
GROUP 600 VIRTUAL MEETING – JUNE 4, 2020
EXECUTIVE SESSION

Best Idea Review from Kona, HI

*****First Place*****

Darrin McLea. **The Ticket Can.** A ticket spiff program. There is a can filled with raffle tickets labeled with \$1-\$10 on them. When vehicle comes in, and after a DVI is performed, and items are noted, estimated and sold, each job is a ticket, so if three things get sold, employee earns three chances. So, it's essentially a lottery. Could have 40 or 100 tickets.

*****Second Place 4-way tie*****

John Daniels. **Waze Navigation.** Everyone measures how far away something is by time (2 hours away, and hour away, etc.). Waze is a crowd sourced traffic information. Offers branded "pins" where users can see your logo over your location. Also offers data – like how many people saw your business on the app and see how many customers used the app and navigated to the business.

Sally Thomas. **Project Management.** Trello Board. Super easy way to manage projects online. For example, like a remodel, Projects are broken out into shop, break out, play bay, showroom, etc. and you can tag who is responsible for each mini project. Employees can click off finished tasks or leave messages. Also use Trello for new construction stores.

Luis Navarro/ Alejandro. **Informational videos.** Designed to educate the customer. 50 seconds of certified service. Take a minute to explain to customers how certain systems work like brakes, or coolant, or alignments. Currently have 10 videos that run on loop in the stores.

Brock Rude. **Veterans Day Oil Change.** Used vendors to offset the cost of free LOF for veterans. Posted once on FB and got thousands of likes, 82 oil changes, and a lot of attention/gratitude from customers.

Beth & Carrie

What do you consider “old” inventory? Do you have an age at which you won’t sell a tire as new? What is our liability? Any easy ways to get rid of old discontinued inventory?

Marc Pons

In the past we’ve had members use DOMO and like it. Other financial data analysis software exists like Tableau and Microsoft BI. Who in the group is using a product like these with success?

Moore Tires

How many people are doing some sort of hazard pay or bonus plan with PPP money? We are between giving a one-time set amount across the board, \$1,000 for Full Time and \$500 PT and/or partially basing it on hours worked. Moore Tires has never furloughed, but we did have 5-weeks of reduced hours ending 4/25/20.

Non-coronavirus related: How many members have text to pay/online pay option available to customers and what is monthly/annual fee? Worth it?

Has anyone bought airfare to San Diego airport for Grupo Tersa 9/27/20 meeting?

Rob Slagle

Those of you using “Auto Text me”, are you also using the “Text to Pay” component? Are you having similar results as Chapel Hill folks?

It looks like the PPP loan you received will be treated as normal income when it gets forgiven, making it fully taxable under to corporate tax tables. Knowing that could happen, does that change the way you plan on?