GROUP 100 - "BEST IDEA" FLORENCE, AL – OCT. 5, 2021







Does your desk or your employees desk/computer look like this? Causing messages to get overlooked, calls not returned, ETC.



Laye's Tire Service Messages Log:

• Customer Call-backs

- Quotes
- Parts/Tires are in that were ordered for customer
- Account Questions
- Any message that was once put on a sticky note, now goes in the messages log.

Notes:

- Spreadsheet built in Google sheets to capture information
- Automatically emails sheet to message recipient
- Can track activity and responses









SEARCH ENGINE MARKETING CASE STUDY

SEM Campaign Overview

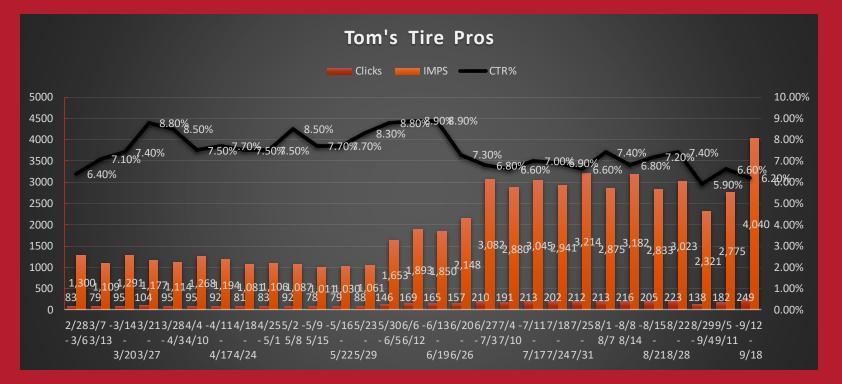
January – May 2021

Campaign	Monthly Budget
"Service" Keywords	\$2,000
"Tires" Keywords	\$1,000
"Lifts & Wheels" Keywords	\$700

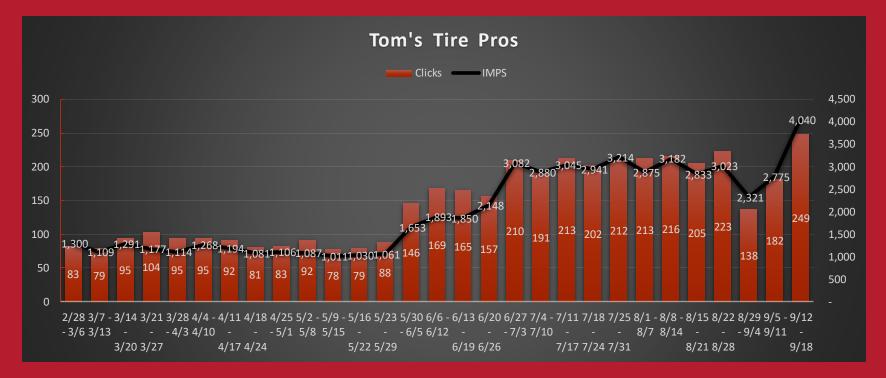
June Forward 2021

Campaign	Monthly Budget
"Service" Keywords	\$2,000
"Tires" Keywords	\$3,000
"Lifts & Wheels" Keywords	\$700











Weekof	Clicks	CTR%	IMPS	Cost	CPC
2/28 - 3/6	83	6.40%	1,300	\$ 269.04	\$ 3.24
3/7 - 3/13	79	7.10%	1,109	\$ 232.90	\$ 2.95
3/14 - 3/20	95	7.40%	1,291	\$ 222.78	\$ 2.35
3/21 - 3/27	104	8.80%	1,177	\$ 259.39	\$ 2.49
3/28 - 4/3	95	8.50%	1,114	\$ 218.58	\$ 2.30
4/4 - 4/10	95	7.50%	1,268	\$ 270.12	\$ 2.84
4/11 - 4/17	92	7.70%	1,194	\$ 254.82	\$ 2.77
4/18 - 4/24	81	7.50%	1,081	\$ 254.47	\$ 3.14
4/25 - 5/1	83	7.50%	1,106	\$ 234.88	\$ 2.83
5/2 - 5/8	92	8.50%	1,087	\$ 273.77	\$ 2.98
5/9 - 5/15	78	7.70%	1,011	\$ 237.40	\$ 3.04
5/16 - 5/22	79	7.70%	1,030	\$ 236.45	\$ 2.99
5/23 - 5/29	88	8.30%	1,061	\$ 230.41	\$ 2.62
5/30 - 6/5	146	8.80%	1,653	\$ 567.71	\$ 3.89



Weekof	Clicks	CTR%	IMPS	Cost	CPC
6/6 - 6/12	169	8.90%	1,893	\$ 748.25	\$ 4.43
6/13 - 6/19	165	8.90%	1,850	\$ 686.70	\$ 4.16
6/20 - 6/26	157	7.30%	2,148	\$ 716.76	\$ 4.57
6/27 - 7/3	210	6.80%	3,082	\$ 650.46	\$ 3.10
7/4 - 7/10	191	6.60%	2,880	\$ 668.72	\$ 3.50
7/11 - 7/17	213	7.00%	3,045	\$ 676.74	\$ 3.18
7/18 - 7/24	202	6.90%	2,941	\$ 612.01	\$ 3.03
7/25 - 7/31	212	6.60%	3,214	\$ 619.96	\$ 2.92
8/1 - 8/7	213	7.40%	2,875	\$ 632.68	\$ 2.97
8/8 - 8/14	216	6.80%	3,182	\$ 701.62	\$ 3.25
8/15 - 8/21	205	7.20%	2,833	\$ 680.04	\$ 3.32
8/22 - 8/28	223	7.40%	3,023	\$ 695.16	\$ 3.12
8/29 - 9/4	138	5.90%	2,321	\$ 344.00	\$ 2.49
9/5 - 9/11	182	6.60%	2,775	\$ 500.28	\$ 2.75
9/12 - 9/18	249	6.20%	4,040	\$ 845.07	\$ 3.39

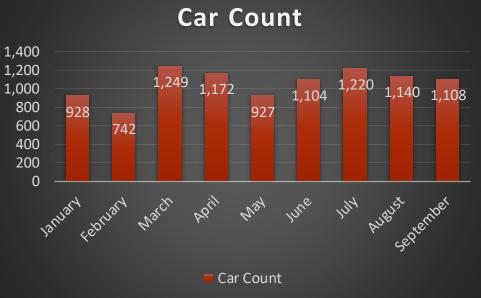






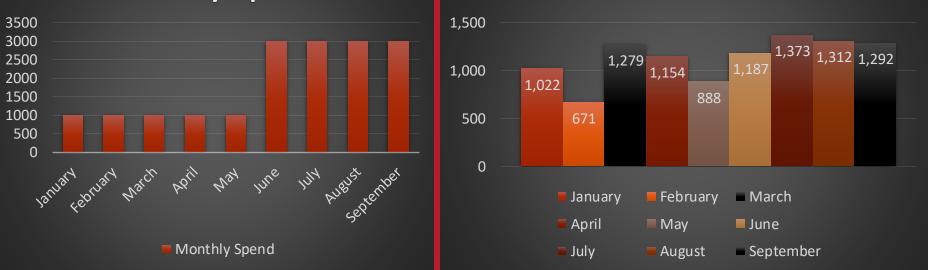
Monthly Spend







Monthly Spend



Tires include trailer and medium truck wholesale and retail



Tires



















Monthly Spend





Nitrogen







+20.75% YoY

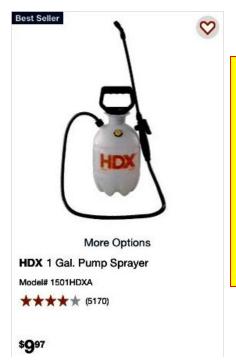






TIRE BARN TIRE PROS

- Use this sprayer to help with flat repairs
- Quickly find the leak without using the dunk tank
- Saves space and time



Notes:

- Reduces time of removing from vehicle and putting in dunk tank
- Filled with soapy
 water

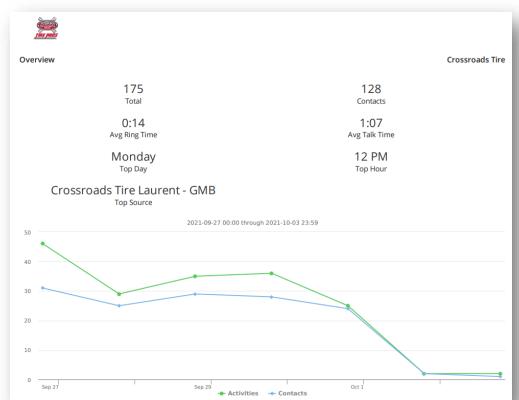






CROSSROADS TIRE PROS

- Put different phone numbers on different marketing sources to track activity
- Also recording calls and gaining additional analytics
- Helps to see what is working and what is not

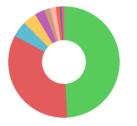




CROSSROADS TIRE PROS

Calls by Source

Average Call Duration by Source





	Source	Activities	Contacts	
	Crossroads Tire Laurent - GMB	86	70	49%
_	Crossroads Tire Victoria - GMB	59	42	34%
	Crossroads - www.truckdown.com	8	4	5%
	Crossroads Tire Laurent - WEB	7	7	4%
	Crossroads Tire Victoria - WEB	5	5	3%
	Crossroads Tire Victoria - Billboard	3	3	2%
	Crossroads - www.findtruckservice.com	3	1	2%
	Crossroads - www.4roadservice.com	2	2	1%
	Crossroads Tire Laurent E-Mail	1	1	1%
	Crossroads Tire Laurent - Facebook	1	1	1%

	Source	Duration	
	Crossroads - www.findtruckservice.com	361.6666666666667	38%
_	Crossroads Tire Victoria - WEB	117.8	12%
	Crossroads Tire Laurent - WEB	109.42857142857143	11%
	Crossroads Tire Victoria - Billboard	93	10%
	Crossroads Tire Laurent - GMB	78.84883720930233	8%
	Crossroads Tire Victoria - GMB	73.8135593220339	8%
	Crossroads - www.truckdown.com	54.75	6%
	Crossroads Tire Laurent - Facebook	29	3%
	Crossroads - www.4roadservice.com	20	2%
	Crossroads Tire Laurent E-Mail	12	1%

Notes:

- Doing through Malloy
- Gets report weekly but can request other time periods to review (I.e., monthly, etc...)
- Calls also recorded for review
- \$3/month/phone number, plus charges for call recording duration

CROSSROADS TIRE PROS









MID-ATLANTIC TIRE PROS nextdoor

If you're looking to use auto repair ads that work, start by promoting your auto shop on Nextdoor. As the neighborhood hub, Nextdoor is one of the most effective ways to advertise your business for free online. Claim your free Business Page to begin connecting with locals. Nextdoor neighbors are verified residents that live in proximity to each other and your business location. This creates a unique community built on trust and authenticity and allows you direct access to your target market.

On Nextdoor, existing customers can recommend your garage, and you in turn, can promote your local auto repair service or others that you partner with. You can also inform your customers about any reopening schedule changes or show them how you are adapting your normal business to make everyone feel safe and healthy while visiting your shop. As a verified business, you have the opportunity to share promotions and deals, network with other local companies, and get direct messages from your local customers.







G&H TIRE – CLIPPER CREEK CHARGING STATION

📞 (877) 694-4194

Safety FAQs Rebates & Incentives



ME BUYER'S GUIDES 🗸 SHOP NOW 🗸 RESOURCES 🗸 NEWS 🗸 CONTACT US 🗸 🔎



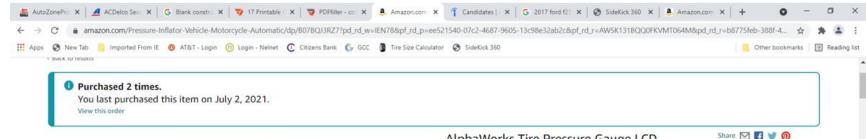


	ry can vary, please contact us at information@clippercreek.net for more rmation.	
<image/>	Image: Constraint of the state of	 Notes: Many options available G&H buying HCS-60 Local governments may provide subsidies to assist with cost.









Notes:

- Tech use to inflate tire while doing something else (I.e., balancing other tires)
- Saves time and • ensures inflation accuracy



AlphaWorks Tire Pressure Gauge LCD **Display Inflator Wall Mountable** \$269.99 Automatic 110-240VAC + AC102 Brass 1/4 Inch NPT Air Chuck + 30' Foot Hose October 6 with TMPS of: Bar Psi Kpa Kgf for All Vehicle Tires Visit the AlphaWorks Store ★★★★☆ ~ 43 ratings | 20 answered questions composition. Price: \$269.99 vprime & FREE Returns v 10 units Buy more, 2 units In Stock. save more: \$267.29 \$256.49 LOWEST PRICE Save 1% Save 5% Quantity: 1 OUR MOST POPULAR AUTOMATIC TIRE PRESSURE GAUGE - This Commercial Tire Pressure Gauge is both designed & manufactured for all Professional applications. Capable to perform accurate sensor readings of tire pressure in TMPS Units of Measure, which is the industry standard of choice for the everyday Hard Working American! UNIT, CHUCK & HOSE SPECS - Accuracy: ±0.02bar / ±0.3psi. Inlet/Outlet: 1/4" Male NPT / 1/4" Female NPT. Max Inlet Air Supply by Amazon. Pressure: 10. 5 bar, 152 psi, 1050 kpa, 10.5 kg. Scale/Inflation Range: 0.2-12 bar / 3-175 psi / 20-1206 kpa / 0.2-12. 3 kg/cm2. A Relative Humidity of: up to 95% RH (non-condensing). Blue Polyurethane Pneumatic Spiral 30' (9m) Long Hose W.P. 300 psi / 20 bar (B.P. 60 bar) / Quick Connect Male Fitting (Can inflate accurately with hoses up to 164' (50m).

 ELITE QUALITY DESIGN - Modern aesthetic look, lightweight, shock resistant construction & vandal resistant switches for long life. Large



✓prime & FREE Returns

FREE delivery Wednesday,

Extended delivery time: This item is subject to shipping restrictions due to materials in its

O Deliver to Kilgore - Kilgore 75662

Add to Cart

Secure transaction

Sold by AlphaWorks and Fulfilled

Add a Protection Plan:

4-Year Protection for \$18.04 3-Year Protection for \$12.41

1-Click ordering is not available for this item.







HAY TIRE PROS

GP BY PERSON REPORT

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• Shares report with stores daily



Actual MTD	for Mt. Pleasar	nt store	As of	09/28/21		
			Business day	s completed:	23	
		Greg F	Greg B	Brian	Will	Bill R
Sales \$ (no ta	ax DAILY	5,111.21	1,429.18	1,559.16	595.54	1,537.99
	MTD	57,199.95	89,890.33	67,542.17	21,169.96	29,565.31
Parts Sales	DAILY	886.13	179.59	525.10	80.95	631.65
	MTD	8,989.85	15,924.97	15,771.26	8,352.03	13,059.82
Parts Costs	DAILY	337.62	64.75	236.09	35.30	304.65
	MTD	4,257.63	7,097.35	6.834.06	3,943.21	6,745.08
Parts GP%	DAILY	61.9%	63.9%	55.0%	56.4%	51.8%
	MTD	52.6%	55.4%	56.7%	52.8%	48.4%
Avg ro (no ta		232.32			595.54	
	MTD	250.87	265.94	292.13	407.11	492.75
Labor \$	DAILY	1,772.66	578.32	951.75	474.86	812.81
	MTD	13,868.76	25,657.02	20,784.35	11,096.17	14,572.60
P/LT Tires #	DAILY	12			0	
	MTD	143	207	129	4	
RHW units	DAILY	12	4	0	0	0
	MTD	113	135	106	2	
Align Units	DAILY	4	1.	2	0	-
62	MTD	36		50	7	
Discounts \$	DAILY	0.00			0.00	
	MTD	242.43			86.60	
%Discounts/		0%			0%	
	MTD	0.4%	0.2%	1.0%	0.4%	0.0%
Item	Day Goal	Day Actual	MTD Goal	MTD actual	Other	
Tires	<mark>19.1</mark> 0	16	439.21	486	20. <mark>08</mark> %	Gross Profit
Units sold						
Tire protectio Units sold	in 11.46			360		Units per tire units sold Goal per tire units sold
Alignments 10% incr	5.28	7	121.44	157		Avg Ticket Units per tire units solo
Units sold	Full-price alig	nments only			25%	Goal per tire units sold
Parts	\$ 1,873	2303.42	\$ 43,090	\$ 62,115	53.18%	Gross Profit
	RO's closed	860 Prev MTD	51 Daily	911 MTD		667 2020 # 2020 MTD *For en
1	Avg RO (no tax) Vehicle Count	296.59 826				253.45 2020 av
						628 Veh cou

Total Sales \$ 270,016

10706 \$ 280,722

 667
 2020 # RO's
 732

 2020 MTD
 *For entire month
 253.45
 2020 avg RC
 256.54

 628
 Veh count
 688
 688

 \$
 178,993
 \$
 198,834

HAY TIRE PROS – GP BY PERSON REPORT

Actual MTD for All Stores

As of 09/28/21

Business days completed: 23

		Jeff	Bret	Phil	Scott	Greg F	Greg B	Brian	Will	Bill R	Pam	Ricky	Hamp	Mike
Sales \$ (no tax)	MTD	37076.75	77434.96	73874.88	63564.42	57,199.95	89,890.33	67,542.17	21,169.96	29,565.31	504.23	132,778.51	67,118.22	37,152.09
Parts Sales	MTD	8051.79	17727.37	17391.41	16606.68	8,989.85	15,924.97	15,771.26	8,352.03	13,059.82	924.23	25,250.57	16,735.14	9,615.06
Parts Costs	MTD	3629.77	8188.19	8461.71	8751.02	4,257.63	7,097.35	6,834.06	3,943.21	6,745.08	695.93	12,628.85	8,135.30	4,562.65
Parts GP%	MTD	54.9%	53.8%	51.3%	47.3%	52.6%	55.4%	56.7%	52.8%	48.4%	24.7%	50.0%	51.4%	52.5%
Avg ro (no tax)	MTD	252.22	295.55	294.32	259.44	250.87	265.94	292.13	407.11	492.75	111.92	337.00	207.79	172.96
Labor Sales	MTD	9464.47	22379.22	18908.71	17131.27	13,868.76	25,657.02	20,784.35	11,096.17	14,572.60	(772.54)	29,184.31	19,318.75	12,329.11
P/LT Tires #	MTD	75	161	155	137	143	207	129	4	3	2	274	137	79
RHW units	MTD	71	132	136	77	113	135	106	2	3	2	158	92	66
Align Units	MTD	14	44	21	31	36	59	50	7	5	0	28	19	12
Discounts \$	MTD	98.10	327.87	435.19	611.50	242.43	219.54	702.72	86.60	0.00	0.00	90.00	190.00	70.00
%Discounts/sales	MTD	0.3%	0.4%	0.6%	1.0%	0.4%	0.2%	1.0%	0.4%	0.0%	0.0%	0.1%	0.3%	0.2%



HAY TIRE PROS – GP BY PERSON REPORT

Hay Parts GP 2021

	JULY ONLY	AUGUST ONLY	% change
Store 1	52.2%	54.2%	2.0%
Store 2	52.0%	55.4%	3.4%
Store 3	46.8%	54.4%	7.6%
All	50.2%	54.7%	4.5%

*** Started daily reporting July 15, 2021



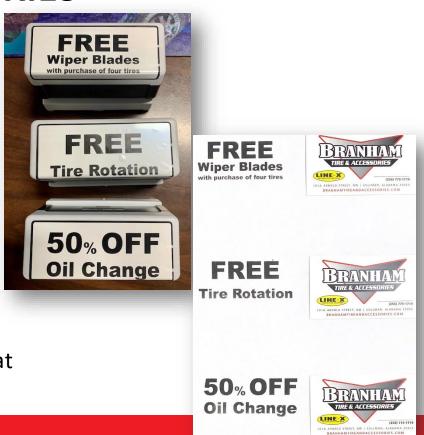




BRANHAM TIRE & ACCESSORIES

Specials Stamps for business cards

- Cost of each stamp \$40.00 at office max
- (pre inked & can be refilled)
- Can get 1000 out of each stamp
- Goal keep expense down while being able to generate business and grow services.
- Example of use- Every invoice that ends in the #0 gets a business card with a Stamp on the back for a free or discounted service.
- Example of use When we are out in town or at an event, we may give some out to folks there.









STEPHENSON TIRE PROS – GRAVITY FEED BULK TANKS

- 130 gallon in each tank
- Roughly \$1,400 investment, mostly covered by Valvoline Co-op
- Delivery within 7 days as opposed to set date every 2 weeks
- Conventional = \$0.50/QT less than 55-gallon drum
- Full Syn = \$0.30/QT less than bay boxes. Can buy 70 gallons bulk cheaper than 55-gallon drum
- Takes same space as 2 drums, plus has storage space underneath
- No need for expensive and messy barrel pumps or air, due to gravity feed





Notes:

- Can stack 5 high, but then would need anchored to wall
- Uses Fluidall T130-3





NEIGHBORHOOD TIRE PROS - SIDEKICK360

SELL MORE MAINTENANCE

Find missed revenue opportunities, improve team efficiency, and grow your business with confidence.

Side Kick 360

powered by Epicor



NEIGHBORHOOD TIRE PROS - SIDEKICK360

Notes:

- Mines data out of POS
- Can tie to customer invoice and history
- Ability to run custom reports
- Current monthly subscription is \$199/month/store

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Maintenance Hunter

Finds services performed within invoices to allow service writers to accurately quote maintenance services in seconds!

Invoice Detail

Complete customization of line item based reporting, providing real-time access to closed invoices, National Account managment and more!

Tire Analysis

Quickly access complete tire sellout information by brand and size including Inventory On-hand and Stock Quantities.

TEXTING OPERATIONS

Generate daily sales information for midday and End-of-Day business direct to your phone! Unlimited entries available to your organization.

SEAMLESS INTEGRATION

The SideKick360 system includes multiple applications to help identify and generate more selling opportunities for sevice advisors.

DIRECT ACCESS WITH ONE CLICK

Maintenance Hunter
 Complete Invoice History
 Service Scope
 Tire Tracker
 Recommendations
 and MUCH MORE!



Patrick Murphy T: (480) 463-4226 patrick@sidekick360.com



support@sidekick360.com www.sidekick360com





NEIGHBORHOOD TIRE PROS - SIDEKICK360

Maintenance Hunter

Built for all members of the shop from Technicians to Managers. Quick and efficient results to drive maintenance sales.

2. Service Scope

Service Scope groups all invoice history by service! Verify a warranty or last tire purchase quick and easy!

Invoice History

A complete list of all invoices associated with the selected customer and vehicle. If there is more than one vehicle associated with a customer, simply switch vehicles in your point of sale and click the SideKick360 button to view invoice history.

Recommendations

Smart functionality added to compare previously recommended services against the invoice history to identify opportunities not yet completed.

5. Tire Tracker

See how many miles or how much time it has been since a customer last purchased tires. Tire Tracker provides Tire Maintenance information including Alignments, Tire Rotation and Balance.

6. Currently Compatible With:

- ASA Tiremaster*
- Freedomsoft/Tireshop
- Mitchell Manager/Teamworks
- RO Writer

*Direct POS Integration







Increase Profits!

V.I.R.

Vehicle Inspection Report

How much would you pay a friend to diagnose your vehicle's issues?

- Case of beer- \$22-24/Case
- Starbucks \$5-7/drink
- Gas Station Soda \$1.89
- Energy Drinks \$2-3.59
- Pack of Smokes \$5.33-12 (State Dependent)
- For similar money have a Professional Opinion!
 - Ask for A V.I.R

		Oct-21		202 1	1 YTD	
	Units	Sales/Profit	Price	Units	Profit	
002 NORTHWEST TIRE INC	10	299.9	29.99	218	5,967.90	
007 NORTHWEST TIRE INC	30	549.78	18.33	257	5,117.77	
010 NORTHWEST TIRE INC	17	344.84	20.28	285	6,064.96	
011 NORTHWEST TIRE INC	55	1821.51	33.12	427	14,444.0	Notes:
012 NORTHWEST TIRE INC	14	205.93	14.71	67	1,303.5	• Uses V.I.R. as
016 NORTHWEST TIRE INC	13	259.87	19.99	92	1,774.1	single catch-
019 NORTHWEST TIRE INC	29	689.71	23.78	154	3,232.3	all for all
020 NORTHWEST TIRE INC	2	50	25.00	66	1,866.9	checks and
023 NORTHWEST TIRE INC	83	2551.75	30.74	731	19,290.2	diagnostics
024 NORTHWEST TIRE INC.	5	79.96	15.99	77	1,159.4	• Used
025 NORTHWEST TIRE INC	28	793.76	28.35	212	5,907.8	whenever a
026 NORTHWEST TIRE INC.	1	19.99	19.99	12	244.9	customer asks
***** TOTAL *****	287	\$7,667.00	26.71	2,598.00	\$66,374.1	for something
						to be checked





FACEBOOK for job postings

Countryside Tire and Auto Service posted a job. Published by Jeffrey Cheek O - July 9 at 7:30 AM · S

...

Boost Again

Busy shop looking for a general service technician. Oil changes, tires and some parts replacement will be primary responsibilities. Must have own tools.

Work hours Monday-Friday 8-5:30, NO WEEKENDS

Great work environment, opportunity for additional training and advancement



COUNTRYSIDE TIRE AND AUTO SERVICE
General Service Technician
Oak Ridge · Full-time · \$12 - \$18 / hour

- Less expensive than Indeed, Zip Recruiter
- Better results than Craigslist
- Has always resulted in several qualified applicants quickly
- 3 current employees found through Facebook
- Typically spend less than \$250 per posting









 Helps with up-sell (customers typically choose middle)

