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Gearing up for security

Part II of OPRRA's special robbery and security survival guide story

By Gina LaVecchia-Ragone, OPRRA Correspondent

last issue of The Independent er examined robbery-what to do he event your business is ed, and some simple measures revent robbery, including keepyour operation well-lit and maksure your sales counter is visfrom the outside.

, we will look at some of the pment you can use to make your ness more secure and resistant oth robbery and burglary as well.

Lects

ecting the perimeter of your opon-that is, keeping the bad guys is your most important line of nse against all types of crime, for this reason, it's important ly and install the best locks you find. Locksmiths suggest using tumbler cylinder locks, preferthose with five pins or more se types of locks have between e and seven pins). Those with or more pins resist "picking" by iminal.

your tront door, a double-cylin-

der dead bolt lock will serve as extra protection against break-ins. Deadbolts are sliding locks that don't require a spring to engage or disengage them. Double-cylinder deadbolts require a key to be opened from either side. They are a smart choice for your front doors because burglars will not be able to reach in and unlock the door, even if they break part of the glass.

The U.S. Small Business Administration advises paying special attention to rear doors, a security concern during both operating and nonoperating hours. Not surprisingly, burglars or those wishing to surprise a service station employee prefer back doors. Therefore, all rear entrances should be locked when not in use and barred after business hours. Use a sliding deadbolt for your rear door, not a deadbolt that requires an inside key, or people may not be able to escape your station should the need arise.

The Columbus Division of Police suggests using automatic door locks for the rear door and the back office

door. They caution against screw or push button auto locks, which require manual engagement each time the door is closed. The police also suggest purchasing *storeroom locks with key access from the outside and a sealed auto lock mechanism that engages each and every time the door closes."

With all locks, especially those for exterior doors, make sure the manufacturers instructions are carefully followed during installation, or their effectiveness may be compromised.

If you are located in a high-crime area, consider installing an electric door access system, which uses a magnetically operated door lock that automatically locks the door each time it closes. With the push of a button, your counter operator can "release" the lock after they've identified the person wishing to come into the store. Although this system isn't foolproof because it's difficult to identify a robber before he actually commits the act, it can add another

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FROM THE PRESIDENT'S DESK ...

Honey, we're eating in tonight!



Fully stocked OPRRA PAC: Priceless

By Maurice Helou, President



I know... money is scarce and every time you pick up the phone or open your mail, somebody is asking you to part with more of your hard-earned cash. Interest rates on

rings and CDs are at all time rs. Stock portfolios are shaky and ler investment options seem risky just plain crooked. So where could a invest as little as \$200 and reap betantial results, possibly worth susands of dollars in your pocket, when the road? Your Association's C fund, that's where!

has never been more apparent to that in order to gain the ear and luence our legislators, we MUST nourselves with a substantial war est. I cannot stress this point ongly enough: The OPRRA PAC not for OPRRA leaders, it's not the Association. It is for YOU, e individual dealer and repair op owner out on the street, inding it out in the trenches.

t me give you a few examples of e OPRRA PAC's effectiveness and w it can help your bottom line in e not-too-distant future:

Bolow-Cost Retailing of Gasoline

1 June 28, your OPRRA leadership et with Senator Mike DeWine's iti-trust attorneys to discuss this ucial topic. Our presentation, including a detailed accounting of street prices in Ohio, really opened some eyes. We asked the attorneys for their help with our legislative efforts to finally curb this unacceptable major oil dealer practice.

The Drive-off Bill

Thanks to hard work by your Association and its allies. Ohio's Drive Off Bill. featuring stiffer penalties and enforcement for fuel theft, has now passed the House and this fall will head to the Senate. I personally lost \$200 in one week due to drive-off fuel theft. So if this bill passes and stops three or four thieves from robbing me in the next few years, my contribution to the OPRRA PAC will already have paid off.

Unfair Pricing Legislation (N.R. 1039)

I don't need to say much here... if SSDA-AT, OPRRA and others in our corner can convince our legislators to stop the unfair pricing practices by major oil refiners, our businesses will immediately become much more viable enterprises from a fair profit standpoint

PMPA Amendments (H.R. 949)

These changes go straight to the core of many of our problems. The proposed amendments to PMPA include Maximum Price Setting. First Right of Refusal and Transfer of Legal Fees.

Superfund Liability

Used oil liability – Proposed legislation would eliminate the retroactive liability provision regarding used oil for service station dealers and repair facility operators. We'd all sleep a little better at night with these important revisions.

Right to Repair Act

Legislation is underway to prevent major auto manufacturers from cutting off our access to the manuals, tools and parts required to fix today's complicated automobiles. This practice is unfair both to consumers and to our fine repair shop owners and technicians. This is an important battle that we must win.

The Plan is Simple

This Saturday, instead of a \$225 night out on the town, why not pick up a pizza, grab a movie from the rental store, make some popcorn and enjoy a night at home. On Monday, send the difference, or about \$200 to the OPRRA PAC fund. If each of our members can follow suit, our PAC fund will go to war with about \$100,000 - enough to make our voices heard in Columbus and Washington.

Remember, all PAC donations must be made personally. The OPRRA PAC cannot accept business checks. If you have any questions about the PAC fund or pending legislation, please contact me direct at (440) 449-4959.

"It has never been more apparent to me that in order to gain the ear and influence our legislators, we MUST arm ourselves with a substantial war chest."

OPRRA

In April. OPRRA lost member Fred Gaertner, owner of Mayfield Village Market, a Shell-TrueNorth dealership in Mayfield Village, Gaertner, 62, apparently died of natural causes. His son, Mark, has taken over the operation, "He had a good relationship with many of his customers. The number of people who have come in to express their sympathy has been overwhelming. He touched many people in his life," said

Gaertner adding. "He had been through it all and had dealt with all of the challenges of this business in recent years. Through it all, he managed to succeed and enjoy his life. Fred Gaertner is also survived by three adult daughters. D'Jean. Nanette. and Katie. Mark Gaertner added. "He was a good teacher. Credibility was important to him. He taught us to be responsible for our own actions, to be accountable." OPRRA President Maurice Helou

said. "Fred was just beginnin reap the rewards of his new, st of-the-art operation. His death untimely, and he will be so missed."

OPRRA has also lost long-t member Karen Colagross Colagross Enterprises, a BP c ership with locations in Mentor Willoughby. Colagross, 53, die a car accident in June. She is vived by her husband and busir

Ge

layer of protection and act as a deterrent, especially during high-risk hours or in high-crime areas.

Other pieces of equipment you should consider are: A one-way mirrored window, which will allow anyone in the back office to observe the front of the store; and a rear door peep-hole (again, make sure your rear door is well lit so that visitors can be identified);

Doors and windows

Inspect your doors regularly for structural weaknesses. When choosing a door, opt for heavy, drillresistant materials and doors that offer solid, durable construction. You can also reinforce the backs of doors with crossbars. The best doors and locks are of little use if burglars can gain easy access from one of your station's windows. Periodically inspect your window frames for rotting or looseness. Also check to make sure your windows offer clear visibility both from the inside out and the outside in. If you are in a high-crime area, it may be worthwhile to consider window bars or grills.

Alarms

In trying to protect your operation from break-ins, remember that bur-

glars want, above all things, to get away undetected. Therefore, an activated alarm system goes a long way to discouraging would-be burglars. If you install a burglar alarm, be sure the installer thoroughly trains you and your staff in its use, because the alarm will be useless if it is not activated correctly. Also, an alarm is only a good deterrent if people know you have it. Post signs indicating the presence of an alarm in several conspicuous areas and at all points of entry

The Columbus Division of Police Robbery Squad advises service station and repair shop owners to get two or more bids before choosing a company to install an alarm. Although price is a consideration, choose a reputable company you are confident will stand by their product for years to come.

There are two types of alarms:

1. Audible alarms

An audible security system will do much to deter break-ins when your business is closed. If your station is located in a low-crime area, you may decide such a system is not necessary. However, if break-ins are common in your neighborhood, it may be a vital security tool, saving you not only the cost of a break-in,

but also saving you money on surance premiums. While an dible alarm system that also al a central monitoring station w activated by a burglar is an ideal ture, a simple unmonitored aud alarm is less expensive, yet stil fective, since no burglar will w to stick around when sirens go

2. Silent hold-up alarms

In trying to protect your busir and vour employees from robb careful consideration should employed before buying this con versial tool. Secondary to catch the robber, your and your emp ees goal in a robbery is to hav end safely. If a robber catches or one of your employees activaan alarm, there's no way to prehow he will react. Therefore, a he up alarm may trigger, rather tl prevent, violent action from the r ber. Also, remember that a sil alarm will only be effective in bri ing police to vour station if it is tivated very early in a confrontat: since robberies of retail establi ments usually last less than minutes. If you choose to ins such a panic button, your empl ees should be trained to only us if he or she is certain the rob cannot see them activating it. M importantly, unless an employed absolutely certain the robber

nbers

ner, Dale, and three adult chila. Anthony and Halle, and Jefwho will take over his mother's consibilities as V.P of Colagross erprises. Those who knew her her shoes will be difficult to fill. Colagross said, "She was a very urt lady. She did it all—bookkeeptaxes, payroll, and she was treadously involved in the lives of children. She and I were a team 32 years." OPRRA President urice Helou said Karen Colagross

had recently volunteered to join the OPRRA board and serve on one of the association's committees. "We will miss Karen, her expertise, and her desire to help other service station dealers." Helou said. Dale Colagross expressed thanks to the OPRRA members who have extended their sympathy. "I've absorbed every moment of support other dealers have given. Their love and support have been unbelievable."

The Association would also like to express its sympathy to OPRRA's business manager, Lisa McCormick. on the loss of her stepfather. Ray Purdy, 70, of Clermont. Fla., died in June. He is also survived by his wife Judy Purdy, and a second stepdaughter, Gina Moreno. Lisa McCormick would like to thank those OPRRA members who have expressed their condolences.

irity

ds to hurt him or her, it is alst always safer to comply with all robber's demands.

Safes

course, you know that no busis that deals in cash should be hout a safe, but did you know t publicizing your safe is a very ctive deterrent to a would-be robor burglar?

your safe in conjunction with a ct cash-drop policy to minimize amount of cash you have on hand the you're open and especially afclosing. Use a safe that is anored to the floor and, ideally, that n a spot that's illuminated and ble from the outside. Change the e's combination if an employee o knows it leaves your employnt.

es that cannot be opened by emyees have long been a popular pice for many types of retail busisses where robbery is a concern. u might also want to consider al-access class B safe with a time ay. Such a safe requires both a 4 and a combination to open; and en then, the locks take 15 mines to disengage. Since it is the al of every robber take your money d get out as quickly as possible, chances are that he will not stick around long enough for you our your employee to open such a safe. Post the fact that you have a dual-access time delay safe, and you'll do much to discourage would-be robbers.

Security cameras

Sgt. Shaun Laird of the Columbus Division of Police Robbery Squad suggests the use of a closed circuit television system if you operate in a high-crime area. The system is most effective if it's used with a time-lapsed, or better, a continuously taping, video recorder. This equipment isn't as expensive as you might think, and most tapes can be used up to 100 times without sacrificing picture quality. Laird cautions against inexpensive cameras, which often have poor picture quality; and what he calls "split-screen set-ups," which are designed more to monitor employees than to identify robbers. "Decide on your focus. If it's robbery prevention, be sure the camera is focused on the counter, where the robber would stand. Make sure you will be able to see a robber. Does the camera capture peoples' faces? Is the shot nice and tight, so that you could identify the suspect if he's later apprehended?" Laird asks. Also, he says business owners should be certain that display items

are not cluttering or obscuring the view.

Lastly, because burglars and robbers want to go undetected, remember that a well-lit operation is your best deterrent against crime. Make your business glow both inside and out, and don't forget to light the back of your property and all entrances, including those on the roof. Not only will you discourage robbers, but you'll also attract more customers.

OPRRA Resource

You may borrow OPRRA's copy "Armed Robbery Survival Skills." This dynamic easy-to-follow training video will prepare you and your staff to confidently handle and survive an armed robbery. Contact Pat LaVecchia at 440-333-0707 to get the tape.





JULY 31 Workers' Comp Premium Discount Program

Application deadline First time applicants only

AUGUST 31
January through June 2003
Workers' Comp Premium

Payment deadline

SEPTEMBER 21 – 23 OPRRA/SSDA-MI Convention and Annual Meetings

Windsor Casino Hotel Windsor, Ontario Contact the OPRRA office for additional information

OCTOBER 2 - 4 SSDA Annual Convention and The Mega Show

Ocean City, Maryland
Contact SSDA-AT
for additional information

OCTOBER 23 & 24 5th Annual OPIS National Supply Summit

Ritz Carlton Lake Las Vegas, Nevada



SHIP FAIR!

Two-year plan to address state budget crisis is approved

Legislature also acts on other key OPRRA issues before summer recess

Columbus - With Ohio facing the worst deficit in decades and a growing number of anti-tax lawmakers promising to fight to the end against any new taxes, one might have assumed that the Republican controlled General Assembly would find it difficult, if not impossible to reach agreement on Ohio's next two year budget by July 1st, the start of the new fiscal year. Despite the long odds and opposition at every turn from many conservative lawmakers, legislative leaders and the Governor managed to cobble together enough votes to pass and enact a balanced budget bill that raises enough new tax revenue to avert a fiscal crisis.

The budget plan included a "temporary" 1-cent increase in the state sales tax to generate most of the money needed to plug the multi-billion hole. While tax increases are never desirable, the alternatives that were being considered would have been much more harmful to retailers. For example, right up until the end of the budget deliberations, a 19-cent per pack increase in excise taxes on cigarettes was still on the table as potential solution. OPRRA, along with the rest of the retailing community, strongly opposed this additional increase, which would have been on top of the 31-cent increase approved last year. In the end. lawmakers listened and opted for a penny increase in the sales tax that is supposed to end at the end of June 2005.

Importantly, to help offset retailer costs in collecting the increased tax, the vendor discount allowance was increase from the current .75 percent to .90 percent. The increased allowance will return to .75 percent when the sales tax reverts back to its current rate.

While the budget is technically in balance, as is constitutionally required, the sputtering economy continues to worry budget forecasters. On thing is certain – if the general economic outlook does not improve

soon, state policymakers will forced to revisit the budget Ohioans will once again face prospect of new or increased ta

Gas Drive-Off Bill Backed by OPRRA Passes House of Representatives

After nearly two years of work, a tory was scored for OPRRA membership when legislation intended to previous theft in Ohio passed the Hoof Representatives in late Ju. The vote in support of House 179 was unanimous, 99-0.

Sponsored by State Representa Larry Wolpert (R-Hilliard), H.B. would provide judges with the ad discretion to suspend the driv license of any individual who is c victed of a second offense of gas t using a motor vehicle. In antic tion of this new sentencing opt OPRRA is working with law enfo ment organizations and other in ested parties to develop and m available to station owners dec similar to those used in ot states. Station owners in ot states have aggressively publici their own drive-off laws by place decals on their pumps that typic feature a law enforcement off: and a slogan such as, "Drive (Don't Drive in Michigan!" Again. goal is prevention.

In response to a recent situat where an Ohio municipality pas on ordinance prohibiting stat owners from requiring prepaym for gasoline, the bill also inclu language that effectively decla that any municipal ordinance t prohibits gasoline retail sale est lishments from requiring prepment for gasoline is in conflict v state law.

H.B 179 now heads to the Serwhere it will be taken up in the once the Legislature returns fr summer recess. Once hearings sume, OPRRA will continue to I the effort to pass and enact drive-off legislation in Ohio.

Stay tuned for details of Visa/MasterCard settlement

By Glenn D. Waggoner OPRRA General Counsel

tlement of a massive class activated by the retailing industry inst the entities controlling Visa I MasterCard was recently aninced, and the details are being ked out over the summer. This ans changes in the way these digiants do business, and may mean that petroleum market-could get modest (perhaps very, y modest) checks representing a re of negotiated damages.

elitigation began in 1996, and icerned card companies' "honor cards" policies that required a ailer who accepted a Visa credit d, for example, to also accept the a version of a debit card. This is arrangement was challenged anti-trust grounds because it aledly forced retailers to incur exsive costs.

e pending settlement is now in line form, with the details being shed out before anticipated prelitation to a federal court for aplival in September. The companies agreed to change business practices for the future by agreeing that retailers need not follow the "honor all cards" policy that had been enforced. Further, Visa and MasterCard credit cards will be clearly distinguished from debit cards.

The companies also agreed to pay \$3 billion in damages, but the details of who gets this money and how it will be paid are a lot less clear. Those retailers eligible to participate in the settlement are "all persons and business entities who have accepted Visa and/or MasterCard credit cards and therefore have been required to accept Visa Check or MasterMoney debit cards..." since 1992. This could include most if not all OPRRA members.

But, typically petroleum retailers run their fuel credit card transactions through the oil company credit card system, because they have no choice. It is therefore unclear whether many of these retailers appear on the lists of those eligible to participate in the money settlement. or whether the oil companies themselves may claim the proceeds of the settlement.

It is also unclear whether, from the standpoint of the individual small retailer, there is enough money on the table to be worth fighting over. The \$3 billion settlement was to be paid over ten years, but the plaintiffs' attorneys may convert the payments to securities to be sold for present value – considerably less than \$3 billion. Added to that, huge retailers such as WalMart are at the table claiming a share of the settlement. So what s left for Joe's Sunoco? No one knows at this point.

Some OPRRA members have received notices on this litigation from the United States District Court for the Eastern District of New York, which means that these dealers should be in line for any payments made in the settlement. OPRRA will continue to monitor this litigation and look for ways to protect the interests of its members.

SSDA News.....

SSDA-AT and National Coalition of Petroleum Retailers announce merger

rvice Station Dealers of America d Allied Trades (SSDA-AT) and the tional Coalition of Petroleum Relers (NCPR) are pleased to anunce that the two organizations ve merged. Accordingly, the two de groups will now be united in Fir lobbying efforts on Capitol Hill presenting all 50 states, the Dist of Columbia, Guam and Puerto CO.

a May 1st meeting well attended NCPR's leadership, including Bill tessler (NJGRA), Pat Fiumara JGRA), Paul Vitale (SSDGNY), iss DiBono (PAGRAT), Lou Ferrara AGRAT), Tom Smith (GAPR), and ida Smith (GAPR), SSDA-AT was presented by Dennis Sidorski SDAM), Pat LaVecchia (OPRRA),

Fred Bordoff (GASDA), Nancy Maricondi (PRARA), Roy Littlefield and Paul Fiore (SSDA-AT).

During the meeting, the benefits accrued by a possible merger quickly became obvious to the two likeminded groups. A committee consisting of members from both groups was immediately put together to work out some administrative details. When asked to comment. Bill Dressler said "NCPR's membership applauds the merger between NCPR and SSDA-AT, because it unifies our efforts under one banner to right many of the wrongs that dealers face on a daily basis, both in their own states and on the national level. We will be working for the benefit of all dealers."

Dennis Sidorski also commented saying "With the merger of NCPR and SSDA-AT, we've gained great strength in our national voice."

The merger comes at an opportune time for our industry, which has narrowly missed passing some key bills over the past few years. Everyone appears to completely agree that the merged entity will allow for a stronger, united national voice, helping to secure legislation on a national level, dealing with such issues as the Right-to-Repair Act, waste oil liability in superfund sites, wholesale pricing discrimination and oil company relations.

SSDA/OPRRA 2003 Event Windsor, Ontario, Canada September 21-23, 2003





Special Events:

Sunday

- * Registration
- * President's Reception
- * Dinner
- * Entertainment

Monday

- * Buffet Breakfast
- * Guest Speaker
- * Afternoon Free
- * Hospitality Suite

Tuesday

- * Buffet Breakfast
- * Guest Speaker
- * Annual Meeting

| Registration | | | | |
|---|--|--|--|--|
| Name: | Guest Spouse: | | | |
| Bus. Name: | Additional Guest(s): | | | |
| Bus. Address: | | | | |
| Phone: | Fax: | | | |
| The following member packages include: all workshops President's Reception, Dinner and entertainment; Monday's re | WINDSOR CASINO HOTEL DOUBLE ROOM SPECIAL RATE \$140.00 CDN/\$100.00 US Reservations 1-800-991-8888 | | | |
| Signature: YES I want to extend my stay at Windsor (| afternoon tee times are available at Roseland | | | |
| ☐ YES I would like information on golf opport | = | | | |

Please mail or fax this form to: SSDA at 611 South Capitol Avenue, Lansing, MI 4890 Fax to: 517 484-5705 / Questions: Call SSDA at 800 748-0060

2003 Convention combined with Michigan Dealer Association event

Our 2003 Convention and Annual Meeting will be enjoyed on September 21-23 at the Windsor Casino Hotel in Windsor, Ontario, Canada. This year's event will be combined with the membership of SSDA-MI, Michigan's dealer association.

Southwest Ontario has plenty to offer in the way of fun, culture, fine dining, tours and festivals. There is entertainment scheduled for Sunday evening, September 21, and informative seminars and speakers lined up for Monday and Tuesday morn-

ings. The new Commissioner of the Michigan Lottery Bureau will address the memberships on Monday, along with a number of speakers to help us achieve success in the present marketplace.

For those interested in golf, Tee times are available on Monday afternoon. Others can enjoy shopping and antiquing, or take a tour of the famous Hiram Walker Mansion and other museums. The Casino is available 24 hours a day for gaming and fun. Or, enjoy a boat cruise and wine tasting. There really is something for everybody.

Block out the dates on your calendar and call the Windsor Casino Hotel (800) 991-8888 and request the special room rate designated for the "Service Station Dealers Association." The Windsor Casino Hotel has a variety of rooms available for us beginning at \$140.00 Canadian (about \$100 U.S.).

Remember, you can bring a guest along to enjoy the convention. Call now for the best selection of rooms and watch your mail for a registration form.

More ways to take a bite out of crime

Here is some more food for thought to help safeguard your business and your staff against robbery, burglary and other types of crime:

- · A surprising number of robberies and burglaries involve employees or former employees. Carefully screen all job applicants and check both character and employment references. The Columbus Division of Police cautions you to thoroughly research large gaps in employment history and to take snapshots of new emplovees for their personnel file. This will help identify an employee who may commit a crime against your operation, and also deter any employee who might be considering something illegal.
- Conduct exit interviews when people leave your employment. They may reveal a great

deal about their co-workers and any dishonest activity they may be involved in.

- Give keys only to employees who really need them. Keep careful records on who has keys. Keep office sets locked up.
- Keep side and back doors locked when not in use, but make sure you're in compliance with your local fire code.
- Fit your storage rooms with an inside lock and keep a key hidden inside as well. This will allow an employee to escape, should a robber lock him inside.
- Before bringing a weapon to your business, think very carefully. The Columbus Division of Police advises, "You should never keep a weapon on the premises. Weapons breed violence and it is dangerous to even have them around.... The robber's weapon is already one too many, and if he

doesn't have one, he might end up with yours."

- Place identification stickers in conspicuous spots on all valuable pieces of property.
- Before locking up, make it a habit to check your station, especially places such as bathrooms and storage rooms, where a criminal might hide, waiting for you to leave.
- Double-check all windows and locks, even if you're "sure" they're secured.
- Have a security check-list-including dropping cash, checking windows, locking doors and activating alarms-for closing employees to complete every night.
- Don't enter your building or office if you see signs of forced entry. Call the police and wait for them to arrive.



ANTHONY E. PROCACCINI JR. MEMORIAL SCHOLARSHIP

OPRRA will award two scholarships of \$1,000 each this August.

The following are the official rules and regulations.

- 1. Any full member in good standing with the association may submit the name of his or her child or dependent, provided he or she begins classes within twelve months of award date. The scholarship is not limited to those enrolled in traditional 2-or 4-year college courses of study, but is available to students attending vocational, trade, or business schools.
- 2. To be eligible, the member must submit to the OPRRA office a completed Scholarship Registration Form by July 31, 2003. The registration form must be hand-delivered or sent via certified mail. No phone calls or faxes.
- 3 The winners will be determined by a lottery drawing from Ohio and Pennsylvania Pick 3 digit drawing on Aug. 15, 2003 to determine the winners. In case of dual awards,

the very next Pick 3 drawing in Ohio.

- 4. No family can win more than one OPRRA scholarship each year.
- 5. The scholarship maximum will be \$1,000 per year, and renewable up to 3 times, unless course of study is completed sooner.
- 6. To receive the subsequent awards after the first year, the recipient must submit proof of good academic standing (2.2 grade point average or above) by August 15.
- 7 Upon receipt of scholarship, recipient must notify in a letter to the committee, his or her academic plans for the academic year.

| ANTHONY E. PROCACCINI JR. MEMORIAL SCHOLARSHIP APPLICATION |
|---|
| Applicant's name: |
| |
| OPRRA member's name: |
| Business address: |
| |
| Applicant's relationship to member: |
| Name of high school or institution currently attending, if applicable: |
| Your current grade or year of study, if applicable: |
| Submit this application via certified mail to: OHIO PETROLEUM RETAILERS AND REPAIR ASSOCIATION 947 E. Johnstown Road #146 Gahanna, OH 43230 |

Refer questions to Scholarship Committee at the above address or by calling (888) 804-9808 or by faxing (888) 549-9819

Workers' Compensation

BWC raises rates for C-stores and vehicle service centers

By **Dave Merz**. Assistant Vice President The Frank Gates Service Company

w base premium rates and exted loss rates were adopted by Ohio Bureau of Workers' Comsation (BWC) Oversight Comsion on June 18, 2003. The new es apply to your next two payroll orts: July 1, 2003 – December 2003 and January 1, 2004 – June 2004. Related premiums are due 2004.

⁷C currently utilizes 536 different yroll classifications for private ployers. Of these, 438 (82%) inased as of July 1, 2003. Also, of 536 classifications, 253 (47%) of total experienced an increase in range of 20% to 30%.

e manual classification # 8381 lf-serve gas station with gas sales seeding 90% of total store repts] that many OPRRA members lize was one of those that inased by 30%.

/C projects a 9% overall increase premium collection next year oss all industry groups. Comunding the adverse impact of base e increases, the Expected Loss tes decreased by slightly more in 2% on the whole. Unlike decases in base rates which are al-

ways welcome, decreasing Expected Loss Rates are not to your advantage, for the effect is to moderate your experience rating and increase premiums. Fortunately, manual #8381 also had an Expected Loss Rate increase of 25%. Rates most applicable to OPRRA employers are shown on the table below.

By early July, BWC will release premium rate notices to all experience rated and Group Rated employers. Watch for yours, and contact Frank Gates Service Company if you have any questions about the contents.

Employers who are not in Group Rating as of July 1, 2003 and wish to apply to BWC's Premium Discount Program have 35 days from the date that BWC publishes the rate notices to submit the application (BWC form UA-5). PDP is a safety-oriented rating alternative for organizations that do not qualify for Group Rating. These employers receive premium rate discounts in return for implementing BWC's Ten-Step Business Plan. We request that clients of Frank Gates send their completed applications to our office for filing at BWC.

THE PARTY OF THE P

2003 Workers Compensation Base Rates and Expected Loss Rates

| Base Rate | | | Expected Loss Rate | | | |
|---------------------------|----------------------|---------------------|----------------------------------|----------------------|--------|---------|
| √anual | 7/1/02 | 7/1/03 | Increase | 7 1/02 | 7/1/03 | Change |
| 30 06 Store: gr | 4.07 ocery retai | 4.30 l; gas sale | 5.65% es < 90% of total sales | 1.78 | 1.68 | -5.62% |
| 3380 Auto sen | 4.93 vice or rep | 5.61 pair center | 13.79% | 1.44 | 1.42 | -1.39% |
| 3381 Gas stati | 2.27 on: retail, | 2.95 self-serve | 29.96% gas sales > 90% of to | 0.93 tal receipts | 1.16 | 24.73% |
| 3810 Clerical (| \$0.41 Office Emp | \$0.40 loyees - | -2.44% not otherwise class. | \$0.15 | \$0.13 | -13.33% |

BWC split premium payment plan helps employers' cash flow

To the dismay of Ohio employers everywhere, the January through June 2003 payroll period will not bring with it the benefit of a 75% dividend. The full workers compensation premium will be due at the Ohio Bureau of Workers Compensation (BWC).

Employers have enjoyed the extended run of premium dividends because of their own successful claim cost control, improved efficiencies at BWC, its effective fund management and a vibrant economy in the 1990s.

According to the BWC, the ongoing advantage is that premium rates overall are 34% lower than they were seven years ago. With respect to the deep dividends, however, the "good old days" are gone for now. While BWC efficiencies are still in place, rapidly rising medical costs and disappointing investment results have eroded the excess insurance fund surplus.

The BWC has introduced a 50/50 Split Premium Payment option to help employers lessen the financial impact of the full premium obligation that would normally be due in full by August 31, 2003.

To take advantage of this deferred payment option, 50% of the premium must be paid on-line at www.ohiobwc.com by August 31st. Available payment methods are VISA, MasterCard, American Express or checking/savings account direct withdraw. Employers must have an established e-account with BWC to utilize this payment method (see related item on how to set up your e-account).

Continued on page 14...

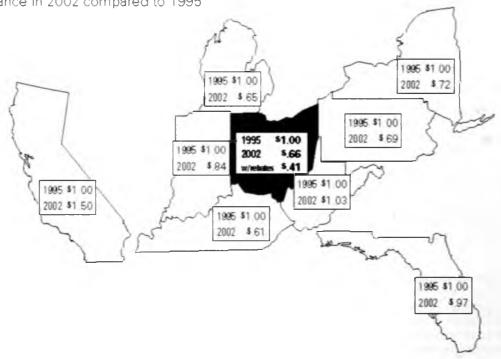
Premium update for Ohio employers



Today, even without dividends, Ohio workers' compensation premiums are, on average, 39 percent lower for private employers and 21 percent lower for public employers than seven years ago. Ohio premiums are also below the national average. These cost savings have been delivered with improved service to all our customers and have not resulted in a single reduction in injured worker benefits.

Since 1995, the Ohio Bureau of Workers' Compensation (BWC) has worked hard to reduce employer premiums. For every dollar, an average Ohio employer spent in 1995 on workers' compensation insurance, that employer spent only \$0.66 in 2002. When factoring in rebates and dividends, that employer paid \$0.41 on the dollar.

The chart below indicates what employers in several states paid for workers' compensation insurance in 2002 compared to 1995



What makes up an employer's workers' comp insurance premium?

- 1) Employee payroll
- 2) Base rate: The premium rate charged to all employers in a particular industry group (technically called a manual classification or NCCI classification)
- 3) Experience modifier (EM) This rating is a reflection of the frequency and severity of injuries in the company compared to that of the average employer in the industry. This is the single most controllable premium rating factor.

If the organization has an EM above 1.0, it is penalty-rated. For example, if the EM is 1.2, this means the employer pays 20% more than the base rate, conversely, if the EM is 0.8, this means the employer pays 20% below the base rate. BWC has developed cost-cutting programs to help employers control their EMs

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BWC split premium payment plan

Continued from page 9

Once you have made your online premium payment, print a confirmation and keep this document for your records. BWC intends to mail your Certificate of Coverage one to three business days following your online payment.

At some point in October, BWC will send an invoice by mail for the remaining 50° o balance, giving you a thirty (30) day payment period. Your final payment in November, within the 30-day payment window, will fulfill your premium obligation for the

payroll period ending June 30th

Abiding by the BWC's stipula timeframes is vitally important that you do not incur lapsed coage.



Creating your BWC electronic-account

An electronic account (e-account) requires a user ID and password, and allows you to access personal, secure information about your individual workers' compensation policy. To do e-business with the BWC, you must first create an e-account.

Your policy number is different from your e-account. Log onto www.ohio bwc.com to create your e-account. While a BWC employee may ask you for your policy number, NO BWC employee will ask for your e-account (user ID and password). Do NOT give your e-account to anyone.

Primary account

A primary account is the first eaccount that you establish. The individual who establishes the primary account, the primary user, manages that account. This includes adding and/or deleting secondary users and transferring primary status to another person.

Secondary account

For organizations with multiple individuals needing access to their information online (for example, several people in the human resources department of a large company who manage workers' compensation), BWC offers a secondary account.

Step-by-step e-account set-up

- 1. Log onto www.ohiobwc.com. Click on "Create an e-account."
- Fill in your first name, last name and title. Your email address and department are optional, but you should include your email address in case you forget your user ID or password. Click the "Next" button at the bottom of the screen.
- 3. You will now establish your relationship. Click on the button next

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- to "Employer" Click the "Next" button at the bottom of the screen.
- 4. You will now need to provide your: a) policy number; b) federal tax ID or Social Security number; and c) zip code of your place of business. Click the "Next" button at the bottom of the screen.
- Now create your user ID.
 which is the user name that
 you will establish. It can be
 virtually anything you will re member, but it must be at
 least six (6) characters.
- 6. Now create your password. It must be a minimum of six (6) characters, with at least one (1) numeral. You will need to verify your password, choose from a list of several secret questions and supply your answer to the secret question you have chosen.

You have now established your e-account.

Curbing workers' compensation fraud

By Dave Merz Assistant Vice President The Frank Gates Service Company

orkers' compensation fraud is a oblem in Ohio as it is in every ate. Just as we all pay higher reil prices to compensate for busiss losses from theft, all organitions pay higher workers' compention premiums because of fraud.

hen we think of fraud, what usuly comes to mind first is that which nployees commit. The person who orks for pay while at the same time ceiving disability payments is deauding the system. So is the peron who feigns injury or who mispresents the extent of injury and/ the nature and extent of disabilin order to receive payments from ie Bureau of Workers' Compensaon (BWC). In either case, the one ho is "working and receiving" or who misrepresenting a medical condion for the purpose of receiving benits to which that one would be othwise not entitled, they are equally agaging in fraud.

thers besides workers can commit aud. The lawyer who completes pplications for benefits on behalf others without their knowledge or pasent is committing fraud, as are redical personnel who bill for serces not rendered.

an employers commit fraud? Of purse! Employers have been known of forge BWC-issued certificates of overage by altering the information. Nother way is to deliberately misport payroll in order to avoid the orrect premium obligation. A third ray that employers can commit fraud to knowingly employ someone who receiving temporary total disabily compensation.

side from criminal prosecution, WC has another way to punish emloyers who are found to deliberately nderpay premium. Known as the ten times rule", BWC can fine the mployer ten times the amount of the original remium that employers sought to woid by deceptive practices.

'hese are just some of the ways that reople can commit workers' compen-

sation fraud. In reality, there is no end to their creativity.

As a business owner/operator, you can do your part to curb fraud. I offer ten suggestions.

- 1. The first and most obvious way to avoid fraud is simply to handle all record-keeping properly. In the face of considerably higher premiums due to the vanishing 75% dividends, there is greater temptation to be dishonest. How much of our grief in life can be prevented by making the effort to do things correctly in the first place? You can set high standards and expect high standards of your employees.
- 2. Try to remain aware of matters affecting your business. Trust your instincts. If a situation doesn't seem right, check it out further.
- 3. Carefully review job applicants' references, work history and background information. Gaps in employment, frequent job changes or some other irregularities could clue you in to unscrupulous types whose life's work is filing fraudulent claims.
- 4. Educate your employees about the financial impact of your company's annual premiums. It's important for them to understand that you not the gigantic and infinitely deep-pocketed BWC, as they might perceive are the one who ultimately bears the cost of workers' compensation.
- 5. Identify safety problems through a regular program of safety management and loss control efforts. Make corrections immediately Most fraudulent claims don't start out that way. They arise from legitimate injuries but the fraudulent aspect gradually evolves over time.
- 6. Address employee complaints about working conditions quickly and thoroughly. Disgruntled employees are much more likely to file fraudulent claims.
- 7 A word about "off-the-job" injury

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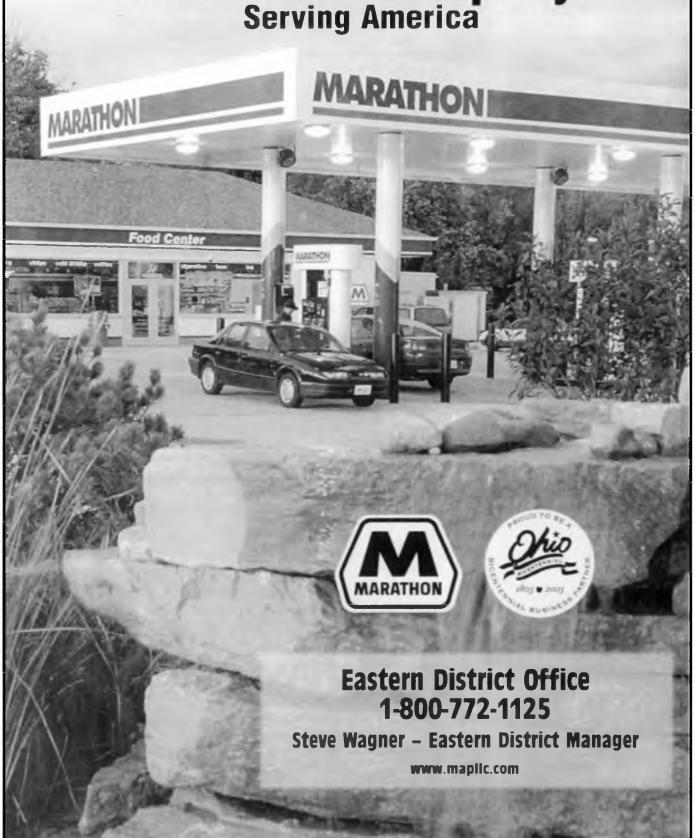
claims. Employees sometimes allege workplace injuries that actually happened at home or someplace else. Those without private medical insurance may attempt to have it "put on workers" comp." Some even brag about their underhanded attempts.

Was the alleged workplace injury reported immediately? If not, why not? Is the claimant giving a consistent explanation to everyone about how the injury happened? Coworkers may confirm that they received a different story about how it happened than what you, the employer, were told. A copy of the initial medical report from the emergency room or urgent care facility could establish the exact circumstances under which the incident really happened and when.

- 8. The BWC makes available a variety of fraud awareness posters, window stickers, bumper stickers, payroll stuffers, etc. Utilize them. Display the BWC's fraud hotline number at your facility.
- 9. If you suspect fraud, report it by calling 1-800-OHIOBWC. In your telephone interview with the BWC fraud investigator, be prepared to detail what you know or suspect. As far as BWC is concerned, merely suspecting fraud is sufficient for contacting them. All information can be given confidentially. Instead of phoning BWC, you may complete an on-line Fraud Allegation Form if you choose.
- 10. Utilizing a qualified, private investigator may sometimes be in your interest. By contracting privately for surveillance and/or other investigative efforts, the out-of-pocket expense may be worth it, especially if you are successful in stopping a claim in its tracks.

Workers' Compensation fraud is a crime. Eliminating it helps make Ohio a better place for all of us to live and work.





Michigan to pursue rest area leasing arrangements

lly 7 - Michigan motorists might on find their bumpy roads in betcondition if legislators approve e opening of major gas station and od retailer locations at statemed rest areas.

wmakers looking to solve ongoing adget problems have viewed rest op models in Ohio, Florida, Illi-

nois, Pennsylvania and New York as solid moneymaking ventures. Illinois reportedly collects about \$5 per year from seven rest plazas.

The State will undoubtedly see resistance from the gasoline and foodservice groups and stronger complaints from businesses with locations at nearby highway exits.

But there is a long road ahead with no rest in sight. Michigan must first submit their plans and get approved by the feds as a pilot program under the reauthorization of the federal Transportation Equity Act, currently in Congressional debate. Current federal laws prohibit commercialization of rest stops on interstate highways.

Sunoco to jettison locations

ily 11 — CSNews Online has rerited that Sunoco Inc. may soon iction about 80 gas station propties in Ohio and Michigan. The ores will be sold one at a time or a group, and bids must be tenred by early September. Sunoco ans to continue supplying the tes through long-term agreements with branded distributors, according to the CSNews report. Sunoco attributes the change to the execution of their long-range business plan. The major maintains their commitment to the Midwest market segment.

The real estate company, National

Real Estate Clearinghouse (NRC) is offering a sales brochure or site-specific presentations along with information on bidding and terms. The printed prospectus is \$35 while a CD-ROM can be purchased for \$25. For more information, check out www.nrcBid.com/306 or call 800-747-3342, extension 306.

Are you taking advantage of our programs and benefits?

By Lisa McCormick, OPRRA Business Manager



OPRRA is asking all of its members to become a little bit greedy. We want you to keep more of your money. And we're even going to tell

you how to do it. It's EASY! Simply get on board with the many terrific programs and benefits your Association offers. For example:

- ATM Program Special OPRRA bonus and pricing
- Beverage Supply (for Cleveland area dealers) — Special OPRRA pricing
- Convenience Supply Program —Special OPRRA pricing, new customer discounts, and monthly rebates available

- Environmental Site Assessment Program Special OPRRA pricing
- Financing Program 100% financing for site upgrades and equipment acquisition
- Health Insurance affordable health insurance
- Legal Services legal advice from OPRRA attornevs
- State Government Affairs Program OPRRA's representatives work to represent our member's behalf at the Statehouse
- Pre-Paid Phone Card Program Special OPRRA pricing available
- Safety Program OPRRA discount for compliance services
- Anthony E. Procaccini, Jr. Memorial Scholarship Two scholarships awarded each year for \$1,000 each.

- **UST Insurance** Underground tank insurance or surety bonds
- Worker's Compensation Group Rating Program — Group discounts offered to OPRRA members
- Car Wash Benefit Special OPRRA pricing available
- Customer Financing Program Allows your business to offer a customer financing option at no cost to your company.
- Boundary Value-Priced Cigarettes

For more information or if you have any suggestions or comments on these programs, please contact the approved supplier or the OPRRA office. Sign on now for savings!

"...get on board with the many terrific programs and benefits your Association offers."



By **Doug Jones**, Director of Member Services

ATM Program

Beverage Supply

Financing Program

Health Insurance

Legal Services

Safety Program

UST Insurance

Car Wash Benefit

Boundary



The OPRR

All right, boys and girls, listen up. Today we have a surprise, pop-quiz in light of overwhelming apathy running amok in the classroom. Please put away all notes, books, calculators, slide-rules, palm pilots, Magic Eight-balls and crib-sheets. Abacuses, however, are permitted, if you happen to have one with you.

You may score the test by using the answers which are printed upside-down at the end of the quiz, but only if you do so while standing on your head.

Your individual test results will indicate your knowledge of some of OPRRA's membership benefits, but, in all likelihood, will do very little else, and continuing onward is, essentially, a waste of your time. But, what the hell? – You're this far into it, so let's go for it.

1.) "OPRRA" stands for:

- a.) The lady on TV with the fluctuating bodyweight who sells all those books.
- b.) Strange people on a stage with horns on their helmets, who carry spears while singing about barbers in a foreign language.
- c.) The Ohio Petroleum Retailers & Repair Association - YOUR association, fighting YOUR battles and helping YOU to stay in business.
- d.) Are all the questions gonna' be this difficult?

2.) The Ohio Petroleum Retailers & Repair Association originated:

- a.) In a Guatemalan rainforest.
- b.) Way back when Moby Dick was a minnow.
- c.) In a smoke-filled backroom in a bar in Youngstown, during the Depression.
- d.) In 1950, BY independent dealers, FOR independent dealers as a means of solidifying power in economic and legislative matters.

3.) OPPRA today offers how m different Program Benefits assist Dealers?

- a.) I dunno I never have um look at them!
- b.) OPRRA has programs?
- c.) I have no idea I'm just in i the golf outing.
- d.) Perhaps I should call them ask

4.) In a recent poll of OPRRA m bers asking what was the bigs challenge facing them tod which response was cited m often?

- a.) "My mother-in-law just move with us!"
- b.) "There's so many I don't k where to begin."
- c.) "Get the #*!# outta' here, and i me alone!"
- d.) None of the above...because we everyone complains about ur pricing, hypermarketers, lac good faith by the oil comparand other issues that the OPI Government Affairs group we for on your behalf...no one at ally responded to the poll.

5.) OPRRA's Group Rated Work Compensation program c save:

- a.) Me from jumping out the ward
- b.) Me a ton of money, as well as he aches, by knowing that I have best Third Party Administrator the State, the Frank Gates Copany, managing my account any potential claims.
- c.) Their breath I never bother register with the Bureau. e⁻ though that's illegal.
- d.) The last dance for me.

6.) Who said, "It's not about oil"?

- a.) Someone from the State Depa ment regarding the Middle-Ea
- b.) My oil company rep when the raised my lease again
- c.) One of my customers as he dr across town to save a penny a g lon
- d.) John D. Rockefeller at an ar trust hearing

enefits Quiz

he Convenience store buying rogram through Liberty USA an increase my profits by what ercentage?

- l've heard that it's a lot, but I haven't looked into it because my time is worthless, and I actually enjoy fighting the crowds shopping at Sam's club several times a week...plus, I'm compelled to go there because my brother-in-law is the Door-Greeter.
- Probably quite a bit...now, if only I could keep my employees from devouring my profits in candy and snacks.
- A rebate of 3% the first three months and 2% thereafter plus better pricing of 3 to 5% on the front end plus additional manufacturers' rebates plus increased sales through merchandising assistance plus food service with no royalties or franchise fees plus faster product turnover, increased profit margins and...hey, wait a minute here this REALLY adds up!! Where's that abacus?
- What do you mean by "profits"?
 That term's somewhat foreign to

Other membership benefits vailable to OPRRA members inlude:

- Advance tank-wagon pricing information through reduced rates on "The Psychic Hotline"
- A free copy of the best-selling recipe book, "The Secrets of Deep Frying With Used Motor Oil" by Mrs. Goodwrench
- For boating enthusiasts, a free boat safety seminar, "Pleasure Craft Navigation Techniques", with instructor Joe Hazlewood, former skipper of the Valdez. Includes lunch and a cash bar.
- ATM programs with savings up to \$600, over \$1000 in savings toward repair shop management consulting which guarantees you a 2 for 1 return on your investment, discounted UST insurance to meet BUSTR regulations, college scholarships, a customer financing program, environmental site assessments, a financing pro-

gram for equipment acquisition and site upgrades, legal services at reduced rates, special rates on petroleum equipment services, complete safety services including OSHA regulatory assistance, car wash system discounts, a Government Affairs Program making your voice heard in Columbus, as well as in Washington, and much more. Additional programs are being negotiated and your input is encouraged.

My benefits booklet from OPRRA, explaining all the programs available to members:

- a.) Was stolen from the restroom.
- b.] Is probably out of date because it features the new "free glassware with a fill-up" promotion, offers a special deal on Fair Hooker bobble-head dolls, and has the "Men from Texaco" on the back cover.
- c.; Was last seen when has approached 50¢ a gallon.
- d.) Has valuable contact names with whom I can discuss specific services as needed, all at the substantial savings negotiated on behalf of over 500 members which reminds meaning to I better find that rase at and read it again. Or I could call the OPRRA office at 1-888-804-9808 and pester them They're not doing anything myway, as far as I know.

my ume!" part about it being a waste of nght about this quiz was the only thing you said that was "You sanctimonious dolt - the even if it were only to say. He'd enjoy hearing from you him at djl0@adelphia.net. So give him a call, or email you refer to the Association. dues for each new member get — there's \$50 off your on your mind. And don't forin general, or anything else magazine or the Association. vices, ideas for improving this additional membership serpliments, and suggestions for comments, complaints/comhear from you with questions. 2056. He'd be delighted to Member Services, at 440-708-Doug Jones, the Director of on any of these, you can call However, if you're really stuck

If you need answers for these, you're beyond help – and beside that, you're not standing on your head as advised earlier. Deduct 10 points for not following instructions.

Answers:

Customer Financing Program
Convenience Supply Program
Environmental Site Assessment Program
Anthony E. Procaccini, Jr. Memorial Scholarship
Workers' Compensation Group Rating Program
State Government Affairs Program
Pre-Paid Phone Card Program

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- ◆ Many health plan options to choose from

Very competitive monthly rates

- ◆ Rates geared to geographic areas
- ♦ Final sold plan rates good for 12 months

Managed care plan available in all countries

- ◆ Point of Service plans
- ◆ Preferred Provider Organization plans

Additional plan features offered

- ◆ Strong drug card and mail order plan
- ◆ Oral contraceptives are covered

Proven, dependable performance

- ♦ Ohio's largest health insurer
- ◆ Covers more than 4 million people
- ◆ More than 21,000 small businesses insured

Financial strength and stability

- ◆ Rated "Excellent" by A.M. Best
- ♦ \$1.8 billion in policyholder reserves

Your association has taken the legwork out of securing a top quality, affordable hearth care plan for you and your employees...

OPRRA, with CBIZ Employee Benefit Specialists, now offers a full line of medical, life, dental and disability plans.

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Or check out our website at:

www.liberty-usa.com • e-mail: sales@liberty-usa.com



Statement of the automotive aftermarket industry in opposition to federal vehicle scrappage legislation

Vashington (May 15, 2003) — Repesentatives of the automotive afermarket industry vow to fight federal funding of old vehicle scrappage 'car crusher') programs included in he U.S. Department of Transportation's 'Safe and Flexible Transportation Efficiency Act of 2003' SAFETEA) which was released yeserday.

itle I. Section 1601 of the SAFETEA would reverse a long-standing probibition on federal funding of state-un vehicle scrappage plans through he Congestion Mitigation and Air Juality Improvement Program CMAQ), administered by the Federal lighway Administration. In this case, U.S. taxpayer dollars would be used to purchase and crush cars made in 1979 and before.

crappage will not achieve its inended goal of improving air quality, out it will damage automotive aftermarket businesses and eliminate american jobs.

Inder the ill-conceived program. Itates would use federal CMAQ unds to turn pre-1980 vehicles into plocks of scrap metal. "Classic" or parts cars" would not be spared rom the crusher. Salvageable used parts would be lost rather than being rebuilt and reused to keep other rehicles running.

a reality, the federal dollars would kely purchase 24+ years old cars hat are not frequently driven. The orogram would also have a disproportionately adverse effect on lower and fixed-income Americans who depend on older vehicles and their replacement parts for daily transportation.

in addition, there is no guarantee scrapped vehicles would be replaced by cleaner running or more fuel-efficient models. Scrappage programs typically offer owners who surrender vehicles for crushing a cash payment towards the purchase of another vehicle. However, the payment hardly is enough to cover the cost of even a down payment on a newer



used car; and there is nothing to prevent someone from receiving payment for scrapping a clean-running and fuel-efficient 1979 compact car and replacing it with a potentially more-polluting, and likely less fuel-efficient light truck or SUV.

"Old car" scrappage programs sound good but they don't work. Congress has abandoned at least nine such measures over the past decade once they became educated to the fact that scrappage programs are not cost-effective and do not positively impact air quality emissions. In addition, the automotive aftermarket industry's substantial experience with state-level scrappage proposals indicates that most states elect not to use or discontinue implementation of vehicle scrappage programs as a method for meeting air-quality goals based on their cost and failure to demonstrate real benefits.

The automotive aftermarket industry supports the nation's clean air goals. In fact, we manufacture, rebuild, market, retail, service and install products that produce cleaner emissions, and we are always looking for ways to improve these products and services. Federally funded scrappage programs will not improve

air quality. They will, however, wreak havoc in the automotive aftermarket and cost American jobs.

This bulletin is written on behalf of the Alliance of Automotive Service Providers (AASP), Automatic Transmission Service Group (ATSG), Automotive Aftermarket Industry Associution (AAIA), Automotive Engine Rebuilders Association (AERA), Automotive Parts Rebuilders Association (APRA). Automotive Warehouse Distributors Association (AWDA). Production Engine Remanufacturers Association (PERA), SEMA, the Specialty Equipment Market Association, Service Stations Dealers of America and Allied Trades (SSDA-AT) and Tire Industry Association (TIA)

The automotive aftermarket is a nearly \$250 billion industry which employs approximately four million Americans in all 50 states. It is comprised of independent businesses that manufacture, rebuild, distribute, retail and install vehicle parts and perform service on all types of motor vehicles, including the older vehicles this legislation targets. Vehicle owners throughout the United States depend daily on aftermarket parts and service.

New members

OPRRA is pleased to welcome the following new members:

MEDANCIC, Branko ROCKSIDE & 271 SUNOCO

24849 Rockside Road Cleveland, OH 44146-1962 (440) 786-0727 Fax: (440) 786-8068

MATHEWS, Mark A. GRAB N GO

5760 Rt. 193 Kingsville, OH (440) 594-2084

TROYER, Robert BT OIL

15525 W. High St. Middlefield, OH 44062 (440) 632-5011 Fax: (440) 632-1125 dlist@ebobtroyer.com

MOWERY, Chris OLMSTED FALLS SUNOCO

9796 Columbia Rd. Olmsted Falls, OH 44138 (440) 826-9828 Fax: (440) 826-9828

STUDEBAKER, Roxanne DUTCH CUPBOARD

5117 Main St., P.O. Box 397
Berlin, OH 44610
(724) 458-0432
Fax: (724) 458-1019
studebakersubway@zoomintemet.net

MELHORN, Becki B-K BEVERAGE

42 W Main St.
Salineville, OH 43945
(330) 679-2516
Fax: (330) 679-2611
melhormk@unlunet.com

BENTLEY, Don EARLVILLE STATION

7279 St. Rt. 43 Kent, OH 44240 (330) 673-0971 Fax: (330) 673-0059

ABRAHAM, Tom AP INVESTMENT, LLC

23855 West Rim Dr. Columbia Station, OH 44028

ABRAHAM, Tom AP INVESTMENT, LLC

23855 West Rim Dr. Columbia Station, OH 44028

ABRAHAM, Tom AP INVESTMENT, LLC

23855 West Rim Dr. Columbia Station, OH 44028

GALLO, Frank GALLO'S CITGO

3870 Pearl Rd. Cleveland, OH 44109 (216) 351-6126

FLANNERY, Bryan FLANNERY GULF

14218 Broadway Ave. Garfield Hts., OH 44125 (216) 663-0981

EUGENE, Stephen FARS SUNOCO

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MEISER, Don DON'S MARATHON

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Housekeepin pays off By Howard Cherry, CEC Environmental Services of (

Customers and emplo alike perceive clean floor non-slippery floors and the most part, they are rect. Floors free of spill trip hazards are less like cause accidents. Gen floor mopping should be during non-rush hours. I floor, even if it's clean, hazard for everyone du rush hours.

A three-step process is ommended:

- 1. The First Step is to u cleaning solution a with clean water and m followed by a thoro rinsing to remove a film. If a floor is not perly rinsed and the cle is allowed to dry on surface, that floor will come extra slippery on spill is introduced. Do use laundry soap to c floors.
- 2. The Second Step is to floors a thorough scrub whenever and where they need it.
- 3. The Third Step is to some type of chem cleaner, usually a r acidic solution, on a re lar basis.

Refer any cleaning quest you may have to your Se Director, Howard Cherry





Review teen work hours; feds hunting violators

By Howard Cherry, CECM Environmental Services of Ohio

pany complies with federal and state teen work laws. SON: Child labor investigations by the U.S. Labor jumped to a six-year high in 2002 and are expected imb again.

nple: A Utah theater owners was just slapped with a 230 fine for keeping two dozen 14-and15-year-olds usg too late.

or is becoming creative in its enforcement tactics. It wasks school districts to identify local companies that lots of teens. Then the agency keeps a watchful eye take sure those businesses comply.

cour risk is increasing. Labor is pushing Congress acrease the maximum penalty for child-labor violation \$11,000 to \$50,000 per violation. It will likely to wish.

ce If you hire anyone age 17 or under, review the tal and state rules. Once workers reach age 18, they work any job for unlimited hours. (NIBM Publica-April 2003)

Perform inspections to avoid electrical fires

arding to the State Fire Marshal's office, about 15 ant of Ohio fires in the past 10 years have had electorigins. Here is a breakdown of the different sources ectrical fires.

EAR TOTAL: 2,475

60% Wiring, cords, outlets, lamps

18% Appliances, TVs, radios, computers

8% Cooking-related appliances

4% Other

2% Air conditioners, refrigerators, freezers

mbus Mayor Michael B. Coleman's Haddon Road was struck by fire twice in 18 months. Both fires blamed on electrical problems!

summer, take an hour out of your day to perform an trical safety inspection, followed by the proper respectively a licensed electrician. You might catch ungerous condition before it threatens lives and your iness.

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**OHIO PETROLEUM RETAILERS & REPAIR ASSOCIATION** 

# Benefits & Programs

The following programs and incentives have been negotiated for you as an OPRRA member. Before you consider purchasing or signing a contract for services, please check this ready reference to see if one has already been negotiated on your behalf. OPRRA continues to establish new programs throughout the year, so be sure to contact the office staff to see if any other programs are available other than those listed below. Programs listed alphabetically.

All program information sheets are available from the OPRRA office or by calling the individual companies directly. You can reach the office at (888) 804-9808

Please refer to each program for names and numbers to contact the companies directly.

| PROGRAM                                                        | COMPANY                                 | CONTACT           | TELEPHONE                                          |
|----------------------------------------------------------------|-----------------------------------------|-------------------|----------------------------------------------------|
| ATM Program                                                    | ATM Management                          | Bud Phillips      | 800/286-1828                                       |
|                                                                | WRG Services Inc.                       | Steve Farley      | 800/531-1230                                       |
| Beverage Supply                                                | Cleveland Coca-Cola<br>Bottling Company | Kevin Burthold    | 216/378-7494                                       |
| Car Wash Benefit                                               | Beck Suppliers, Inc.                    | Ed Willman        | 800/472-2591                                       |
| Value-Priced Cigarettes                                        | Liberty USA                             | Robert L. Collins | 888/289-5872                                       |
| Convenience Store Supply                                       | Liberty USA                             | Robert L. Collins | 888/289-5872                                       |
| Customer Financing                                             | Wells Fargo                             | Marlo Slate       | 440/734-4944                                       |
| Environmental Site<br>Assessments for<br>Real Estate Transfers | Flynn Environmental                     | K.C. Flynn        | 800/690-9409<br>330/808-1400                       |
| Financial Services                                             | Primerica Financial Planning            | Pat Theobald      | 216/226-0028                                       |
| Health Insurance                                               | Employee Benefit Specialists            | Jim Irwin         | 800/373-4327                                       |
| Legal Services                                                 | OPRRA                                   | Maurice Helou     | 440/449-4959                                       |
| Petroleum Equipment Service                                    | Petro-Com Corporation                   | Manny Sclimenti   | 216/252-6800 (Cleve in 614/856-9434 (Colu in 1614) |
| Prepaid Calling Cards                                          | Sprint                                  | Luke Wehrman      | 913/762-4229                                       |
| Safety Services                                                | Environmental Services of Ohio          | o Howard Cherry   | 800/798-2594                                       |
| Scholarship Program                                            | OPRRA                                   | Lisa McCormick    | 888/804-9808                                       |
| UST & Property Insurance                                       | USTI                                    | Bob Barbero       | 440/247-3750                                       |
| Workers Comp. Group Plan                                       | Frank Gates Service Co.                 | Dave Merz         | 800/777-4283                                       |

Programs and incentives available as an OPRRA member only.

All participants must be in good-standing with the association to receive incentive plans.

Programs listed are those in effect at time of publication and are subject to change.



## OHIO PETROLEUM RETAILERS & REPAIR ASSOCIATION

# **MEMBERSHIP APPLICATION**

member of OPRRA, I/we pledge to maintain loyalty, and essively pursue the Association objectives; hold inviothe confidential relationships between the individual ibers of my Association and myself, and the confidential mation entrusted to me through the Association office. rise and insist on second business principles in the luct of affairs, and agree to abide by the bylaws of the ciation. It is my understanding that as evidence of my ibership in the Association, I will be furnished with a

Submitted By:

display emblem of the Association. The emblem shall at all times remain property of the Association and may be displayed during the entire time of my membership. I agree that its emblem will be used for no other purpose or by any other than the one described in this application. I agree, upon termination of my membership, to remove the Association's emblem from public display. The Association reserves the right to cancel membership for just cause.

## **APPLICATION FOR BOARD APPROVAL**

Please check which membership you are applying for. If you are signing up branch locations, please indicate

how many, and attach a separate sheet to this application form, listing the location(s) information. Garage/Station Branch or additional location receiving \$420.00 annually monthly information \$200.00 annually Associate Member \$395.00 annually Branch or additional location NOT receiving monthly information \$100.00 annually Business Name: \_\_\_\_\_ Address: \_\_\_\_\_ City: \_\_\_\_ County: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_ Billing (if different from above) \_\_\_\_\_ Fax: ( )\_\_\_\_\_ Phone: ( E-mail: Spouse Name: \_\_\_\_\_ Owner Name: \_\_\_ Home Address: \_\_\_\_\_ Zip: \_\_\_\_\_ Home Phone: ( )\_\_\_\_\_\_ Fax: ( )\_\_\_\_\_ Applicant Signature:

Remit application to:

Effective Date: \_\_\_\_

OPRRA Membership 947 E. Johnstown Road, #146 Gahanna, OH 43230



# The Independent Dealer Magazine

947 E. Johnstown Road, #146 Gahanna, Ohio 43230

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Business Manager/Member Services

Doug Jones

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Other locations available. If you are interested in receiving additional detail on the businesses referenced above or if you have any questions, call:

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