

ASA AZ

Connects

Volume 3

JANUARY 2021

PPP Loan Assistance

ASA Unites

Legislative Updates

Time To Plan

Attitude Is Everything



Arizona Legislative Newsletter

January 11, 2021

To see bills and more legislative alerts, go to the "Taking the Hill" page on asashop.com or click [here](#)



STATE LEGISLATURE STATUS: IN SESSION AS OF
1/11/2021



Click [here](#) to see the Arizona State Legislature Schedule.

Federal News

- ▶ **The Economic Aid to Hard-Hit Small Businesses, Nonprofits, and Venues Act** (The Economic Aid Act) was signed into law on December 27, 2020. To read the ASA press release on this legislation, click [here](#).
 - ▶ This legislation includes \$284 billion for the Small Business Administration to renew the **Paycheck Protection Program (PPP)** for a second round of lending beginning **January 11**.
 - ▶ Businesses with **less than 300 employees who have experienced a 25% or greater revenue reduction** in any quarter during the pandemic compared to 2019 could be eligible for a second PPP loan.
 - ▶ For more resources on the loan distribution process and qualifications for PPP loans, click [here](#).
- ▶ On January 5, Democrats Rev. Raphael Warnock and Jon Ossoff defeated their Republican challengers for U.S. Senate seats in the Georgia runoff election.
 - ▶ The Senate is now comprised of 50 democrats and 50 republicans. With Vice President-Elect Kamala Harris as the tie-breaking vote, the Senate is under Democrat majority control.
 - ▶ This means that the **Presidency, the U.S. House of Representatives, and the U.S. Senate are all Democratic**, teeing up a likely agenda with emphasis on environmental, consumer and other regulatory policies.
 - ▶ To stay up to date on federal and state emissions legislation and regulations, check out our [Clean Air Watch](#) on the Taking the Hill home page of asashop.com
- ▶ The FY 2021 Transportation, Housing and Urban Development appropriations bill was filed with a recommendation for NHTSA to work with stakeholders on **vehicle electronics and cybersecurity challenges**.
- ▶ The U.S. Department of labor finalized a rule clarifying the definition of **independent contractors** under the Fair Labor Standards Act (FLSA). To read more about this, click [here](#).

State News

- ▶ The 2021 Arizona legislative session convened on January 11, 2021.

Tracked bills

- ▶ [HB 2007](#): autonomous vehicles; safety features; prohibitions
- ▶ [SB 1009](#): state vehicle fleet; electric vehicles

Stay up to date with relevant Arizona legislation by using our [bill tracker](#).



To visit the U.S. Senate website, click [here](#).

To visit the U.S. House of Representatives website, click [here](#).



TAKING THE HILL



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Article Written By:
Chasidy Rae Sisk

Complete article online



AUTOBODYNEWS

AUTOBODYNEWS.COM

REGIONAL & NATIONAL COLLISION REPAIR NEWS YOUR SHOP NEEDS!

R¹ E¹ S¹ O¹ L² U² T³ I¹ O¹ N¹ S¹

"Our resolution will be to look at virtual conferences and training in a new way," noted Diana DeLeon, executive director of ASA-AZ. "Being able to offer shop owners and their employees top quality training and networking in this new environment is our goal, along with showing the benefits of saving on costs by eliminating travel and time away, which can allow more people to attend.

"The virtual platform also allows training classes to be recorded, then viewed at a later date for those not able to join live classes or those who would like to take another look. Our virtual event coming this spring will be one not to miss."

ASA Unites in 2021



Training Event not to miss for:

***Shop Owners
Technicians
Service Advisors
Trainers/Speakers
Sponsors***



ASA has contracted for lower rates credit card processing rates for our members. 25% less than the old program. Program benefits are:

- ✓ 25% lower rates.
- ✓ FREE EMV CHIP CARD MACHINE.*
- ✓ Local representation and service.
- ✓ 100% satisfaction guarantee.
- ✓ Cancel at anytime.

Call our local representative Dan Arndt 480.289.6304 for more details.

**Free machine offer is for shops processing over \$42,000 per month. Shops processing less than that receive below wholesale price of \$295 less \$100 instant rebate or \$195 plus tax. Free equipment remains the property First Data ISP and must be returned in working order if account is discontinued.*

See messages from our happy clients below:

I can't say enough about how easy Dan Arndt at CardConnect made it for me to save 30% a year in credit card fees over what I was paying at my bank. He worked with our bookkeeper filling out all the forms so that I only had to spend about 10 to 15 minutes going over and signing them. Over \$3,000 in savings!! Anybody still paying the retail fees charged by banks should give Dan a call as soon as they can.

– Bob Schubert
– IMPACT AUTO BODY

I have been using Dan Arndt and CardConnect for my credit card processing for over 5 years now. The pricing is good and the service is great. Dan has been extremely responsive anytime I've had a question or concern. He would be a great addition as an ASA partner and he is one of the few I know can refer without hesitation.

– Matt Allen
– Virginia Auto Service

We have appreciated switching to CardConnect Paradise. Not only have we literally saved hundreds of dollars per month, we appreciate the all-in-one statement including American Express. The few times when we've needed to utilize customer service, they have been easy to get through to and have been more than helpful. Finally, we appreciate the online access for statements and online response to charge backs. I believe it was a wise decision to switch!

– Dave Denmon
– Dave's Car Care

Call our local representative Dan Arndt 480.289.6304 for more details.



ALERUS

Dear Valued Client:

During this time of uncertainty, we are committed to providing you with accurate and timely information to help your business. The newly passed COVID-19 relief bill provides additional funds for the Paycheck Protection Program (PPP).

These funds are available to qualified businesses for an initial PPP loan. Funds are also available for businesses that previously obtained a PPP loan to obtain a second loan if they experienced a 25% reduction in sales during at least one quarter in 2020.

We are monitoring the U.S. Small Business Administration, which will provide clarifications and details regarding these programs. We do not expect to receive this additional guidance from the SBA until early – January with subsequent information to follow.

In addition, the bill includes important changes to the PPP forgiveness process. Businesses or individuals who received a PPP loan for \$150M and less, please watch for further communication from us with additional information regarding your forgiveness application.

Another component of the newly passed bill was to exclude EIDL advances from the forgiveness process. For those businesses or individuals who have gone through forgiveness and have a residual loan balance owing based on an EIDL advance, Alerus will automatically defer payments for 90-days from the due date to allow us to obtain additional guidance from SBA on these loans. If you received forgiveness and the have already paid off the residual EIDL balance, we will provide additional information when it becomes available on how you can apply to have those funds reimbursed.

We will continue to provide you updates as new information become available and will also provide updates on [website](#).



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IF "Plan A"
Didn't Work.
The alphabet has
25 more letters
Stay Cool.

What worked, and why? & What didn't work, and why?

Answering these questions will give us the foundation for 2021. It will guide us to continue with proven successes that work while we change, modify, or eliminate the unsuccessful things that didn't work. Team ESi had clients who's businesses grew more than 20% in 2020. Why? The reason is that they changed their attitude and approach to suit today's climate.

These successful businesses did things differently, starting with how they thought.

I genuinely believe that in life, we are the ones who can control two crucial aspects of our business.

No Excuses!
If it's to be, it's up to me.
By: Maylan Newton
ESi





Our Attitude Our Motivation

After we analyze 2020, let's adjust our mindset and get ourselves

I firmly believe this is the best time to be in the automotive repair complex that the do-it-yourself market is virtually nonexistent. We still hear of cases from shop owners the doomsday stories of to support you, knowing next year is not going to be comfortable. need an accountability team to stay motivated.

Let's fix our attitudes first.

Together we can build 2021 into a better year. It can be as simple about how great your day will be. Positive self-talk each morning passion for what we do. It may surprise you what a difference t

Motivation means to get up every day with the drive, fire in you day than when you just get up and have the mindset I have to g



es motivated to make 2021 a better year.

**air industry. The average age of cars has gone up. Cars are so
driving customers to trust in us for their automotive repairs.
of" I googled it" and "it didn't look that hard." We, at ESi, are here
le. And yes, you will have to work at this, supporting why we**

**e as starting your day by having a conversation with yourself
ng will get you pumped up and excited while reigniting the
hat alone can make in your life.**

**ur belly, a purpose, and accomplish a lot more at the end of the
o to work. -- Maylan Newton**

Stop complaining.

Stop complaining to your customers, employees, and vendors about work. Instead, start talking about how great it is. Be thankful for what you have accomplished, and work hard to achieve what's left. Be grateful we are considered an essential business and have the opportunity to work. Imagine what the restaurants are going through.

Negative talk feeds the negativity; it affects your attitude and motivation, so each morning, when you get up, look yourself in the mirror and talk to yourself. Have a spectacular day! I guarantee that your customers will notice and comment on it. Your positive attitude allows them to build trust and bond with you and your business. It is best when your employees see and react by carrying the same vibes throughout their day.

Leadership starts at the top. When people ask you, "How are you"? When you share all the negative problems in life, you can shut down interest in those wanting to spend money with you, work for you, or even be around you. Everyone's lives are so complicated, they don't need somebody telling them how tough their life is.

Go to work with the attitude of servitude. In other words, go to work to help others. Help your employees achieve their goals, your customers achieve their goals, and you'll have helped achieve yours in the long run.





IT'S

TIME TO

Address the issues. Was one of the concerns, not enough cars? Let's do things differently. Currently, there are more cars than ever. Ask yourself why. Is the average ticket too low? Do we assume our customers have cars and asking the customers to purchase the repairs their cars need?

Recently I encountered a great (sarcasm), salesperson! I was standing outside my home, and a gentleman walked up to me. He said, "I don't think you have any money but would you like a quote to have a new roof put on your house?" I replied, "I think I don't have any money?" His reply, "none of your neighbors have a new roof."

He prejudged and profiled me because of what my neighbors do.

The sad thing is I am looking to replace the roof of my house. He



Change your marketing.
ever on the highways. If you're not getting your fair share, ask
customers don't have any money? Or, are we inspecting the
r needs?

to me. The first words out of his mouth were, "I know you don't
out on your house"? I looked him in the eye and said, why do you
do"! What a horrible way to ask for a sale.

or don't do.

is sales technique of prejudging me didn't give him a chance.

Ask yourself this question.

What is your sales technique to a customer who needs work on a car that you let your assumptions cost you money?

Turn a negative into a positive.

For each negative procedure that didn't work last year, we can do five or more to identify them and change your attitude and get motivated, to make a successful shop is, in most cases, nothing more than the owner and the bad mood if you come to work in a bad mood!

Feeling like customers are difficult?

If you think that customers are difficult, your employees will pick up on it. Come to work with a positive attitude to be motivated to make it happen for your team, and stop whining about everything to anybody that'll listen to you. Stop negativity, stop watching the news, stop looking at Facebook, and stop looking at the

Look around your community; why are some people thriving while others are struggling? It's the owner and team's attitude and motivation.

My question to you is... What is your attitude and motivation like?

Are you excited about what you do, along with having a passion for your work? This is what most people will see and pick up in you. You could be the best at what you do, but if you don't have a passion for it, you won't make you money. You can't fake this; either it's real, or it's not.

Questions To Ask Yourself



What you don't see has any value. Do you ask for the sale anyway? Or do

Take six positive actions to change that for this coming year. First, you have a difference. The difference between a successful shop and not a team's attitude. Your employees mimic you. Your employees will be in a

Follow your lead.

Plan. Set goals, track your numbers, share the information with your team! Surround yourself with positive, motivated people, eliminate letting other people determine your attitude about being in the present.

What are not? If you get right into the mix of it, you're going to discover

Is your business?

Best guy in the world of fixing cars, but your attitude will make or cost

Arizona has 10 great Federated Reps to serve our members!



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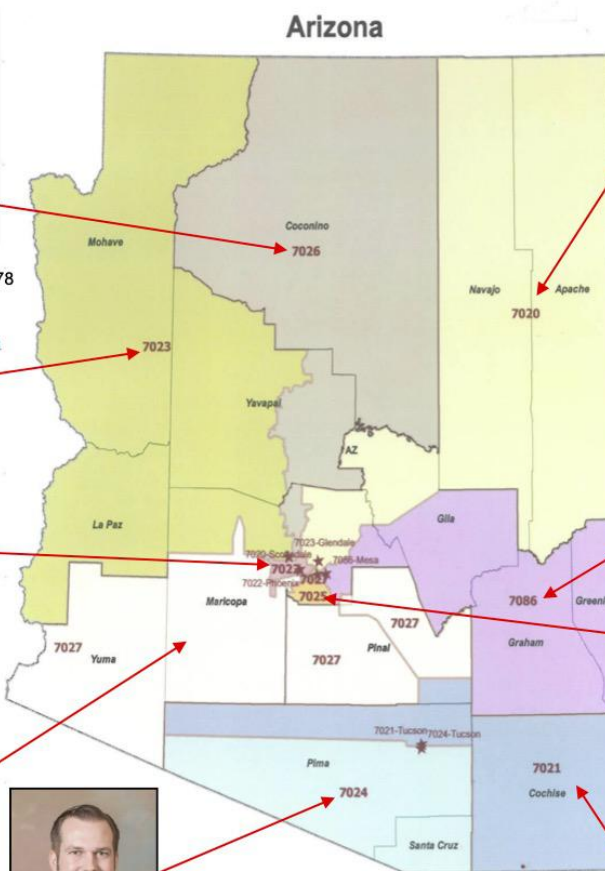
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See who to contact for your area

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RISK MANAGEMENT

EDUCATIONAL ARTICLES

Attached are links to articles provided by Federated Insurance:

Risk Management Corner tackles subjects related to workplace safety

HR Question of the Month provides a human resources-related question and answer from independent legal professionals

It's Your Life discusses concepts related to life and disability income insurance

Share these articles with your members via links on your website, direct e-mails, e-newsletters, and in your print publications. *Risk Management Corner* and *It's Your Life* articles, which include .jpg and .pdf versions, remain on our website for a year. The *HR Question of the Month* will be replaced each month.

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HR QUESTION?
of the month



**LEARN TO
LET THINGS YOU
CAN'T CONTROL GO!**





**Stop worrying about the things
you can't control.**

**Provide outstanding customer service,
and charge what you need to create
your business. Make the customer's
experience a high priority, repair the
car properly the first time, and make
the money you need to stay a
profitable business. ESi has clients that
grew more than 20% in 2020! Why?
Because they changed their attitude.
These successful business owners
remain motivated and stopped
worrying about the things they can't
control. You don't control the
pandemic, politics, other people's
attitudes. Stop wasting your time
trying to control those things and
worry about the two things you have
total control over; your attitude & your
motivation.**

Calendar of Events

Sunday	Monday	Tuesday	Wednesday
3	4	5	6
10	11	12	13 Diagnostics in A Digital World
17	18	19 Valley Verde Chapter Meeting	20 PRODEMAND + SHOP-WARE All You Need To KNow
24 	25	26	27 Leveraging Technology
31			



Thursday	Friday	Saturday
	1	2
7	8	9
14	15	16
21	22	23
28	29	30

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**Look into
February for up
coming Chapter
Meetings!**

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