Using **EZ-Suite** & **Hotlines** to Improve Production Efficiencies & Increase Brokered Parts Profits

Alex Bechstein
Betsy Finnell

EZ SUITE Take The Easy Route
HOTLINES

$17,800,000

Controllable Returns

Controllable Returns

Return Reason	Percentage
Lost Job/Customer Cancelled	38%
More Damage Than Described	17%
Defective Mechanical (50%)	11%
Customer Ordered Wrong	11%
Incorrect Part Supplied	5%
Salesman Ordered Wrong	4%
Incomplete Part	1%

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What is the root cause of a return?

What do your customers need vs what you get in return

What do they need?

- Correct Part
- Correct Condition
- Correct Time
- Correct Price (not as important today)

What you get?

- Reduced credit/Return Rate
- Reduced freight/delivery expenses
- Reduce labor hours
- Long term profitability/return customer

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What problems do you experience that keeps you from giving your customers what they need?

- Increased demand for used parts
- Employee turnover/not enough staff
- Human Error/not enough training
- Inefficient business processes

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What can you do to keep up?

1. Hire more employees
2. Enhance business processes to make your existing teams more efficient/profitable

Hire more employees

Pro's

- More hands to do the work
- More people to handle absences

Cons

- Expensive $$$$
  - Labor intensive to acquire
  - Training period
  - Hard to keep

Enhance business processes to make your existing teams more efficient

Pros

- Employee happiness increased – Less headaches
- Decreases average order fulfillment time
- Reduces mistakes/human error
- Long term solution that can't quit on you
- Increases customer satisfaction
- Reduces number of hands to complete a task
- Typically, less expensive than more employees

Cons

- Upfront cost required to make process change

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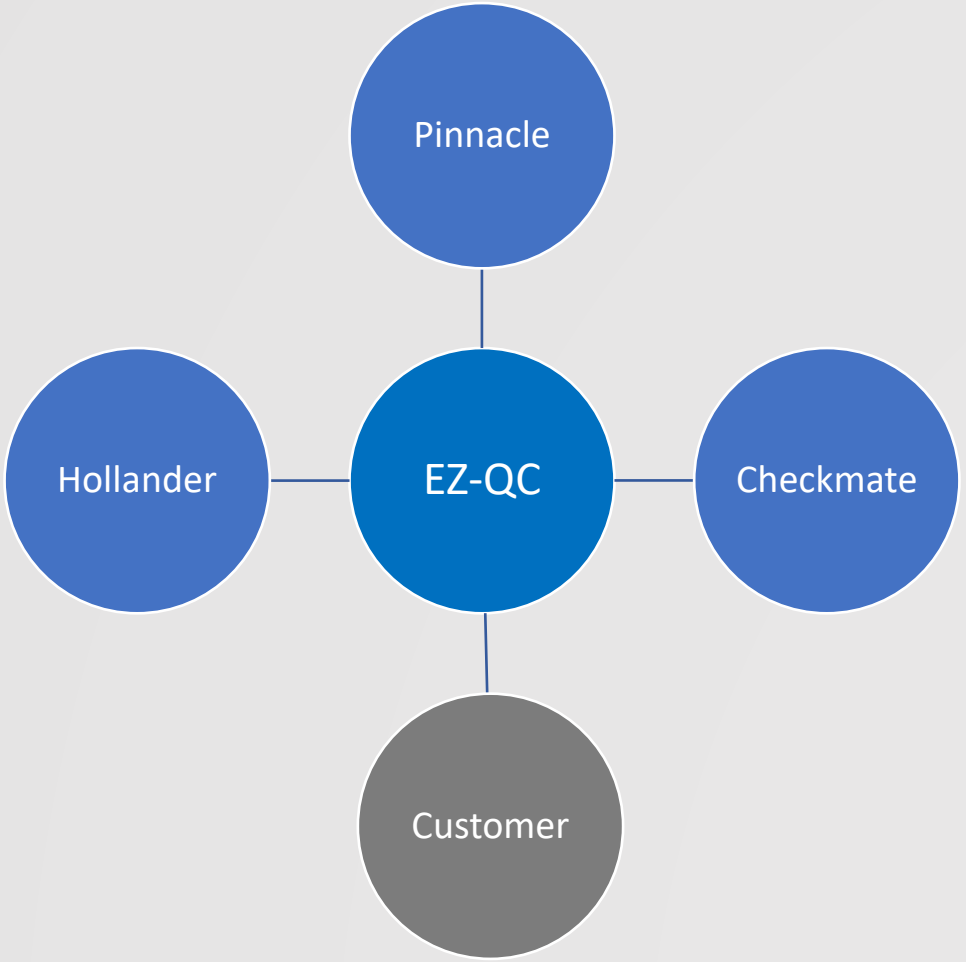
HOTLINES

As a manager, which of these has the most likelihood of success and is the easiest to control?

What Is EZ-QC



EZ-Suite

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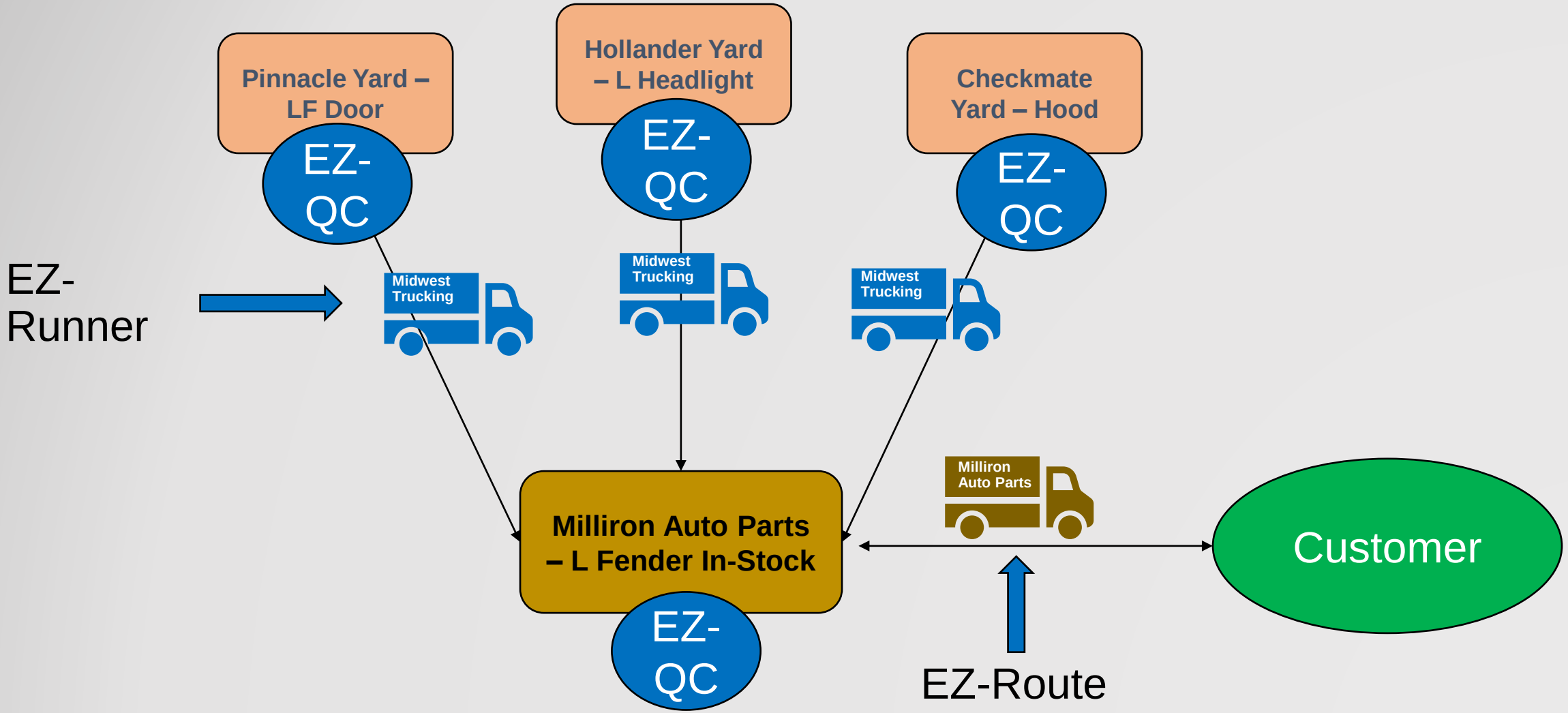
HOTLINES

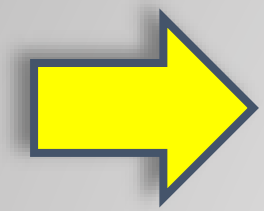


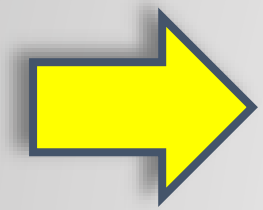
EZ SUITE Take The Easy Route
HOTLINES

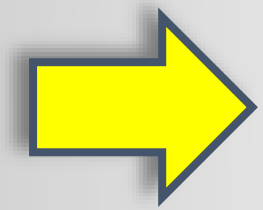
How EZ-Suite Will Make you more Profitable

- Streamlines department transitions
- Labor efficient and accountable order fulfillment and resolution process
- Optimize invoicing and delivering processes

Streamlined Department Transitions







Workflow | Order | Cut Sheet | Invoice | Delivery Ticket

	Yard Picking			
1	*Is the part there, and does it match the order for conditions and options?*	*Missing*	*Order Issue*	*Part is Good*
2	*Driver or Passenger side?*	*Driver*	*Passenger*	*N/A*
3	*Front or Rear?*	*Front*	*Rear*	*N/A*
4	*Did you check to make sure special notes were followed?*		*Yes*	*No*
5	*Do you need to stall for additional approval?*	*Salesperson*	*Dispatcher*	*Part is Good*
6	*Take a Photo*			*Photo*

Commissions

Suggested	Requested	Approved	Penalty	Payout	Complete
$1.00	$1.00	$1.00	$0.00	$0.00	☐

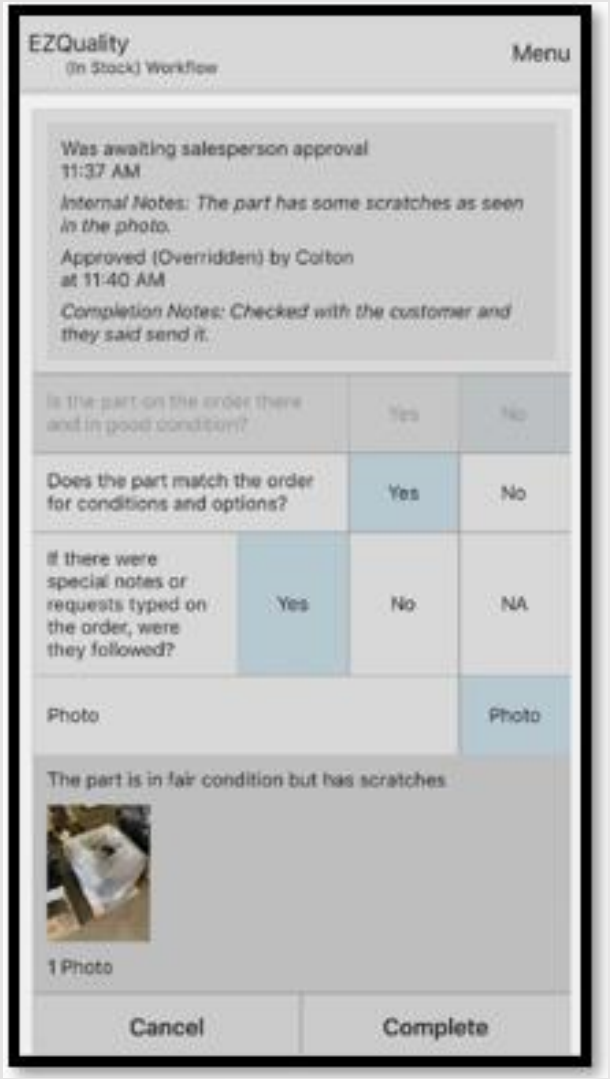
Notes: *Enter notes here...*

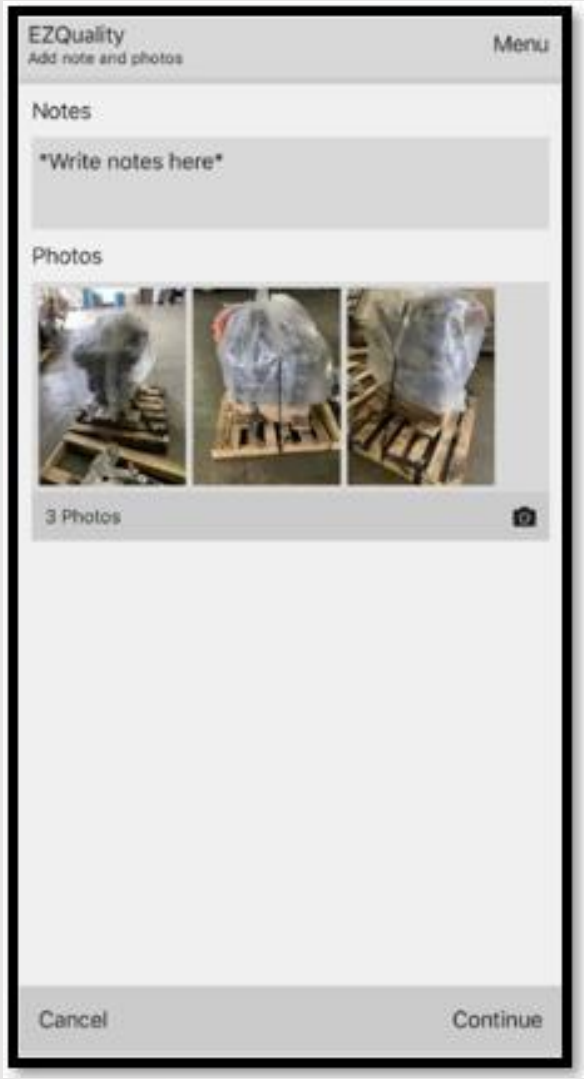
	Yard QC		
7	*Does the part meet quality standards?*	*Yes*	*No*
8	*Is the part marked legibly with the stock number?*	*Yes*	*No*
9	*Is the part cleaned/packaged appropriately?*	*Yes*	*No*
10	*Is the part at the correct drop location? (Take a Photo)*	*Yes*	*No*

	Yard Delivery		
11	*Is it tagged and staged for the correct delivery truck?*	*Yes*	*No*

Labor efficient and accountable order fulfillment and resolution process

EZ SUITE Take The Easy Route HOTLINES

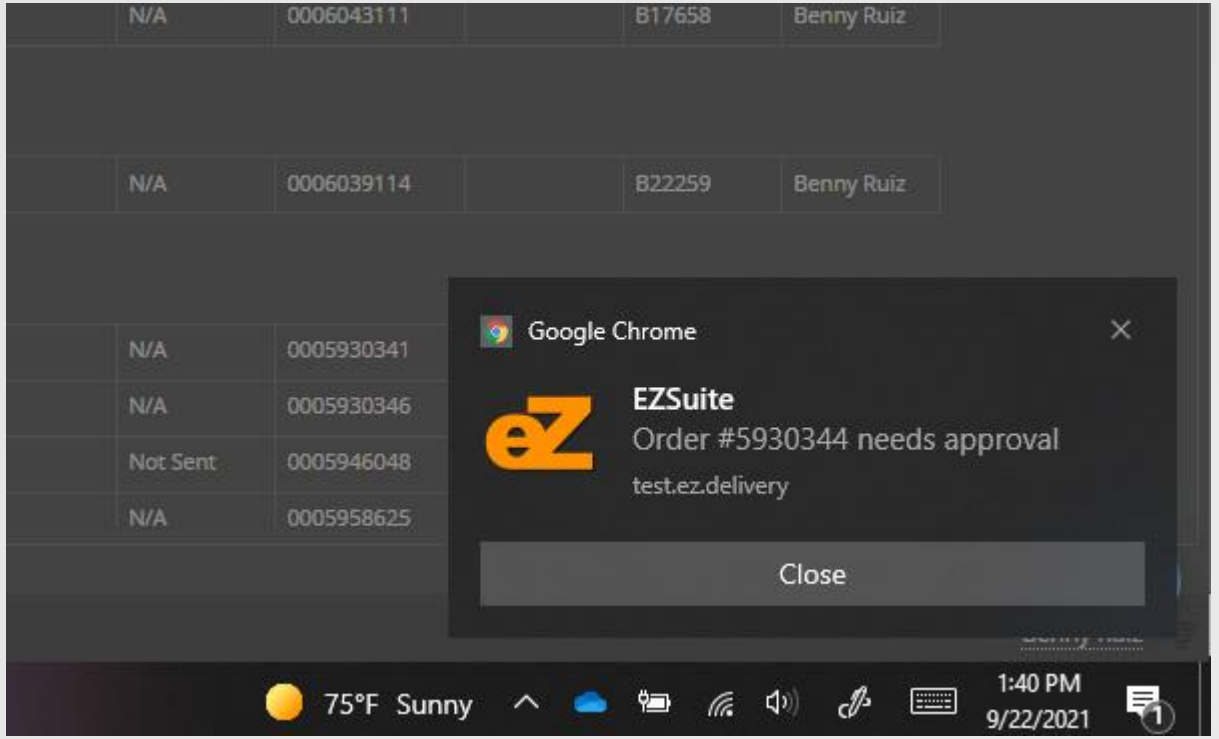




From: noreply@ez.delivery <noreply@ez.delivery>
Sent: Wednesday, September 22, 2021 10:17 AM
To: Nate Spaulding <nate@millironautoparts.com>
Subject: EZ-QC Notice - Stalled Order 0008481912

Order 0008481912 is stalled waiting for your approval

APPROVAL NOTIFICATIONS AND EMAILS



Customer: Brown's Auto Salvage
Customer Name: BROWNS AUTO SALVAGE VT-PRP
Customer Address: PRP2097 PO BOX 275, 170 DEPOT TERRACE
Customer Phone: 18006604290
Delivery: Brown's Auto Salvage
Delivery Name: BROWNS AUTO SALVAGE VT-PRP
Delivery Address: PRP2097 PO BOX 275, 170 DEPOT TERRACE
Delivery Phone: 18006604290
Ship Via: PICK UP STORE 1
Imported Ship Via: PICK UP STORE 1
Customer Ranking: 50
Salesperson: mastrangelo, camryn
Quantity: 1
Product: FUEL TANK
Part Status: Warehouse
Imported Part Status: Warehouse
Sales Source:
Part Grade: A
Work Order Number: 385820 Revision 0
Customer PO Number: need pics
Invoice Number:
Broker: None
Broker Name:
Brokered PO Number:
Amount: $100.00
Order COD Total: $0.00
Originally Created: 9/22/2021 at 7:48 AM ET
Created: 9/22/2021 7:48 AM
Expected:

Workflow | Order | Cut Sheet | Invoice

Air & Fuel — antonio puller at 9/22/2021 8:51 AM ET
1 Were you able to locate this part? — Yes / No
*Final QC — blaise santella at 9/22/2021 9:20 AM ET
Approval requested from camryn mastrangelo at 9/22/2021 9:19 AM ET
Question 3
MESSAGE: for pics
2 Is the part marked legibly with the stock number? — The stock number is on the part / No
3 Is the part as described? — Yes / No
4 Is it the correct Side/Position? — Yes / No
5 Photo — Photo

Approve or Deny Order (Override)

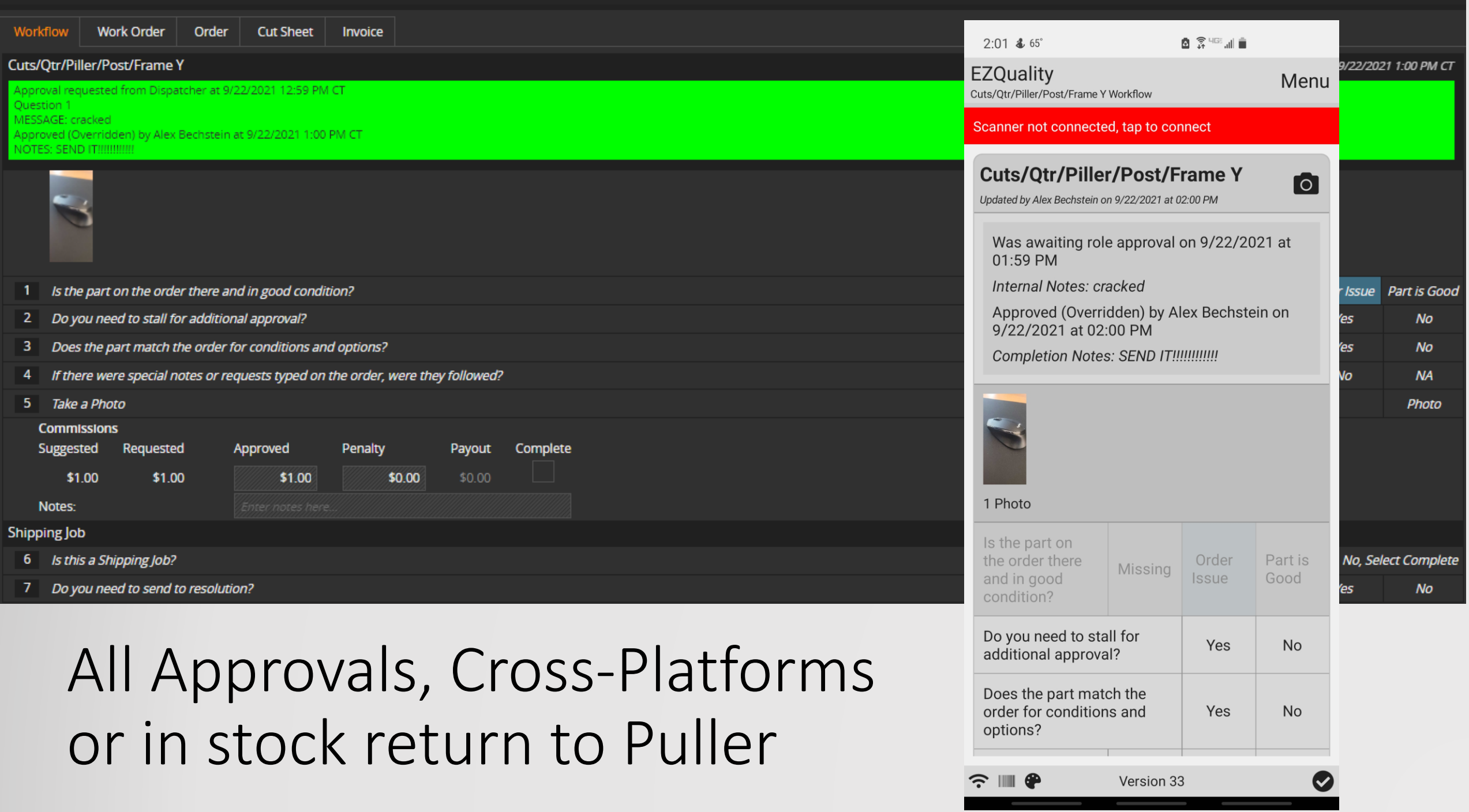
Air & Fuel
1 Were you able to locate this part? — Yes

*Final QC
Job was stalled on question 3
MESSAGE: for pics

2 Is the part marked legibly with the stock number? — The stock number is on the part
3 Is the part as described? — No
4 Is it the correct Side/Position? — Yes
5 Photo — Photo

Notes
CAN YOU USE THIS?

Cancel | Request Customer Approval | Unable to Fulfill | Deny | Approve



All Approvals, Cross-Platforms or in stock return to Puller

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HOTLINES

Workflow | Work Order | Order | Cut Sheet | Invoice | Broker Workflow

Brokered General — *Chad Ness at 7/30/2021 3:39 PM ET*

1	*Is the part correct per the Interchange# and as described?*	Yes	No

In stock workflow

2	*Is there damage to the part that would prevent the sale?*	Yes	No
3	*Was the part processed and packaged per Milliron guidelines? (Photo of packing)*	Yes	No

Workflow | Work Order | Order | Cut Sheet | Invoice | Broker Workflow

All Lights — *Cole Higgins at 7/29/2021 2:26 PM ET*

1	*Is the part on the order there?*	Yes	No

Brokered workflow

2	*Does the part match condition and notes?*	Yes	No

Final QC — *Eric Graham at 7/29/2021 2:51 PM ET*

3	*Is the part clean and does is match condition and notes?*	Yes	No

4	*Did you package the part to Team PRP standards?*	Yes	No

PO Received Shipment report

Time Received	Tracking #	WO #	Order #	Order Received	YMS Received	Return
3/11/2022 4:52 AM ET	0011020121	1493427	0011006784	Yes	Yes	No
3/11/2022 4:52 AM ET	0010996971	1495460	0010993973	Yes	Yes	No
3/11/2022 4:52 AM ET	0011025991	1496456	0011018980	Yes	Yes	No
3/11/2022 4:52 AM ET	0010996932	1495850	0010994383	Yes	Yes	No
3/11/2022 4:53 AM ET	0011024222	1494957	0011005613	Yes	Yes	No
3/11/2022 4:53 AM ET	0011013282	1495358	0010953616	Yes	Yes	No
3/11/2022 4:53 AM ET	0011018776	1493604	0011018880	Yes	Yes	No
3/11/2022 4:53 AM ET	0011017121	1496379	0011014539	Yes	Yes	No
3/11/2022 4:53 AM ET	0011024330	1496508	0011024001	Yes	Yes	No
3/11/2022 4:53 AM ET	0011027359	1496379	0011014541	Yes	Yes	No
3/11/2022 4:53 AM ET	0011014381	1496374	0011014346	Yes	Yes	No
3/11/2022 4:53 AM ET	0010997925	1495750	0010977165	Yes	Yes	No

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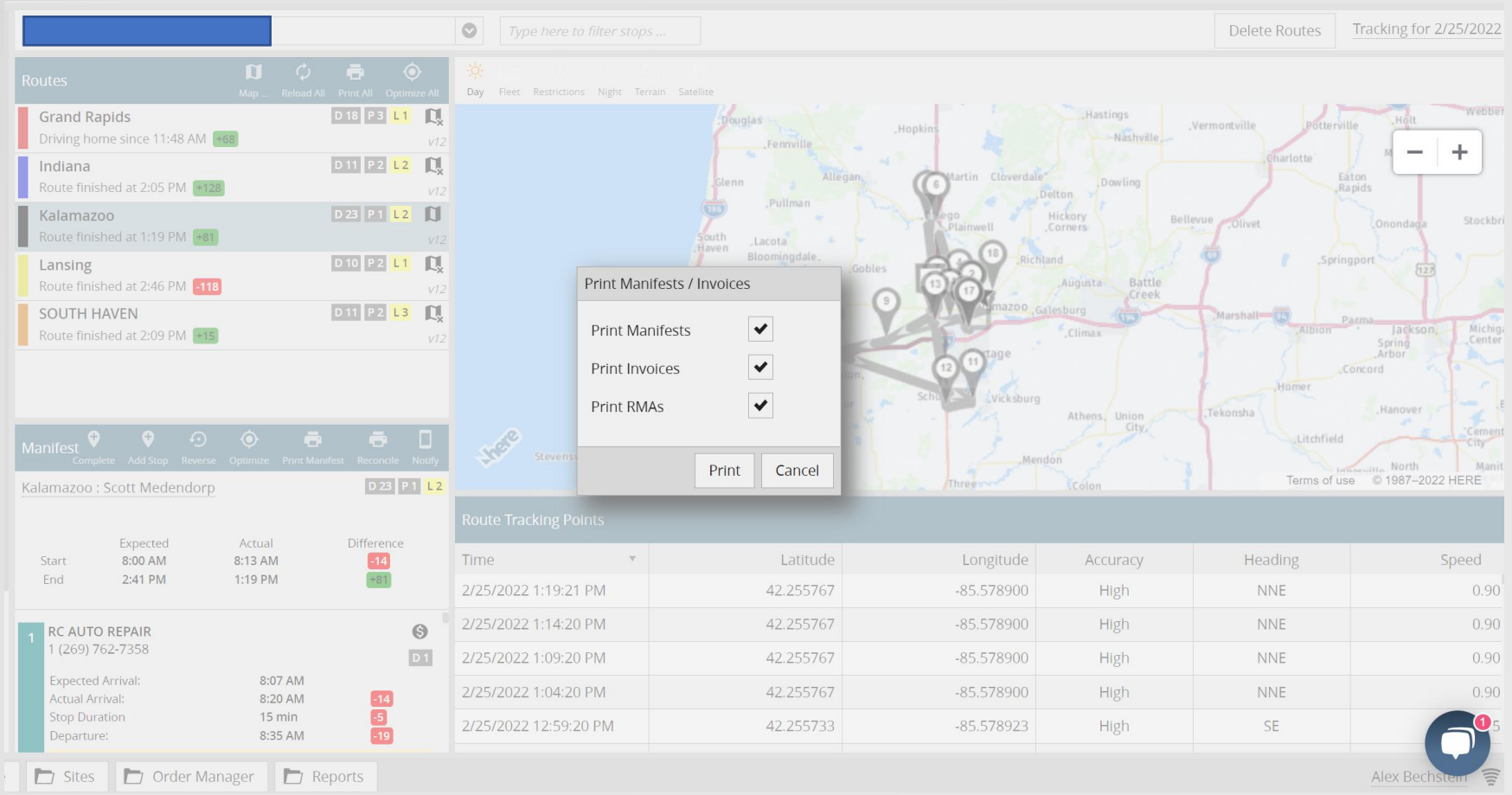
HOTLINES

Streamlined invoicing and delivering processes



Partnering
with Midwest

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HOTLINES

Dynamic Brokering

- Increased Efficiencies
- Reduced Errors

Profit Tool

- Increased Brokered Margin

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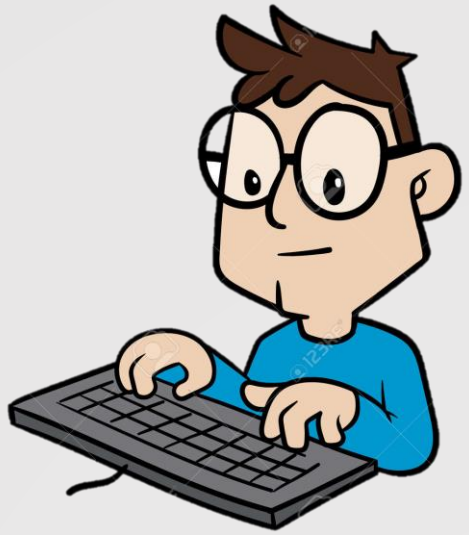
HOTLINES

Dynamic Brokering

How often is your sales team **typing** when they could be **talking** (selling)?



Buyer

- Asking Details
- Work Order
- Status of the Order
- 3 – 5 minutes / Order

Seller

- Confirming
- Work Order
- Respond with Status
- 3 – 5 minutes / Order

Dynamic Brokering

Order error up to 15%

- Time spent cleaning up errors is time **not spent selling**.

Dynamic Brokering

Increased Brokering Profits

- Increased Efficiencies
- Reduced Errors

Let’s see how.

Dynamic Brokering

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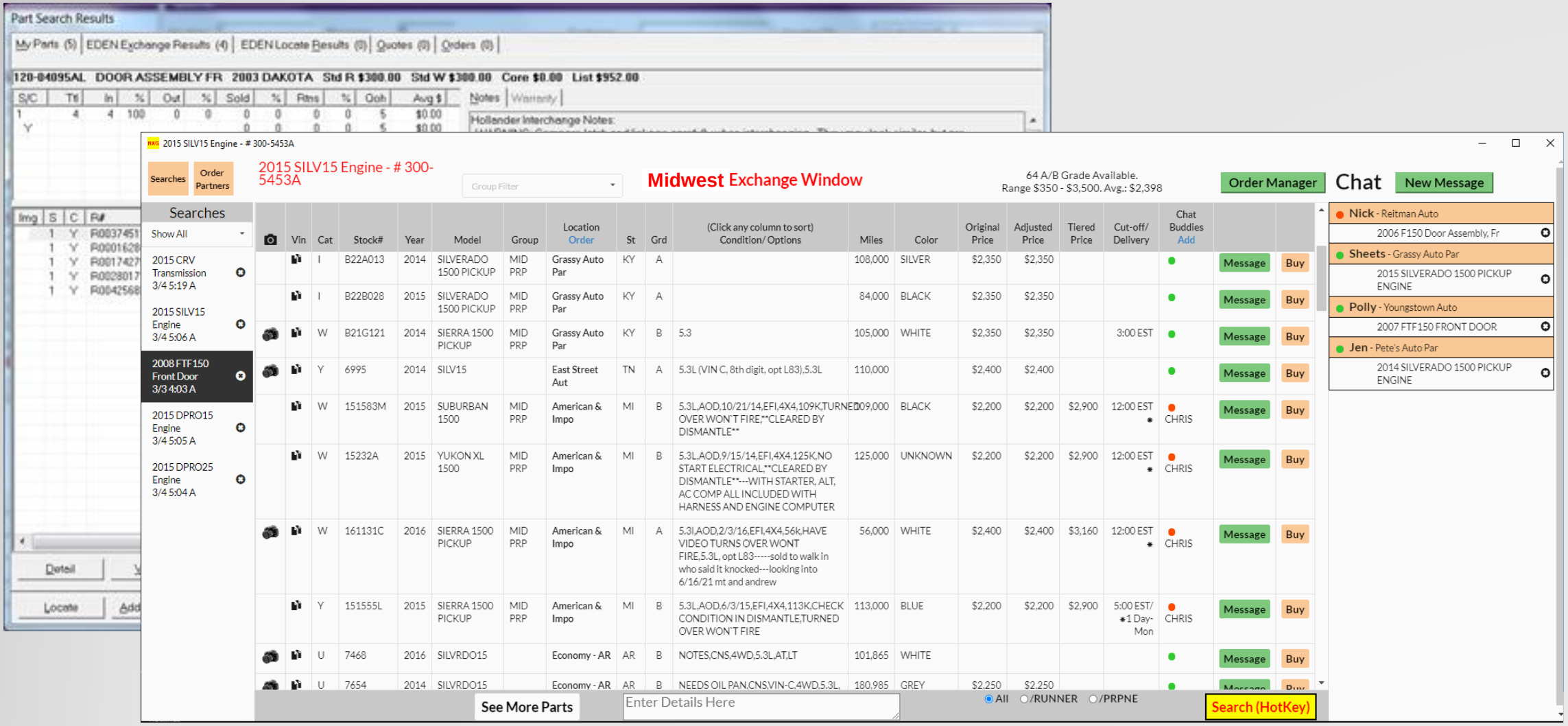
HOTLINES



Dynamic Brokering

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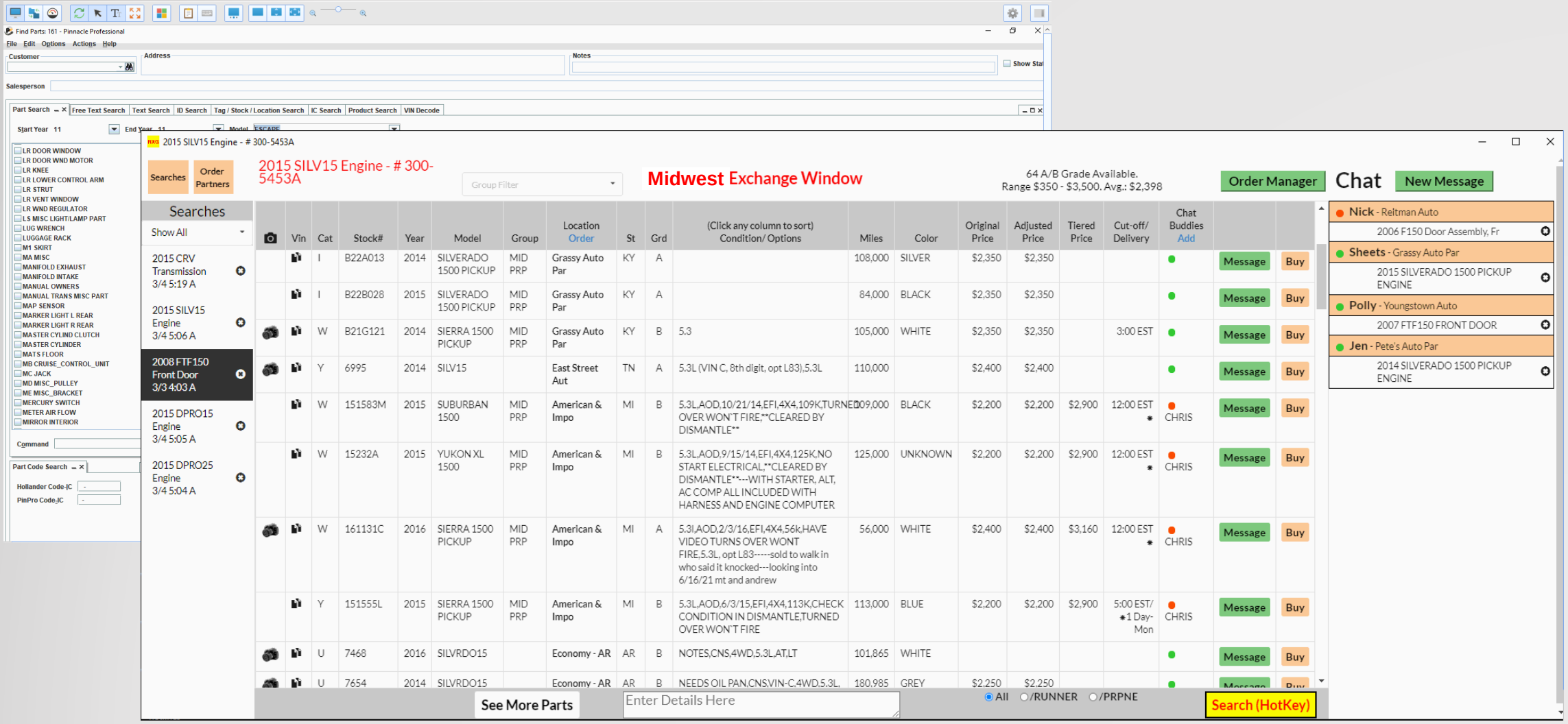

Dynamic Brokering

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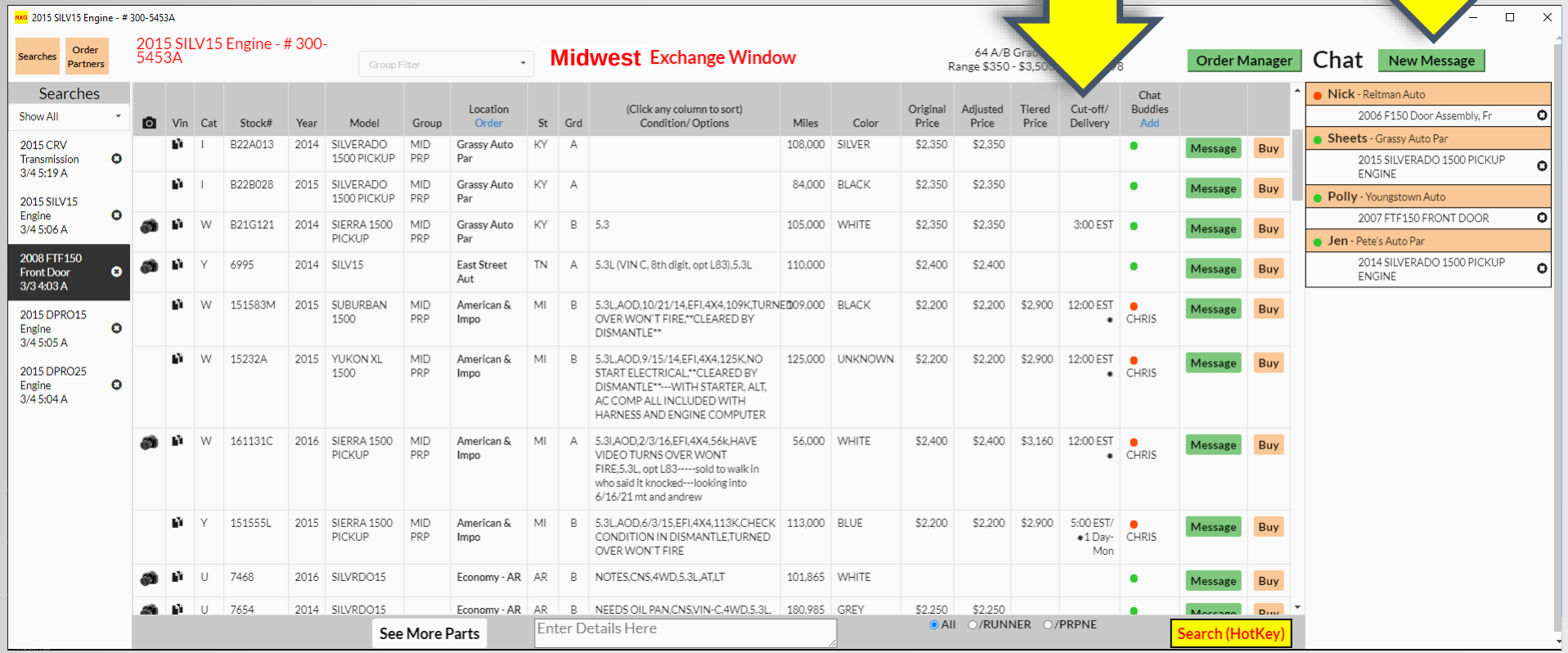
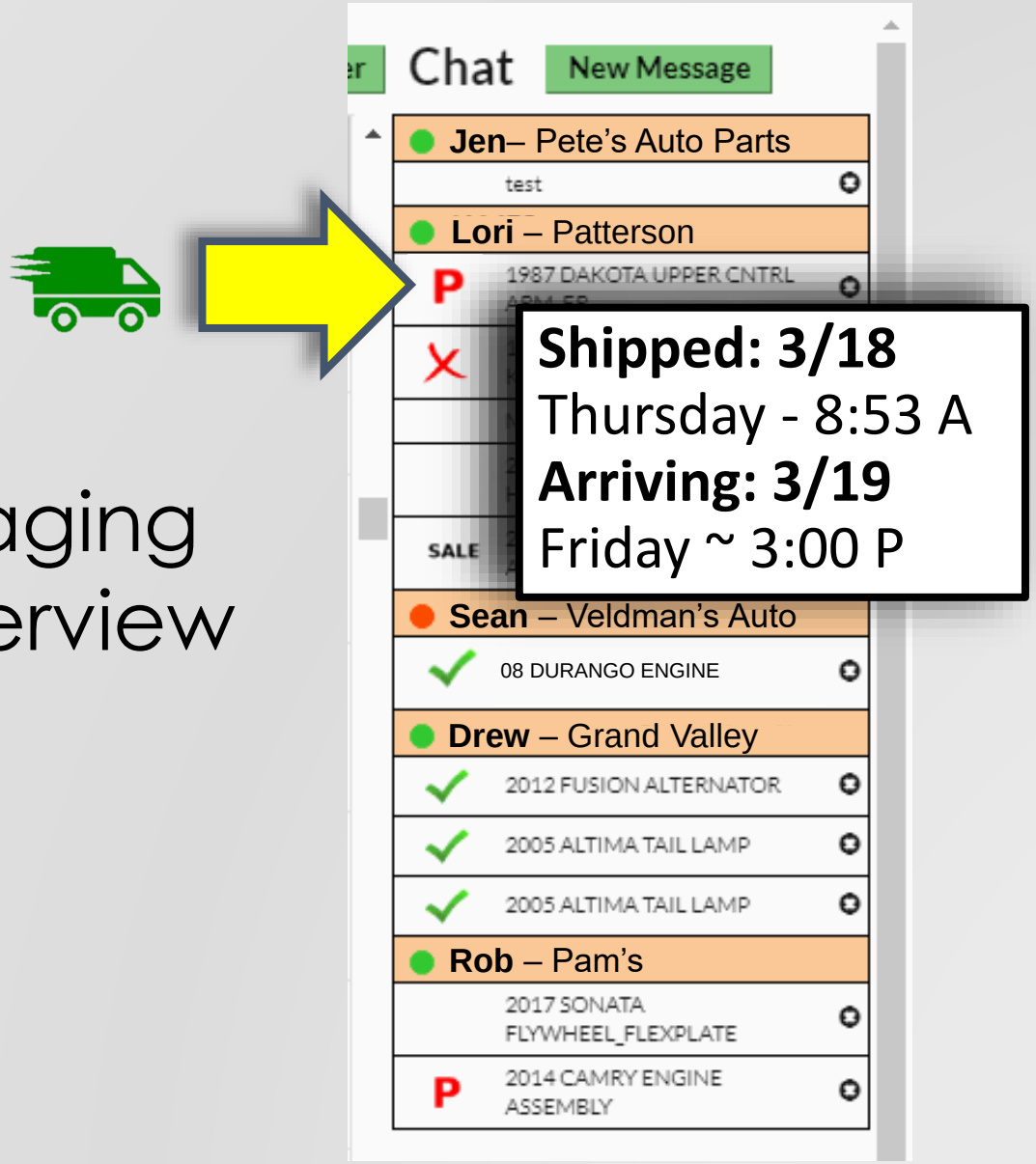
HOTLINES



- Cross Platform
- Tailor-made
- Cut-off Times
- Shows Delivery
- Integrated Chat

Part-centric Chat

Part-centered Messaging
Brokered Orders Overview



Dynamic Brokering BUYING

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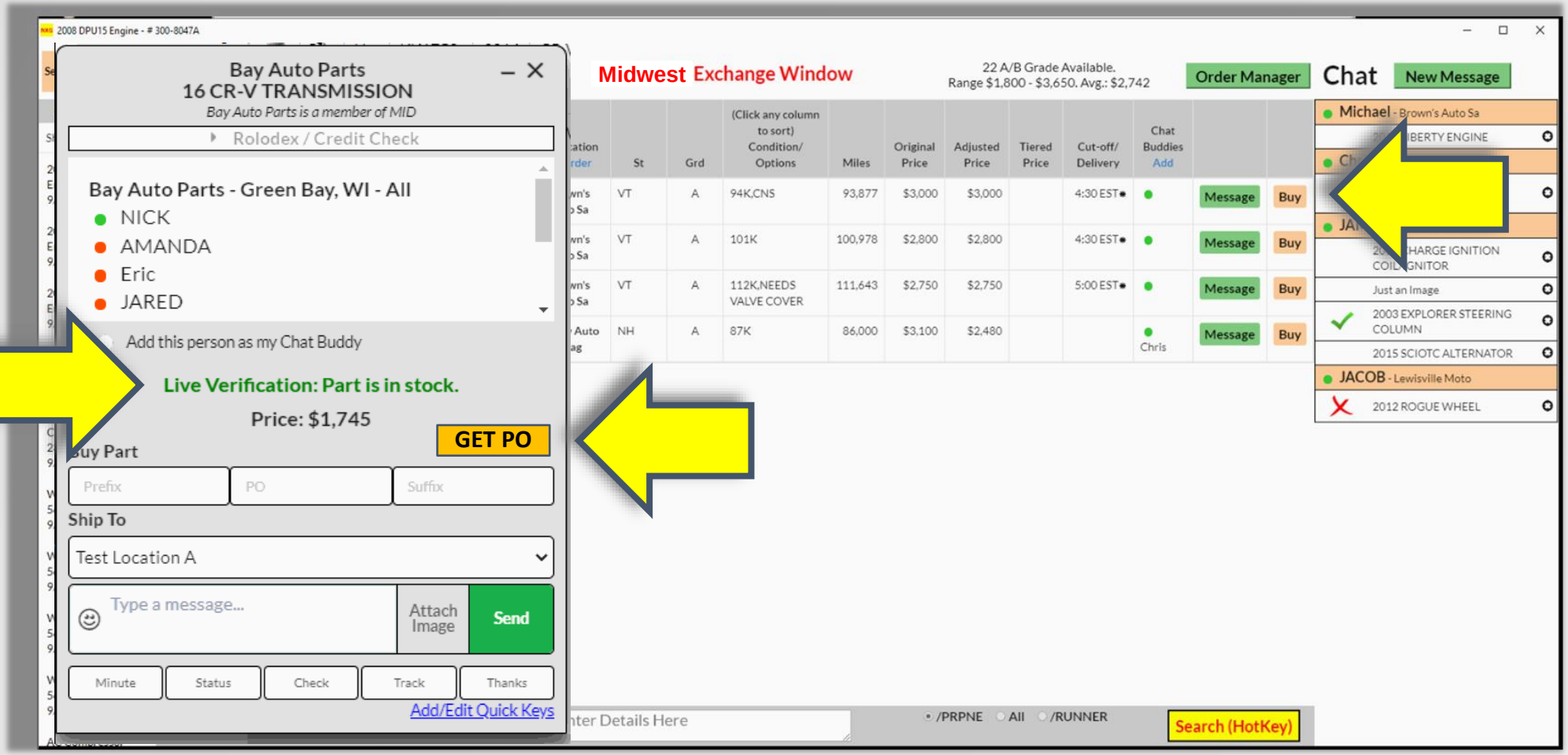

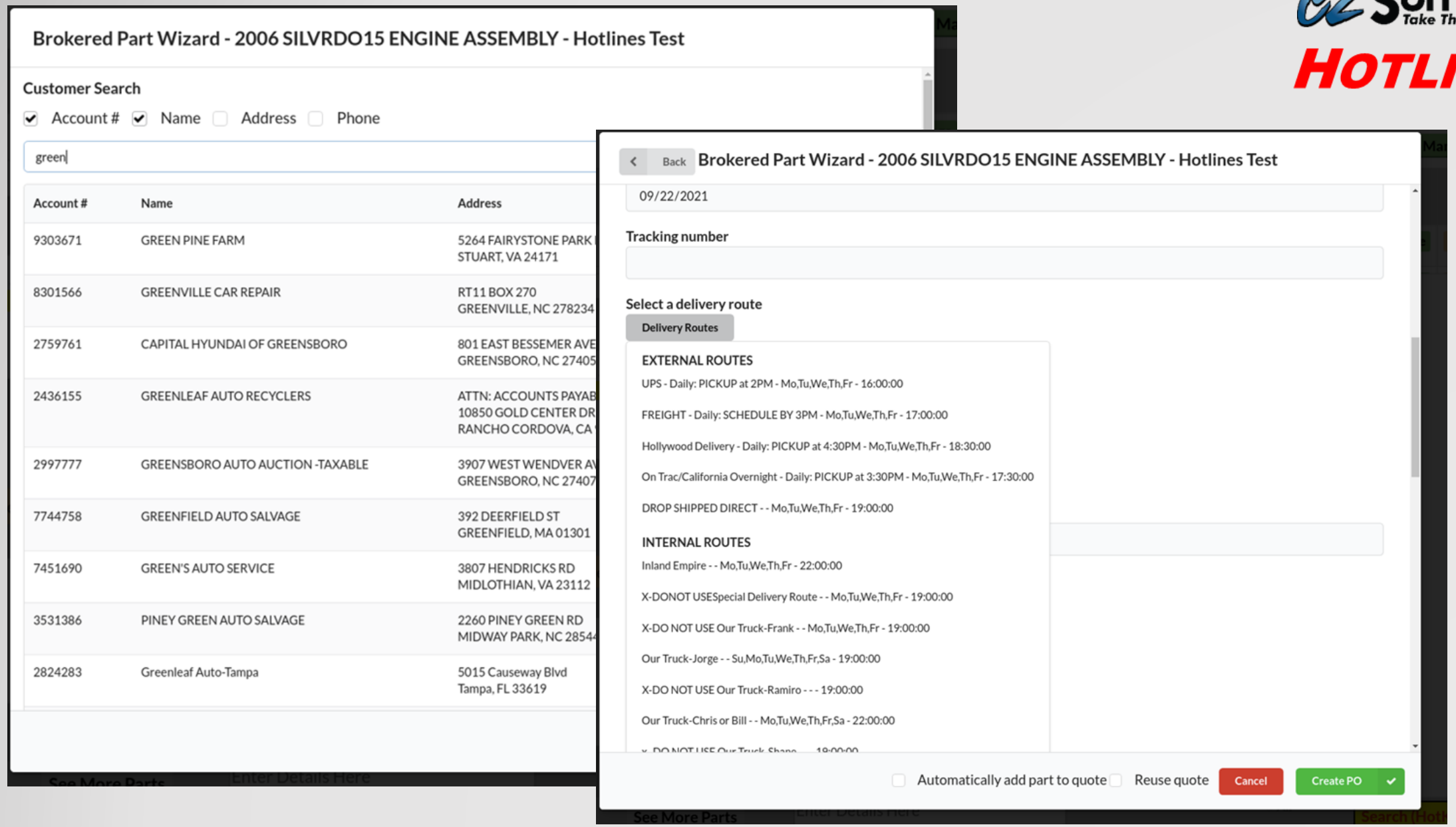

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HOTLINES

Dynamic Brokering

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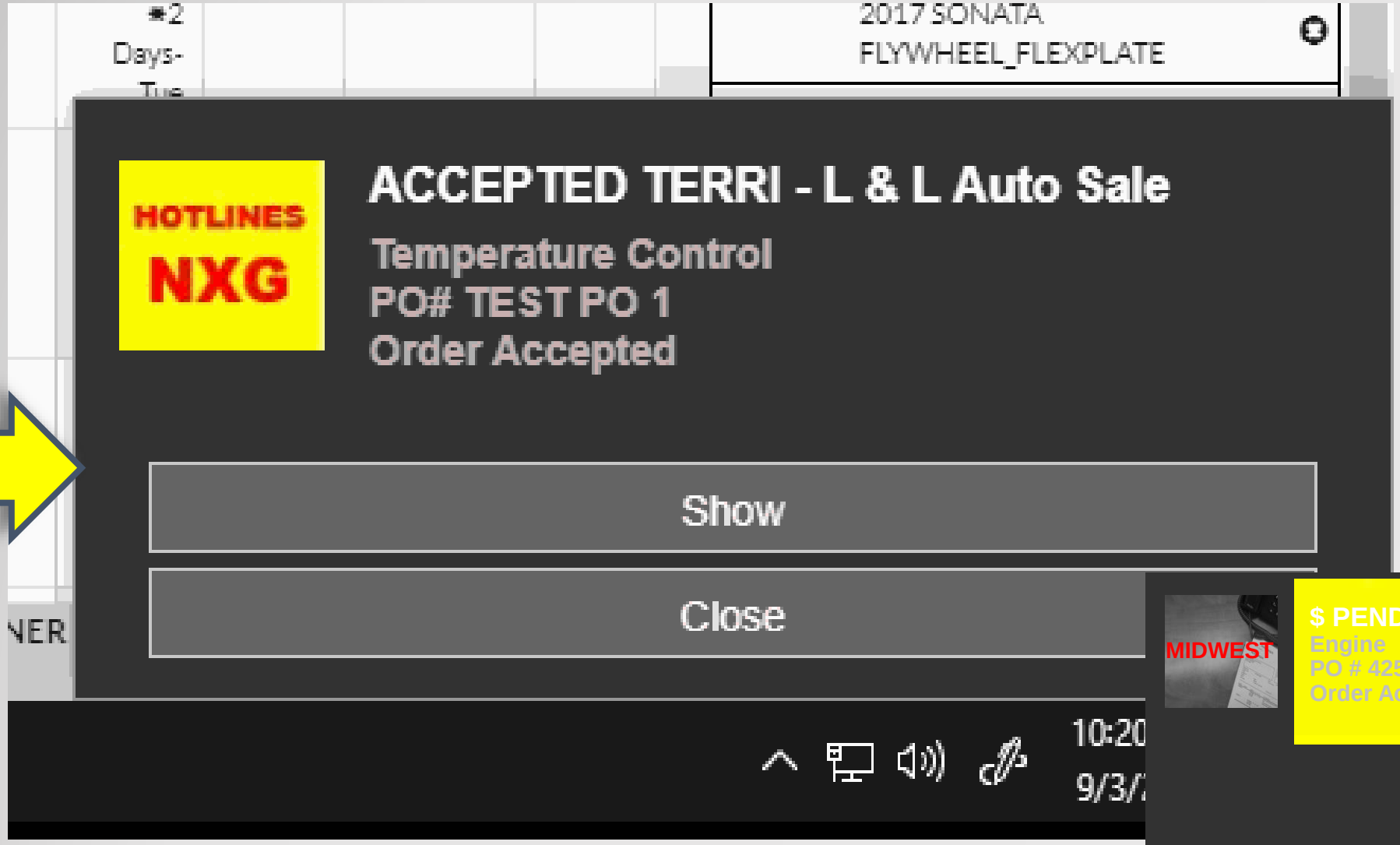

Dynamic Brokering

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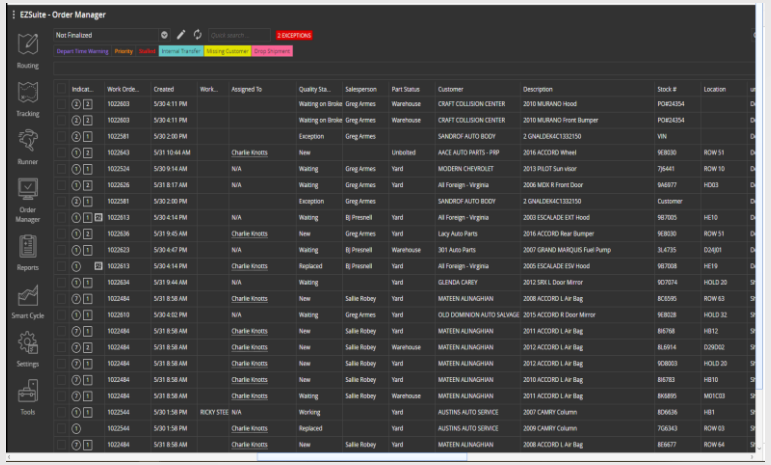
gn - Virginia	2006 MDX R Front Door	9A6977	HD03	D
DF AUTO BODY	2 GNALDEK4C1332150	Customer		D
gn - Virgi	ADE EXT Hood	9B7005	HE10	D
to Parts	Rear Bumper	9E8030	ROW 51	D
o Parts	20 RAND MARQUIS Fuel Pump	3L4735	D24J01	D
gn - Virginia	2005 ESCALADE ESV Hood	9B7008	HE19	D
A CAREY	2012 SRX L Door Mirror	9D7074	HOLD 20	Sh
N ALINAGHIAN	2008 ACCORD L Air Bag	8C6595	ROW 63	Sh
MINION AUTO SALVAGE	2015 ACCORD R Door Mirror	9E8028	HOLD 32	Sh
N ALINAGHIAN	2011 ACCORD L Air Bag	8I6768	HB12	Sh
N ALINAGHIAN	2012 ACCORD L Air Bag	8L6914	D29D02	Sh
N ALINAGHIAN	2012 ACCORD L Air Bag	9D8003	HOLD 20	Sh
N ALINAGHIAN	2010 ACCORD L Air Bag	8I6783	HB10	Sh
N ALINAGHIAN	2011 ACCORD L Air Bag	8K6895	M01C03	Sh
S AUTO SERVICE	2007 CAMRY Column	8D6636	HB1	Sh
S AUTO SERVICE	2009 CAMRY Column	7G6343	ROW 03	Sh
N ALINAGHIAN	2008 ACCORD L Air Bag	8E6677	ROW 64	Sh

Message



Dynamic Brokering

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HOTLINES

Increases Selling Time

Reduces Errors

Profit Tool

- Counselman Auto (Mobile AL) increased brokered **profit** by $36,000/month ($432,000 increase in annual revenue.)
- Driving down purchase cost and increasing selling price

Profit Tool

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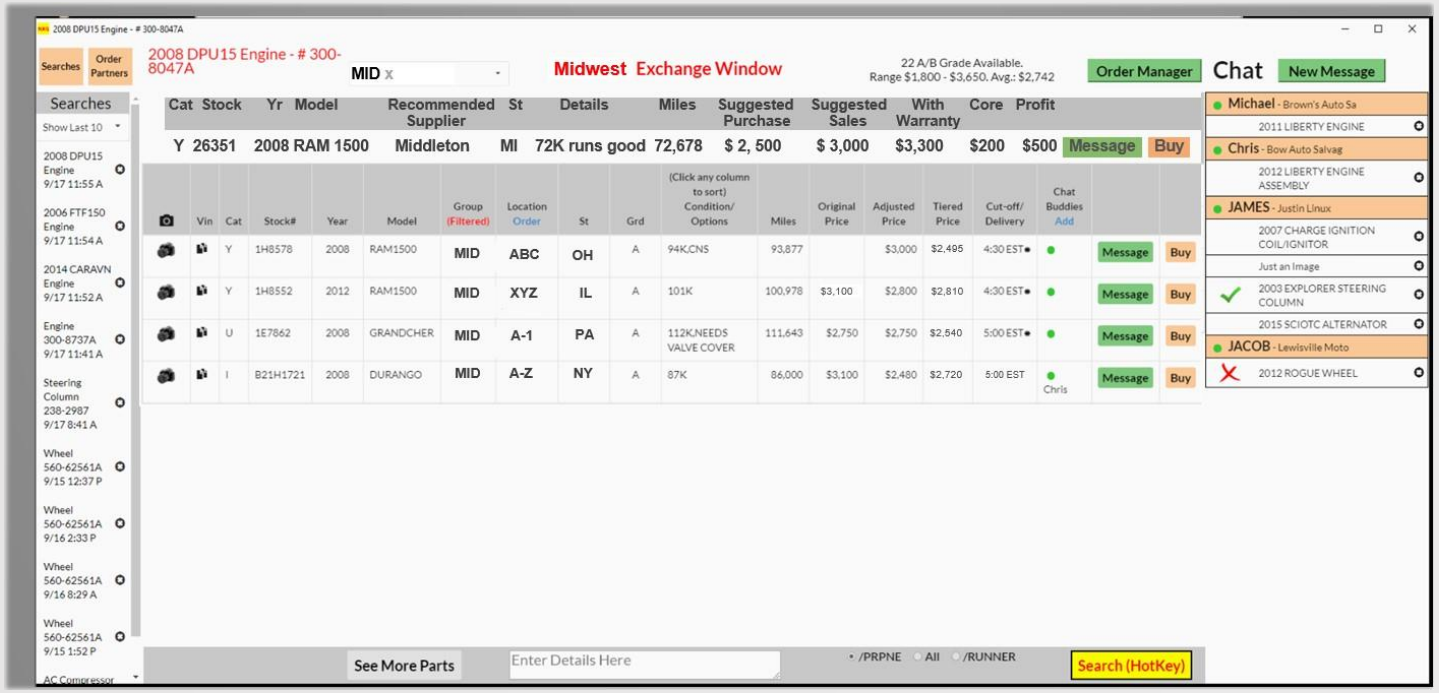
HOTLINES

How does it work?



Profit Tool Settings

Exchange/Tiered Partners	Trusted Partners
Manny's Auto Salvage	
Moe's Auto Parts	
Fox Auto Parts	Trusted Trading Partner
Jack's Auto Recycling	
IDrive	Trusted Trading Partner
Veldman's Auto Parts	Trusted Trading Partner
Dayton Xenia Auto Parts	Trusted Trading Partner
Miller's Auto Recycling	Trusted Trading Partner

Profit Tool Settings

Recommended Part Weightings by Part-Type Groups

- Profitability Score
- Mileage Score
- Condition Code Score
- Year-Range Score

Profit Tool

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Profit Tool

Sales Price History (300-81054)
Trendline
4000
3500
3000
2500
2000
1500
1000
500
02/28
03/09
03/17
03/21
03/22
03/28
04/12
05/09
05/17
05/24
06/01
06/02
06/20
06/27
06/28
09/05
09/26
09/31
09/01
09/26
10/06
10/11
11/01
11/29
11/30
01/13
01/19
01/25
02/15
02/17
02/27

Profit Tool

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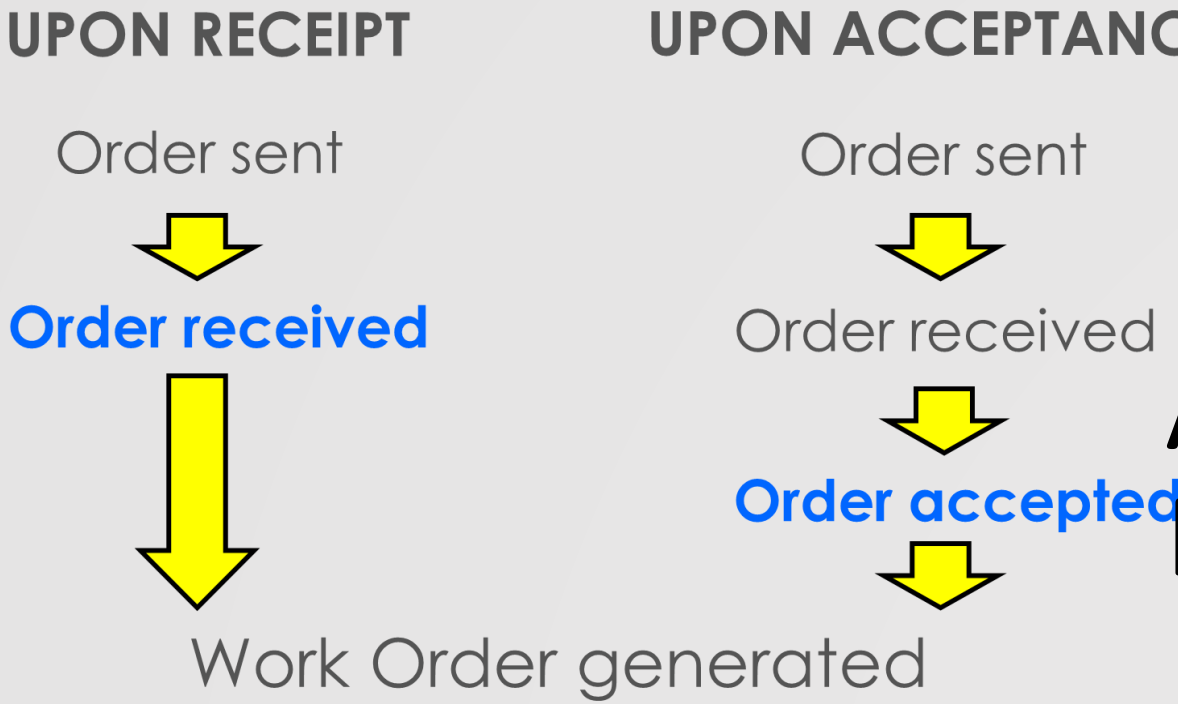
HOTLINES



Automatic Pricing Tool

Suggested Sale Price: Are you pricing your brokered parts based on history or **forecasts**?

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HOTLINES

If you want your piece of that $17.8 M back in <u>your pocket</u> – make a point of talking to Alex this weekend.

If you would also like to Increase your Commission on your Brokered Profit – I would love to speak with you as well.

EZ SUITE Take The Easy Route

HOTLINES

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Profit Tool

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Are you generating the maximum profit for each sale?

- These decisions are getting made in a split second.

  - Are they asking for discounts from the supplier?
  - Are they pricing every part correctly or simply following a standard mark-up procedure?
  - Are inter-store relationships limiting your profit??

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What does up to an **80% increase in brokered** profit mean to your car buying dollars?

Profit Tool

Tracking Results

- Are you **tracking** the brokered part purchase decisions they are making based on available options?

- Do you know how much money is being left on the table every day?

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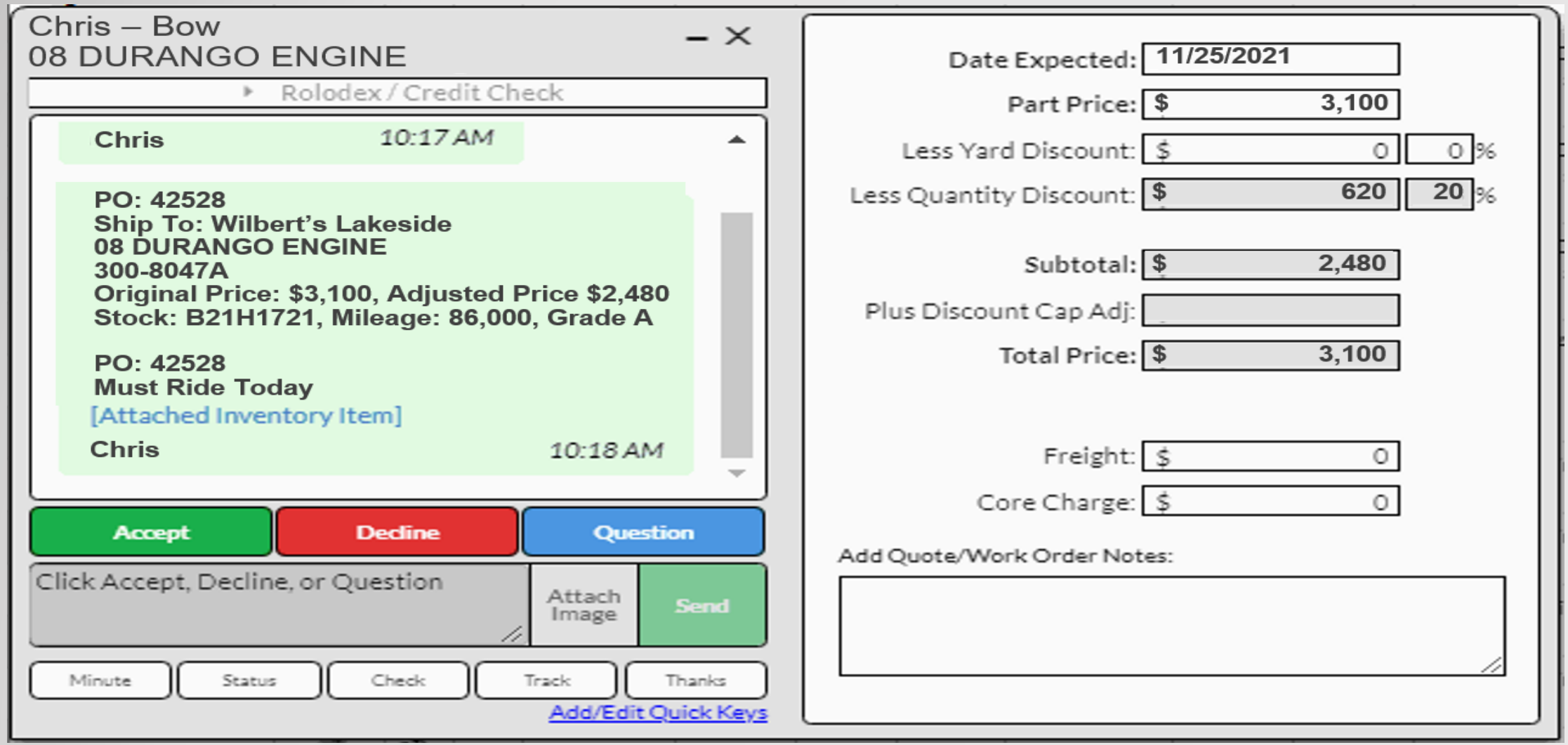

Profit Tool

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Increase your Brokered Profit

Increase your Salesperson's Income

Einstein Profits Score Card																				
						Recommended Part								Actual Part						
Sold By	Date / Time	Yr	Model	Part Type	Customer	Location (ST)	Grade	Mls	Description	Screen Price	Suggested Purchase Price / Cost	Suggested Sale Price	Suggested Profit	Location (ST)	Grade	Mls	Description	Actual Purchase Price / Cost	Actual Sale Price	Actual Profit	Difference Between Recommended v. Actual
Bob	4/9/2022 8:06	9	MKZ	Engine	ABC Body	A1 Auto (OH)	A	84	RH,HG/GRY, PHM, POWER	$1,600	$1,280	$1,700	$420	AB Auto (OH)	A	83	RH,HG/GRY, PHM, POWER	$1,800	$1,700	$100	$320
Bob	4/9/2022 8:30	14	Accord	Transmission	John Smith	ABC Auto (MS)	A	92	000 PM 4 DR SED	$1,550	$1,200	$1,600	$400	ZZZ Parts (IN)	A	90		$1,400	$1,200	$200	$200
John	4/9/2022 8:15	99	Ram 1500PU	Alternator	Sam's Garage	XYZ Auto (TN)	B	103	RH, SAIL, MIRROR	$165	$130	$160	$30	XYZ Auto (OH)	A	110	RH, SAIL, MIRROR	$150	$175	$25	$5
Sam	4/9/2022 8:12	15	Silverado	Engine	Rondel Ford	AAA Auto (OH)	A	56	RUNS GOOD	$2,400	$2,160	$2,500	$340	In stock	A	150	TESTED, GOOD	$750	$1,100	$350	($5)
																				Total money potentially left on the table:	$520.00

Profit Tool

EZ SUITE Take The Easy Route HOTLINES

Accountability to **Performance**

Drive **Increased Profitability**

Einstein Profits Score Card												
Recommended Part					Actual Part							
iption	Screen Price	Suggested Purchase Price / Cost	Suggested Sale Price	Suggested Profit	Location (ST)	Grade	Mls	Description	Actual Purchase Price / Cost	Actual Sale Price	Actual Profit	Difference Between Recommended v. Actual
G/GRY, ER	$1,600	$1,280	$1,700	$420	AB Auto (OH)	A	83	RH,HG/GRY, PHM, POWER	$1,800	$1,700	$100	$320
M 4 DR	$1,550	$1,200	$1,600	$400	ZZZ Parts (IN)	A	90		$1,400	$1,200	$200	$200