

## BULLETIN

# NATIONAL TRACTOR PARTS DEALER ASSOCIATION

"USED, REBUILT AND NEW AGRICULTURAL AND INDUSTRIAL REPAIR PARTS"



WINTER 2018 VOL. 28, NO. 4 LET'S ROLL INTO 2019



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Sturgeon's Corner, LLC • Meno, OK

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#### INSIDE

	Page
President's Pen	3
Message From Phyllis	4
2019 Program At A Glance	5
Companies Displaying & Attending	6
And The Speakers Are	7
Early Arrival Party	8
Spouse Program	9
Summer Board Meeting	11
About Our Members	12
2019 Board Nominations	16
Liz's Musings  Elizabeth Fawcett	18
Taking It On The Road	20
An Unforgettable Faux Pas	22
Profiles In Progress	25
Greasy Girl  Terri Stevens	27
Thank You Advertisers	31



PHYLLIS COX, Editor

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The National Tractor Parts Dealer Association makes every reasonable effort to ensure accuracy of information contained in the *Bulletin* and to give credit to original authors where applicable. NTPDA and/or its agents are not responsible for errors or omissions.



#### Merry Christmas and Happy New Year!!

2018 is already in the rear-view mirror and hello to 2019! In some ways its hard to believe that another year has come and gone, but for some of us and for many of our customers 2019 brings hope of a better year. From bad weather, low commodity prices, tariff and trade strife and whatever they call that in the political arena, 2018 brought its share of struggles. February 2018 was also when we got the news of former president Doug Swanson's passing. The past year has also shown us many blessings! That's why its very important this time of year to focus on the things that are much more important, like the true reason for the season, family, friends and time spent with them.

This time of year also brings the NTPDA annual conference and trade show. Final touches are being made and Mobile, AL will not disappoint those who attend the show this year. We have a great lineup of events capped off with a cruise to Cozumel!! I look forward to seeing all of you again, its great way to be able to sit down with our friends in the business and see how the year went, talk about what works and what doesn't work as well as relax over a meal to catch up on each other's lives. If you haven't joined us for a few years or if you are new to our organization, please join

us, it is really the best way to see all that the NTPDA has to offer. And speaking of offerings, the list of NTPDA benefits continues to grow. Stop by the booth in Mobile and pick up the latest list of what membership has to offer. If summer meetings are more your style, join us in Sioux Falls, SD in July! More information will be coming, but we have some site



Scott Schelling

tours planned at salvage yards in the area so you won't want to miss it!

We will also have a very important vote at the general session this year. You should have all received copies of the new proposed trust bylaws; if you have not, please call myself or the NTPDA office. The new trust bylaws will allow the NTPDA to use money from the trust for political lobbying within the agricultural sector. This would allow us to help with Right to Repair legislation that is taking place in several states and hopefully later at the federal level. This vote will take place on Saturday at the general session, so join us to have your vote count!

Scott



## Message from Phyllis



Merry Christmas...Happy New Year....Happy Holidays...Feliz Navidad...you get the message!

Hope everyone has a wonderful time with family and friends during this holiday season. It's always so hectic around the NTPDA office this time of year. We're finalizing the Conference and Trade Show in Mobile. I've been out of town looking at locations for 2020 (yes...2020) and also gathering information for our Summer Mixer in Sioux Falls next July. Never a dull moment! So take some time to breathe, enjoy your family and friends, drink a hot toddy and relax...you've earned it!

In this issue of the Bulletin we will be highlighting our Conference and Trade Show in Mobile. I'm looking forward to seeing many of you there and the Board of Directors have worked hard to bring you a trade show that will be enriching, fulfilling, hopefully help your bottom line and also give you ample opportunity to network with your fellow NTPDA members!

Check out our Program at a Glance to update you on the happenings while you're in Mobile. As always we start out with the Early Arrival Party on Thursday, Friday we'll be bringing you our speakers with the opening of the trade show and Friday evening will be our Welcome to Mobile reception. Saturday will be more trade show hours, our General Session, Election of Officers and our Saturday night cocktails/dinner/dance/live auction for St. Jude.

Displayers please remember to bring an item for your drawing at the close of the trade show. And... we would like for you to bring an auction item for St. Jude. Our theme is Mardi Gras so if you'd like to decorate your booth accordingly please do so!

As always if you have any questions please call the NTPDA office or email me at phyllis@ntpda.com or Kim at kim@ntpda.com!

See you in a few!

Phyllis



### NATIONAL TRACTOR PARTS DEALER ASSOCIATION

#### 35th ANNUAL CONFERENCE & TRADE SHOW

#### Renaissance/The Battle House Hotel and Spa

#### January 17-20, 2019

#### PROGRAM AT A GLANCE

Thursday, January 17, 2019

2:00 p.m. – 5 p.m. Displayers - early set-up – Moonlight Ballroom – 2nd floor

6:30 p.m. "Early Arrival Party" – Bluegill Restaurant – Meet in lobby to board buses

2:00 p.m. – 5 p.m. Early Registration – Moonlight Foyer – 2nd floor

Friday, January 18, 2019

7:00 a.m. Displayers continue set-up. Must be completed by 3 p.m. – Moonlight Ballroom

8:00 a.m. - 12 Noon Registration – Moonlight Foyer

8:00 a.m. Continental Breakfast – Outside Crystal Ballroom – 1st Floor

9:00 a.m. – 10:00 a.m. "Going Beyond the Brand – Employee/Customer Engagement" Karen McCullough

10:00 a.m. - 10:30 a.m. Break

9:00 a.m. – 2:00 p.m Spouse Program – Amazing Tour of Mobile/Lunch

10:30 a.m. – 11:30 "Going Beyond the Brand....Continued

11:30 a.m. Lunch Provided

1:00 p.m. – 5:00 p.m. Registration – Moonlight Foyer

1:00 p.m. – 2:30 p.m. "Online Excellence – Redesigning Your Website From the Ground Up" -

Nicholas Longtin and Sydney Franklin - Arcstone

2:30 p.m. – 3:00 p.m. Break

3:00 p.m. – 4:30 p.m. "Online Excellence" - Continued

5:00 p.m. – 6:00 p.m. "Welcome to Mobile" - Reception/Trade Show Opens/Moonlight Ballroom

6:00 p.m. - 7:00 p.m. NTPDA Marketplace I – Regular members meet in small groups for potential business

opportunities with exhibitors. (Details to follow.)

7:00 p.m. –8 p.m. Reception Continues

Saturday, January 19, 2019

8:00 a.m. – 9:00 a.m. Networking – "Coffee & Conversation" – Spend some time one on one with your NTPDA

friends and colleagues. Moonlight Ballroom - Breakfast Served

9:00 a.m. – 11:00 a.m. Registration - Moonlight Foyer

9:00 a.m. Trade Show Opens – Moonlight Ballroom

10:00 a.m. – 11:00 a.m. NTPDA Marketplace II

11:00 a.m. – 12 Noon General Session/Election of Officers – Moonlight Ballroom – All members please attend.

12 Noon Lunch/Trade Show Area 1:00 p.m. More Tradeshow Time

1:30 p.m. Displayer's Meeting - Board Members please attend

2:00 p.m. – 4:00 p.m. NTPDA Marketplace III 4:00 p.m. Trade Show Closes

7:00 p.m. Cocktails/Dinner/Entertainment – Crystal Ballroom

Sunday, January 20, 2019

9:00 a.m. – Noon NTPDA Board Meeting

All Day Departures Except for our lucky cruisers!!! (And our Board Members)

Please use your Sunday breakfast voucher. Have a safe trip home! See you next year!

#### NTPDA's

## 35th Annual Conference and Trade Show Mobile, AL

### **Companies Displaying & Attending**

- \* Abilene Machine, LLC Abilene, KS
- \* All States Ag Parts, Inc. Downing, WI
- \* Allied Information Networks Kelseyville, CA
- \* Alto Products Corp. Atmore. AL
- \* Collection Experts, Inc. Naperville, IL

Combine World Inc. Allan, SK Canada

Cook Auction/Tractor Co. Germantown, IL

- \* D&W Diesel, Inc. Auburn, NY
- \* DLS Worldwide Eagan, MN

Farmland Tractor Supply, Inc. Tangent, OR

Fawcett Tractor Supply Ltd. St. Marys, Ontario Canada

Fuller Farm Equipment Repair Eclectic, AL

Gap Tractor Parts, Inc. Cranfills Gap, TX

Global Recovery Springfield, MO

- \* Insight Advertising, Marketing & Communications Urbandale, IA
- \* K&M Mfg. Renville, MN

Kaddatz Auctioneering & Farm Equipment Sales Hillsboro, TX

Kern County Tractor Parts McFarland, CA

Leaders Salvage Dunlap, IA

Mac Tractor Parts Colcord, OK Medicine Hat Tractor Salvage, Inc. Medicine Hat, Alberta Canada

\* Memo Corporation Southlake, TX

Mid South Salvage Decatur, AL

- \* Parts Express Sioux Falls, SD
- \* Reliance Power Parts Lynn, IN
- \* Reubicon International, Inc. Austin, TX

Rock Valley Tractor Parts Rock Valley, IA

Russells Tractor Parts Scottsboro, AL

Schaefer Enterprises Wolf Lake, IL

Southeast Tractor Parts Jefferson, SC

- \* Sparex USA, Inc. Dayton, OH
- \* Steiner Tractor Lennon, MI

Sturgeon's Corner, LLC Meno, OK

Tom Klumpp Equipment & Tractor Parts Basile, LA

TR Salvage, Inc.
Thief River Falls, MN

The Tractor Barn Brookline, MO

\* TractorHouse/AuctionTime.com Lincoln, NE

Waters Tractor, LLC Othello, WA

\* WD-40 Company Johns Creek, GA

Worthington Tractor Parts, Inc. Sioux Falls, SD

## And The Speakers Are . . .

#### Karen McCullough

Karen McCullough is back this year and she is more engaging than ever! She is known for being on the cutting edge of relevant topics and resonates with audiences of all ages. With her uncanny sense of picking up behavioral traits that motivate and drive professional success, McCullough has been able to identify the key differences between the generations/genders/cultures and has identified the strengths and prime motivators that drive their success.

Karen introduces you to her method of CPR engagement where people feel connected, protected, and respected. She gives you the keys to creating a meaningful company culture that drives actions, results and purpose as well as profits. More than ever before, with the increase in competition and the strong influx of Millennial customers and employees, company culture has become one of the most important tools for attracting customers and talent.



Karen McCullough

Some of her great clients include: Northwest Mutual, Sigma Solutions, VMware, Procter & Gamble, JPMorgan Chase, Symantec, McGraw-Hill, Shell Oil, ExxonMobil, Fluor, The World Bank, The US Department of Justice, Humana, HP, Oracle, United Way, American Heart Association, and MD Anderson.

Your website is the digital front door to your organization. Creating a great online experience for visitors is critical to meeting marketing goals, attracting top talent, and achieving business goals. We have perfected the process of website redesigns over the last twenty years and hundreds of successful website redesigns. This crash course will cover our process for redesigning a website from the ground up, important planning and strategy steps, tools for making the project easier, and all the steps necessary to successfully launch your new site. In this crash course you will learn:

- Evaluating your current website
- ◆ The planning process for redesign projects
- ◆ Building the assets needed for a new site
- ◆ How to create compelling content and a positive user experience
- ◆ Tips for launching your new site with an integrated marketing approach
- Marketing your products and services through Amazon, Allied, Ebay, and other effective channels

You'll walk away with the insight needed to execute a successful website redesign project and improve the experience of your website visitors.

#### **Nick Longtin**

Nicholas Longtin creates content that works. Videos, infographics, animation, photography, mobile apps, and anything else clients need to build their brand, attract the best talent, raise funds, engage donors, or promote their cause.

Nicholas provides end-to-end content creation and marketing that helps organizations stand out from the crowd and showcase what makes them special.



Nick Longtin

#### **Sydney Franklin**

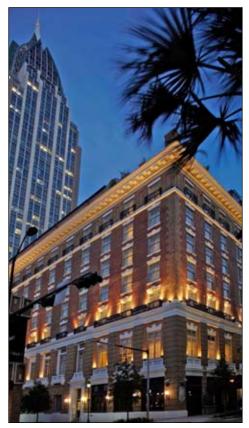
Sydney Franklin is a professional graphic designer and digital marketing specialist for ArcStone. Sydney provides top of the line content creation as well as marketing strategies that help clients enhance their brand, engage users, and achieve further success.

She has worked with over 50 affinity-oriented brands designing, researching and organizing premium content. Utilizing her enthusiastic and energetic personality, she builds strong relationships with each of her clients.

ArcStone Technologies is a full-service digital agency. Marketing, design and technology professionals have shared a common vision of service, craftsmanship, evolution and happiness since 1997. ArcStone customers include the likes of: British Petroleum, Brandpoint, DLS Worldwide and HealthPartners and they have received numerous awards and recognition for their work.



Sydney Franklin





# Mobile has a certain

that keeps you on your toes. Where a melting pot of people, flavors, cultures and traditions become one voice to lead all of life's celebrations. Join the jubilee and welcome every day with an enduring passion and a little soulful hospitality, because life is the ultimate gift. This is the spirit of living. This is what we're born to do.

Funky, feisty, festive. Or historic, hip and happening. Colorful, cool and cultured. You can call this coastal town a lot of things when you have a vibrant 300 year history with lots of stories to tell and long-standing traditions celebrated on a regular basis. Once called the Paris of the South, Mobile has long been the cultural center of the Gulf Coast and you'll find an authentic experience found nowhere else in the southern United States.

Home to America's original Mardi Gras that rolls through the streets of our historic downtown; dozens of festivals, art shows, or culinary cook-offs nearly every weekend, Mobile

takes having fun pretty seriously. If you're looking for a bit more leisurely experience, nearby historic neighborhoods lined with giant live oaks trees or a paddle in one of the most significant river delta systems in the country are just minutes from downtown.



## Early Arrival Party 6:30 pm, meet in lobby to board buses



When you combine fresh local seafood, live music, a casual atmosphere and cold beer you get "a Great Local Dive" that has been an authentic piece of Causeway history since 1958.

At the BLUEGILL we offer more than just a commitment to fresh traditional seafood in a relaxed, fun atmosphere. Our goal is to create a memorable dining experience with great service that will have you and your guests returning time and time again to create more memories of Fun!



## SPOUSE PROGRAM

TOUR OF HISTORIC MOBILE 9:00 AM – 2:00 PM

Board your coach for a tour of one of the South's most beautiful and historic cities!!

Founded in 1702 by the French, Mobile has evolved from a rustic backwater village in to one of the most beautiful and historic cities in the South! We hope you will enjoy the diverse architecture, the rich history, and natural beauty of our community!

Our guide will share the history, culture, lifestyle of our city. We will have some great stops during the tour! Being the "Birthplace of Mardi Gras in the New World" and "The Mother of Mystics," we will visit the Carnival Museum, which has an amazing collection of Mardi Gras robes and trains worn by past Kings & Queens where the history of the celebration will be shared!

We will also tour the Richard's DAR House! This is a beautiful Italianate Style Town House run by the Daughters of The American Revolution. Tea will be served.

We will also stop at the Basilica of The Immaculate Conception, Mobile's Catholic Cathedral featuring amazing stained glass, marble alter, and tremendous pipe organ.

Lunch will be served in one of our popular local restaurants!









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## Join us next year for our

# 2019 Summer Mixer/Board Meeting in Beautiful Sioux Falls, SD. More info coming soon!

### Remember you don't need to be a Board Member to join us.

It's a great time to visit and network with your fellow NTPDA members.





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#### **ABOUT OUR MEMBERS**

We would like to increase the information on our "Members Page." New grandchild, wedding, anniversary, etc. Send it to us...we love hearing from you!

August Haas checks his citrus crop in the backyard of his Phoenix home. His father, John Haas, operates a big subterranean irrigation program south of Phoenix. August is Stephen Haas's nephew.





Phyllis and Grands!!!

Travis Kaddatz was elected President of the Texas Auctioneers Association. Travis has been involved in the auction & farm equipment business most of his life. He works with his Dad at Kaddatz Auctioneering & Farm Equipment Sales & is President of Texas Realty & Auction. Pictured is Travis on the left & outgoing TAA president Lance Swigert.



# 2019 Conference & Trade Show January 17-19, 2019

Renaissance
The Battle House Hotel & Spa
Mobile, Alabama

Our Early Arrival Party in Mobile will be at Bluegill Restaurant Please note that the trade show in January will begin with the Early Arrival Party on THURSDAY....and close on SATURDAY. That will allow one day to prepare for the cruise which leaves out on MONDAY!

Please call the NTPDA for more information regarding the conference and trade show! Can't wait to see you!

Music on Thursday night at Bluegill is by the Family Jewels
Music Saturday night is Lisa Zhangi







14

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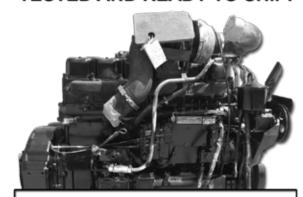
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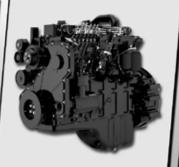
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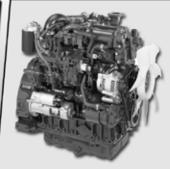
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#### NATIONAL TRACTOR PARTS DEALER ASSOCIATION

"Used, Rebuilt and New Agricultural and Industrial Repair Parts"

TO: NTPDA Members

FROM: Nominating Committee

RE: 2019 Board Nominations

DATE: November 19, 2018

The NTPDA Nominating Committee would like to present nominations for the 2019 Board of Directors, including President, Vice President, Secretary and Treasurer. This is our present slate of nominees for NTPDA Officers, Board of Directors and Associate Directors. Please be advised that we will continue to accept nominations and will accept floor nominations. The election will be held during our annual business meeting on Saturday, January 19, 2019 at our 35th Annual Conference & Trade Show being held in Mobile.

#### **OFFICERS**

President: Scott Schelling, Rock Valley Tractor Parts, Rock Valley, IA

Vice President: Lon Sturgeon, Sturgeons Corner, LLC, Meno, OK

Treasurer: Kathie Witte, Gap Tractor Parts, Inc., Cranfills Gap, TX Secretary: Terri Stevens, The Tractor Barn, Inc., Brookline, MO

#### **BOARD OF DIRECTORS** (2 open positions)

Kenny Roelofsen, Abilene Machine, LLC, Abilene, KS Dan Waters, Waters Tractor, LLC, Othello, WA

#### **ASSOCIATE DIRECTOR** (1 open position)

Deepak Marwah, Reubicon International, Inc., Austin, TX

To nominate someone or if you would like to run for a board position, please contact the office or one of our Executive Committee Members: Scott Schelling, Lon Sturgeon, Kathie Witte, or Terri Stevens.

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## Liz's Musings

Well, there goes 2018 in the rear view mirror. Are you ready for 2019? I'm excited for the New Year as it always brings a sense of renewal with it.

Christmas has come and gone; I hope and pray that everyone had a wonderful time with family and friends celebrating togetherness and remember the real reason for the season (\*cough\* Jesus shout-out).

On the political spectrum we have seen so much this past year (oh I'm going there!). It would seem the last two years have melded into just one long year of change, the "same old", negotiation, disappointment, battles won, and so on. I will not get into a political discourse that supports or admonishes the current administrations on both sides of the border, we can save that for Saturday night in Mobile, AL after a glass of wine or well-placed whiskey. While we chuckle over the memories of conversations and political debates over the last year, we need to take some time to reflect on the seriousness of the situation; the world my parents lived in (pneumatic tires had been invented then... I promise) was different than it is today and that means so is business.

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Joking aside for the moment, things are moving so quickly due to advancements in technology and heightened awareness of emotional intelligence that every few years we have an upheaval in the business world that causes

us to evaluate our business practices and



challenges our resolve in even owning a business. As small to medium size business owners we struggle with finding the balance between giving our employees the moon and free therapy, complying with government regulations that go on for miles (kilometers), serving our customers to the best of our abilities and being able to take home a slice of the pie all while hoping it will continue in the next generation. I hope to encourage you in the next part....this "upheaval" is only as petrifying as we allow it to be. How do we make it less-scary? This is where I give credit to my parents; while the conflict of change has been ever present (we sometimes fight like an old country song) but my parents, Jeff and Donna, have been proactive and humble in their role as leaders of the business team; credit definitely goes to my brother-in-law and sister, Micah and Audrey Tavares as well. We are all open to each other's perspective, our roots, change and growth - all served best with some humility and mutual respect. Understanding that we all have roles to play in the success of the business has helped us in coming together when it's time to make decisions and keep up with the socio-economic climate of the day. Why go on about this? Well, not everyone has a great leadership team like I do. But, if you are reading this you have a wonderful resource available to you; the members of the NTPDA are an amazing resource that can help when the political and socio-economic struggles of the small business world get overwhelming. Take the opportunity here in Mobile, or during the Summer Meeting to connect with some wise trail-blazers; email someone, connect, ask questions and don't be afraid to share some wisdom yourself. This will be how you make the generations after you successful. I'll thank you in advance for the support and wisdom you have shown the next generation and I look forward to learning more from you.

~Liz



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## Taking It on the Road with Michael P. Libbie

Some of you know that, along with our advertising/marketing agency we do the only daily business news broadcast/podcast in the Midwest. That's right, each day Insight on Business the News Hour offers up the business news headlines, what happened on Wall Street and why along with some longform business interviews.

And, we're taking the show on the road to Mobile in January.

Why am I sharing this with you? Because we'll be talking about NTPDA each day of the broadcast and be seeking folks to talk to about...business. It's sort of a "heads up" so that you know and consider spending some time behind the microphone.

One other thing: This week I spoke to one of our presenters Karen McCullough who will be doing a couple of education/ marketing/branding sessions in Mobile. I thought it might be interesting for you to hear what she has to say. To listen just scan the QR Code and that will take you to the interview. (If you have a newer iPhone just activate the camera and hover over the QR Code and it will open up the podcast.) If you want to use your computer here is the link:

http://bit.ly/2UykDVF Spend eight minutes with us.



One more thing: (It's always something right?) We'll be on site before you arrive and will be shooting video of our event...just so you know. Our goal will be to showcase our time together and then encourage people to join us in 2020.

If you use Facebook or Twitter the hashtag for Mobile is: #NTPDA19

See you in Mobile!

Michael P. Libbie is the owner of Insight Advertising, Marketing & Communications and does the only daily business news broadcast, Insight on Business the News Hour, in the Midwest.





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## An Unforgettable Faux Pas



A few months ago, our ops team received a call from one of our shippers in the dismantling/recycling arena...

This shipper, whose name and company name I will not mention, was clearly distraught and openly irritated because he had taken a high value, one-of-a-kind; irreplaceable engine in for remanufacturing and the carrier had lost the engine (which carried a thirteen thousand dollar value) on the return trip back to his customer.

When I heard about the call, I discussed it with my operations team and we all agreed that that we would expedite the search for the lost engine but given that it had already been missing for a couple of weeks, we also agreed that the chances of the carrier finding that lost engine were slim to none at best.

The worst part about a situation like this is that when we receive a claim for a lost or damaged shipment of a used or remanufactured part is that even when we file a successful claim the carrier will only award scrap value which ranges from 10 to 50 cents per pound and only adds insult to injury on a claim of this nature. If however, if this shipper had insured this engine through our Product Protection Plan (which is an option on our shipping platform) our company would have been able to reimburse them for the full value of the engine PLUS the cost of shipping.

Herein lies the problem... although this particular shipper was given login credentials to our online platform, and was even shown how to use that platform, they chose to pick up the telephone and call this shipment in. Although they have been in the business for many years and knew they were dealing with a high value, one-of-a-kind, irreplaceable item they failed to mention this or even ask about our insurance options.

Sure enough, the carrier ran the search and I received several notifications through their process that the engine had not been found. Upon completion of that 45 day process I received final notification that the freight had not been found and that they had officially "closed the loop" on the search.

Next came the part that I was not looking forward to - having to tell the customer that the shipment that had been entrusted to them by their own customer was officially lost; given they had opted to not use our Product Protection Plan the best I could do was to serve as their claims "advocate" and that since they had shipped a remanufactured item they were now at the mercy of carrier coverage and would only receive scrap value on the claim.

Well, needless to say that call did not go well at all. The customer was understandably unhappy and continued to blame myself & my associates for not insisting he use our Product Protection Plan. I reminded him that the option was highly visible within the workflow of our online platform but he shared that they only call their shipments in by phone and continued to use the "nobody ever told me" defense.

The outcome was not at all good for him; although he had been in business for numerous years, he neglected to recognize that he was the custodian of a high-value irreplaceable item and that this particular item needed special care and consideration for his customer. This particular incident became a highly uncomfortable situation for all parties involved so I think it's extremely important to share a handful of suggestions that will help you personally avoid a similar situation.

#### **Use Your TMS**

Pretty much all third party logistics companies provide a Transportation Management System (TMS).

A good TMS provides multiple carrier options; on-board insurance options and the ability to get your rate, move your freight and track your critical shipments. If you are not using your carriers' TMS, call them today and ask them to set you up and orient you to their platform.

#### **Know Your Carrier's Coverage**

If you are working with a local carrier ask them what their coverage limits are. If you are working with a 3rd party logistics provider (3PL) their TMS should outline the specific coverage limits for each specific carrier.

My company's TMS outlines carrier coverage and also displays an additional insurance option. If our shippers submit a claim for damage or loss we are able to reimburse them for what they sold the part for PLUS their initial transportation cost. If you don't know what your coverage is and it is not displayed on line call your carrier and get them before you tender your shipment.

#### **Always Consider Additional Insurance**

Always consider the Additional Insurance Option. I see the claims data each and every month and let's just say that you'd be wise to consider an alternative insurance option for items of high value and items that may be highly susceptible to damage. This type of insurance usually costs about \$10-\$15 per thousand in value and should be considered for engines, transmissions, PTO's, cabs, glass and sheet metal.

#### Report Lost or Damaged Shipments Immediately

When you do have a claim – report that claim immediately. Most programs stipulate that concealed damage is reported within forty-eight hours of delivery, so pick up the phone the moment you notice the damage to report the claim immediately and worry about processing the paperwork later.

## Remember That a Picture is Worth a Thousand Words

Remember - an ounce of prevention is worth a pound of cure. Everyone carries a smart phone these days and it takes nothing to get a photo of the item and its packaging before the carrier picks up. When we process claims on behalf of our customers that is the kind of ammunition we are looking for and it always helps us fight the good fight for you.

NOTE: Steven P. Haas is a board certified marketing consultant, seasoned sales professional and an Association Accounts Representative for DLS Worldwide. He oversees the NTPDA freight program and has negotiated special freight rates and carrier concessions for NTPDA members. DLS Worldwide has a new user interface with a comprehensive carrier mix and a zero-deductible, full-coverage, all-risk insurance option. You can contact Mr. Haas at 612-296-1806 to request access to this program and platform.

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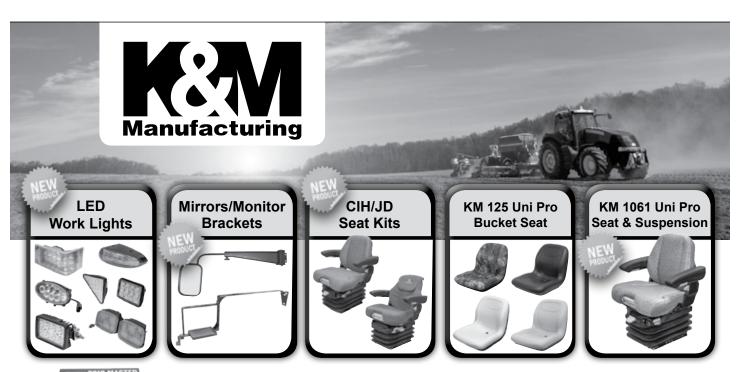
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#### PROFILES IN PROGRESS

## All States Ag Parts Partners with Kinderhook Industries

All States Ag Parts, the largest supplier of used, new and | In May of 2018 All States formally partnered Kinderhook rebuilt / remanufactured tractor and combine parts in North America, was founded in 1998 by David Dyke and his two sons, John and Paul. They currently have ten facilities in six Midwestern states - including eight

**PARTS** 

salvage locations, a catalog / ecommerce center, plus a massive parts distribution center.

The Downing, WI location serves as company headquarters and includes support staff for Accounting, Human Resources and Information Technology. The De Soto, IA location is home to marketing, product development, logistics and operations support staff. Also, company rebuilding / remanufacturing facilities are located in Salem, South Dakota and Lake Mills, Iowa.

ASAP's Lake Mills, Iowa facility was added in early 2016 primarily for new parts order fulfillment and parts distribution. The 217,000 sq. ft. facility, which also includes an indoor skid steer salvage yard, hydraulic component and small parts remanufacturing shop, corporate training center and a retail store, handles the inventory and the shipping needs for the retail store locations as well as the growing e-commerce business.

In an effort to determine future growth opportunities, ASAP began a dialogue with Kinderhook Industries in the fall of 2017. Kinderhook Industries is a private investment firm that manages over two billion in committed capital and has made over 200 investments and follow-on acquisitions since their inception.

Kinderhook manages a concentrated portfolio of long-term investments in public and private companies they believe have both the potential to grow substantially in value and management teams whose interests are closely aligned with shareholders. They consider investment opportunities in a variety of industries, focusing on companies that have the potential for attractive margins and a high and sustainable return on equity.

industries, forming All States Ag Parts, LLC with John Dyke serving as President and

CEO of All States Ag Parts, LLC and Rob Wagman, the former CEO of LKQ Corporation, serving as Chairman of

> ASAP's newly established Board of Directors.

"We are excited and honored to enter into this partnership with Kinderhook Industries, but even more excited about the possibilities it brings",

said Jeff Griggs, COO of All States Ag Parts, LLC. "An infusion of capital will speed up organic growth and our goal is to continue to grow the company through

acquisitions, product development and even more strategic partnerships."

All States Ag Parts will be in attendance at the NTPDA convention in Mobile, Alabama in January and look forward to reconnecting with friends, vendors and industry associates.

NOTE: If you are an NTPDA member company and would like to be featured in an upcoming edition of the NTPDA Newsletter, contact Steven P. Haas at 612-296-1806 or online at shaas@dls-ww.com. Profiles are selected on a quarterly basis and will be featured in upcoming editions of the NTPDA newsletter.

Steven P. Haas is a board certified marketing consultant, a seasoned sales professional and an Association Accounts Representative for DLS Worldwide. He administers the NTPDA freight program and has negotiated special freight rates and carrier concessions for NTPDA members. He can be reached at 612-296-1806 or online at: shaas@dls-ww.com



Steven P. Haas

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## Greetings from



# Greasy Girl

By Terri Stevens

I am an only child! With that comes a lot of thoughts . . . spoiled, lazy, self centered . . . to name a few.

Well I have worked hard on that, not being the labels that people call me.

One reason for that is my parents always taught me to work and work hard. My Dad always told me, "You can do anything.



Don't tell me no." I always hated when he said that because usually I was in a situation that I truly felt like I could not do. However, after being in the tractor business for 42 years and being a woman I feel like he truly did teach me that . . . I CAN do it.

Sometimes it isn't easy, but usually if you think you can you can.

At church yesterday I heard a story and I thought it was worth sharing. There was a young man who could sing pretty and he sang at church and at school. He loved to sing. One day at school the old choir teacher got replaced by a new person and the first thing the new choir director said to him was, "Who told you that you could sing?" That had such a huge effect on the young man that he dropped out of all the choirs

he was involved in. About 10 years went by and someone heard him singing and they told him what a beautiful voice he had and he joined a choir again. The word of that teacher had stripped him of his ability to think he could sing well.

Do we do that with our words? Do we build up or do we destroy confidence that people have in themselves? The Bible tells us in James 3:9-12 "With the tongue we praise our Lord and Father, and with it we curse men, who have been made in God's likeness. Out of the same mouth come praise and cursing. My brothers this should not be. Can both fresh water and salt water flow from the same spring? My brothers, can a fig tree bear olives, or a grapevine bear figs? Neither can a salt spring produce fresh water."

As we approach this New Year, let's be people that encourage others to reach their best.

The definition for Encourage is: "to give support, confidence or hope." The definition for Discourage is: "to dishearten, depress, disapprove, prevent." So I think I have my New Year's Resolution to be an encourager of everyone I come into contact with.

May this New Year be a fantastic year for all of you and may you realize how much you are loved.

Be Blessed and Be a Blessing

Greasy

## Join us next year for our

# 2019 Summer Mixer/Board Meeting in Beautiful Sioux Falls, SD. More info coming soon!

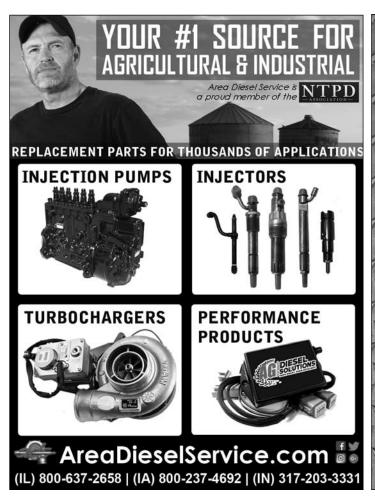
Remember you don't need to be a Board Member to join us.

It's a great time to visit and network with your fellow NTPDA members.





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