



UNITED RECYCLERS GROUP, LLC

URRG N • E • W • S



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• www.autopartsearch.com

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United Recyclers Group, LLC
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Network Quality Recycled Auto Parts

INSIDE!

Car World

*A Rock-Solid
Recycler*



Warranties Work

*So You Don't
Have To!*



Training Conference

Date Has Been Set
**April 23-24
2004**
Downtown Denver
Westin Tabor Center



Pinnacle Notes

690
Programming
Changes!



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Car World

A Rock-Solid Recycler in the Granite State



Fifty miles north of Boston, fifty miles west of the Atlantic and fifty miles south of the beautiful White Mountains of New Hampshire is Car World, the pride and joy of Jeff Kantor. It's located in Candia, just three miles out of Manchester, the state's largest city. The company serves an area of about a 50-mile radius.

Today Car World is one of the largest auto recyclers in the Granite State, but it had humble beginnings. In 1969, young Kantor was fresh out of college wondering what to do for a career, when a friend suggested they open a salvage yard. Jeff bought a \$44 Craftsman tool set and proceeded to learn how to take cars apart. He soon discovered he not only had a talent for dismantling, but a love of the business.

Car World now boasts a 25-acre lot with fifteen acres dedicated to automobile storage, ten acres of outside racking, a 12,000 square foot warehouse plus ten 40-foot storage trailers. They inventory hundreds of thousands of parts using PinnacleTM, the premier auto recycling inventory system (which they love!) This enables the business to process about 1,000 cars a year.

The company today focuses primarily on the wholesale end of the business (about 60%) with the remaining 40% being retail. They are late model specialists staying with '94 and newer cars. Their warranty policy is about as liberal as you can get: "If you don't like it for any reason, bring it back." I'd rather have the customer simply tell me, "it's the wrong color," or "my wife doesn't like it" than tell me it's broken. If it's still a good part, I can put it back into inventory, but if they tell me it doesn't work, then I'm throwing out a perfectly good part. I built my business on the Golden Rule, and really believe it's the best policy," Kantor says.

There are thirteen employees, all of whom make the decisions to keep the business humming. Key employees are Matt Kantor, Jeff's son, who is Vice President and grew up in the business, Tom Spooner, Sales Manager, Sheila Ordway, Secretary and Bookkeeper, Jeff Collupy

who manages Inventory Control and M Folsom, Yard Foreman. They have been with the company between 22 and 25 years. "We've been together so long, we're like family," Jeff proclaims. "It's the dedicated employees who make it all work."

Jeff Kantor is a strong believer in supporting industry organizations, and a member of ARA, URG and the New Hampshire Auto and Truck Recyclers Association. He is not only one of the founders of the latter group, he has been president of it for the past 13 years. He also served as past State Chairman of ARA, Regional Director of ARA, and past president of the ARA Educational Foundation. He regularly attends conferences and trade shows of the various groups.

As for the recycling industry today, Jeff says business is getting tougher. There have been good months and a few bad ones, but overall, it's getting harder to make a living out of it. It's definitely not the business it used to be 25 years ago. Why? "Inventory is tougher to buy and the price is high. After-market parts cut into our profits, and overhead has skyrocketed in all areas. There's much more government intervention today too. We've got the federal government writing rules and regulations that affect everything we do and how we do it. Examples are environmental regulations and safety laws. New Hampshire is a state that's very environmentally conscious and aware while we support these concerns, complying with the myriad of laws really cuts into the time that it takes to run a business."

That's also why Jeff feels it's imperative that all recyclers support their industry associations in lobbying congress and in their states when new legislation affects the recycling industry is under consideration. "Without our voice being heard, laws would get passed that would adversely affect every one of us." Practically what he preaches, he has served on the New Hampshire Department of Environmental Services Advisory Board.

In his personal life, Jeff is happily married to Evelyn and has three children, Crissy, Matt and Debbie plus four grandchildren and another on the way. He is also a real supporter of youth sports. He started a kid's soccer league which he coached the team for 12 years and also coached a High School level ski team for five years. In his "spare" time, he gets to play with another love, motor boats. He owns a 40-foot cabin cruiser which he likes to use during the summer.



By Jim McQuaid

Since the last ARA convention in November 2002, R&D has been working hard to upgrade the Pinnacle software using customer recommendations:

- Over 690 programming changes have been made since November 2002
- 90 of these changes were software enhancements included in our last build
 - Shipping/Delivery module enhancements
 - Automated pickups on credits
 - Ability to add resolution details

Pinnacle Notes

- Single part tag printing from multiple locations

Our next release will be out next month with many more enhancements; highlights include:

- Quotes are even easier to find with added filters
- Brokering URG parts is simplified by an automatic sweep of customer and VIN information
- Inventorying vehicles directly from the auction is now possible with the latest PinPad

Actual Systems understands the importance of our customer's operations and that is why, in the background, we pay careful attention to the health of client systems by monitoring:

- Backups (Internal & External)
- Email/SPAM Monitoring
- URGNet Accuracy and Consistency
- Server Disc Space
- IC Version

• Overall Machine Usage
Actual Systems is continually looking for new ways to improve our already outstanding level of service:

- 24 hour emergency support
- We make sure the customer is updated with the latest interchange as soon as it is made available
- Customers in emergency situations have always been backed up within 24 hours
- With proper backups, our ability to restore data is 100%

Who Else Shows This Level of Commitment?



Auto Recycling Trading System

Warranties Work *So You Don't Have To!*

by Carolyn Urguhart, A Partsmart

If every owner wants his or her product to be more appealing than the competition, how do we succeed? My favorite solution is K.I.S.S. - remember the "Keep It Simple Stupid" rule of thumb? This really applies to warranties. If you're not selling them you are missing out on HUGE revenues month after month. This is the moneymaker that we have that does not require labor and has no cost of goods. The fact is that it simply helps me turn my inventory quicker and for more money than my competition. The competition, of course, is waiting for me to go broke over our Lifetime Warranties that we offer, and consequently we are taking this added revenue to the car pool and buying more inventory.

Think about it, my profit is 70% on warranty sales. This figure equals warranty sales less commission paid, and warranty payouts to customers. What else do you sell that can produce that kind of

profit with no labor? Your customers think you're the greatest, they tell everyone about you and they won't call anyone else because of your warranty, so now we have FREE advertising, this deal doesn't get any better!

Lets talk about percentages. If you attended the seminars at the URG conference most of you have the numbers, but I'll go through them for those that missed out. We sell the Lifetime Warranty and a Two Year Warranty; you can offer whatever you want. We have been selling warranties for six years and I decided that from a sales point of view, the more offers you have available, the more time it takes and we all know our sales people want things to be simple - which they should be! We are at 40% of the price of the part for the Lifetime and 30% for the Two Year. Our warranties include parts and labor. On labor claims we pay \$50 an hour per Mitchell.



That's it it's very easy. When the customer calls on a warranty claim don't hassle them or give them the third degree, if you don't have a replacement, write them a check out of your warranty account and smile when you give it to them because you're making 70%! K.I.S.S. Keep It Simple Stupid!



Training Conference

Date Has Been Set
**April 23-24
2004**

Downtown Denver
Westin Tabor Center

**URG's Conference Theme for 2004:
Back to Business Basics –
Management with a Hand's On Approach**

Two days of focused training on everything from Pinnacle to operating Metrics essential tools for running your business. Sessions to be presented by key business professionals from within the industry — people that understand your business.

Not a URG Partner? Not a problem!

URG's 2004 Conference is open to the entire Auto Recycling Industry.

MARK YOUR CALENDAR TODAY!

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Manager's Corner

by Sharon Kellum General Manager

Just in case everyone does not know who their URG Managers are, I wanted to take this opportunity to remind you of the volunteer recyclers that are working for the entire partnership on a daily basis:

Ed Lacy – Lacy Auto Parts – Richmond, VA
John Fischl – Riteway Auto Parts – Phoenix, AZ
Carol Roedder – Modern Imports – St Louis, MO
Barry Rubin – American Auto Salvage – Ft Worth, Texas
Mike Ryan – Albert Lea Auto Salvage, Inc. – Albert Lea, MN
Joe Innamorato Jr. – C&H Salvage Corp. – Campbell Hall, NY
Greg Wilcox – Midway Auto Parts – Kansas City, MO

These URG Managers and the URG staff recently met in Denver, Colorado for an all day Sunday meeting to review the

goals of URG and how we can add value for all of our URG Partners.

Some of the specific items that were reviewed are:

- URG financial performance for the first nine months of 2003
- URG's e-commerce product and how we can penetrate this market more effectively with our partners and for their customers
- URG's Buying Co-op and its performance as well as any product URG could add that would bring benefit to the partnership
- URG 9th Annual Training Conference to be held April 23rd and 24th in Downtown Denver in 2004
- What trade shows URG should attend that would bring the most exposure and benefit to the partners
- And most importantly, the Goals of URG Moving Forward in 2004.

If you are a URG Partner and have questions or comments for URG or the URG Board of Managers, please feel free to contact me anytime at 303-367-4391 ext 3 or e-mail me at sharon@u-r-g.com.

URG Training Conference BACK TO BUSINESS BASICS

URG has set the date of 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 well in advance to various associations and any potential industry event participants so that our date would not present a conflict for the recycler to attend this important event.

Two days of FOCUSED training on everything from *Pinnacle* to *Operating Metrics Essential Tools for Running Your Business*. Key business professionals from within the industry — people that understand your business — will present the sessions. URG's 2004 Training Conference is open to ALL AUTO RECYCLERS, so invite your trading partners that are not URG partners.