

# BULLETIN

#### NATIONAL TRACTOR PARTS DEALER ASSOCIATION

**FALL 2010** 

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

VOL. 20, NO. 3

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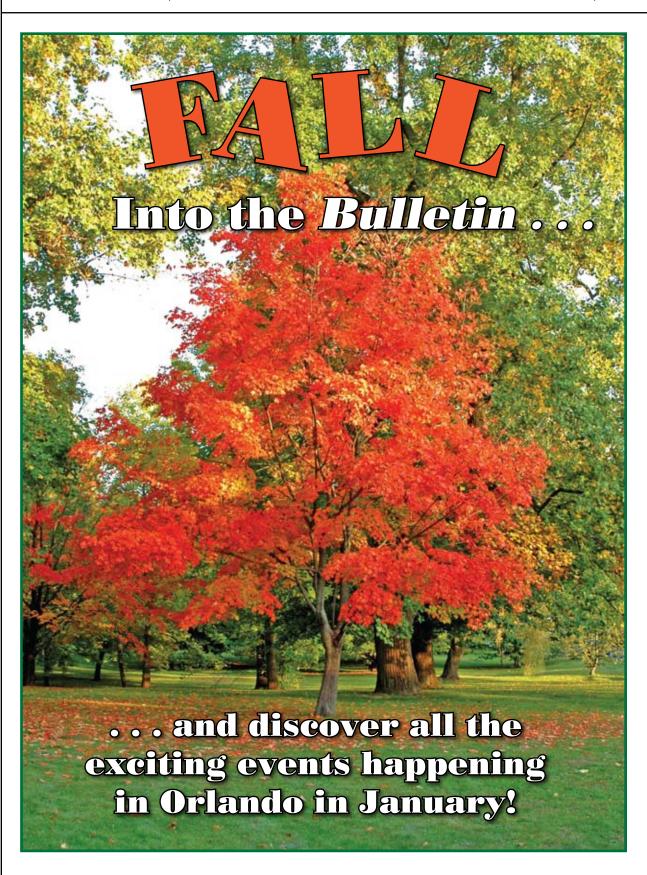
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#### Secretary

Terri Stevens ~ 800-383-3678 The Tractor Barn, Inc. • Brookline, MO

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**Doug Swanson** ~ 800-255-0337 Abilene Machine, Inc. • Abilene, KS

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## From the President's Pen...

Greetings from northwest Iowa even though as I write this I am in a motel in Hastings, NB! It is the season for farm shows at Worthington Ag Parts and one of my main responsibilities is farm show manager. This allows me to see a lot of different country and see a lot of different people across this great country.



Carl Vande Weerd President

I hope that all of the NTPDA members will have a good fall season as we are starting to see the harvest begin in the northern part

of the Corn Belt. Crops seem to be drying down quite rapidly and will be an early harvest.

As most of you already know our winter trade show and conference will be in Orlando, FL this winter and we hope to get most of you down to the sunshine state. Phyllis and Kim will get out early bird and trade show information soon. We are at a very nice hotel and in an area where you and your family will really enjoy some great time together!

I would like to take time to thank all the board members as they do the different jobs it takes to make the NTPDA what it is today. We will once again be looking for some new board members to nominate for the winter meeting. If you know someone or would like to run for the board please contact Kim at the office or myself so that we can contact the nominating committee to get your name in.

Last but not least PLEASE remember to do your patriotic duty and vote this November. I feel that for the small business owners like most of you are, this vote is very important to show that we want to make the choices for our business.

Thanks and I hope to see you at Orlando.

-Carl



#### NTPDA

KIM CARROLL, Operations Manager
PHYLLIS COX, Meeting Planner/Event Coordinator
P.O. Box 1181 • Gainesville, TX 76241
940-668-0900 • Toll Free 877-668-0900
Fax 940-668-1627
email: kim@ntpda.com

Articles, letters, advertisements and comments are encouraged and should be sent to:

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.

## Message from Phyllis

Wow! Fall is almost here...not that you could tell it in Texas. We are still having temperatures over 100...but looks like it might cool down to the high 80's next week...what a relief. I'm the one that hates cold weather but even I'm looking forward to some nice fall weather. And...by the time it gets too cold here for me it will be time to head to sunny Florida - Orlando to be exact. If you haven't had a chance to check out the hotel on line please take a few minutes to do so. It's the Doubletree Resort at <a href="https://www.doubletreeorlandoidrive.com">www.doubletreeorlandoidrive.com</a>. It's a beautiful property and the folks there couldn't be nicer or more accommodating. I think you're in for a great week of learning, networking, fun, friends and maybe even some sun!!!

Because we will be in Florida I've been asked to plan a golf tournament. Jeff Griggs has offered to help me with this since I don't know anything about golf. I don't even know how many innings you have to play! So...at this writing we are planning to all meet in the lobby of the Doubletree on Wednesday, January 19th at 9 a.m. Then, on Wednesday evening we'll kick off our week with our Early Arrival Party. Thursday we'll have a morning of speakers and then we are giving you the afternoon "on your own". There are a number of activities in the area - Sea World, Universal

Studio and of course lots of shopping. Meet back at the hotel Thursday evening for our annual "Welcome" - reception and keynote

address. The trade show will officially open

Friday morning. This year we are going to give displayers the opportunity to present a short presentation to all of you on a new product that they are introducing. We think this will make the whole week more educational to all of you. We want you to feel like you get your money's worth when you attend an NTPDA conference and trade show. Then Saturday night we'll end our week with dinner and dancing! We are excited to have Hudson & Saleeby back with us in Orlando! We always have a great time with them!

So...please mark your calendars for January 19-23, 2011! You won't want to miss a minute of conference and trade show time - and the opportunity to network with your fellow NTPDA members.

Can't wait to see all of you!

Phyllis

## 1 NTPDA Notes ♪

Our sympathies are extended to the families of Betty Lang - wife of T Lang (Eagle Tractor Parts) and to the family of Ray Walker (Ray's Used Equipment, Inc.) We also wish a speedy recovery to Ray's wife Mary. Also to Evan James who is recovering from his motorcycle accident this summer. Also to Mike James who is recovering from knee surgery.

Congratulations to Terri & Russ Stevens. They recently won an all expenses paid trip to Japan courtesy of Mahindra Tractors. They will be touring their Mitsubishi plant along with lots of sight seeing, good food and great company!! They leave October 3rd and we'll get a report for our next *Bulletin*! Can't wait to hear about it!

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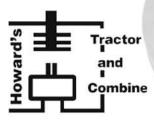


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#### TECHNORATI TAG AIN'T A JAPANESE KIDS GAME

By Michael P. Libbie

Social Media Networking, it's all over the news, in fact...it is the news and it's a marketing game changer. Michael P. Libbie returns to the NTPDA Annual Meeting to share insights about how and why business should engage social media to drive relationships and sales. During the presentation you'll learn:

- Who's talking about you or your brand...and how to know;
- How to sell global on a local budget;
- How to be findable:
- How to increase sales by building relationships;
- What's missing in the world of print media;
- Why measuring Social Media ROI may be a mistake.



Michael P. Libbie & Kunta

Those topics and more in a fast paced, fun presentation where you'll have plenty of time to ask questions and do some "hands on" training on Twitter, Facebook and Business Blogging. We may even do a little LinkedIn and, yes... he will tell you what a Technorati Tag...is.

Michael P. Libbie is the principal of Insight Advertising, Marketing and Communications a full service advertising agency that specializes in consumer trends and methods that match the sales message to the right consumer. A long time member of NTPDA it's great to welcome Michael back to our event.

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## NATIONAL TRACTOR PARTS DEALER ASSOCIATION 27th ANNUAL CONFERENCE & TRADE SHOW

Doubletree Resort Orlando - Orlando, FL

## **Program At A Glance\***

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Wedl	needay	January	, 1a	
WAJUI	повиси	. Cellical V	/ IJ.	4011

9:00 a.m. All golfers meet in Hotel Lobby/

Depart for Mystic Dunes Golf Club

3:00 p.m. – 6:00 p.m. Early registration/Great Lakes Pre-

Function Area (Same building as

Spa and Fitness Center)

6:00 p.m. "Early Arrival Party"/Great Lakes Pre-

Function and Okeechobee Patio

#### Thursday, January 20, 2011

7:00 a.m. Displayers set up. Must be

completed by 4:00 p.m. - Great

Lakes Ballroom

9:00 a.m. – 12:00 Noon Registration – Great Lakes Pre-

**Function Area** 

8:30 a.m. Continental Breakfast/Great Lakes

Pre-Function Area

#### **MORNING SESSION** (Afternoon is on your own)

#### Okeechobee I & II

9:00 a.m. – 10:15 a.m. Ed McMillan – "Identity Theft

Protection"

10:15 a.m. - 10:30 a.m. Break

10:30 a.m. – 11:45 a.m. Michael Libbie – "Technorati Tag

Ain't Japanese Kids Game"

Noon Lunch – Great Lakes Pre-Function

Area

5:30 p.m. "Welcome to Orlando" Reception/

Sneak Preview of Trade Show

– Keynote Speaker/Ed McMillan –

"Fraud and Embezzlement: How It

Happens and How To Prevent It" –

Okeechobee I & II

#### Friday, January 21, 2011

10:00 a.m. Trade Show Opens

9:30 a.m. – 5:00 p.m. Registration – Registration Booth/

Great Lakes Pre-Function Area

11:00 a.m. – 12:00 Noon General Session/Election of

Officers – Okeechobee I & II – All Members Please Attend

12:00 Noon Lunch/Trade Show Area

4:30 p.m. – 5:00 p.m. Displayers Meeting – Trade Shoe

Area - Board Members Please

Attend

5:00 p.m. Trade Show Closes

6:00 p.m. Reception/Bangli Lounge – Main

**Building** 

#### Saturday, January 22, 2011

7:30 a.m. Board Meeting/Okeechobee I

9:00 a.m. Trade Show Opens

12:00 Noon Lunch/Trade Show Area

2:00 p.m. Close Exhibit Area

6:30 p.m. Dinner & Dancing – Indian/Pacific

Ballroom – Entertainment by

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#### Sunday, January 23, 2011

All Day Departures

\*Tentative schedule, subject to change.

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We recently began blogging about our board members, wanting to take the opportunity to introduce them to you and let you know what their positions are in their respective companies, why they became board members and what they see in the future for NTPDA and its members. After blogging about a few of our board members we received this comment from Jackie Dantzler:

"Phyllis, I just wanted to say that I agree. Everyone at your office, everyone that works as board members, and many of the NTPDA members are the BEST! And if I could take just a moment to say....Many of you know that we closed ALL AMERICAN CRANKSHAFT CO. at the end of April this year. After 30 plus years it was just time to do something different. Some of you know that my boss and husband, Lewis Dantzler, suffered a brain injury and back injury in a fall at work. He is doing as well as can be expected, perhaps as good as he will get. But he and I both wanted to thank all the members for their business and support over the years.... and to say we will miss you all. If you would send this around I would appreciate it. NTPDA members are for the most part SALT OF THE EARTH GREAT PEOPLE. We wish you continued success!" —Jackie and Lewis Dantzler, former owners of All American Crankshaft Co. out of Alexandria, LA.

We will continue to blog about our board members for the remaining year. In addition, if you have a topic you'd like to blog about please feel free to get in contact with the NTPDA office or email Kim or myself! Or if you have a topic you'd like me to blog about just let me know that as well! Thank you for your continued support of this great Association!



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## **BOARD MEETING**

Our summer board meeting was held in Kansas City in July. This seems to be a great central location for everyone and we have decided to meet there again next year. With the budget cuts this was a very economical and convenient place to meet. We have a great board of directors and are looking for more of you to run next year. If you are interested get in touch with our President, Carl Vande Weerd, or Kim in the NTPDA office.

Thanks for your continued support of YOUR Association.









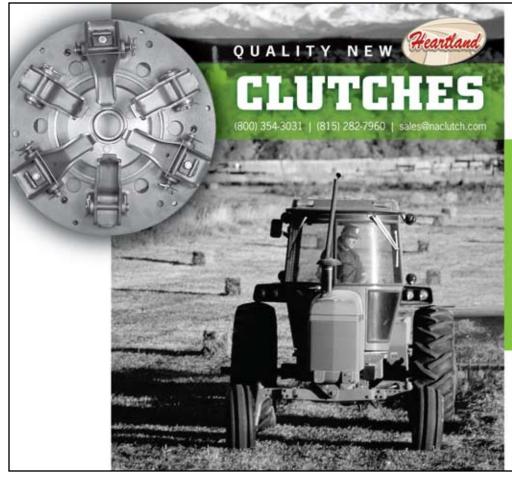






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## **Ed McMillan**



Ed McMillan is an expert on fraud prevention, and his seminars on employee theft have had Ed in demand as a presenter for over ten years.

Ed, a CPA, is the author of the best-selling book, FRAUD AND EMBEZZLEMENT: HOW IT HAPPENS AND HOW YOU CAN PREVENT IT! Ed will seize the room and grab the audience. His experiences and stories blend anticipation with drama and are spiced with just the right amount of levity to make the experience memorable for everyone. Ed is recognized as a national authority on the subject, and his gift for entertaining, informing and motivating the

audience to take action is amazing.

We are excited to have Ed join us for two sessions. On Thursday morning he will present "Identity Theft Protection," and on Thursday evening at our "Welcome to Orlando" reception and sneak preview of the trade show he will present "Fraud and Embezzlement: How It Happens and How To Prevent It." You won't want to miss either of these two dynamic presentations.

## **PLAY GOLF IN FLORIDA!**



Mystic Dunes Golf Club Wednesday, January 19th Depart Hotel 9:00 a.m.





## Merchant Intelligence™

Important Matters That Affect Card Processing

## **Tips to Manage Your Card Payment Processing Costs**

ells Fargo Merchant Services is dedicated to assisting your business reach greater financial success and is pleased to share with you valuable tips to help manage your costs of accepting card payments. This guide provides you with an overview of what constitutes merchant pricing. It also lists some of the most common reasons that non-qualified and therefore more expensive transactions occur, and suggests steps you can take to try and avoid them. We're confident you'll find ideas that can help your business reduce costs and continue to succeed financially.



#### **Topics:**

- Understanding Merchant Pricing
- ➤ Seven Easy Ways To Manage Your Card Payment Processing Costs

#### **Understanding Merchant Pricing**

## What is "Discount Rate" – What is "Interchange"

To process card payments, acquiring banks such as Wells Fargo Merchant Services charge businesses a "discount rate". The greater part of the discount rate is made up of fees called the "Interchange" and "Assessments". They are charged by issuing banks (the card companies that issue payment cards to your customers) and the card associations, such as Visa®, MasterCard® and Discover® Network but they are paid on your behalf by Wells Fargo Merchant Services. These fees



help facilitate the exchange of information and funds between your bank and your customer's bank. Today's electronic payments system enables businesses to make more sales to a wider customer base with great speed and high security. These fees are therefore a necessary expense to offer the convenience of accepting card payments from your customers.

#### Why Interchange Rates Vary

Visa, MasterCard and Discover Network will quote and charge the lowest rate or "Interchange" for a card transaction assuming that a number of requirements are met. You can control many of the requirements such as your payment processing account configuration and the steps you take to complete each transaction. If one or more of these requirements is not met, the transaction will be categorized at a different, more expensive, Interchange level. This is often referred to as a "non-qualified transaction" or a "downgrade".

### Seven Easy Ways To Manage Your Card Payment Processing Costs

#### 1. Fully Swipe Customer Cards Whenever Possible

#### Why?

Using a keypad to enter card information rather than swiping the card through a card reader is a common reason for non-qualified transactions. Hand-keyed information has a higher risk of error and/or fraud because only the card number and expiration date are needed for a transaction. When a card is swiped through a card reader, it captures the full track data on the magnetic stripe of the card. Hand-keying transactions is also less convenient, more time consuming for your employees, and has a higher overall decline rate.

#### What You Can Do

- · Obtain a card reader or replace malfunctioning equipment.
- Make sure your readers are cleaned regularly so they capture all magnetic stripe information. Consult with Wells Fargo Merchant Services equipment experts or your equipment provider.
- Train sales personnel to avoid unnecessary keypad transactions.

#### 2. Accept PIN debit cards

#### Why?

As consumer debit card usage continues to expand, the opportunity to lower your Interchange expenses by accepting PIN debit cards is growing. Generally speaking, the Interchange rate for a credit card transaction is usually higher than the rate for a debit card transaction. By enabling your customers to enter their PINs when paying with debit cards, you can lower your interchange costs on these transactions.

#### What You Can Do

- Consider processing PIN debit card transactions where a card is physically present.
- Make sure your terminal is properly set up to accept PIN debit cards and has a PIN pad. Consult with Wells Fargo Merchant Services equipment experts or your equipment provider.

## 3. Review your processing procedures (Card Not Present)

#### Why?

Card Not Present (CNP) transactions, such as those on the Internet or in mail orders carry higher interchange rates because of their inherent risk of fraud. To qualify for the best interchange rates, you may be required to settle card transactions for the exact amount which was authorized, which sometimes does not occur as a result of partial shipments for instance. You may also need to include certain information when processing these transactions, such as the order number, your business phone number and a CNP Indicator. Providing CNP Indicator information with your transaction will correctly identify a CNP transaction. If this information is not provided, a CNP transaction will be processed incorrectly as a Card Present (CP) transaction and result in a higher Interchange rate.

#### What You Can Do

- Ensure that your business phone number and the order number are part of the identifying information passed on to us for processing.
- Reverse amounts authorized for item(s) not shipped that are paid for with a Visa card, settle only for the amount shipped and request a new and separate authorization for the remaining items to be shipped.
- Make sure that the CNP Indicator field for your account is turned on by Wells Fargo Merchant Services.
- · Be aware of the costs of telephone authorization

#### 4. Use the Address Verification Service (AVS) correctly

#### Why?

AVS uses the billing information associated with a card to verify the cardholder's address. It is particularly important in Card Not Present (CNP) environments. It is also sometimes used in card present environments, such as in a retail store or in a restaurant, when certain transactions need to be keyed by hand. Businesses in these situations who don't use AVS—or who use it incorrectly—can be subject to higher Interchange rates.

#### What You Can Do

- Confirm that your website check-out procedure requires shoppers to input their complete billing address.
- If your business accepts orders by phone, be sure that phone order personnel request the billing address and billing zip code of phone shoppers.
- If and when card numbers need to be hand-keyed by your staff, make sure your point of sale terminal prompts your employees to verify the zip code associated with the billing address for the card being used.

#### 5. Send settlements on time

#### Why?

Many businesses are unaware that they have to settle transactions within a specific amount of time after authorization to avoid higher Interchange rates. These costs typically increase as time passes and some businesses often wait too late to send transactions out for settlement, which results in higher Interchange rates.

#### What You Can Do

 Because settlement periods can vary, make it a habit and a standard operating procedure to batch and send transactions as soon as possible after authorization. In fact, Wells Fargo Merchant Services recommends daily settlement of all transactions conducted.





- Periodically verify that the phone/data lines on your terminals work correctly. For some point of sale equipment, malfunctioning data lines can result in settlements being held up beyond the expected settlement window.
- Consult with Wells Fargo Merchant Services to understand the cutoffs for the most inexpensive settlement periods for your various types of transactions.

## 6. Obtain authorization/settlement mismatch exemptions

#### Why?

In general, any variation between authorization and settlement amounts causes a downgrade. However certain industries, such as restaurants, bars, health and beauty spas, beauty and barber shops, taxicabs and limousines are allowed some authorization/settlement leeway due to the nature of their payment structures which often include tips. Businesses which are not set up with a suitable Merchant Category Code may be charged higher interchange rates if their settlement amount (for instance after a tip is added) varies from the authorization amount (for instance before the tip is applied).

#### What You Can Do

 Consult with Wells Fargo Merchant Services to confirm that your industry classification exempts you from mismatch downgrade, and ask your representative to ensure that your account is properly coded to allow for this exemption.

## 7. Capture levels II and III data if you have substantial commercial card volume

#### Why?

Visa, MasterCard and Discover Network business, commercial, and purchasing cards are used just like personal credit and debit cards. However, these cards carry higher Interchange rates because they offer companies high value (and costly) features such as enhanced reporting, consolidated billing for multiple cards, and statement enhancements. Businesses can qualify for a lower commercial rate by collecting the more in-depth level II and level III data with each commercial card transaction.

#### What You Can Do

- Consult with Wells Fargo Merchant Services to determine if your commercial business volume warrants an investment in a different payment processing solution.
- Be ready to handle any unexpected surge in commercial card transactions. For example, the vast majority of a chain restaurant's business may be retail. But opening a new outlet in a business park could spark a sudden upswing in higher Interchange costs. By working with Wells Fargo Merchant Services, you have the peace of mind of knowing that we can help you accept these card types with the lowest possible impact to your interchange costs.

For further help on how you can avoid higher interchange rates by reducing non-qualified transactions please contact your Wells Fargo Merchant Services Relationship Manager or visit us online at www.wellsfargo.com/biz/merchant



## 27<sup>th</sup> Annual Conference & Trade Show January 19 – 23, 2011 Doubletree Resort – Orlando, FL

#### REGISTRATION FORM

<u>"Early Bird" Registration</u> (until October 29) - \$200 per person for NTPDA Members <u>Regular Registration</u> – (after October 29) - \$350 per person for NTPDA Members <u>Registration includes: receptions, lunches, training seminars, refreshments,</u> <u>trade show, Friday breakfast voucher and dinner banquet on Saturday night.</u>

Company	_ Contact Person			
Mailing Address				
City	_StateZip			
Please type or print a complete list of people attending on the nametags.	g. Be sure to show the names as you want them to appear			
1	6			
2	7			
3	8			
4	9			
5	10			
**Travel arrangements and all room charges are to be handled by the individual.**				
RETURN THIS FORM ALONG WITH YOUR TALLY SHEET AND, IF APPLICABLE, YOUR DISPLAY APPLICATION.				
PROVIDE PAYMENT INFORMATION ON THE TALLY SHEET.				

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## 27<sup>th</sup> Annual Conference & Trade Show January 19 – 23, 2011 Doubletree Resort – International Dr. Orlando, FL

#### 8 x 10 DISPLAY SPACE \$400 per space

Each display space is professionally draped and lined out and includes a table, 2 chairs, wastebasket, and ID sign.

The cost of electricity and/or Internet connection is an additional cost to be ordered directly from exhibit service.

## Display Application & Liability Form

<u>"Early Bird" Offer</u> (until October 29) – Receive 1 (one) free Registration for each 8 x 10 booth space you purchase.

Company	npany Contact Person	
Mailing Address		
City	StateZip	
Number of 8 x 10 Display spaces needed	@ \$400 each = \$	
I DO/DO NOT (please circle one) need electricity i	n my booth. I DO/DO NOT (please circle one) need internet.	
Internet and/or Electricity order form will be	e-mailed to you. E-mail address:	
NO COM Set up will start at 7 a.m. on Thursday, January 4 p.m. on Thursday. Reception/Sneak Preview	the conference and trade show must have at least 1 display booth.  MBUSTIBLE LIQUIDS!  20. You must be finished setting up no later than of Trade Show and Exhibit Area is Thursday at Friday, January 21. Tear down will begin at 2 p.m. on	
PLEASE SIGN AND RETURN TO NTPDA		
	d that exhibitor assumes responsibility for all losses, nt, and shall indemnify the hotel, convention center, s and claims	

## *\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\** <u>\*</u> ONE DAY PASS\* TO NTPDA ANNUAL CONFERENCE & TRADE SHOW FRIDAY, JANUARY 21 orSATURDAY, JANUARY 22 COST - \$100 WILL INCLUDE: TRADE SHOW LUNCH **EVENING FESTIVITIES** REGISTER NOW Name(s): Company \_\_\_\_\_ Mailing Address \_\_\_\_\_ City State Zip \*One Day Pass available to Regular Members, Affiliate Members associated with a Regular Member, or Associate Members having representative(s) from their company who will only attend for one day. (NOTE: All Associate Members must have one 8 x 10 booth with representation during show hours.) Please send in Tally Sheet with this One Day Pass Registration Form. DEADLINE: JANUARY 7, 2011 Mail to: P.O. Box 1181, Gainesville, TX 76241 OR Fax: 940-668-1627 **\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***



## 27<sup>th</sup> Annual Conference & Trade Show Orlando, FL Tally Sheet

Registration(s) @ \$200	\$				
Free Registration(s) with	purchase of each 10 x 10 display booth (until C	October 29)			
Display Booth(s) @ \$40	\$				
Golf at Mystic Dunes @ (Wednesday, January 19 Dress Code: Collared Sl Club Rental Needed?	\$				
***	circle one TOTAL DUE TO NTPDA	\$			
*No refunds after December 28	, 2010. ***********************************	******			
Please indicate the number of p	ersons attending:				
Golf (see above)  Will attend the "Early Arrival" Party at Doubletree Resort/Great Lakes Pre-Function & Okeechobee Patio  Thursday, January 20  Will attend morning trainings  Will attend lunch (box lunch)  Will attend "Welcome to Orlando" Reception/Sneak Preview of Trade Show/ Keynote Speaker – Ed McMillan  Friday, January 21  Will attend lunch in trade show area  Will attend reception/Bangli Lounge – Main Building  Saturday, January 22  Will attend lunch in trade show area  Will attend Dinner & Dancing/Indian/Pacific Ballroom – Mail Building  COMPANY NAME:					
	PAYMENT OPTIONS				
☐ Check # OR  Make payable to NTPDA	☐ Credit Card — MasterCard, Visa, Discover and American Expre.  Number:  Name on credit card:	_ Exp. Date			

## Return to NTPDA



10100 International Dr. Orlando, FL 32821 (407) 352-1100

# National Tractor Parts Dealer Association 27<sup>th</sup> Annual Conference & Trade Show January 19 – 23, 2011

#### **ROOM RATE**

Room Rate: \$105 for single/double/triple/quad occupancy. The room rate is subject to applicable state and local taxes in effect at the time of check-in. Check-in time is 3:00 p.m. Check-out time is 11:00 a.m. Special consideration for late check-out should be requested at the front desk on the day of departure. The special NTPDA negotiated room rate also includes complimentary wireless internet in guestrooms and complimentary self-parking. The NTPDA group rate will be honored five days prior and five days following our meeting dates (based on availability) for those who want to arrive early or extend your stay to explore Orlando.

#### RESERVATIONS

Book your reservations by calling 1-800-327-0363 OR on go on-line to

www.orlandointernationaldrive.doubletree.com and place code NTP in the group code information to receive the NTPDA group rate. Room reservations must be received on or before

**Sunday, December 19, 2010.** When calling in reservations be sure to identify yourself as being with National Tractor Parts Annual Conference & Trade Show, provide the guest name, requested type of room, requested type of bed type (i.e. king, double/double, queen), check-in and check-out dates. Any requests for special room arrangements must be made at the time of the call. When reservation is made the Hotel requires a deposit equal to the room rate and tax for the first night for each reservation. An individual's deposit is refundable to that individual if the Hotel receives notice of an individual's cancellation at least 72 hours prior to scheduled arrival.

#### DRIVING DIRECTIONS

Visit Doubletree Resort Orlando – International Dr. website for driving directions. (http://www.doubletreeorlandoidrive.com/location/index.html)

#### **TRANSPORTATION**

For Shuttle Information to/from airport visit: <a href="http://www.mearstransportation.com/">http://www.mearstransportation.com/</a>

For Trolley Information visit: <a href="http://iridetrolley.com/facts.asp">http://iridetrolley.com/facts.asp</a>



Greetings from

# Greasy Girl

#### Getting Back to Basics

By Terri Stevens

Dear Friends,

Do you ever look at these old tractors that we sell parts off of and think..."boy if they could talk there would be so much to tell." We sell parts that go back in the 40s and that was a long time ago. A lot has changed since then. The wonderful thing is that a lot of them are still going. I was once told that the old tractors had integrity. I love that!

That brings me to a story I wanted to share with you all about a lady I know who celebrated her 98th birthday this August. She is an amazing woman and has lived all of her life on a farm. Russ and I bought a pontoon boat this summer, and for her birthday I decided that I would take her and my mother up to the lake and make breakfast for them on the boat.

My youngest daughter and my precious 2 year old grandson went along. Well it hadn't rained here in about 2 months and it had been in the upper 90s for quite a while. The day I was planning to take them to the boat for breakfast it was pouring rain. I got up and I was disappointed but I thought, 'well it is a summer shower—it will come and be gone by the time we get to the lake.' So we went as planned. The closer we got to the lake the more it started to pour. The boat is parked in a dock so it was in a dry area so I decided we could at least go and sit on the boat and have breakfast and then head home.

I had planned to take grape juice and special glasses and have a toast to this wonderful woman. Well they were up for the challenge. My mother was going to help the lady, my daughter was going to get my grandson and I was going to park the car and get the food. Well, my daughter looked up and my mother and my old friend are falling down in the rain on the ramp of the dock. My daughter and I were terrified. My good idea had definitely gone bad! We ran over to them and they got to their feet and made their way into the marina. We checked and no one had any broken bones or injuries. I said a silent prayer of thanksgiving. Well, we all decided that since we're here why not go on with our plan.

So we made our way to the boat. It was still raining and windy and we were chilly from getting wet. We had some coffee, ate breakfast, I even proposed a toast to my friend. But the reason for telling you all this story is what happened next. As my daughter and I had my friend by the arm on the way back to the car she looked up to me and said, "My, haven't we had a beautiful day." I was totally surprised and shocked. Can you even imagine!

That day I learned a valuable lesson. The reason you live to be 98 is because when it rains on your parade you



are just thankful for the rain. Just like the old tractors that we are still selling parts off of...you just keep on going. I hope that story encourages you to make the most of every day and to enjoy the rain and the sunshine. The summers and the winter.

Another amazing thing is that the other day I got a thank you card from this remarkable lady and she thanked me for the great day and she was so thankful for the rain and the green grass it brought. So let's all try and remember what we have to be thankful for. In Southwest Mis-

souri we went from a drought to 12 inches of rain in that one day. So much for a summer shower.

Just like the old tractors this lady just keeps on going—nothing keeps her down.

Wishingyou cooler weather and many blessings!

Greasy

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#### Cost Saving Tips for Shipping an Exhibit

#### Shipping to the Show

- Ship your booth to the show earlier. Most shows offer 30-day free storage.
- Make sure your bill of lading and shipping labels are clearly marked with exhibitor name, booth number, and show name.
- Be creative about how you mark your packaging when you are shipping to a show.
  - Use packaging that can be identified from a distance (i.e., different colored shrink-wrap).
  - Drop your business card into each shipping container. This helps identify any loose piece(s) that may have been separated from the shipment.
- If the inbound shipment is going directly to the show site, advise YRC of the show's
  contractors "move-in" hours. Let them know if your shipment is a targeted booth for a
  specified "move-in" date or time.

#### At the Show

Check with the desk before leaving the show to confirm that the shipping arrangements you
have made with YRC have been properly communicated so your exhibit is picked up and
taken to its next destination.

#### **Shipping From a Show**

- Most general contractors require that you use their bills of lading (Material Handling Agreement (MHA)) when shipping from a show to ensure you have a clear invoice. If you bring your own bill of lading, make sure that you correctly transfer all information, including YRC as your transportation provider. Remove all old shipping labels (*i.e.*, empty stickers) before shipping from a show. Each shipping unit should have a minimum of two shipping labels.
- Prepare for move-out. When you are packed and ready to ship, complete an outbound bill of lading and specify YRC as the transportation provider to move your goods. Return the bill of lading to the service contractor and take a copy of the bill with you. If you haven't made previous arrangements, call the expo-line (1-800-531-EXPO) to let us know when your exhibit will be ready for pickup.
- Specify on the MHA whether the destination delivery requires an appointment, liftgate service
  or inside delivery when shipping from a show. This will help YRC make the required
  arrangements while the shipment is enroute, so delivery is not delayed.

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Ford Headlamp Assembly **Side Mount** 

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S.66732 - LH Replaces: 957E13003

Fits: Dexta, Fordson Major, Fordson Power Major



MF Worklight Kit (6") Chrome Ring Assembly Required

S 43377 6 Volt S.43378 12 Volt

Replaces: 1750692M91 Fits: TE20, TEA20, TO20, TO30, (TO35 ->SN 161249 (TO35 SN 161250->), F40, MH50, MF50, MF65, MF85)



MF Headlight Kit (6") Primer **Assembly Required** 

S.43370 - LH - 6 Volt S.22342 - RH - 6 Volt S.43371 - LH - 12 Volt S.22343 - RH - 12 Volt

Replaces: 231495M91, 190740M91, 190741M91 Fits: TE20, TEA20, TO20, TO30, TO35



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