



Thank you to the many sponsors and players at this year's scholarship golf tournament!

Hole Sponsors:

- Commercial Tire Center
- Cooper Tire Service
- Farmers Co op
- Iowa Mold Tooling
- Kelle Oil
- Kansasland Tire Group (3 Holes)
- Kumho
- Myers Tire Supply
- St. Louis Wsl Tire
- Tech Supply (2 Holes)
- Thompson's OK Tire (2 Holes)
- TO Haas Tire (3 Holes)

Lunch sponsored by **Federated Insurance**  
 Beverage Cart sponsored by **Champlin Tire Recycling**  
 19th Hole sponsored by **Commercial Tire Center**

Team Prizes Sponsored by Cooper Tire Corp.  
 1st Place = \$50/pp Cash  
 2nd Place = \$25/pp Cash  
 1st Place 2nd Flight = \$20/pp Cash

**Longest Drive Hole** is Sponsored by Farmers Co-op  
**2nd Longest Drive Hole** is Sponsored by Farmers Co-op

**Longest Putt Hole** is sponsored by Yokohama  
**2nd Longest Putt Hole** is sponsored by Yokohama

**Closest to Pin Hole** sponsored by Yokohama  
**2nd Closest to Pin Hole** sponsored by Yokohama

Welcome to Sand Creek Station			
11A	Vondenkamp, Mike Haskins, Dave	Haskins, Ryan Steven	52
1B	Settle, Craig Settle, Craig	Settle, Craig Settle, Craig	62
2	McDonald, Josh McDonald, Mike	Niedens, Nick Martinez, Mike	60
3A	Miller, Dusty Crandall, Ken	Timbrook, Darron Evans, Travis	52
3B	Castillo, James Young, Zach	Lawson, Steve Thompson, Tony	57
4	London, Keith Stewart, Rick	Barnes, Marvin Ruder, John	59
5	Cooper, Craig Shingleton, Jim	Cooper, Mason Thompson, Charlie	58
6	Kelle, John Kelle, Melissa	Spruill, Rick Miller, Mark	52
7A	Christensen, Kevin Christensen, Austin	Lawson, Kyle Whitny, Tyson	54
7B	Miller, Matt Strada, Chris	Anderson, Tanner Bahert, JD	59

Welcome to Sand Creek Station			
8A	Schulte, Frank Burhenn, Jason	Burhenn, Steve Kirk	49
8B	Glasgow, Justin Burton, David	Rosenberger, Eddie Stockton, Joe	56





### MATDA MISSION

The mission of the MATDA is to promote closer cooperation and better understanding between the tire dealers of Kansas, Nebraska, and Oklahoma; to provide professional lobbying and governmental relations; to provide effective training and education to enhance members' business acumen and help them better serve the consumer; to promote public understanding of the industry's concern for the environment, and to provide such services and activities that are proper and necessary to achieve these mutual goals.

7321 NW Rochester  
Topeka, Ks 66617  
p 785.286.1110  
[herrick.shawn@gmail.com](mailto:herrick.shawn@gmail.com)  
[www.matda.org](http://www.matda.org)

**CHAMPLIN TIRE RECYCLING, INC.**

- Tire collection and processing
- Trailer placement
- Licensed in KS, NE, MO, IA, CO, SD
- Used tires
- Playground/Landscaping mulch
- Recycled picnic tables and park benches

800.295.3345  
[www.champlintirerecycling.com](http://www.champlintirerecycling.com)



Longest Putt Winner #2 - Steve Burhenn  
 Closest to the Pin #3 - Frank Shulte  
 Longest Drive #8 - Josh "The Value Meal" McDonald

Closest to the Pin #17 - Jim Castillo  
 Longest Drive #14 - JD Bahert  
 Longest Putt #2 - Darrin Timbrook

## Calendar Orders

Many of you have already ordered calendars for 2019. Watch for the form with this newsletter and request a catalog in a separate email if you'd be interested in ordering.



All scrap tire material in Ripley's Believe it or not Branson Mo.

## On The Light Side

What's the biggest lie in the universe? A: "I have read and agree to the Terms & Conditions."

Why are iPhone chargers not called Apple Juice?

Why did the Power Point Presentation cross the road? A: To get to the other slide.

We'll...we'll...we'll...if it isn't autocorrect.

Autocorrect has become my worst enema.

## WHAT **SHOULD** HAPPEN WHEN YOU CALL CUSTOMER SUPPORT

"People don't care how much you know until they know how much you care" — Theodore Roosevelt

This quote from our nation's 26<sup>th</sup> President holds true to this day. Unfortunately, in a world of automated phone systems and large call centers, getting the feeling that someone cares about you is not what usually happens when you call customer support.

So, that begs the question: What **SHOULD** happen when you call customer support?

Phone calls always answered by a live person.

When you call a business for help, the first voice you hear should be a live person. You should not have to press 1, or enter your account number, or work your way through an automated phone system. A "live human being" approach gives the best opportunity to route your call to the appropriate person or team who can answer your question, or address your concern. It also helps to ensure that problems are solved quickly and accurately. The average amount of time it will take for you to hear a live voice at BASYS is 3 rings. With many companies it can be 30 minutes or more.

Friendly representatives who treat you like a person, not a number. You deserve to speak with a friendly customer service representative who treats you like a person, not an account number. You shouldn't feel like the individual you are speaking with is

reading a script. It should be a genuine conversation. The interaction you have with a support team member should be friendly, accurate, and in some cases even fun. They should take the time to listen, identify the need, and take action toward a solution. We use this approach at BASYS to build a rapport with our customers that other companies simply cannot match.

Prompt resolution time.

When you need assistance with an issue, the general expectation is to have a remedy as soon as possible. A good Customer Support team should strive to exceed your expectations. You should feel confident that your questions or troubles will be handled quickly and correctly! It is key for an organization to have a knowledgeable staff consisting of individuals who have been involved in all facets of their industry, to insure they fully understand the question or concern, and are able to either solve it themselves, or connect you with someone who can. BASYS Processing prides itself in a support team who goes above and beyond in providing the highest level of customer service and technical support possible.

If a strong customer support team is missing from any of your vendors, you should seriously consider a change to a company who can place a strong customer support team on your side.

BASYS Processing would be happy to provide you with a **FREE SAVINGS ANALYSIS** to show you how we can drive down your rates, and ensure you are receiving the first-class customer support experience that you deserve.

If you have any questions about the credit card industry – lowering your rate, EMV chip card acceptance, chargebacks, PCI Compliance, mobile processing – please reach out to us.

We can be a *tremendous resource for your business*. To speak with us, simply call (800) 386-0711 and ask for Danny Turner. Or send an email to [savings@basyspro.com](mailto:savings@basyspro.com).

Learn more about BASYS and connect with us online at:

[www.basyspro.com/matda](http://www.basyspro.com/matda)  
[www.linkedin.com/company/basys-processing-inc-](https://www.linkedin.com/company/basys-processing-inc-)  
[www.twitter.com/BASYSProcessing](https://www.twitter.com/BASYSProcessing)  
[www.pinterest.com/basysprocessing](https://www.pinterest.com/basysprocessing)  
[www.instagram.com/basysprocessing](https://www.instagram.com/basysprocessing)  
[www.vimeo.com/basysprocessing](https://www.vimeo.com/basysprocessing)

*Every  
Great Journey  
Requires  
a Plan*



FEDERATED LIFE®

*No matter where you are on your journey, business succession planning can help. To learn more, contact your local marketing representative.*

Federated Mutual Insurance Company and its subsidiaries\* | federatedinsurance.com  
18.02 Ed. 12/17 \*Not licensed in all states. © 2017 Federated Mutual Insurance Company

It's Our Business to Protect Yours  
**FEDERATED**  
**INSURANCE**®