



UNITED RECYCLERS GROUP, LLC

URRG N • E • W • S



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Network Quality Recycled Auto Parts

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Announcing!



URG's 9th
Annual
Training
Conference

April 23rd 24th
2004

URG will continue to update partners in the future regarding themes, speakers and any additional information as it becomes available

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Ocean County Auto Wreckers

It's a Whole New Ballgame Now

Cosmos Ocean County Auto Wreckers has been a family owned and operated business for over sixty years. Located in Bayville, NJ, the Zaccaro family takes pride in the fact that they are a large enough facility to provide lots of quality parts, yet small enough to really get to know their customers on a one-on-one basis.

Started by Cosmos Zaccaro and helped by his nine children, Cosmos Ocean County Auto Wreckers has always strived to maintain the confidence of their customers by providing quality recycled auto parts with warranties that match or exceed the original manufacturer.

Three of Cosmos' children are actively involved in the day to day business; Tony Zaccaro, Dolores Morrison and Jean Cochran along with long time partner Jerry Gambino, Cosmos Ocean County Auto Wreckers has more than five acres of dismantled vehicles, over 10,000 square feet of warehouse and dismantling buildings and over 100,000 parts tested and ready to deliver. And with four local delivery trucks servicing all of New Jersey, Philadelphia and Staten Island, it is easy for Cosmos to uphold their promises of on time deliveries.

But this type of success requires the efforts of many, many people. They know that the key to a successful and growing company is having dedicated

employees who want to provide customers with quality parts and service. Jerry Gambino, manager of operations, and Mike 'Hammer' Glunk are two employees who have played crucial roles in the development and growth that Cosmos' has experienced. Jerry has been with the company over 20 years and Mike has been with them for over 14 years.

Cosmos Ocean County Auto Wreckers recently became URG 8000 Certified, which, according to Tony, completely changed the way Cosmos does business and all for the better. They have learned the true importance of quality and service that the customer demands. Getting 8000 Certified was a lesson in how you can always improve on your business regardless of how excellently you think it is run now. The qualifications needed to become 8000 Certified brought Cosmos' idea of excellence to a new level. Not only have they become very particular as to the quality of parts being sold, but they have also become very particular about who they purchase parts from. It's a whole new ballgame now. The positive changes becoming URG 8000 Certified has far exceeded the expectations of all the employees.

Cosmos has been a member of the PRP-Northeast group from its

inception. According to Tony, being a member has been a big help in growing the business. It expanded the customer base

and actually improved the "quality" of the customer buying. That is to say, they get the more serious buying customer; the customer that knows what he wants and how he wants it. PRP has strengthened their purchasing power incredibly since other PRP partners have also gone through the rigors of 8000 Certification and know the standards needed to become Certified. This, in turn, automatically assures many of them the quality of parts Cosmo's sells.

Cosmos Ocean County Auto Wreckers uses the Pinnacle Inventory Management System. The most useful aspect of having the Pinnacle System is that it "enables us to monitor business inventory better," says Tony Zaccaro. "It has also been a huge success in telling us what cars not to buy. Overstocking of certain parts is no longer a big issue." As part of the Pinnacle enhancement committee, Tony is really excited about the future of Pinnacle. He sees the strides it is making in improvements to the system.

Cosmos' employees are constantly being educated on the changes and trends of the automotive recycling industry. Part of that education involves participating in many conferences and trade shows the industry hosts. They are always involved at the Northeast Auto Body Show and never miss a URG Training Conference. They usually send someone to represent them at NACE and ARA-NY. Tony Zaccaro is a past president of the Auto Recyclers of New Jersey and currently a board member at large.

Staying on top of the automotive recycling industry changes and trends means staying involved not only in the individual business but staying involved where the entire industry is concerned. With dedicated employees and continuous growth, Cosmos Ocean County Auto Wreckers intends to stay on top of their game.



Pinnacle Notes

By Jim McQuaid

The Computer Features Committee (CFC) met recently to discuss the status of existing enhancement projects, and to work with the Pinnacle team to develop new projects. In order to promote development in several areas, the committee consisted of users with a diverse set of skills. Accounting, production, sales, pricing, and management reports were all addressed. The process was intense, and the committee was asked to prioritize the new projects; as well as "spec" the enhancements. Even seemingly simple changes often take many programming hours, because the Pinnacle code is so complex; so the "spec" writing is very

important. These people offer their time and energy to the CFC to the benefit to all users - but mostly to Actual Systems. We are very grateful for their participation.

To emphasize what has been accomplished in a relatively short period of time, a few months ago, Don Davis became our first five-year employee! As most know, Don is our Support Manager. He lives in the Denver area with his wife, Shelly, and their two children, Nicole and Derek. On a recent trip to Scotland, in order to acclimate himself to local customs, he reluctantly forced himself to try several of the local types of scotch.

ASA has no formal sales staff, and relies on trade shows and current Pinnacle users to drive sales. The URG Conference was very successful in that respect, as well as allowing the ASA staff to meet new users and renew friendships with old users. We intend to have most of the staff at the ARA show in Ft. Lauderdale. Be sure to drop by our booth

to say "hi".

At different times, we try to network different users together to help answer Pinnacle questions. Since we at ASA don't operate a yard, we don't have the full appreciation of how Pinnacle can be utilized in a real environment; so we often suggest that a user contact another user for help or advice. Everyone has been helpful in that regard. Over time, we've asked for that kind of help from most users, and we're not very good at acknowledging it. At the risk of leaving some people out, I'd like to thank Patrick Garrity, Rachel Whetstone, Junior at Bionic, Bill Tolpa, Billy Abold, Mike Kunkel, and all the others we've "leaned" on for their help.



URG Buying Co-op

by Michelle Alexander - Co-op Manager



Hey URG Partners - now's the time to take advantage of the URG Buying Cooperative! Get the best prices on new parts - everything from glass, mirrors, radiators, and lighting, to shipping supplies, airbag boxes and custom forms.

URG's Co-op Program combines the clout of all 250 partners which results with pricing that is at least 15 to 25 percent cheaper than what's available just about anywhere else.

The Co-op Program is not just for recyclers who stock big quantities of new parts - we have the capabilities to ship singles at stock pricing plus freight. Fax us a top ten or twenty report list and we'll provide you the best prices - URG is always working to serve you better! We also offer the convenience of ordering by Interchange number. And, most of our vendors have various warehouses around the country to allow for faster delivery time. Not only do partners get great

prices, but also gain numerous other advantages when they join the co-op:

- We do the work that otherwise you'd have to assign to an employee. That saves the employee time and you money.
- We keep prices low and all the profits go to you. We're in the business to help you make money.
- We keep track of what you buy. When you're analyzing the business, our reports will help you decide what's profitable and what isn't.

Tony Faust, co-owner and vice president of Viking Auto Salvage in Northfield, Minn., is an enthusiastic customer of the URG Co-op. He says, "We do an awful lot of buying from the cooperative because we get great pricing, which gives us an edge over our competitors."

Viking is serious about selling new

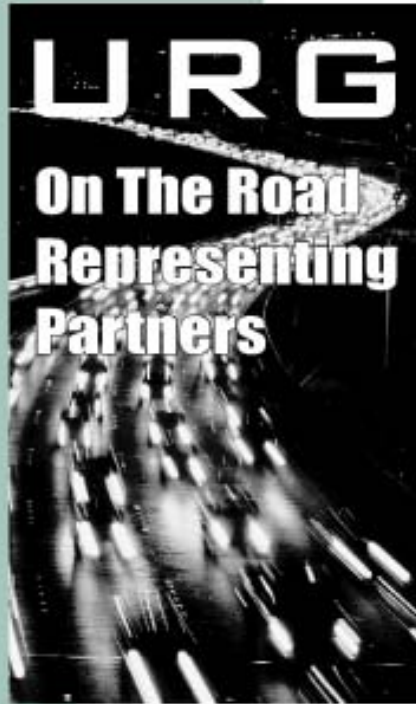
parts it's a big part of the business, but Faust believes the co-op also is good for yards that buy a few new parts. "The co-op's group discounts help all of us," he says.

Which brings us to another good reason for participating. Only about one-third of URG partners now participate in the co-op and at that level, we get good prices. But if more recyclers participated, we'd get even BETTER pricing. The bigger we are, the more effective we are in negotiating the best deal. Contact the URG Office today and start taking advantage of what your co-op has to offer. Call Michelle at 303-367-4391 ext. 1 for more information or email her at Michelle@u-r-g.com



URG Attends the Collision Industry Conference

Ft. Lauderdale, FL, July 23-24



The Collision Industry Conference (CIC) is represented by many segments of the industry, although the largest representation is the Collision Repair Industry. Within the CIC there are several committees that are made up of all divisions of the automotive industry. The conference is held 4-5 times per year and URG has been attending to represent the recycled parts industry since January of 2003. Some of the active committees that have been developed by the CIC include:

- ♦ Fraud Awareness Committee
- ♦ Insurance Committee
- ♦ Technical Committee
- ♦ Estimating Committee
- ♦ Information Technology Committee
- ♦ Marketing Committee
- ♦ Legislative Committee
- ♦ Education Committee
- ♦ Definitions Committee

Collision Industry Conference also has a

website that they have recently been working on redesigning, www.ciclink.org. At this site, you can view the objectives of each of the committees and what they have accomplished over the past years and what they are working on this year.

In addition to these committees, the CIC has raised a great deal of money for the "Camp Make a Dream" Foundation. A completely new facility is almost finished being built and will be named "Collision Industry Health Center".

United Recyclers Group, LLC is co-chair on the Definitions Committee, which will work on defining "clean up time" for salvage as well as several other projects. In addition, URG is also a member of the Insurance Committee. URG invites you to review the Collision Industry Conference website (www.ciclink.org) and also call United Recyclers Group, LLC at 303-367-4391, if you would like to get involved.



Manager's Corner

— by Sharon Kellum General Manager —

The last time the URG Managers met face-to-face was at the URG Training Conference in Denver in May 2003. Since then, they have continued to meet on a weekly to bi-weekly basis. The next scheduled face-to-face meeting will be in Denver on October 25-26, 2003. At this meeting, the URG Managers will review all of the goals that were set at the beginning of the year and evaluate the progress that has been made in the first nine months of 2003. There will be an in-depth financial review as well.

The purpose of these face-to-face meetings is so that the URG Management Board can make sure that the goals of URG are being worked on efficiently by the staff at URG Headquarters in Denver. They also meet to add new goals based on changes that may have occurred in the

marketplace as well as review any Partner concerns that have come up that were not resolved on the weekly conference calls.

It is important to the URG Managers that United Recyclers Group, LLC continue to grow and maintain partner benefits for all 250 URG Partners. 100% Partner Satisfaction is the goal of URG and these face-to-face meetings are what make a difference. The URG staff in Denver gets the overall recycler feedback from the URG Manager Board and after an in-depth meeting the Denver staff gets the motivation and "marching orders" on what we can do to improve the partnership on many different levels.

URG will send an update on the goals of URG and the manager meeting after the October meeting. In the

meantime, if you have any items that you would like discussed and you are a URG Partner, please e-mail me at sharon@u-r-g.com so that it can be added to our agenda.

United Recyclers Group Sets Date for 9th Annual Training Conference

United Recyclers Group has decided to hold the 9th Annual Training Conference at the Westin Tabor Center, located in the heart of downtown Denver, CO, on April 23rd - 24th, 2004. A notification letter was sent out to various associations alerting them to the date and URG will continue to update it's partners in the future regarding themes, speakers and any additional information as it becomes available.

