

URGENT NEWS

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NACE Convention December 5 – 7, 2003 – Go To Orlando and Meet YOUR CUSTOMER

URG will once again be exhibiting at the *International Autobody Congress and Expo* on December 5th – 7th, 2003 in Orlando, FL at the Orange County Convention Center. If you are a current URG Partner in good standing, we invite you to come exhibit with URG and meet your customers and help promote the URG Brand Image of Recycled Auto Parts to the Collision Repair Industry.

Meet one-on-one with your customers and potential customers, solidify strategic partnerships, and connect with the people you need to see, network with industry peers and share secrets for success. URG Headquarters will provide all exhibit space, exhibit booth, and exhibitor entry fees.

All you need to do is get to Orlando. Please let URG know your intention to participate by 11-21-03 and we will give you the hotel contract information and have an exhibitor badge waiting on YOU!

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.

The conference will feature 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.

ARA - Part Grading and Description Guidelines Sent To Members for Approval

URG recently attend the ARA Convention in Ft. Lauderdale, FL. The convention and the meetings that took place throughout the weekend were very productive.

During the Electronic Commerce Committee Meeting, the final version of the ARA – Parts Grading and Description Guidelines was reviewed in detail and a final version was agreed upon to be sent to the ARA membership for approval.

One change that was made to the document that will affect Pinnacle and its users should it be approved is the grading system. The grading system for A Parts for URG and Pinnacle users is currently, **LESS THAN** one unit of damage equals an A Grade Part. The new ARA Part Grading will change this to **UP TO** one unit of damage equals an A Part. Ed Lacy, URG manager and a committee member said, "I think this is a potential mistake. Not being able to delineate a complete and undamaged part from a part with damage sized as large as a credit card puts us all at a disadvantage. This will put parts under the "A" grade that a repair facility will want to use along with parts they may take if **forced to**. The whole purpose of grading parts is to describe them more accurately, not less – as this change would surely do. I urge all URG partners to send comments to ARA." Send your comments to Mimi Sullivan at Sullivan@autorecyc.org

Statements Sent Out

Please note that statements for the month of October were sent out at the beginning of November. Just a reminder – URG does not send out statements every month. Because they are only sent out intermittently, we encourage all partners to make payment on invoices they receive. If you have any questions regarding your account, please contact Alexis at ext. 2.