



# ASCCA

## Foothill Chapter 5

April 2017

### President's Message:

I hope everyone is doing well.

I wanted to take a moment to check in with you, our members.

What can ASCCA do for you?

We strive at Chapter 5 to provide our members with great opportunities for training, opportunities to grow your business, and opportunities to make your life as a shop owner better and easier.

Let us know how we can help you.

Contact me, or any of our board of directors, and let us know how we can help make things better for you. We appreciate your membership, and hope you're able to take advantage of everything ASCCA has to offer.

**Darren L. Gilbert**  
**Gilbert Motor Service**  
**626-282-0644**  
**Alhambra, CA**  
**President ASCCA Chapter 5**



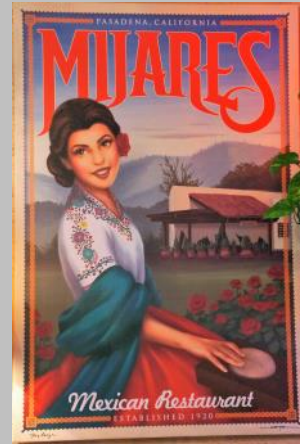
### UPCOMING MEETINGS & EVENTS

**Apr 4 - Shannon Devery of DFG**

Apr 25 - Legislative Fly-In Day  
May 2 - Shop Night at Hanson's  
Jun 6 - Pat Dorais of BAR  
Jul-Sep - TBA

Oct 3 - Oktoberfest Bowling  
Nov 7 - Maylan Newton  
Dec 2 - Christmas Party at Oak Tree Lounge

# MARION MILLER EFFECTIVELY SHOWED US HOW TO MAKE SURE OUR SHOPS STAND OUT WHEN PEOPLE GOOGLE FOR AUTO REPAIR SERVICE



Certified Automotive Specialists was drawn in our Shop Drawing, and was present to collect the \$240 prize! In April, the prize resets at \$200. Remember, you must be present to win!



**BOGI LATEINER WOWED US WITH KEY QUESTIONS AND ANSWERS AS TO HOW TO ESTABLISH OUR BRAND AND CREATE A BUZZ!  
A SPECIAL "THANK YOU" TO WORLD PAC FOR HELPING MAKE THIS SEMINAR A GREAT SUCCESS!**



WOW! ASCCA, Chapter 5 hit it out of the park with the most recent seminar presented by Bogi Lateiner, a World Pac trainer.

Every shop owner, and even the non-shop owners in attendance, gained insight and tricks to make the customer experience spectacular. Thank you to our chapter leaders for helping me and my staff be better at what we do.

*"Anyone who stops learning is old, whether at twenty or eighty. Anyone who keeps learning stays young. The greatest thing in life is to keep your mind young." -Henry Ford*

Submitted by Gene Morrill



*The capacity to learn is a gift.  
The ability to learn is a skill.  
The willingness to learn is a choice.*

Just as our techs are constantly going to classes to learn about the newest updates for your vehicles, we in the front office are always learning too. Thank you Bogi for a great class this weekend.

Submitted by Craig Johnson







Educational Seminars Institute  
Automotive Management Specialists

# Professional Business Development

## 2017 Southern California Schedule

9 am to 12 pm unless noted otherwise

January 28	Monrovia	<b>Success or Struggle You Decide!</b>	Ever wonder why some businesses are always packed, and making money while others seem to struggle? This class will outline the 4 major differences in owner/manager thought process or stages in business and how they affect the business! THIS IS NOT JUST FOR SHOP OWNERS, this class applies to everyone in leadership roles!	ENTIRE STAFF
February 11	Monrovia	<b>Profit Structuring and Business Analysis</b>	This Seminar will be covering these important topics: Reading & Understanding your Profit & Loss Statements. How to Determine Your True Cost of Being Open. We'll show you how to determine your Labor Rate. Determine what you are actually Charging Per Hour. Production and how it Affects Profit.	OWNERS/ Managers
April 1	Monrovia	<b>Extreme Communication *New for 2017</b>	Maylan will discuss having those conversations you dread with employees, partners, vendors and family members. Although these conversations need to take place most of us avoid them! Gain some new tools to help you deal with these difficult conversations, turn confrontations into conversations that improve your business and lower your stress and make you a better leader.	ENTIRE STAFF
June 3	Monrovia	<b>Convert the Price Driven Customer</b>	This is one of our most popular classes adapted and rewritten to better look at what it takes to change the price or commodity driven customer into a value driven one. This class will look at the differences and why most customers need to be better educated to be able to understand the difference.	OWNERS/ MANAGERS/ SALES STAFF
July 22	Monrovia	<b>Successful Self-Managing Teams</b>	You don't want to be an integral daily part of your business? Tired of being the "Shell answer man" or woman? Then a self-managing team is the way to go. Join us as we look at what makes a good team develop, and what can give you better results with your self-managing team.	ENTIRE Staff
September 30	Monrovia	<b>Planning Your Businesses Future- It Pays to Plan Ahead!!</b>	If you're not planning for tomorrow, how do you know what you'll need to succeed in business? Join us for a high powered planning session that will include how to build, how to track, and monitor a good plan for your business.	ENTIRE STAFF
November 4	Monrovia	<b>10 Critical Steps to Financial Freedom</b>	Where has all the money gone? "Good question" you say? This is that one ABSOLUTELY, POSITIVELY WITHOUT A DOUBT, MUST HAVE class of the year. Without this class you may be making financial decisions without correct information. Or more simply put...winging it! Follow along as we look at Budgets, Financial Structuring and Hourly Rates based on your successes.	ENTIRE STAFF
December 2	Monrovia	<b>What is Good Leadership?</b>	Join Maylan and Team ESI as we take you through the steps to becoming a good leader while avoiding the pitfalls of the wrong moves.	OWNERS/ MANAGERS/ SALES STAFF

### Court Yard Marriott

700 West Huntington Drive, Monrovia, CA 91016  
(626) 357-5211

Educational Seminars Institute 805-526-3039 [www.esiseminars.com](http://www.esiseminars.com) [Maylan@esiseminars.com](mailto:Maylan@esiseminars.com)

*Remember, as a member of ASCCA, you pay only \$95 instead of the regular price of \$149.95 per class. To register with your discount, click [HERE](#), click on the class you are registering for and enter promo code ASCCAESI for your member discount. The next class is April 1, so register now!*

# TAX AND BUSINESS TIPS FROM NORM BLIEDEN, CPA

## What's due on April 18?

**Tuesday, April 18, is a major tax deadline. Here are some of the tax filing and related deadlines:**

- 2016 individual income tax returns
- Calendar-year 2016 C corporation income tax returns
- 2016 annual gift tax returns
- 2016 IRA contributions
- 2017 individual estimated tax first quarter installment

## Apply for an extension if you can't file by April 18

Tax time can be stressful, but don't panic if you can't file your tax return on time. There's still time to get an automatic six-month deadline extension.

Remember that even if you file for an extension, you are **still required to pay any taxes you owe by the April 18 filing deadline**. An extension gives you more time to file your tax return, but not more time **to pay** the taxes you owe. You will be charged interest and penalties on any taxes you owe and do not pay by the filing deadline.

Special extension rules apply to members of the military serving in combat zones and to certain others who live outside the U.S. Give us a call so we can discuss whether or not an extension is right for your situation.

## IRS interest rates remain the same for second quarter 2017

Interest rates charged by the IRS on underpaid taxes and applied by the IRS on tax overpayments will remain the same for the second quarter of 2017 (April 1 through June 30). Therefore, the rates will be as follows for individuals and corporations:

### **For individuals:**

4% charged on underpayments; 4% paid on overpayments.

### **For corporations:**

4% charged on underpayments; 3% paid on overpayments.

6% charged on large corporate underpayments.

1.5% paid on the portion of a corporate overpayment exceeding \$10,000.

## Springtime remodeling – know the tax impacts

Spring fever often influences homeowners to update and remodel. Maybe you're considering a new project, too. You may need to replace your deck or remodel your kitchen. If you have a remodeling project coming up, you should understand the tax consequences.

If your project qualifies as an improvement to your home, you'll enjoy some tax benefits. But if the project is a repair, there's generally no tax benefit. Unfortunately, it's not always easy to tell the difference.

An improvement is defined by the IRS as something that adds value to your home or extends its life. Putting in a new kitchen, building an extension or adding a new deck are considered improvements because they add value. Replacing the roof is an improvement because it extends the life of your home.

*(Continued on page 7)*

## 7 Tips to Power Boost Auto Repair Shop Profits *from Bolt On Technology Blog*

Are you an automotive shop owner looking to boost profits, increase productivity and communicate with your customers easier than ever before? This lens will shed light on how automotive software solutions, particularly those with mobile capabilities, put the attainment of these goals literally in the palm of your hand.

Overwhelmingly, auto repair shops are removing the guesswork from handwritten vehicle inspections, repair orders and service recommendations through the use of automotive software designed to simplify processes, save time and boost productivity.

*\*Below are seven fool-proof tips for using vehicle maintenance software to improve overall shop operations.*

### 1. Scan VINs



Jotting down a vehicle identification number (VIN) is easy, right?

Sure. Getting each and every letter and number correct - and making sure it's readable - is something entirely different. Scanning a VIN eliminates the need to decipher messy handwriting, lessens the likelihood of mistakes and saves precious time.

### 2. Quickly review pending service recommendations

Our research has shown that nearly 75% of vehicles being serviced are having an oil change performed. More than likely, additional services or regular maintenance is also needed.

Shop management software alerts service advisers and techs to all pending services when a customer arrives. This technology maintains a vehicle service history and offers suggestions that are either pending since a past appointment or are due for regular maintenance.

### 3. Start repair orders and estimates on a tablet or mobile device



With wireless automotive software solutions, techs can meet customers at their vehicle and begin the digital inspection, repair order, and estimate process using a handheld device. Best of all, the process can conclude the same way it began - with a tablet or mobile device.

### 4. Build orders, create digital multi-point inspections, and more with the press of a button

Wireless software technology eliminates hard-to-read handwriting and speeds up the multi-point inspection and repair order process, allowing for more time to service additional vehicles. Without hiring more staff or adjusting work schedules, productivity, and, in turn profits, can be increased simply by incorporating innovative automotive software solutions.

### 5. Add photographs to each vehicle service recommendation

What better way to prove that a customer needs new brakes than to show it? Techs do this every

*(Continued on page 7)*



(Continued from page 5)

On the other hand, a repair merely keeps the home in good working order. Examples of repairs include painting the interior or exterior or replacing a few missing shingles.

You can get tax benefits by adding the cost of your home improvements to your original cost basis. That's the amount you first paid for the home. When you sell, a higher cost basis means a smaller capital gain. And generally you'll only pay tax on a capital gain greater than \$500,000 (\$250,000 for singles). So, the smaller your capital gain, the less likely you are to owe tax when you sell.

That's why it's important to save bills and receipts for any projects that may qualify as improvements. Include notes that describe the related home improvement. You may need to keep these receipts for years until you sell your home. But when you do, these updates could be the key to reducing a possible tax bill. **Also, please keep the original escrow when you purchased your home because this is how you can prove what it cost you if there is a capital gain issue or any kind of IRS audit – one of my clients purchased an apartment building years ago and this is an IRS audit issue now.**

If you want to know whether your project is a repair or an improvement, please call our office.

## 2013 unclaimed tax refunds

The IRS announced that an estimated one million taxpayers who did not file an income tax return in 2013 could claim their share of \$1 billion in unclaimed refunds for the 2013 tax year. The law gives most taxpayers a three-year time period to claim a tax refund. After that time, the money belongs to the U.S. Treasury. So if you did not file in 2013, to be safe, send your 2013 tax return via certified mail to arrive at the IRS by April 18.

*This article provides business, financial, and tax information to clients and friends of our firm. This general information should not be acted upon without first determining its application to your specific situation. For further details on any article, please contact Norm Blieden, CPA at telephone (626) 440-9511*

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day by taking multiple photos of vehicle conditions, underlining the need for recommended services.



Without the benefit of pictures, customers all too often believe that shops exaggerate the severity of service suggestions strictly to make more money. Showing a customer pictures can increase repair order revenue from 15 percent to 90% on average. It's much harder to refuse brake work after seeing the extent of the issue.

### 6. Text or email customers a vehicle diagnosis with images

Wireless automotive software with built-in text and email functionality enables techs to seamlessly send estimates, multi-point inspections, photos and more, directly to customers. This speeds up customer approval times from the national average of 1 hour and 17 minutes to a mere 37 minutes.

### 7. Use mobile technology that's fully integrated with your shop management system



Boosting productivity is possible simply by using wireless automotive software that automatically syncs data compiled from a handheld device into the shop management system effortlessly. This eliminates the need for double entries as is commonly the case with paper repair orders and handwritten inspection reports.

*Used with permission of Bolt On Technology*

# Eavesdropping Strategy: Twitter



**Roger McManus**

It is easy to dismiss social media as a bunch of individuals who generally chat about things as mundane as their kids' soccer games and swapping cute cat videos. The problem with social media is that the connection is not obvious as to how it relates to street-level retail. But, to dismiss it because you don't understand how it can help grow your business would be a mistake.

This is part of a series of articles called "Ensanity," a truncation of the words "entrepreneurial insanity" which is the title of a book I wrote specifically for the tire industry. The core thesis is that systems allow an owner to be less important to the daily operation of his or her business, which consequently increases its value as a stand-alone asset.

My research suggests that social media – specifically Twitter – is precisely such a system that allows greater freedom and growth for an owner. This article is designed to increase your awareness of a very useful phenomenon that is going on around you – one with little participation at the independent shop level.

Certainly, larger corporations with the economic resources to focus on social media marketing have their Twitter strategy well in hand. You might say that the "little guy" who may only own six bays or six stores simply does not have time to worry about such things. Besides, it would require learning something new, perhaps something you haven't had much interest in or use for – until now.

Full disclosure: I am one of you. I don't fawn over Twitter and my wife usually has to tell me to look at something on Facebook in which I am named or pictured. But I am committed to changing that – not because it's suddenly thrilled me, but because it's going to be absolutely necessary for me to do my job well going forward.



## **Why is Twitter so Important?**

Imagine you are in a crowded mall where you stopped to grab a quick lunch. You are standing near the food court where you happen to be close enough to hear a group of three women discussing their shopping experiences. One of them mentions that she must stop by a tire shop on the way home because of "something funny" about her right front tire. She casually asks one of her friends for help regarding what tire shop she would recommend, as she's looking for a place that won't take advantage of her.

At that moment, it would be appropriate for you to casually interrupt the conversation, introduce yourself and offer some helpful advice. You might even mention that your tire store is on the mall property just opposite the anchor department store and you'll be back at work in 30 minutes and would be happy to help her personally.

*(Continued on page 9)*



While you might not randomly walk up and down the mall, interrupting people, asking if they need auto services (which reminds me of doing an email blast), the casual interjection in the conversation is considered neither rude nor inappropriate. You were not “selling,” rather, you were offering some help from your unique perspective with the ability to deliver it conveniently.

That is precisely the opportunity a Twitter conversation provides. It creates a public, multi-person setting making your inclusion in the conversation seem natural. And, while the person speaking was not talking to you directly, by overhearing the conversation you are in a ideal position to offer assistance (and make a sale in the process) without appearing to be rude by interrupting.

While Twitter is full of mundane conversations, it is often a place where people comment on purchase intent – and seek the counsel of those they interact with online. It is perfectly OK to “eavesdrop” on those conversations and initiate what could end up being a business relationship. The mall conversation could very easily be typed in a Twitter exchange where a participant is asking for advice.

To come on with a strong sales pitch would likely not work well in the mall. It doesn't work on Twitter either, but to offer gentle encouragement, advice or assistance could be well received.

### **How Does it Work?**

The key to this tapping into conversations across Twitter starts with knowing where to listen. Twitter actually makes it very easy to do, which is a huge time-saver. The queries to help you zone in on the right conversations come in many categories, but for brevity, I will include a few of those most appropriate for the retail tire business.

**Keywords:** These are the words or phrases that when overheard would make your ears perk up, as the people tweeting them have a higher likelihood of being potential customers. Obvious topics include “tires,” “tire shop,” “brakes,” “oil changed” or “car repair.” And, there are the buying signals such as “anyone recommend” or “any advice on.”

You may select from various configurations of words, such as the exact word or phrase or any of these words. You can even put a minus sign in front of a word to specifically eliminate it and exclude it from results.

Of course, you'll want to track comments about your own business by entering your company name in the search box. Probably the box for “any of these words” will give you the broadest possibility of capturing shortened or modified terms referring to, for example, Smith's Auto Service and Tires. In that case you might include the words, Smith, Smith's, Auto, “Auto Service,” Tires, “Smith's Auto Service,” “Smith's Tires,” etc.

In multi-word phrases, the quote marks will search on the exact words in the exact order to trigger a hit. Without the quotes, you would receive possibly irrelevant results where the words “auto” or “service” might appear, but might not have anything to do with “auto service.”

Twitter supports Boolean logic, but does not require the use of operators like “and” or “or.” You can just type together multiple keywords into your query and Twitter will deliver tweets that include those terms. That being said, you may want to find tweets that include one keyword or another, in which case Twitter would deliver tweets that mention either or.

**Locations:** Perhaps most useful to any retailer would be the ability to tell Twitter exactly where to listen for tweets based on specific places or areas. It does little good to discover a conversation about needing tires in Kansas City if your business is in San Diego. To limit the search, click the search box in the upper right corner and put the query “near: [location name]”. (Please note that the colon or “:” is important.) The location can be the name of a city or (better yet) a ZIP code. Twitter will show you a list of tweets that have originated within that area. By default, Twitter sets a 15-mile radius; however, you can set that distance to be anything you want by using functionality in the address bar.

**Attitudes:** You can also direct Twitter to display people who convey positive attitudes or negative attitudes in their tweets, which is particularly useful if you are monitoring what is being said about your business online. This also helps you discover prospects who are unhappy with competitors in your trading area. This is a great opportunity to pick up a client currently dissatisfied with a current business relationship, who may have shared a negative experience online.

**Date Ranges:** Setting up date ranges will help limit tweets to a specific date range, allowing you to avoid tweets from weeks or months ago when the window of opportunity is well past. This feature is a great time saver, especially if you don’t want to do this every day. You can filter your search results to a particular time period by adding the “since:” and “until:” options into your search query.

**Saved Searches:** Once you have developed search criteria that works well for you and pulls up valuable conversations, you can save the search under “More Options” to quickly and easily use it again.

## **Twitter Avoidance**

If you have been avoiding Twitter to this point because it seemed irrelevant to your business, it may be time to reconsider. Certainly, using these techniques is something that can be assigned to a staff person, but it is always good to be familiar with what you are asking him or her to do for you. It makes you look more aware – maybe even cool.

*This article is courtesy of [TIRE REVIEW](#) via [ShopOwnerMag.com](#)*

### ***DISCLAIMER***

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## **Babcox Media Announces The Launch Of 'Telematics Talk'**

Babcox Media is pleased to announce the launch of *Telematics Talk*, the latest media offering within the company's extensive portfolio of brands. Featuring a website ([telematicstalk.com](http://telematicstalk.com)) and weekly eNewsletter, *Telematics Talk* focuses exclusively on the burgeoning telematics industry. Telematics refers to vehicle systems that allow or facilitate the transmission of computerized information or data. According to a recent report from ABI Research, the penetration of safety and security telematics solutions in new vehicles will increase from 10.2 percent in 2012 to 49 percent in 2017.

"As the need for trusted information on this growing industry segment becomes more apparent, Babcox Media is excited to comprehensively cover developments in the automotive and fleet telematics space on a daily basis," said Mike Maleski, Publisher of *Telematics Talk*. "In a recent survey conducted by BabcoxData, the research and analysis division of Babcox Media, findings indicated that nearly 90 percent of respondents were interested in learning more about telematics. With the launch of *Telematics Talk* we will fill that void."

*Telematics Talk* officially launches today. The website and eNewsletter will feature contributed content from industry bloggers as well as from experienced journalists and editors from across Babcox Media's other brands, such as *Fleet Equipment*, *Tire Review*, *Brake & Front End*, *Underhood Service* and *ImportCar*. Telematics-specific content will be available to readers in the form of bylined articles, videos, executive interviews, infographics, blog posts, white papers and webinars.

To view the new website and to sign up for the weekly newsletter, visit [telematicstalk.com](http://telematicstalk.com).

For information on advertising, visit [babcox.com](http://babcox.com) or contact Mike Maleski at [mmaleski@babcox.com](mailto:mmaleski@babcox.com).

Press release submissions and editorial inquiries can be sent to [info@telematicstalk.com](mailto:info@telematicstalk.com).



## **New Member Benefit - Shop-Ware**

ASCCA recently announced its newest corporate sponsorship with Shop-Ware Inc., an innovative company that delivers cutting-edge shop management software. **The shop management software promotes business wellness and maximizes productivity by casting traditional best practices in paperless, cloud-based applications.** Founder Carolyn Coquillette, an ASCCA member and owner of Luscious Garage in San Francisco, is assisted by Chip Keen, former owner of Hansville Repair and founder/developer of Garage Operator.

Check out their shop management software that meets cutting-edge web technology by visiting [www.shop-ware.com](http://www.shop-ware.com). **As a member benefit, all ASCCA members would receive their PRO plan at the SMS price for the first 6 months, saving you \$900!** Don't let this special offer pass you by.

ASCCA Chapter 48 representative Rocky Khamenian had this to say about Shop-Ware: "Carolyn is a fellow shop owner and industry advocate. Her venture into software brings overdue, cutting-edge technology to day-to-day shop operations that make our jobs easier. Our industry is in the midst of a major consolidation, and we need all the help we can get to stay competitive and profitable. Shop-Ware is the solution we deserve, and the industry game-changer we've been waiting for."

Shop-Ware understands the demands of real world repair shops and meets those needs with powerful, thoughtfully designed features. **The paperless workflow boosts staff productivity by eliminating clipboards and duplicated entries. Repair orders can also be shared directly with customers, online, for them to review inspection results, approve work, and communicate back to the shop.** Its intuitive web design is mobile friendly with unlimited access points and device-training takes an average of three hours. Data migration is also available from 100 different legacy SMS. Shop-Ware's integrations include MOTOR Information Systems (estimating); QuickBooks (bookkeeping); and WHI NexPart and PartsTech (web based parts ordering).

For more information, contact [info@shop-ware.com](mailto:info@shop-ware.com).



# The ASCCA Advantage

The ASCCA Advantage provides a comprehensive summary of the value of ASCCA membership. We are proud to be able to offer a number of discounts and intangible benefits that are uniquely provided by our association. Please review the following benefit categories and be sure to make the ASCCA Advantage your first stop when looking for products and services you can trust.

## Endorsed Vendors and the Value They Bring to Us

### INSURANCE & LEGAL SERVICES

**EE & MB ASC Insurance Services** – Includes an enrollment discount of \$100. Customer Service (866) 923.7767, [www.armstrongprofessional.com](http://www.armstrongprofessional.com)

**EE & MB CoreMark Insurance Services** – Competitive dental & vision plans exclusively available to ASCCA members. Mat Nabity, (916) 286.0918, [mnabity@coremarkins.com](mailto:mnabity@coremarkins.com)

**MB FREE LEGAL Service** – 30 minutes of free legal advice per month for all ASCCA members. Jack Molodanof (916) 447.0313, [jack@mgrco.org](mailto:jack@mgrco.org), [www.mgrco.org](http://www.mgrco.org).

### EDUCATION PROVIDER

**CS & MB Educational Seminars Institute (ESI)** is the forerunner in providing the independent repair shop with up-to-date full-facility training for the management team and personnel. ASCCA Members have exclusive access to discounted training courses as well as 30 minutes free business consulting advice per month. Maylan Newton (805) 526.3039

**MB Motor Age Training** – 25% discount on all ASE exam study guides. James Hwang (310) 857.7633

### MERCHANT SERVICES

**EE, CS & MB Digital Financial Group (DFG)** – Offers credit card processing services. DFG will also pay a rebate of up to \$350 for your ASCCA Membership. David Cherney (877) 326.2799 or Shannon Devery (626) 476.9016, [www.dfg-damar.com](http://www.dfg-damar.com)

### SOFTWARE PROVIDERS

**MB Identifix** – Members receive a promotional price for online diagnostic tool and telephone diagnostic services. Customer Service (800) 997.1674

**CS & MB Shop-Ware** – Shop Management Software evolves: with Shop-Ware you do more than manage - you thrive. Carolyn Coquillette, [carolyn@shop-ware.com](mailto:carolyn@shop-ware.com)

### UNIFORM SERVICES

**EE & MB G&K Services** – Nationally recognized supplier of customer and employee apparel with special ASCCA pricing. Leslie Kipnis (949) 877.2750

### INTERNET MARKETING, WEBSITE DESIGN & SEARCH ENGINE OPTIMIZATION SERVICES

**CS & MB Repair Pal** – Independently certifies auto repair shops nationwide for superior training, quality tools, fair pricing, and a minimum 12-month/12,000-mile warranty. Millions of visitors monthly to our website. Get certified and meet new customers through our optional partner programs such as USAA and Cars.com. Customer Service (800) 969.9204, [www.repairpal.com](http://www.repairpal.com), [repairpal-shops.com](http://repairpal-shops.com)

**CS & MB Kukui Corporation** – Website designs optimized to boost conversion rates as well as search engine rankings. Todd Westerlund (925) 980.8012, [www.kukui.com](http://www.kukui.com)

### INDUSTRY NETWORKING WITH TOP AUTOMOTIVE TECHNICIANS

**MB iATN** – The International Automotive Technicians Network (iATN) is the world's first and largest online network of automotive service industry professionals providing resources to members worldwide. ASCCA members enjoy a \$9-per-month discount off of the regular price of iATN Business+ premium membership, at \$45-per-month. This membership provides your shop with up to 5 premium access accounts. [www.iatn.net](http://www.iatn.net) or [support@iatn.net](mailto:support@iatn.net)

### CUSTOMER COMMUNICATIONS PROGRAMS

**CS & MB Mudlick Mail** – Exclusive ASCCA member rates for direct mail marketing. Our affordable rates include creative design, custom mail lists, quality printing, and mailing service. Contact us today for a **FREE custom leads list**. No contracts or commitments. Reed Parker(855) 968.9467, [info@mudlickmail.com](mailto:info@mudlickmail.com)

### BUSINESS SUPPLIES, EQUIPMENT & SERVICES

**MB ACA** – Access to Auto Care Association's publications, the Aftermarket Insider and the ACA Capitol Report, as well as member discounts on ACA publications and events. Call to see how you can save up to \$600 a year. [kathleen.schmatz@autocare.org](mailto:kathleen.schmatz@autocare.org), (301) 654.6664

**CS & MB Automotive Electronics Services, Inc (AESwave)** specializes in sales and support of automotive diagnostic equipment. Each day, thousands of technicians, educators, trainers, engineers, and technical

**EE** = Exclusive Endorsed Vendor **CS** = Corporate Sponsor **MB** = Member Benefit Provider





writers use products and strategies developed at AESwave.  
Mario Vejar, Toll Free 877-351-9573, [info@aeswave.com](mailto:info@aeswave.com)  
[www.aeswave.com](http://www.aeswave.com)

**CS & MB AutoZone** – This partnership provides Platinum level membership pricing, timely parts delivery, a 5% quarterly rebate on electronic purchases, free advertising, and more!  
Jon Beck, National Accounts, (704) 989-1009

**MB BG Products** – Provides maintenance services, equipment, training & consumer education materials. Mike McCarthy or Brian Gourley, (805) 498.4546, [www.petrospecsinc.com](http://www.petrospecsinc.com).

**MB Hertz Rental** – A 10% discount off Hertz Daily Member Benefit Rates, a 10% discount off Hertz U.S. Standard Rates, and 5% or greater discount off Hertz Leisure Rates.  
Customer Relations (888) 777.6095, [www.hertz.com](http://www.hertz.com)

**MB HotelStorm** – Savings of 10-55% over other online travel agencies from thousands of hotels worldwide. Visit [hotelstorm.com/ascca](http://hotelstorm.com/ascca) and use password Auto 1234 to get your discount.  
[hotelstorm.com/ascca](http://hotelstorm.com/ascca)

**CS & MB LKQ Corporation** – LKQ is the largest nationwide provider of alternative collision replacement parts and a leading provider of recycled engines and transmission and remanufactured engines.  
Erik Ferreira, (562) 364.5275, [ejferreira@LKQCORP.com](mailto:ejferreira@LKQCORP.com)

**MB Office Depot** – Streamlined business supply ordering process. Free delivery over \$50. Custom pricing and discounts for ASCCA members.  
Michael Nitz, 855-337-6811 Ext. 12809, [Michael.nitz@officedepot.com](mailto:Michael.nitz@officedepot.com), <https://business.officedepot.com/>

**CS & MB O'Reilly Auto Parts** – O'Reilly has been dedicated to the Professional since 1957. ASCCA members that choose to partner



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**EE** = Exclusive Endorsed Vendor **CS** = Corporate Sponsor **MB** = Member Benefit Provider

with O'Reilly have access to industry-leading service center programs allowing shops to offer a nationwide warranty on most of the repairs they perform everyday, a nationwide road-hazard tire warranty, shop management training, nationwide roadside assistance, technician training classes, competitive pricing, early-pay discounts, electronic ordering discounts, and more. [ASCCA@oreillyauto.com](mailto:ASCCA@oreillyauto.com)

**MB Phillips 66** – Special pricing on Kendall brand motor oil available to ASCCA members. Howie Klein, (951) 903.8466, [howie.klein@p66.com](mailto:howie.klein@p66.com)

## ADDITIONAL BENEFITS OF ASCCA MEMBERSHIP

**Proudly Display Your ASCCA Affiliation** – Use of ASCCA sign, code of ethics, and logo for use on invoices, customer forms, etc.

**Communications** – The ASCCA Independent newsletter, fax broadcasts, email broadcasts, special news alerts, member benefit flyers and our website.

**Member-to-Member Communications** – The ASCCA TeamTalk list serv provides members to communicate directly with their peers on a broad range of topics facing shop owners throughout California.

**Education Programs** – Attend ASCCA's Annual Summer Conference for educational opportunities for Shop Owners and Technicians. From business management to industry updates attending the Annual Summer Conference will keep you and your staff informed.

**Government Affairs & Political Representation** – Bill tracking, reading and analyzing constantly changing information and tracking bills via our website. Representation at government meetings, lobbying, etc. Hugely beneficial because it ultimately affects your bottom line.

**Local Chapters** – Chapter meetings give members unprecedented opportunities to meet, network and trade ideas with colleagues in your local area.

# How ASCCA Dues work in Chapter 5

## Membership in ASCCA is on an annual basis.

- Regular membership dues in ASCCA Chapter 5 are \$800/yr. Associate membership dues are \$895/yr.
  - \$400 goes to the Chapter
  - The remaining portion goes to the State Association
- When memberships are held in multiple chapters, only the original membership pays the full State Association dues. Additional members pay reduced State dues of \$250/yr. All memberships pay full chapter dues.
- Annual payment is due in the Sacramento office on January 1 of each year.
- Payment plans are available upon approval by the Chapter & State Association. With all payment plans, automatic credit card payments or ACH are now required. There is a \$2.00 transaction fee for these payments. (Chapter 5 will cover the transaction fees for our members.)
  - Semi-annually: Due: January 1 & July 1
  - Quarterly: Due: January 1, April 1, July 1, October 1
  - Monthly: Due the first of each month
- If payment is not received according to the agreed-upon schedule, dues immediately become delinquent.
- If a member reaches 90 days delinquent, their ASCCA membership may be cancelled.

## What do you get for your dues? (This is the “short” list. See the ASCCA Advantage flyer for the full list.)

- Amazing connection with your peers in the automotive industry.
  - Older shop owners who have gone ahead & you can benefit from what they’ve learned.
  - Newer shop owners who need to learn from what you’ve experienced.
- A loud voice to the legislators who are passing laws which have a direct effect on how you can operate your business.
- Opportunities to meet the legislators with power in numbers. (They will listen better.)
- Great discounts from endorsed vendors (see the ASCCA Advantage flyer) which will more than make up for your dues costs.
- Timely communications regarding what’s going on in the industry.
- Access to seminars & classes at an ASCCA discounted rate.
- Monthly dinner meetings with special speakers who know our industry. Dinner at the regular meetings for you and your spouse or business partner is included in your chapter dues. (\$600/yr. value.)
- Monthly e-newsletters with important, educational, & sometimes entertaining information that is designed to improve your bottom line.
- 30 minutes a month of free legal counsel.
- 30 minutes a month of free accounting counsel.

## What happens when you don’t pay your dues on time?

- Association resources have to be spent to collect your outstanding dues.
- Association activities & effectiveness are reduced.
- The Association loses a valuable voice.
- (This is why we recommend automatic payments on all payment plans.)



# ASCCA Foothill Chapter 5 Member Benefits

**In addition to the State-wide benefits shown in the “ASCCA Advantage,” these are additional benefits available to Chapter 5 members.**

- 1. A VERY LOUD POLITICAL VOICE.** Individually, there isn't much we can do to shape legislation which will affect our industry, but collectively, our united voices are STRONG, LOUD AND FOCUSED. Politicians and elected officials in state, county and city governments listen to ASCCA when we talk, because we represent hundreds of members (& thousands of voters!) statewide. Often, the Bureau of Automotive Repair discusses with ASCCA rules and regulations under consideration to see how they will fit in the real world of automotive repair.
- 2. SHOP TO SHOP NETWORKING.** Our members don't see each other as competition but as comrades in the industry, helping each other to succeed. If you have a problem you can't figure out, call one of our members who specializes in that area. They'll be glad to help you out.
- 3. INFORMATIVE MEETINGS.** We hold Dinner Meetings on the first Tuesday evening of each month. Our meetings offer great speakers, camaraderie, valuable information, and the latest news on what's happening in the automotive repair industry. You also get to network with other shop owners and exchange ideas, tips, techniques and short cuts. The monthly meal is included in your dues, plus we have a long-standing special where you can bring your spouse or business partner at no charge! Our Chapter Board of Directors schedules our programs and welcomes any suggestions you have on good speakers! Contact the chapter office with your suggestions. For the location and current speaker, look on the last page of this newsletter.
- 4. CHAPTER SEMINARS.** The Foothill Chapter Board of Directors and our Seminar Committee Chair, Raul Salgado of Raul's Auto Repair in Azusa and Covina, keeps us informed on seminars on business management and technical subjects for our shop owner members and their technicians. Cost is minimal and sometimes free. This is a tremendous member benefit for you and your employees! Give Raul your ideas and suggestions for seminars & we will try to schedule the seminars you want. (626) 339-7566
- 5. MONTHLY & QUARTERLY NEWSLETTERS.** We send out an environmentally-friendly monthly email newsletter with helpful and informative articles, tech tips, contact lists and information, upcoming events, reports on recent events and vendor ads & information. Once a quarter you'll receive the newsletter from the State Association Office.
- 6. THE FOOTHILL CHAPTER WEBSITE.** This Foothill Chapter website at <http://www.asc5.com/> lists members by city. It also lists upcoming seminars and meetings. Contact Joseph Appler at [asca.05@gmail.com](mailto:asca.05@gmail.com) with questions or suggestions for the chapter web site.
- 7. CHAPTER JOB BANK.** The Foothill Chapter has established its own Job Bank Network for member shops. If you have a qualified applicant you can't use, or if you need to hire someone, send a summary email to [asca.05@gmail.com](mailto:asca.05@gmail.com) & your information will be forwarded to the entire Chapter 5 membership.
- 8. CHAPTER ASE LENDING LIBRARY** Call Darren Gilbert at (626-282-0644) or email him at [gilbertmotors@yahoo.com](mailto:gilbertmotors@yahoo.com) for more information.
- 9. CHAPTER SOCIALS.** Our Socials Chairman, Jack Scrafield (818) 769-2334, arranges outstanding social events for us throughout the year. We've visited JPL, the J. Paul Getty Museum, had many "Day at the Races" at Santa Anita Race Track, toured the Autry Museum of Western Heritage, taken a murder mystery train ride including a delicious dinner, attended the races at Irwindale Speedway, had bowling dinner parties at Montrose Bowl, had several excellent parties, and toured the J. P. Nethercutt Collection of beautiful classic automobiles. Jack would like to hear from you with your suggestions for future social events.
- 10. ASCCA NET PRESENCE.** ASCCA has established a home page at <http://www.ascca.com/> The ASC web page has three target audiences: 1) ASC members now have a quick, easy reference on their computer to keep them abreast of what is occurring in the state association and within the automotive repair industry; 2) California shops that are not ASC members can learn more about the advantages of being an ASC member; and 3) California consumers looking for honest, reputable repair facilities can find a list of ASC members quickly and easily on the ASC web pages. All ASC members statewide are listed. Soon, your shop website will be able to have a link on the State site.
- 11. FREE CPA CONSULTS.** All ASCCA Chapter 5 members are entitled to a half-hour of free telephone consultation each month from chapter member Norm Blieden, CPA. The service is not limited to shop business though Norm has extensive experience in shop-related matters. This member benefit can save you a ton of money and a lot of headaches. Call Norm at 626-440-9511.

**Why try to succeed alone, and re-invent the wheel? Partner with others on the same path and learn from them, as well as teach them what you have learned. If you have questions about how to access these benefits, contact the Chapter 5 office at [asca.05@gmail.com](mailto:asca.05@gmail.com) or 626-296-6961.**

## Chapter 5 Associate Members

BG Products	Abe Chavira	805-857-5065	<a href="mailto:abec@petrospecsbg.com">abec@petrospecsbg.com</a>
Dorman Products	Frank Alviso	951-206-7023	<a href="mailto:falviso@dormanproducts.com">falviso@dormanproducts.com</a>
Frank Joel	Frank Joel	818-326-0602	<a href="mailto:fjoel@ix.netcom.com">fjoel@ix.netcom.com</a>
Frederick Blum Insurance	Fred Blum	626-401-1300	<a href="mailto:blum4@pacbell.net">blum4@pacbell.net</a>
Hanson Distributing Company, Inc	Dan Hanson	626-448-4683	<a href="mailto:hansonmrktg@aol.com">hansonmrktg@aol.com</a>
Hawley Insurance Services	Bruce Hawley	714-865-2907	<a href="mailto:bruce@hawleyinsuranceservices.com">bruce@hawleyinsuranceservices.com</a>
Highpoint Distributing / Justice Brothers	Tim Huddleston	805-584-0030	<a href="mailto:huddle5@sbcglobal.net">huddle5@sbcglobal.net</a>
Jasper Engines & Transmissions	Randy Lewis	909-717-9950	<a href="mailto:rlewis@jasperengines.com">rlewis@jasperengines.com</a>
Jeff Chin Diagnostics	Jeff Chin	818-929-9444	<a href="mailto:jchin.autologic@gmail.com">jchin.autologic@gmail.com</a>
Mark Christopher Auto Center	Steve Johnson	909-975-3919	<a href="mailto:sjohnson@markchristopher.com">sjohnson@markchristopher.com</a>
Management Success!	Robert Spitz	818-500-9631	<a href="mailto:rspitz@managementsuccess.com">rspitz@managementsuccess.com</a>
NAPA Pasadena Store 039	Tony Diaz Gerry Santillan	626-798-1151 323-712-8133	<a href="mailto:Antonio_Diaz@napastore.com">Antonio_Diaz@napastore.com</a> <a href="mailto:Gerry_Santillan@napasalesteam.com">Gerry_Santillan@napasalesteam.com</a>
Norm Blieden CPA	Norm Blieden	626-440-9511	<a href="mailto:norm@bliedencpa.com">norm@bliedencpa.com</a>
SC Fuels & Lubes	Dennis Giardina	310-722-3357	<a href="mailto:giardinad@scfuels.com">giardinad@scfuels.com</a>
Van de Pol Oil	Wes Powell	562-236-1000	<a href="mailto:wpowell@ineedoil.com">wpowell@ineedoil.com</a>

***Be sure to use the Anyvite electronic invitation to RSVP.  
If you didn't receive it, contact the Chapter 5 office at  
ascca.05@gmail.com***

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Email: wardservice@earthlink.net

## Get the Word Out!

### ASCCA is

### "The Sign you can Trust!"

Your Association has produced a marketing tool that you can implement immediately. The goal is to make ASCCA synonymous with "TRUST".

The sign will fit perfectly under or over the ASCCA sign. If you haven't upgraded your old ASC sign, it's time to do so. We want people to recognize who we are at a glance.

You can keep the old sign on your shop wall somewhere for old time's sake.

But don't remain in the past – get the current sign and help build brand identification.

### ASCCA Shops ARE the BEST!

Add-on signs are \$15 each.

Complete new signs are \$35 each.

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Call Joseph at 626-296-6961 or

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Full-color Ad Prices for photo-ready ads  
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	(Pd. Qtrly / Pd. Annually)
Full page	\$300/\$900
Half Page	\$160/\$480
Quarter Page	\$75/\$225
Business Card	\$40/\$120

Call: 626-296-6961 or email:  
[ascca.05@gmail.com](mailto:ascca.05@gmail.com) to get started



## ASCCA CODE OF ETHICS

1. To promote good will between the motorist and the automotive industry.
2. To have a sense of personal obligation to each individual customer.
3. To perform high quality service at a fair and just price.
4. To employ the best skilled personnel obtainable.
5. To use only proven merchandise of high quality, distributed by reputable firms.
6. To itemize all parts and adjustments in the price charged for services rendered.
7. To retain all parts replaced for customer inspection, if so requested.
8. To uphold the high standards of our profession and always seek to correct any and all abuses within the automotive industry.
9. To uphold the integrity of all members.
10. To refrain from advertisement which is false or misleading or likely to confuse or deceive the customer.

## Chapter 5 Lending Library

(Another Benefit of Membership in ASCCA5)

To use this free service, call Darren Gilbert at (626) 282-0644 or email him at [gilbertmotors@yahoo.com](mailto:gilbertmotors@yahoo.com) and tell him which study guides you would like to check out. He will bring the books to the next General Meeting for you to pick up, and you then leave your credit card information as a guarantee. You are responsible for any damage or loss of the study guide. The guides must be returned to Darren at the next General Meeting or by mail. It's that simple!

C 1 - Automotive Consultant  
A 1 - Automotive Engine Repair  
A 2 - Automotive Trans/Trans Axle  
A 4 - Automotive Drivetrain  
A 4 - Automotive Suspension/Steering  
A 5 - Automotive Brakes  
A 6 - Automotive Electrical/Electronic  
A 7 - Automotive Heating/Air Conditioning  
A 8 - Automotive Engine Performance  
A9 - Diesel  
  
L 1 - Advanced Engine Performance  
L 2 - Med/H.D Truck Electronic Diesel  
  
P 1 - Parts Specialist Med/H.D Truck Dealership  
P 2 - Parts Specialist Automobile  
P 3 - Parts Specialist Truck Brakes  
P 4 - Parts Specialist General Motors  
  
P 9 - Med/H.D. Truck Suspension & Steering  
X 1 - Car/Light Duty Truck Exhaust Systems  
  
B 2 - Auto body Collision Repair - Painting/Refinishing  
B 3 - Auto body Collision - Non Structural Analysis  
B 4 - Auto Body Collision - Structural Analysis

B 5 - Auto Body Collision - Mech/Electrical Components  
B 6 - Auto Body Collision - Damage Analysis/ Estimating  
  
F 1 - Alternate Fuels - Light Vehicle Compressed Natural Gas  
  
M.M. - Engine Machinist Series  
  
E 2 - Truck Equipment - Electrical/Electronic Systems  
  
S 1 - School Bus - Body/ Special Equipment  
S 2 - School Bus - Diesel Engine  
S 3 - School Bus - Drivetrain  
S 4 - School Bus - Brakes  
S 5 - School Bus - Suspension/Steering  
S 6 - School Bus - Electrical/ Electronic  
S 7 - School Bus - Air Conditioning  
  
T 1 - Med/H.D. Truck - Gasoline Engines  
T 2 - Med/H.D. Truck - Diesel Engines  
T 3 - Med/H.D. Truck - Drive Train  
T 4 - Med/H.D. Truck - Brakes  
T 5 - Med/H.D. Truck - Suspension/ Steering  
T 6 - Med/H.D. Truck - Electrical/Electronic Systems  
T 7 - Med/H.D. Truck - Heating/ A.C. Systems  
T 8 - Med/H. D. Truck - Preventive Maintenance

# ASCCA Chapter 5 2016-17 Board of Directors

## Executive Board

2016

**President..... Darren Gilbert**  
Phone..... (626) 282-0644  
Email..... [gilbertmotors@yahoo.com](mailto:gilbertmotors@yahoo.com)

**Vice President.....Kirk Haslam**  
Phone..... (626) 793-5656  
Email..... [advancemuffler1234@gmail.com](mailto:advancemuffler1234@gmail.com)

**Secretary.....Craig Johnson**  
Phone..... (626) 810-2281  
Email..... [cjauto@verizon.net](mailto:cjauto@verizon.net)

**Treasurer.....Jim Ward**  
Phone..... (626) 357-8080  
Email..... [jim@wardservice.com](mailto:jim@wardservice.com)

## Board of Directors

Randy Lewis.....(909) 717-9950  
Gene Morrill.....(626) 963-0814  
Raul Salgado.....(626) 339-7566  
Dave Label.....(626) 963-1211  
Jack Scrafield.....(818) 769-2334

## Chapter Rep

Jack Scrafield.....(818) 769-2334

## Committee Chairs

**Seminars..... Raul Salgado.....(626) 339-7566**  
**Socials..... Jack Scrafield.....(818) 769-2334**  
**Programs..... Jack Scrafield.....(818) 769-2334**

## Associate Member Board Rep.

Randy Lewis.....(909) 717-9950

## Chapter Staff

Membership & Administration.....Joseph Appler  
Phone.....(626) 296-6961  
Text.....(818) 482-0590  
Email..... [asca.05@gmail.com](mailto:asca.05@gmail.com)

## Chapter Contact Information

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Text: (818) 482-0590  
email: [asca.05@gmail.com](mailto:asca.05@gmail.com)  
Website: <http://www.asc5.com>

## ASCCA State Contacts

**State Office in Sacramento.....(800) 810-4272**

### President

David Kusa..... (408) 866-5140

### Executive Director

Gloria Peterson....(800) 810-4272 x104 or [GPeterson@amgroup.us](mailto:GPeterson@amgroup.us)

### Deputy Executive Director

Matthew Peralta....(800) 810-4272 x131 or [MPeralta@amgroup.us](mailto:MPeralta@amgroup.us)

### Manager Digital and Social Media

Sarah Austin.....(800) 810-4272 x110 or [SSpencer@amgroup.us](mailto:SSpencer@amgroup.us)

### Membership Services

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### Accounting Executive

Nito Goolan.....(800) 810-4272 x103 or [NGoolan@amgroup.us](mailto:NGoolan@amgroup.us)

### Events Manager

Rachel Hickerson.(800) 810-4272 x109 or [rhickerson@amgroup.us](mailto:rhickerson@amgroup.us)

### Communications Manager

Ryan King.....(800) 810-4272 x122 or [RKing@amgroup.us](mailto:RKing@amgroup.us)

### Team Weekend Event Planner

Lauren Stoddard....(800) 810-4272 x131 or [LStoddard@amgroup.us](mailto:LStoddard@amgroup.us)

### Vendor Relations Manager

Stacy Siqueiros....(800) 810-4272 x114 or [SSiqueiros@amgroup.us](mailto:SSiqueiros@amgroup.us)

### ASCCA Attorney

Jack Molodanof.....(916) 447-0313 or [Jack@mgrco.org](mailto:Jack@mgrco.org)

## Government Offices/Contacts

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Email..... [senator@harris.senate.gov](mailto:senator@harris.senate.gov)

**US Senator Dianne Feinstein..... (D)**

Phone..... (310) 914-7300  
Email..... [senator@feinstein.senate.gov](mailto:senator@feinstein.senate.gov)

**US Rep Judy Chu..... (D-27)**

Phone..... (626) 304-0110

**US Rep Adam Schiff..... (D-28)**

Phone..... (818) 450-2900

**CA Senator Connie M. Leyva..... (D-20)**

Phone..... (909) 888-5360

**CA Senator Ed Hernandez..... (D-22)**

Phone..... (626) 430-2499

**CA Senator Kevin de Leon..... (D-24)**

Phone..... (213) 483-9300

**CA Senator Anthony J. Portantino..... (D-25)**

Phone..... (818) 409-0400

**CA Senator Josh Newman..... (R-29)**

Phone..... (714) 671-9474

**CA Assembly Raul Bocanegra..... (D-39)**

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Email..... [Assemblymember.Bocanegra@assembly.ca.gov](mailto:Assemblymember.Bocanegra@assembly.ca.gov)

**CA Assembly Chris Holden..... (D-41)**

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**CA Assembly Matthew Dababneh..... (D-45)**

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**CA Assembly Blanca E. Rubio..... (D-48)**

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**CA Assembly Ed Chau..... (D-49)**

Phone..... (323) 264-4949

Email..... [Assemblymember.Chau@assembly.ca.gov](mailto:Assemblymember.Chau@assembly.ca.gov)

## Government Offices/Contacts

**President Donald Trump..... (R)**

Phone..... (202) 456-1111

Fax..... (202) 445-4633

**Governor Jerry Brown..... (D)**

Phone..... (916) 445-2841

Web..... <http://www.govmail.ca.gov>



# ASCCA

## Foothill Chapter 5

**Join us for our April 4 Dinner Program at  
Mijares Mexican Restaurant**

***The Legalities of Credit Card Processing  
with Shannon Devery of Digital Financial Group (DFG)***

### Menu:

Taco/Tostada Buffet  
Soda & Coffee  
Beer & Wine Available

### Where:

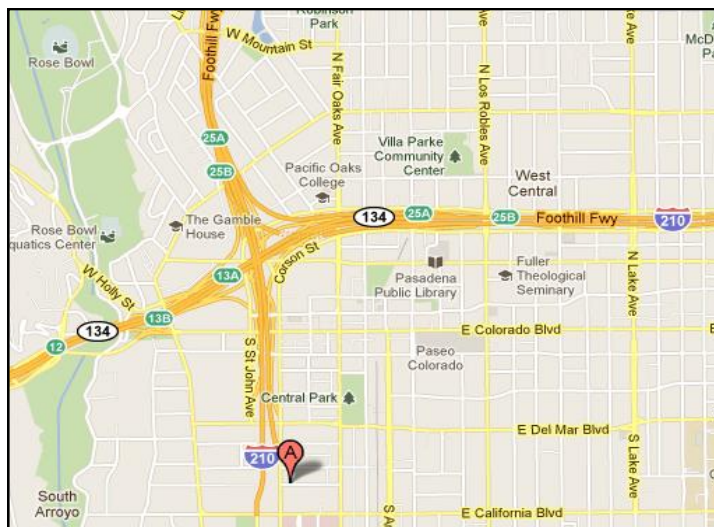
Mijares Mexican Restaurant  
145 Palmetto Drive  
Pasadena, CA 91105  
Phone: (626) 792-2763

### When:

Tuesday, April 4, 2017  
6:30 PM – Social/Networking/Dinner  
7:00 PM – Program  
9:00 PM – Finish

### Cost:

- No Charge to Regular or Associate Chapter Member, Business Partner, Spouse or Significant Other **(max 2 per member)**
- No Charge for Potential Members
- **\$25/ea.** for all others



### Directions

From the 210 & 134 Junction in Pasadena: Go South on the 210/710 Spur towards California/Del Mar/110; Exit on California, turn left; Left again at the first light; Pass Palmetto (the first street on the right) & turn in to the Mijares parking lot; If the lot is full, park on the street.

## UPCOMING MEETINGS & EVENTS

**Apr 4 - Shannon Devery of DFG**

Apr 25 - Legislative Fly-In Day  
May 2 - Shop Night at Hanson's  
Jun 6 - Pat Dorais of BAR  
Jul-Sep - TBA

Oct 3 - Oktoberfest Bowling  
Nov 7 - Maylan Newton  
Dec 2 - Christmas Party at Oak Tree Lounge