wife.

You know every type of automotive fluid by taste, but not by choice.

Losing a socket is more frustrating than losing your keys.

You have to wash your hands before nature calls.

You're a bit smarter than a fifth grader, especially if a fifth grader had to answer questions about the technical and mechanical aspects of the modern automobile. But, naming the capitals of all 50 states isn't one of your strong points.

Being told by the service writer that the customer isn't paying for that hour you just spent figuring out the problem, and they're not going to have the work done after all, because, "A" - The customer said that you should have known what was wrong before you even started testing it, "B" - The customer is acting like a fifth grader.

Spending an hour and half busting off a rusted bolt for a job that only pays .5 cents.

Listening to every walk of life explain to you the same type of problem on the same type of car, but in totally different ways, and still being able to sort through all these explanations and arrive at the correct solution to the same problem every time.

Spend \$100,000.00 on personal tools and education to make less than that a year.

You're a self-taught contortionist who can maneuver into places that seem humanly impossible.

You've been told that you don't need an education to do this job, anybody can do it.

It's not unusual on a busy day to have a lunch on the fly only to realize your sandwich has as many grease prints on it as your shop rag.

You can remember 12 digit part numbers, the oil filter size for an 85 Camaro, and the firing order on every V8 engine, but can't remember your wife's birthday.

*Continued on page 11*

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Total amount of ticket order \$ \_\_\_\_\_

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*This event is presented by:*



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## **70<sup>th</sup> ANNUAL AFTERMARKET OYSTER, BULL & SHRIMP FEAST**

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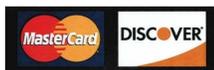
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***The 48th Annual CABA***

**Golf Scramble & Dinner**



Thursday, June 22, 2017  
Compassion Pointe Golf Course  
Pasadena, MD 21122

We all know or have heard of individuals who have had a tragedy in their family and places them in a non-recoverable financial situation. For years, the automotive aftermarket has had a charity that helped such families, but it has been little publicized. Now, the Foundation is in the hands of industry professionals and truly wants to help individuals and families in need. The employee must be in the automotive aftermarket. The Foundation will examine each individual case and make a determination of what funds are needed. Here is the information and contact points. Save this page. We hope you never have to use it.

The AACF, or Automotive Aftermarket Charitable Foundation, was founded in 1959 to assist automotive aftermarket members and their families who, due to catastrophic illness or terrible accident, have exhausted all other available resources in maintaining a reasonable existence.

**Our Mission - to provide sustainable solutions for those in great need** - is what drives us every single day. To make good on our mission, we're staffed by a dedicated team of experienced industry executives who donate their time to this worthy cause.

**But we can't do it alone.**

The AACF depends on the generous assistance of companies and individuals within our industry to provide the financial support to fund the foundation. Together, we can assist those within our industry who desperately need help.

If tragedy strikes, it usually does so without warning. And when it does, the AACF is here to help find a solution.

Whether it's you, a loved one, co-worker, or someone you know in the industry that has fallen on hard times due to a catastrophic event or condition, you can turn to the AACF as an advocate and ally in this time of need. With professional experts and resources from across the Automotive Aftermarket, we provide advice and support - quickly and confidently.

**If you need help or know someone in need...**

You may contact us to discuss the particulars of the situation to see how the AACF can assist the individual or family.

ALL CALLS AND CORRESPONDENCE ARE IN THE STRICTEST OF CONFIDENCE.

AACF

5716 Folsom Blvd #149 Sacramento, CA 95819

Phone: 916-628-0271 Email: [info@aacfi.org](mailto:info@aacfi.org) <http://www.aacfi.org/>

*Continued from page 7*

You read car forums on the internet just to get a good laugh at the suggestions.

If you've ever been annoyed with the parts guy when he asks, "Is that a two or 4WD?" when all you wanted was wiper blades.

You know, from experience, that torquing a greasy bolt with an open end wrench also means you should check the path of the wrench for any obstacles that may end up embedded in your hand.

When somebody says, "Sinchya got it in shop..." you break out in hives and your upper lip curls into an Elvis snarl.

The wife notices you still have grease on your elbows when you're out to dinner after work. Then, she chides you for having them on the table.

You've ever had to order a part and the wiring diagram calls it by one name, the locator page calls it something else, the parts department calls it by another name, and still yet, the labor guide has a completely different name for the exact same part.

"Lefty-loosey-righty-tighty" does not apply to the side of a car with reverse lug nuts, and you know which vehicles those are.

You can't have a meaningful conversation with anyone who simply calls themselves a mechanic and wants to talk about fixing cars, except for another true mechanic. Thankfully, your wife understands you even though she doesn't have a clue what you're talking about.

You don't think of repairs based on what they cost, but on how much aggravation is involved.

You can spot a professional mechanic from a "wanna-be" mechanic as soon as they tell you how they diagnosed the car they're still having problems with.

You have a rather low opinion of anyone who calls themselves a mechanic if their entire education is based on watching You Tube videos from other non-professional type mechanics.

Not all the screwdrivers you own will fit into one drawer.

For you, an open hood is like a moth to a flame.

You know what cheap sockets are good for.

You know what a cheap socket looks like.

Borrowing tools is a sin; not returning borrowed tools is a crime.

You've pondered, which came first: the wrench or the screwdriver.

So, quit your grumbling, stop your fussing, and no more belly aching that you're going to change professions or something. Just grab your tools and get back to work. Cause you are what you are, nothing more and nothing less. You're a professional mechanic, something a lot of people don't have the knack or natural talent to ever achieve in their lifetime. The skills of a professional technician aren't in a tool box, or in some video, they're in the hands of the person holding the wrench. Hold your head high and say it proudly when someone asks what you do. Tell em'... I know what I am, I'm a mechanic.

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1/2 page: \$185 or 1/4 page \$150 (Big discounts for full year or half-year)**

## **Keller Stonebraker Insurance**

### **Employee Benefits Program**

CABA would like to remind you that we recommend a company to help everyone negotiate the complicated medical insurance and employee benefits market. Keller Stonebraker offers their 100+ years of experience and market knowledge to all CABA members. Keller Stonebraker will be happy to help companies of all sizes review medical plans and offer competitive options to manage costs. As a broker, they work for you, not for the insurance companies. Please call Kim Conley at Keller Stonebraker Insurance at 410-461-0705 ext. 5139 or email Kim:

kimberly@ksiinc.com



## **Chesapeake Automotive**

BUSINESS ASSOCIATION



308 Crain Highway  
Glen Burnie, MD 21061

### **Event Calendar**

**March 19, 2017**

**1:00-5:00**

**70th CABA Annual Bull and Oyster Roast  
Martin's West, Baltimore, MD**

**June 22, 2017**

**48th Annual Golf Scramble & Dinner  
Compass Pointe Golf Course  
Pasadena, MD**

# **We're Listening!**

The best ideas on how we can better serve our members comes from YOU- our members! So, now's your chance. Tell us what we're doing right. Tell us what we're doing wrong. What can we do better?

What additional services would you like to see?

There is no better time like the present to tell us about it.

**Your voice needs to be heard!  
And, we're listening!**

## **Chesapeake Automotive**

BUSINESS ASSOCIATION



***CABA: Doing as a group  
what each cannot do individually.***

**Contact CABA Today!  
Pat Moog - 410-647-0505  
Pat@caba.biz**