

# AAAS Industry News

News for the Southeast Automotive Aftermarket

Spring 2016

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## AAAS Annual Conference & Trade Show— June 9-12, 2016!

AAAS Chairman Jarrett Liles invites you to take advantage of this great opportunity to join with your friends & fellow automotive aftermarket industry professionals, June 9-12, at the beautiful Sandestin Village of Baytowne Wharf, located in Destin, Florida.

The Saturday morning business program is comprised of an impressive list of guest speakers who will deliver timely educational and informative presentations on many of the most important topics facing the aftermarket industry. The program will begin with a industry leadership discussion **"How to Get Customer Engagement Right and Boost Your Team's Sales Performance"**. This discussion will be led by Joel Rosenthal of Gantt-Thomas & Associates.

In 1999, Joel became a Partner of Gantt-Thomas & Associates, Inc. He directs the day-to-day operations of the company, including sales management. Joel shares account responsibility at O'Reilly Auto Parts. Joel is involved with the AAIA group as Chairman of the Manufacturer Representative Council reporting to the Board of Directors and on the Marketing and Member Relations Committee. He is also a member and Past Chairman of the SEMA Manufacturers Rep. Network.

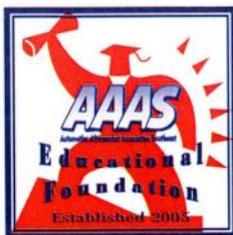


After a short break, the meeting will resume with speaker Jeannie O'Malley. As a Employment Benefit Consultant, for Alliance Insurance Group, she will discuss **"The Affordable Care Act, Compliance and the Far Reaching Implications"**. Jeannie O'Malley is a Certified Healthcare Reform Specialist currently serving as Compliance Director for Alliance Insurance Group. She delivers timely compliance services to assist clients in effectively complying with Healthcare Reform while avoiding costly fees and penalties.

Finishing up this great program will be, Courtney Hammer, Director of Job & Career Development for the Auto Care Association. Hammer will discuss **the AutoCare Associations' Career Initiative**. The AutoCare Association has recently launched a comprehensive career program which is a tremendous resource to employers and those seeking careers in the aftermarket. Courtney joined the AutoCare Association in 2006 and is the acting staff liaison for both the Young Auto Care Network Group (YANG) and the Auto Electric Association (AEA). Previously, she has been liaison to the Engine Repowers Council and assistant liaison to the Car Care Professionals Network (CCPN). In 2013, Hammer achieved the designation of Certified Association Executive (CAE) from American Society of Association Executives. She completed the University of the Aftermarket's Leadership 2.0 Program in 2012.



## Apply Before MARCH 31st ! - 2016 Scholarship Opportunities



market Scholarships.

The deadline for AAAS Educational Foundation (AAASEF), & all other 2016 scholarships is fast approaching. All applicants must be completed & submitted online by March 31, 2016. Go to [automotivescholarships.com/AAAS](http://automotivescholarships.com/AAAS) or [aaas.us](http://aaas.us) under the Member Programs: Education to apply. The AAASEF scholarship fund was established in 2005 for the purpose of encouraging & financially assisting those individuals wishing to continue their education in college or technical training school.

Applications are now being accepted online for the 2016 AAAS Educational Foundation Scholarships, as well as scholarships offered by Global Automotive Aftermarket Symposium (GAAS) & the University of the Aftermar-

ket Scholarships. AAASEF gives priority to AAAS members, member employees & family of member employees. **Make sure the sponsor information section is completed on the application & the sponsor is a member of AAAS button is checked. The AAAS Member business name is entered (ie AAAS Auto, Montgomery AL).** All member sponsored & eligible applicants will be considered regardless of student's field of study. However, incomplete applications will not be considered. Interested students can visit [www.automotivescholarships.com](http://www.automotivescholarships.com) for other scholarship opportunities, including GAAS Scholarships.

**Please consider making your tax deductible contribution to AAASEF to this great cause! With your help, we can build a program that will assist numerous deserving students!**

**In 2015, AAAS Educational Foundation awarded eleven scholarships to deserving students.**

## Member Favorite Deep Sea Fishing Charter!

Board the *Relentless*, a custom built 65' x 20' boat, early Friday morning and see why Destin, Florida, is known as "the Luckiest Fishing Village in the world". This boat has all the necessities for the hardcore fisherman, but with the comforts and amenities to indulge everyone. This adventure is sponsored by Federated. You will be provided top of the line fishing rods, bait, license, tackle, lunch and best of all ... a lot of fun.

Captain Bill Williams has many years of experience in the fishing industry and utilizes state-of-the-art marine electronic equipment to help locate the perfect catch. You are guaranteed to have a fun-filled and exciting outing on the Gulf of Mexico. Prizes will be

awarded for the top catches of the day! Everything you need to enjoy this day will be provided including lunch, courtesy of Federated Insurance. It doesn't matter if you are a novice or professional; all you need is an ability to have fun! Hurry and get your registration in! The boat always fills-up fast!



## FUN FORE A GOOD CAUSE—2016 AAAS Bell/Hines Memorial Scholarship

Join us Saturday afternoon, June 13th, at 12:30 p.m. at the Baytowne Raven Golf Course for the Bell/Hines Memorial Scholarship Fundraiser Golf Tournament. This four player scramble tournament benefits the Automotive Aftermarket Association Education Foundation. There are fantastic prizes for the 2016 tournament competitions; including longest drive, closest to the Pin and a \$10,000 possible prize for a hole-in-one, sponsored by Federated Insurance..

Entry fee includes: Greens fee, Lunch, Refreshments & Golf kit



## Welcome to YANG! - Friday Evening Reception



The auto care industry's dynamic and vibrant under-40 set finds its home with the Young Auto Care Network Group (YANG). YANG provides young auto care professionals in their twenties and thirties the opportunity to network with industry peers, enhance knowledge and improve leadership capabilities.

We are pleased to welcome this group of young professionals to the AAAS Conference by hosting a YANG Regional meet up during our Friday evening reception. This is a fantastic opportunity to mix and mingle with industry experts, make new friends and build professional networks.

**Pictured left: Bahia Penthouse balcony, the Friday evening reception venue overlooking the Bay.**

## Make your Reservations Soon....

The Sandestin Village is a very popular vacation resort - rooms go fast! You can book your accommodations online at [sandestin.com](http://sandestin.com) or by calling 800.622.1038. When making your reservation, be sure to mention that you are part of the AAAS Conference group, or mention **group code 23H2AX**.

## GET Connected.....

We've got more great resources and information to share, including an electronic copy of this newsletter. Connect with us on Facebook, Twitter, subscribe to e-mail and register for the [2016 Conference and Trade Show](http://www.aaas.us) at [www.aaas.us](http://www.aaas.us)

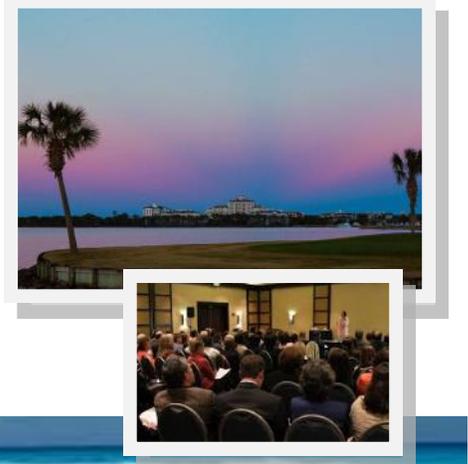


## 2016 Conference and Trade Show Sponsors

Aldridge, Borden & Company, PC  
AAAS Employee Benefit Fund  
Arrowhead Insurance  
Austill, Lewis, Pipkin & Maddox, P.C.  
Automotive Aftermarket Fund  
BlueCross BlueShield of Alabama  
Carlisle Medical, Inc.  
Carr, Riggs & Ingram, LLC  
CARQUEST Auto Parts  
Case Management, LLC  
Federated Insurance  
LKO Corporation, Inc.  
Meadowbrook Insurance Group

Merrill Lynch  
Morgan Stanley Smith Barney, LLC  
N. A. Williams Company  
Safety National  
Superior Financial Services  
The Beam Financial Group  
Trustmark  
YANG  
York Risk Service Group

Sponsorship opportunities are still available. Contact Randal or Denise at 800.239.7779 for more information.



## 2016 Conference Saturday Morning Business Program Preview

Have you visited the Auto Care Association's newly-redesigned website, [www.autocarecareers.org](http://www.autocarecareers.org)? It promotes the diverse careers and opportunities in the auto care industry. The upgraded website features innovative tools to help companies recruit the best and brightest new talent to the industry, including a custom-built, interactive career accelerator featuring five industry segments, a comprehensive recruiting resource guide and the brand new Industry Job Board.

The Industry Job Board, an easy-to-use resource for both applicants and employers, is designed to be a central hub where auto care job seekers and job creators connect. The job board currently hosts hundreds of positions available today in marketing, finance, legal, H.R., information technology, logistics, sales, international

trade, facility management, technicians and hundreds of other career specialties in the auto care industry. AAAS is very pleased to support this important effort. Members are encouraged to link to

[www.autocarecareers.org](http://www.autocarecareers.org) on their websites and social media channels, and use it as a resource in their recruitment efforts.

For more information, visit [www.autocarecareers.org](http://www.autocarecareers.org), or visit with Courtney Hammer at the 2016 AAAS Conference and Trade Show. Make your plans now to attend!



## The Affordable Care Act—be in the know



The Affordable Care Act is certainly affects every AAAS member business. Members are urged to spend time educating yourself and make certain you are relying on knowledgeable professionals to answer your questions and guide you through the numerous changes in reporting. Here are a few useful sites for information:

If you are a AAAS EBF participant you should also reference the Health Participants newsletter that was included with the March statements and the following links:

[Reporting Requirements of ALE's Sponsoring Self-Insured Plans](#)

[Reporting Requirements of Non-ALE's Sponsoring Self-Insured Plans](#)

Join fellow AAAS members in Sandestin! Jeannie O'Malley, an Employment Benefit Counselor for AIG will discuss the ACA. Don't miss your opportunity hear her knowledgeable advice and guidance regarding the complexities of the Affordable Care Act.

[ACA information from the IRS](#)

## Annual OSHA Checklists

### It's OSHA 300 Time Again!

If you had 11 or more employees, on average, for 2015, it's time to work on your OSHA 300 log. If you have more than one location, as an employer you must keep a Log for each establishment or site.

Record only those work-related injuries and illnesses that result in: Death, Loss of consciousness, Days away from work, Restricted work activity or job transfer, Medical treatment beyond first aid. First aid is NOT recordable.

#### You must record:

Any significant work-related injury or illness that is diagnosed by a physician or other licensed health care professional.

- Any work-related case involving cancer, chronic irreversible disease, a fractured or cracked bone, or a punctured eardrum.
- Any case requiring an employee to be medically removed under the requirements of an OSHA health standard
- You must consider the following types of injuries or illnesses to be privacy concern cases and NOT include the employee's name on the Log:
  - An injury or illness to an intimate body part or to the reproductive system,
  - An injury or illness resulting from a sexual assault,
  - A mental illness,
  - Other illnesses, if the employee independently and voluntarily requests that his or her name not be entered on the log.

You must post the Summary only, NOT the log, by February 1, 2016 and keep it posted until April 30, 2016.

You must keep the Log and Summary for 5 years following the year to which they pertain.

Log sheets, Summary sheets and instructions may be found at: [www.osha.gov/recordkeeping/new-osha300form1-1-04.pdf](http://www.osha.gov/recordkeeping/new-osha300form1-1-04.pdf)



#### Annually Required OSHA Trainings:

- Workplace violence
- SDS, GHS and container labeling
- Cyber security policy (required if business accepts credit cards or has computers)
- Substance abuse policy
- Fire extinguishers
- Emergency procedures
- Personal Protective Equipment
- Respirators (if there is a paint booth)
- Forklifts
- Lock-out/Tagout (esp. with hydraulic equipment)
- Permit-required Confined Space Entry (if there are pits or elevators)
- Compressed gasses

For questions, call your State Plan office or contact **Sherry Robertson, PHR** at IGO Insurance Agency, Inc.

[sherry@igoinsurance.com](mailto:sherry@igoinsurance.com) 1.800.782.560x102

## National Car Care Month

The non-profit Car Care Council has an assortment of promotional tools designed to help you take advantage of the opportunities that National Car Care Month can create, including:

Host a car care event in your community. Visit [www.carcare.org/industry-participants/host-an-event](http://www.carcare.org/industry-participants/host-an-event) to list your event or clinic at no charge on the Car Care Council's website and Facebook page. Inexpensive to conduct, car care events are a valuable opportunity to raise awareness of your business in the community, while growing your bottom line at the same time. When registering an event you can request up to 100 inspection forms for free.

\* Suggest your customers visit [www.carcare.org/car-care-guide](http://www.carcare.org/car-care-guide) to view the newly designed digital Car Care Guide and order a free print copy for their glove box. Available in English and Spanish, the guide can be purchased in bulk to hand out to customers by visiting the council's [Industry Tool Box](#).

\* Get one of the council's newly updated [point-of-sale kits](#) containing banners, mirror danglers, posters, handouts and other items to help auto care businesses celebrate National Car Care Month. \* Recommend that your customers check out the Car Care Council's free service schedules at [www.carcare.org/car-care-service-schedules](http://www.carcare.org/car-care-service-schedules) and sign up for the customized service schedule with e-mail reminders.

\* Print out car care tips at <http://www.carcare.org/car-care-resource/car-care-tips/> and leave them out for customers to read while they are in a waiting room or standing at the counter. Car care tips are also easy to share across all social media platforms.



## 3 Must-Do Facebook Tips for Tire Dealers and Auto Repair Shops

We know that Facebook is an important channel for a small business, but what are some things that you can do to improve your presence? Follow these three tips to get started with building a social presence that makes an impact - with your customers, community, and your bottom line!

1. Be Social! Whether self-managed or managed by another company, it's important that a business is active on Facebook to maintain their brand, as well as to gain new customers. Many consumers also use Facebook as a way to contact businesses to find out information about their shop, so this is the perfect platform to connect with them. Fill your page with helpful, interesting and relevant content while also taking time to respond to questions or comments. It shows you care about your brand and also helps build trust with potential customers. (TIP: Facebook posts where you include a photo often lead to the most engagement!)

2. Encourage! Let it be known to your customers that you are on Facebook. Advertise that you're on Facebook in store and encourage customers to check in when they visit your tire or auto repair shop. Want to sweeten the deal? Offering a small discount for customers who check in not only helps build your social following, but helps you connect with your customers and their friends,

who may see their activity on their newsfeed and be interested to also check out the business. Don't keep your social presence secret - use in-store signage, print your Facebook URL on a receipt, or offer Facebook exclusive promotions.

3. Promote the Community! Every auto repair shop, tire dealer, or garage is part of a bigger community! Show customers where you stand and how much you appreciate and respect the community you've grown in. It's important to take pride in your region and social media is a great place to show it. If you're involved in local organizations or charities, make it known. Do you sponsor a little league team? Did you organize a 5K race? Whatever your community involvement is, share it with people on Facebook! This helps create a brand identity that people will want to associate and engage with. It gives your brand/business a personality that your competitors might not have, plus, it encourages support of the causes you feel so passionate about. Showing a commitment to your town includes supporting other local businesses, so be the change in your community by getting social and spreading the good works in your region!

Source: *Net Driven* visit them at [NetDriven.com](http://NetDriven.com)

## New Standard Mileage Rates and Transportation Benefit Tax Changes

IR-2015-137, Dec. 17, 2015

WASHINGTON — The Internal Revenue Service today issued the 2016 optional standard mileage rates used to calculate the deductible costs of operating an automobile for business, charitable, medical or moving purposes.

Beginning on Jan. 1, 2016, the standard mileage rates for the use of a car (also vans, pickups or panel trucks) will be:

54 cents per mile for business miles driven, down from 57.5 cents for 2015

19 cents per mile driven for medical or moving purposes, down from 23 cents for 2015

14 cents per mile driven in service of charitable organizations

The business mileage rate decreased 3.5 cents per mile and the medical, and moving expense rates decrease 4 cents per mile from the 2015 rates. The charitable rate is based on statute.

The standard mileage rate for business is based on an annual study of the fixed and variable costs of operating an automobile. The rate for medical and moving purposes is based on the variable costs.

Taxpayers always have the option of calculating the actual costs of using their vehicle rather than using the standard mileage rates.

A taxpayer may not use the business standard mileage rate for a vehicle after using any depreciation method under the Modified Accelerated Cost Recovery System (MACRS) or after claiming a Section 179 deduction for that vehicle. In addition, the business standard mileage rate cannot be used for more than four vehicles used simultaneously.

These and other requirements for a taxpayer to use a standard mileage rate to calculate the amount of a deductible business, moving, medical or charitable expense are in [Rev. Proc. 2010-51](#). [Notice 2016-01](#) contains the standard mileage rates, the amount a taxpayer must use in calculating reductions to basis for depreciation taken under the business standard mileage rate, and the maximum standard automobile cost that a taxpayer may use in computing the allowance under a fixed and variable rate plan.



## AAAS Capitol Days—2016

The 2016 AAAS Capitol Days were a tremendous success! AAAS member delegations for each state included the following participants: Liz Burleson-Barrett (Big Moe's Spring and Alignment), Steve Kampwerth (Auto Electric and Carburetor), Sonny Barrett (Big Moe's Spring and Alignment), Donald Hall (Harrell & Hall), Steve Kean (Rick's Pro Truck), Joe Ward (First Call Trucks Parts), Kierstin Turnock (LKQ), Randal Ward (AAAS President), George Ehrhard (AAAS –FL Ops), Hannah Ford (LKQ), Paulina Siodlak (LKQ), and Denise Webb (AAAS). The members took time out of their busy schedules to make their presence known and have their voices heard in their respective states.

**AAAS made history in Alabama on February 24th, 2016.** "This year marks the first ever Alabama Capitol Day and it could not have been better, Steve Kampwerth explains, 'each of the Senators and Representatives we spoke with now has a familiarity with our industry and businesses. They know if they have questions or need information, our members and our association are trustworthy and valuable resources available to them.'" The Alabama Capitol Day provided the opportunity to discuss the automotive aftermarket industry and AAAS with key leaders and members of the Alabama legislature. It also provided an opportunity to make new connections and strengthen relationships while explaining the aftermarket industry's needs and concerns. During each of this year's Capitol Day events members discussed their support of the Right to Repair Act, the PARTS Act, and the importance of maintaining an open market for automotive aftermarket parts.



L-R Liz Burleson-Barrett, Representative John Rogers & Sonny Barrett

The Alabama delegation met with Representatives Joe Faust, Craig Ford, Danny Garrett, Mike Hill, Arnold Mooney, John Rodgers, Roderick Scott and Randy Wood. As well as Senators Slade Blackwell, Dick Brewbaker, Paul Bussman, Rusty Glover, Greg Reed, Shay Shelnett, J.T. Waggoner and Phil Williams. "Capitol Day was an exciting and energizing day, filled with the opportunity to advocate for our industry. I believe every member would find Capitol Day in their state rewarding and time well spent." Liz Burleson-Barrett, Big Moe's Spring and Alignment, Birmingham.

In Jackson, Mississippi on January 13th, AAAS members connected with Representatives Gary Chism, Mac Huddleston, John Moore, Brent Powell, and Alex

Monsour. Members also had the opportunity to meet with Senators Billy Hudson, Eugene Clarke, Willie Simmons, Josh Harkins, and Lt. Governor Tate Reeves. "It is important that we develop and maintain relationships with our legislators, so that they will know how vital our industry is to consumers. These relationships give us more credibility and access should unfavorable legislation emerge and we need them to hear our message," said Steve Kean, CFO of Rick's Pro Truck and board member of AAAS.



L-R: Paulina Siodlak, Joe Ward, Randal Ward, Senator Jeff Brandes, Kierstin Turnock, & George Ehrhard



Representative Danny Garrett (seated), L-R Liz Burleson-Barrett, Donald Hall, Kierstin Turnock, Steve Kampwerth, Sonny Barrett & Randal Ward

On February 2nd and 3rd, members engaged in meetings in Tallahassee, Florida. "It was so rewarding to go into the legislative and executive meetings and have the association be recognized without having to introduce ourselves and our industry. It is certainly proof that our dedication to Capitol Days throughout the years is paying off by building long-lasting relationships in Tallahassee", said Joe Ward of First Call Truck Parts. Florida AAAS members participated in various meetings with legislators including Senators Jeff Brandes, Dwight Bullard, and Representatives, Ritch Workman, Larry Ahern, Shawn Harrison, Greg Steube, Jose Oliva, Bill Hager and Patrick Rooney. The delegation also visited with Deputy Agriculture Commissioner Jay Levenstein and the Attorney General's office.



L-R: Randal Ward, Senator Billy Hudson, Kierstin Turnock & Steve Kean

Capitol Days is an annual event. "As usual, our members have stepped up and supported efforts to advocate for a strong and competitive automotive aftermarket to those who make decisions that affect the industry. We very much appreciate the sponsorship of Federated Insurance, which made these events possible. We are looking forward to 2017, when we expect to conduct Capitol Day events in all four state capitols." said AAAS President Randal Ward.

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## 7 Tips For Selling More In Any Economy

You hear it everywhere you go: "Sales are down because of the economy. My customers simply aren't buying as much." There are some people out there saying the economy doesn't matter, it's what's going on in your own head that matters. While it's true that what goes on in your brain is always more important than outside circumstances, the economy is still what's affecting many businesses. If yours is one of them, put the following seven ideas into practice and you'll find that the affect on you will be minimal, and in fact, you may notice no change or even a positive one.

### 1) Don't let the economy be your excuse.

After a tough day or some difficult sales calls, it's easy to use the economy as an excuse. If you do, people will hear it in your voice and you'll sell less. This attitude also leads to working less. In a down economy, when salespeople should be increasing their calls and activity level, the average salesperson cuts calls by 37%. The answer? Use the down economy as a warning and motivation to work harder and smarter, not as an excuse to back off. If you back off, business will go down, if you work harder and smarter, business will improve. As the saying goes "When the going gets tough, the tough get going."

### 2) Get better at selling.

When there are fewer sales opportunities and prospects, you must do better with the ones you have. The way to do this is to get better at selling. Read books, listen to tapes and CDs, watch DVDs, become a sponge and absorb everything you can get your hands on. Using this strategy has helped many salespeople improve to the point where they actually sold more in a so-called down economy than they sold when times were good. Now is the time to improve your skills; constant and consistent learning is the best way to grow sales.

### 3) Keep a good attitude.

Your attitude is your most important sales tool in your arsenal; you have to keep it sharp. Now is not time to read the front page of every newspaper and watch every newscast. Our brains are like computers "Garbage in, garbage out." What you should be doing is putting as many good ideas as possible into your brain. Pick up anything that is inspirational, motivational, positive, and upbeat and use it to keep a good attitude and stay focused. Be positive and persistent. In addition to putting good ideas into your brain, surround yourself with positive people and stay away from negative people.

### 4) Prepare for the price objection and build value.

People are focused on price more than ever these days. Prospects and customers will do everything they can to commoditize vendors and simply go with the lowest price. Thus it is very important that you build value. What are your primary benefits? How are you, your company, and your product better than the competition? Are you local; is your long-term cost less, can you respond to

service calls faster? You need to accentuate your primary benefits, make them as powerful as possible, and provide proof in ROI Models, testimonials, and the like. Finally, come up with some solid responses to the price objection.

### 5) Build relationships.

The relationship with the salesperson is the number one reason people give for doing business with a particular company. We've all seen it happen, you make an overwhelming case for your product versus the competition and yet, the prospect still buys from your competitor because they're golf buddies. Relationships are extremely important, in most cases more than anything else, so you need to focus on not only staying in touch with and keeping your name in front of customers and prospects, but also on taking that next step and building solid relationships.

### 6) Go back to the basics.

Now is the time to increase the personal touch. Make more face-to-face visits to customers, send handwritten notes, stop by occasionally simply to say "hello", and drop off the proposal in person instead of mailing or e-mailing it. Your objective is to touch the customer more often on a more personal level at a time when your competitors are calling less and being less personal. Also, make sure you have a plan in place, know what you have to do every day, and make sure you do it.

### 7) You are completely responsible for your success.

Five years from now you and your career will arrive somewhere, the question is: Where? If you decide that something outside of you, such as the economy, is responsible for your success or failure, you give away control of your destiny and your ultimate success. The way to change that is to remember that your success is up to you, you own it, and you control it. Provided you have solid goals and strong enough reasons why you need to get there, you will arrive where you decide to arrive, regardless of the economy, or anything else for that matter. Reminding yourself that you are 100% responsible for your success keeps your success under your control and within reach.

If you put the above tips to work, you will see an improvement in business, perhaps a significant one.

**John Chapin is a sales and motivational speaker and trainer. For his free newsletter, or if you would like him to speak at your next event, go to: [www.completeselling.com](http://www.completeselling.com). For permission to reprint, e-mail: [johnchapin@completeselling.com](mailto:johnchapin@completeselling.com)**



## In Memoriam

*With heartfelt condolences, we honor the memory of...*

**Anna Keith** (February 2016) ~ Walter S. Whites Auto Parts. ~ Birmingham, AL. The Keith family has been long time supporters of the automotive industry and members of AAAS.

**Joseph (Joe) Dvorak** (October, 2015) ~ Parts House of Cocoa Beach, FL. Joe was an active member of FAWA and AAAS for over 20 years.



## Have You Looked At Your Rates Lately?

Each year, as you sit down to review your books and see how this year matches up to the year before, add in a review of your merchant account. Take the December statements for 2015 and 2014, and do apples-to-apples comparison on your rates, miscellaneous fees, and total sales reported for the year.

Why, you ask?

The short answer is, why not? It takes about 10 minutes total, and if everything matches up, you're all set and it's back to business as usual. Chances are pretty high though that your rates will have gone up, there are new fees that you've never seen before, and you may have missed an important security update or new program announcement.

If you find that something has in fact changed, the question now becomes, what to do next? The short answer here is call Superior Financial Systems, regardless of who you process with. As a member of AAAS, you have access to a wealth of knowledge in the merchant services industry through experts ready and waiting to help you review your statements. If you do we will tell you one of two things;

1. We can save you \$ and tell you how.
2. We can match what you currently have so unless you have a reason to leave your current processor we suggest you stay.

To give you an idea of what SFS does during a review of your account, here are a few things we take into consideration, beyond the normal rate review:

- ❖ Have there been any major changes in your business in the last year? Things such as expansion for a new product line or location, upgrades to office hardware and systems, launched a new website?
- ❖ What growth are you envisioning for your business in the

next six months? Twelve months? Five years?

- ❖ What type of customers do you accept credit cards from? Business clients? Consumers? Do you offer delivery or installation services?



We approach each merchant account review as a consultation; the focus of the review is your business, and making sure your merchant account best benefits you, in whatever capacity that may be. "WE sell all credit card terminals at our cost" Even if you don't want an independent review, we still strongly recommend every business owner take a few minutes to look over their statements and make sure everything makes sense, and the rates look reasonable. Ask yourself the questions above, and make sure your merchant account is growing along with you, not against you. In some cases, a simple phone call to your processor can result in hundreds of dollars of savings every year, and who couldn't use a little extra padding in the coffers? And on the off chance your processor won't work with you, we will.

And as always, Superior Financial Systems is here to help – whether you process with us or not, if you have any questions about credit cards, rates, or your account in general, we are here and ready to guide you. For further information, please call Todd Lazar at (888) 737-7762 any time.

**AAAS is partnered with Superior Financial Systems (SFS) to provide custom, competitive credit card processing rates to all of our members. SFS conducts free, no obligation fee analyses, and provides in depth explanations of how your existing program works, and ways that it can be improved upon. For more information, please contact Todd Lazar at 877.737.7762, or email him at [Todd@sfsprocessing.com](mailto:Todd@sfsprocessing.com)**

## Should you share investigation files with suspended employees?

**Question:** I have an employee who was suspended for insubordination. He has requested that we interview the witness, which I had already done, and he would like to review. Am I required to share the statements/documentation with him?

**Response:** The employee in question is not entitled to review the employer's investigation file, including any witness statements, notes, or other documents that were relevant to, and made part of, the investigation and we do not recommend that the employer disclose the same. The investigative file should be kept separate from the personnel file and documentation and information contained therein is the property of the employer; absent a contract that entitles employees otherwise, it should not be subject to disclosure to the employee who was under investigation.

Certainly the employer can and should let an employee who has been the subject of an investigation know what the outcome of such investigation was, particularly if the outcome results in disciplinary action as to the employee in question (you indicate here that the employee was suspended so presumably he was already notified of the employer's action). To the extent the employee in question asked the employer to include in its investigation an interview of a witness or co-worker who may have had additional information and the employer did so (and employers generally should meet with individuals identified as having relevant knowledge in any investigation), the employer is not required to let the employee know what transpired during that conversation

(nor must the employer disclose any written witness statement or similar document).

If the employer's subsequent investigation caused it to revisit its disciplinary decision (suspension), of course it can and should let the employee know and then take whatever steps are necessary to rectify the matter (i.e., if the suspension was unpaid and the employer determined subsequently that such disciplinary suspension was inappropriately issued, it can always issue back pay to make the employee whole). On the other hand, if the employer did not learn anything from the witness who was interviewed that gave it any reason to revisit its decision, the employer is not required to do so, and can simply let the employee know that it has investigated the matter and that its original disciplinary decision stands. Beyond this, he is not entitled to know or see more relative to the employer's investigation, including meetings with and statements taken from witnesses.

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**Capitol Days 2016**

Top Left: AL delegation with Representative Randy Wood

Left: FL Representative Larry Ahern visits with AAAS members and staff

Top Right: MS delegation with Representatives Brent Powell, John Moore and Alex Monsour

Established in 1938, **Automotive Aftermarket Association Southeast, Inc.** is a nonprofit trade association representing the automotive parts manufacture, distribution, service and repair industry. We serve automotive aftermarket businesses in Alabama, Florida, Georgia and Mississippi. Our membership consists of parts manufacturers, distributors, jobbers, service facility specialists (paint & body, general repair, transmission, muffler shops, etc.), engine rebuilding and machine shop specialists.

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*A Trade Association Serving the Automotive Parts Manufacture, Distribution, Service & Repair Industry*

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**WELCOME, New Members!**

More businesses making AAAS membership a part of their business plan! AAAS Chairman Jarrett Liles wishes to welcome the following members into the association. Liles encourages these and all members to investigate the programs offered through AAAS.

- Atlanta Powertrain and Hydraulic (new ownership)
- B & C Tire Company
- BAMA RV (new ownership)
- Fuse5 Automotive Software
- Garner Auto, LLC
- NEX21 Media
- Prime Pay
- Westmoreland Tire
- Wilks Tire & Battery
- Wilks Tire & Battery Service
- Wilks Tire & Battery
- Wilks Treading
- Wilks Truck and Tire Service
- Xpress Wash

- College Park, GA
- Gadsden, AL
- Dothan, AL
- Pensacola, FL
- Tuscumbia, AL
- Vestavia, AL
- Birmingham, AL
- Fort Payne, AL
- Florence, AL
- Albertville, AL
- Decatur, AL
- Decatur, AL
- Decatur, AL
- Birmingham, AL

**AAAS Calendar of Events 2016**

AAAS Scholarship Applications Due	March 31, 2016
Car Care Awareness Month	April 2016
AAAS Scholarship Award Announcement	May 2016
AAAS Annual Conference & Trade Show, Sandestin, FL	June 9-12, 2016
Bell/Hines Memorial Golf Tournament, Sandestin FL	June 11, 2016

