

**STRONGEST BUYER OF CATALYTIC CONVERTERS**



Don Belisle, Sr.  
Owner of Recore Trading  
Company, L.L.C.

## SCARY TIMES

By Don Belisle, Sr.

I think most yard owners would agree that we have never seen times like these. I've been in the salvage/recycling business all my life and the conditions we have today have never occurred in

all that time. Like most of you, we are constantly watching the markets and making changes to our buying to remain profitable. The markets were never predictable. However, there were certain triggers that always affected the markets in predictable ways. For example, when ferrous prices would drop, precious metal (converters) would usually go up and vice versa. This wasn't always true but did apply most of the time.

At one time, the seasons would affect the prices. When fall and winter/snow would occur, the price of flats (crushed cars) would go up. This made perfect sense since the snow and cold made it more difficult for the yards to get the cars prepped and crushed. Hence the supply demand scenario would be affected. The non-ferrous metals we all deal with would usually follow the ferrous markets to a certain extent, not always but usually. Absolutely none of the triggers we used to watch have any effect on the markets we deal with now! What we are forced to do is monitor prices (especially precious metals) many times per day. Then we lock in or hedge at what we feel are the highs and ride out the lows. Of course, there are many "experts" out there who make all kinds of predictions about where they think prices will go. Most are wrong. A few are lucky.

So where do we go from here? All we can do is continue to closely monitor the markets and buy based on that. We try to keep our suppliers informed on what the markets are doing or, more importantly, where we are hedged. A lot of times we are hedged at numbers higher than the markets are and can pay more than the markets justify. Most of our regular suppliers call and say, "I'm sitting on X number of pieces. Where is pricing right now?" This is information we are happy to share. If the supplier decides not to sell at that time, we make note of what he has and will call him when and if the price is better. Another thing we can do is to notify our suppliers when we are getting close to filling our hedges and the post hedge prices are significantly less. This averts the yard from needlessly losing a lot of money. There are always some suppliers who have certain numbers in their head and won't sell until the market returns to that level. This can be risky, but it is always their decision to make. Sometimes they win, sometimes they lose.

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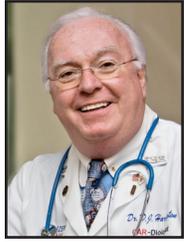
# SCARY TIMES

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The other thing we are hearing a lot of growling about is the price the out-of-town recyclers are paying for scrap cars at the salvage pools. Most yards are monitoring and wisely not paying any more than they can afford, and they still make a reasonable profit. This makes perfect sense in that

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a half a loaf is better than no loaf at all. Bottom line is - Pay attention and call with any questions. We are always happy to help.



## Your Podcast is Growing

By D.J. Harrington

We are proud to announce that the URG on the Go podcast keeps growing every week. No doubt, the good information in each episode keeps our listeners coming back for more week after week. If you're one of these listeners, thank you for spending your valuable time with us.

If you log on, you'll hear from Paul D'Adamo from Rebuilders Automotive Supply. Pauly D has been on a few times, and on each episode, he brings a new perspective to this great industry. We have some guests who are favorites and considered most listened to, and those are saved and archived in the system allowing you and others to review it multiple times. Some of those episodes were done with guests, like Mike Kunkel and Rob Rainwater, from Profit Team Consulting. All three, Mike, Rob and Pauly D always bring helpful information which applies to both full-service, late model recyclers, who work in the wholesale markets or as self-service recyclers.

If you will allow me, here's why it's been successful. It's not been because of me that it's grown. It's grown because of two ladies, Amanda Morrison and Kristen Alexander who are customer relations specialists at URG. True story! Here's why. Once a month, we have Amanda and Kristen on an episode who then give new benefits of URG. They announce any new members and really lay out how to improve your bottom line by following the secrets other recyclers share with them, who then in turn, share that information and successes with us. Sharing this kind of information has really helped us grow.

Here's a list of names of some people that have been on a podcast. As you recognize their names, you'll also know that some of them have appeared on multiple podcasts: J.C. Cahill from Vinmatch Pro, Mike Lambert from Buddy Automotive, George Avery from NABC, Brian Riker ("Your DOTGUY"), Tim Wall, Bo Wroten, and Brian Collins from Commercial Forms. Obviously, I can't list all the people who have appeared in at least one URG, "On-the Go" podcast because we would quickly run out of room to list everyone, and there are lots of other recyclers you should be listening to as well. Please Listen, LIKE, Review and SHARE everywhere. We have a dedicated hot line at 706-409-5603 so you can share your ideas and make requests of whom you want to hear.

If your state association has some news that you want lots of listeners to hear within the industry, call and leave your message. If there are people that you want to hear showcased on this podcast but haven't been, let us know. We are available on Spotify, iTunes, Pandora, Google Play Stitcher, iHeart media, Amazon, or wherever you get your podcasts. Little by little, we are becoming "The Voice of the Industry." This podcast is a podcast you and your family can listen to in the car or truck. Profanity and ugly words are prohibited, so a younger member of your family can be listening along with you and not be surprised by a certain word that may cause for concern. This podcast is strictly family friendly.

I am proud to be the host for now. However, we are looking for someone to step up and start being a co-host so that by the first quarter of next year, I could be a guest now and then. By not doing a weekly podcast, it's time for the old man to retire. Please listen and thanks for the memories.

See you on the URG Podcast. Until next time,

**D.J. Harrington** can be reached at 800-352-5252, email: [dj@djsays.com](mailto:dj@djsays.com), website: [www.djsays.com](http://www.djsays.com)

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## How do you manage your time?

By Becca Skowyra

Fall is officially here! Everything about fall seems so cozy and relaxing. The smell of the crisp morning air is revitalizing, the weather is not too hot and not too cold, even though the days are “shorter” they seem slower in a good way, and the kids are back in school. In my personal opinion, the best thing about fall is that football is back (go Pats!). I think many of us daydream about having everything in order so we can lounge around on the couch in our comfy clothes with our spiked ciders or pumpkin beers, watching our actual and fantasy teams dominate... this sounds totally realistic, doesn't it?! Think again.

Hollywood and whatever else has conditioned us to think that fall is as amazing as it sounds. They made us think that every day is a couch potato day and that we have all the time in the world. Every commercial shows an immaculate, well decorated for the holidays, multimillion dollar home, filled with all of our friends and family gathered for the games on Sunday or elaborate home cooked dinners. When in reality, this time of year is complete mayhem. What fall actually means is, your evenings are long gone if you have kids, their school day ends at 3-ish and you have to drive them all around for their after-school activities. You somehow have to find a way to decorate your house for the holidays and attend every Halloween party, and juggle Thanksgiving between families. The only thing scary about Halloween isn't the fact that trick or treaters are knocking at your door but rather the fact the holiday season is right around the corner. Your weekends - those are gone too! You're either at your kids sporting events on Saturdays or you're wasting your Sunday away binge-watching football... if anyone is still motivated to get stuff done after sitting for over 3 hours drinking beers, eating nothing but buffalo chicken dip, jambalaya and chicken wings - please give me a call to teach me your ways.

With all of that being said here are some tips to manage your time so your fall fantasies can become a reality:

**The 4 D's** - Delete, Delegate, Defer, and Do. \*

**Delete** - this encourages us to learn to say “no” and carefully filter our to-do list. People should delete clutter work such as junk mails and non-vital meetings to make room for more important tasks

**Delegate** - should include tasks that do not require the specific know-how of an individual. Reassigning work is one of the most efficient strategies of time management.

**Defer** - can be used to postpone tasks that are not-time sensitive. Whether it is a new request or a project with an extended deadline, work that can be postponed in favor of immediate priorities should be.

**Do** - is as straightforward as it gets, start working on these tasks immediately and focus attention on them one at a time until completed.

### Put your devices away!

While writing this, I was distracted by five texts, two emails, one phone call, and while researching the 4 D's, I got distracted by the other tips I found from that article. In what should have been maybe an hour worth of work nearly doubled because I compulsively interrupted myself. I never put my phone on silent and I obviously lack the discipline to stay on task. So, to get tasks done in a timely manner is to stop interrupting yourself by going down the rabbit hole of checking your phone when you really don't need to. These distractions

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# How do you manage your time?

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aren't just unproductive, they're anti-productive. They create more work than they replace.

## Create a to-do list and physically check it off

There is an actual cognitive benefit to physically checking an item off your to-do list. When you check it off it activates the neurotransmitter dopamine. Without going into a complex neuroscience lesson, it works like this: Your brain learns what activities (like checking off an item on your list) lead to pleasurable feelings and releases dopamine to inspire you to act and obtain that reward once again. At that point, you'll likely experience another spike in dopamine. So, basically just get it done or in honor of football season, to quote Bill Belichick, "do your job" and you will see there is more motivation to complete your other tasks.

## Create a calendar with alarms

Stick to your schedule. Make sure you add travel

time if needed. When you create a calendar it not only gives you the perspective of the entire day, it allows you to choose your tasks wisely. This is where you can incorporate some of the 4D's. When planning out your day, you will see what tasks are worth deleting, deferring, delegating and doing. By adding the alarm, it helps you manage the time effectively. It prevents you from losing track of time so you can move on to the next task.

Lastly, the final and most effective time management tip is to be so wealthy you can hire multiple people to do everything for you. Such individuals available for hire can run your home, cook your food, do your laundry, drive you around and even raise your kids! Maybe if we follow all of the tips above, we will eventually get to use this ultimate time management strategy!

*\*The 4 Ds of time management process was initially outlined in the book, The Power of Focus, written by Jack Canfield, Mark Victor Hansen, and Les Hewitt.*

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## The Hidden Value of Performance Pay for Delivery Drivers

By Ron Sturgeon

Many people have heard of pay by the delivery (delivery stop), but most people do not really understand how it is correctly computed or what the hidden value is. The simple explanation is the rate per delivery or attempted delivery (dry run), times the number of deliveries or attempted deliveries completed is route pay. Route pay divided by route hours equals the driver's rate per hour.

UPS has been the standard to compare with on delivery service for many years, and they are paid by performance pay. An efficient auto parts delivery driver will complete deliveries at an average rate of one every twenty minutes or less. The faster the delivery rate per minute, the higher the driver's hourly rate will be. Many owners and managers balk at this point and say, "Wait a minute. I can't afford \$20.00 or \$25.00 per hour for a delivery driver." Sure you can if you truly understand how pay by the delivery stop is calculated and have the right formulas in place. In most cases, the maximum a driver can earn is three times the delivery stop pay divided by one hour. The key here is as the rate per hour goes up, the number of hours worked comes down. Why would you care if the gross wage was 10 hours at \$10 per hour, or 5 hours at \$20 per hour, provided the same amount or work is accomplished? The total labor cost is the same: \$100.

Rates can vary based on windshield time and other factors, including drivers in zones with heavy traffic.

The true value here is lower insurance exposure, less fuel, less maintenance, less equipment, fewer employees, less stress, higher quality of life, higher morale, and faster service. Properly designed and implemented performance pay for delivery drivers is a Win, Win situation. You determine the amount and quality of work, and the maximum annual wage, the driver determines the number of hours the work will be performed in.

You will need to give the drivers additional training and word tracks on dealing with customers to maintain quality and dealing with times spent on deliveries.

Did you ever notice that when the drivers leave with 10 deliveries, they get back at the end of the day; if they have 18 deliveries, they still get back at the same time? When was the last time you had an employee to sweep the warehouse? HA, it's not a joke. On the pay per stop program, we tell the drivers if you get done sooner than the end of the work day, just check in and go home. They are making more and going home early! But here's the best part, you tell them if they want to work more, they can sweep the warehouse, or do other tasks you need done, like restocking, and earn their average hourly wage from the prior period for doing that work.

We originally adapted performance pay for delivery drivers from the solid waste industry, where it is referred to as container pay or can pay, in mid 1994, and redesigned it for the auto salvage industry. Fewer employees, less equipment, better service, lower cost and higher profit.

### **Remember only you can make business great!**

Ron Sturgeon, Mr. Mission Possible, has been a successful business owner for more than 35 years. As a small business consultant, he can deliver wisdom and advice gleaned from an enviable business career that started when he opened a VW repair business as a homeless 17-year-old and culminated in the sale of several businesses he built to Fortune 500 companies. Ron has helped bankers, lawyers, insurance agents, restaurant owners, and body shop owners, as well as countless salvage yard owners to become more successful businesspeople. He is an expert in helping small business owners set the right business strategies, implement pay-for-performance, and find new customers on the web. Ron's upcoming and last book is titled Homeless to \$100 Million. He has been giving business advice for years, but he has never advised on how to build wealth, with an actionable road map. The mantra of the book is to build wealth, not income, because they are not the same. To inquire about consulting or keynote speaking, contact Ron at (817) 834-3625, ext. 232, rons@MrMissionPossible.com, 5940 Eden, Haltom City, TX 76117.



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## IT WAS A DARK AND STORMY NIGHT

*This story happened a while ago in Kentucky, and even though it sounds like an Alfred Hitchcock tale, it is said to be true.*

John Bradford, a University of Kentucky student, was on the side of the road hitchhiking on a very dark night and in the midst of a big storm.

The night was horrid and seemed to drag on. Yet still, no car went by.

The storm, was so strong he could hardly see a few feet ahead of him. Suddenly, he saw a car slowly coming towards him and stopped.

John, desperate for shelter and without thinking about it, got into the car and closed the door... only to realize there was nobody behind the wheel and the engine wasn't on.

The car started moving slowly.

John looked at the road ahead and saw a bend approaching. Scared, he started to pray, begging for his life.

Then, just before the car hit the bend, a hand appeared out of nowhere through the window and turned the wheel.

John, paralyzed with terror, watched as the hand came through the window, but never touched or harmed him.

Shortly thereafter John saw the lights of a tavern appear down the road, so, gathering strength, he jumped out of the car and ran to it.

Wet and out of breath, he rushed inside and

started telling everybody about the horrible experience he had just had.

A silence enveloped the tavern when everybody realized he was crying and... wasn't drunk.

Suddenly, the door opened, and two other people walked in from the dark and stormy night.

They, like John, were also soaked and out of breath.

Looking around, and seeing John Bradford sobbing at the bar, one said to the other...

"Look, Bubba... there's that jackass that got in the car while we were pushing it!"

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