

## Enhanced UPS Services Save Time and Money

UPS recently completed a major upgrade to their ground distribution network, reducing time in transit in approximately 60 major origin/destination lane combinations, spanning some 20 metropolitan areas. Each modification, such as the four-day coast-to-coast delivery standard, reduced the previous guaranteed delivery time by a full day without any change in customer rates or pickup and delivery times.

Also, new in 2004, increased size limits allow domestic and U.S. export packages with a combined length and girth up to 165 inches, an increase in the maximum package size by 35 inches of combined length and girth — some items that previously had to ship via a more expensive trucking line may now ship via UPS.

UPS will discontinue the fuel surcharge for all domestic UPS ground shipments on January 5, 2004. The fuel surcharge will remain in effect for Next Day Air, 2nd Day Air, and 3 Day Select services.

UPS also announced new rates will take effect Monday, January 5, 2004. Rate increases are summarized below:

Commercial Ground — 1.9%  
Domestic Air Services — 2.9%

The service fee for delivery to a residential address increases from \$1.15 to \$1.40, and UPS is instituting a \$1.00 charge for deliveries to commercial destinations in designated remote locations.



## Committing Commerce

If you've been following along through the last four steps, you now have everything necessary to calculate the total expenses for your service department, a key element in calculating your shop labor rate so it is both competitive and profitable. Let's continue...

### Factor 5) Calculate the Total Expenses

Once you know the operating expenses, yearly investments, payroll cost, and miscellaneous charges, you're ready to calculate the yearly expenses for the service department.

- Operating Expenses (*rent, taxes, utilities, supplies, etc.*)
- Yearly Investments (*compressors, lifts, presses, etc.*)
- Payroll Costs (*salary plus benefits*)
- Miscellaneous Charges (*hiring, training, maintenance, etc.*)

### Let's look at an example:

- Operating Expenses \$33,000.00
- Yearly Investments \$3,000.00
- Payroll Costs \$86,000.00
- Miscellaneous charges \$2,000.00

**TOTAL EXPENSES FOR SERVICE DEPARTMENT = \$124,000.00**

What are the total expenses for **your** service department?

## Home Depot to Consolidate Division, Cut 100 Employees

November 21, 2003 — The Home Depot Inc. has named Eric Peterson president of strategic markets, consolidated its smaller Northwest division into its Western division and named Bruce Merino head of the consolidated division. Home Depot (NYSE: HD) will also close its Seattle Store Support Center office and cut about 100 jobs.

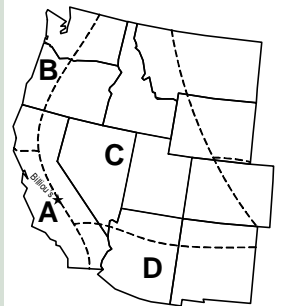
Peterson most recently served as division president of the Northwest division in Seattle. Merino most recently served as president of the Western division.

The new Western division includes 335 existing Home Depot stores, employs nearly 46,000 associates, and will be based in the existing Orange County, Calif. facilities. The company says it plans to add four new stores in Washington over the next year to supplement its existing 28 stores.

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## Billiou's Marketplace Weather Forecast



**Region A (California):**  
Avg. Temp: 54° (5° > avg.)  
Precipitation: 2" (1.5" < avg.)  
Jan 1-8 Mild; rain north, haze south  
Jan 9-17 Partly sunny, mild  
Jan 18-23 Mild; showers north, sunny south  
Jan 24-31 Sunny, seasonable

**Region B (Pacific NW):**  
Avg. Temp: 47° (6° > avg.)  
Precipitation: 10" (4" > avg.)  
Jan 1-6 Stormy; heavy rain  
Jan 7-14 Mild; occasional rain  
Jan 15-21 Heavy rain, warm  
Jan 22-31 Sunny intervals, showers

**Region C (Rocky Mtns):**  
Avg. Temp: 33° (7° > avg.)  
Precipitation: 0.5" (0.5" < avg.)  
Jan 1-12 Mild, sunny south, showers north  
Jan 13-16 Cold, snow showers  
Jan 17-21 Mild, sunny, then rain/snow showers  
Jan 22-31 Flurries, seasonable

**Region D (SW Desert):**  
Avg. Temp: 50° (3° > avg.)  
Precipitation: 0.7" (0.3" < avg.)  
Jan 1-7 Sunny, mild  
Jan 8-13 Showers then warm  
Jan 14-25 Rain/snow showers, then sunny, mild  
Jan 26-31 Snow showers north; partly sunny, cold

Quoted Source: Almanac.com

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**Triple  
Your  
Money!**

## ULTRA-FRESH



- Prevents gum and varnish!
- Keeps gas fresh over 24 months!
- Reduces harmful emissions from stale gasoline!
- Each packet treats 2.5 gallons / 10 liters
- Non-flammable, non-toxic, non-staining
- Excess Ultra-Fresh won't harm engines



Part Number	Description	Suggested List	Regular Dealer	Special
730255A	Ultra-Fresh 75-Pack Display Box	\$74.25	\$44.55	<b>\$24.00</b>



### <<<<< Three E-Z Marketing Opportunities

- 1.) Staple a packet to the invoice after treating customers' engines.
- 2.) Hang shiny, eye-catching packets on equipment in your showroom.
- 3.) Generate interest and sales with a display box on your counter.

>>>>> I'll bet you can you think of other smart ways??!

Fax or call your orders in to: Attn: Laura - Sales Department. Sale Ends 1/31/2004.



## Humor Is, As Humor Does

*Does your foot taste better if you don't even realize it's stuck in your mouth?*

I was signing the receipt for my credit card purchase when the clerk noticed I had never signed my name on the back of the credit card. She informed me that she could not complete the transaction unless the card was signed. When I asked why, she explained that it was necessary to compare the signature I had just signed on the receipt. So I signed the credit card in front of her. She carefully compared the signature to the one I had just signed on the receipt. As luck would have it, they matched. ☺

When my husband and I arrived at an automobile

dealership to pick up our car, we were told the keys had been locked in it. We went to the service department and found a mechanic working feverishly to unlock the driver's side door. As I watched from the passenger side, I instinctively tried the door handle and discovered that it was unlocked. "Hey," I announced to the technician, "It's open!" To which he replied, "I know — I already got that side." ☺

I work with an individual who plugged her power strip back into itself and for the life of her couldn't understand why her system would not turn on. ☺

At a good-bye luncheon for an old and dear co-worker

who was leaving the company due to "downsizing," our manager commented cheerfully, "This is fun. We should do this more often." Not a word was spoken. We all just looked at each other with that deer-in-the-headlights stare. ☺

I live in a semi rural area. We recently had a new neighbor call the local township administrative office to request the removal of the Deer Crossing sign on our road.

The reason?

Too many deer were being hit by cars and he didn't want them to cross there anymore. ☺



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