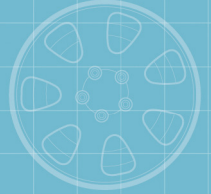
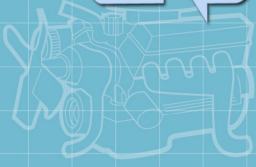
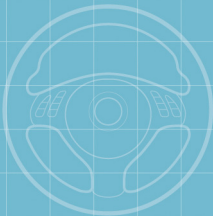
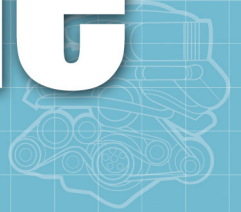




# Australian Auto Recyclers Conference 2010



# Conference Programme



Come and meet our sponsors and see what they have to offer!



tomorrow's solutions - today!



# Australian Auto Recyclers Conference 2010

## Dear Colleagues:

On behalf of the directors and my colleagues at Actual Systems, it is our honour to welcome you to the first annual Pinnacle Australian Auto Recyclers Conference.

We have 12 speakers lined up to talk from around the world, including our Keynote Speaker, Mr Bill Stevens, from Counts Consulting in the US, and a huge variety of presentations and seminars spread over 30 sessions.

This year's conference has been titled "Learn...Socialise...Enjoy" and we hope you will gather as much from the sessions as you will from the beautiful Shoal Bay Resort & Spa located on the spectacular white sands of Shoal Bay at the entrance to Port Stephens.

The 30 sessions all fall within three distinct areas, all focused on the various aspects affecting you and your business within the auto recycling industry:

- Best Practice Sessions: *Topics covering everything from recruiting within the auto recycling industry, to selling and expanding your business on eBay*
- Pinnacle Sessions: *Topics specifically geared towards existing and potential users of the Actual Systems Pinnacle Vehicle Dismantling Software System*
- Industry News: *Topics aimed at updating you on changes within the auto recycling industry, particularly here in Australia*

We are excited about the opportunities this year's conference has to offer and look forward to a rewarding 3 days.

**Best wishes for a terrific conference experience.**

**David Morgan**  
*Director*  
*Actual Systems*





# Daily Sessions and Agenda

## THURSDAY, 18 November, 2010

D a y t i m e	Pre-Conference Activities (incl. Golf, Quad-Biking, Jet-Skiing, and Scuba Diving/Snorkelling)
	SandyFoot Café & Bar
7:00 p m - 9:00 p m	Registration / Delegates Cocktail Reception and Introduction - DRESSCODE: SMART-CASUAL Chrissy Pantlin and Brian Reich <i>Actual Systems</i>

## FRIDAY, 19 November, 2010

	Promenade Room			
7:00 a m - 8:30 a m	Promenade Breakfast Buffet			
	Whitesands Conference Centre Lobby			
8:00 a m - 8:30 a m	Registration			
	Star Room			
8:40 a m - 9:50 a m	<b>Introduction: Peter Riddle</b> <i>Actual Systems</i> <b>Keynote Address: Bill Stevens</b> <i>Counts Consulting</i> Keys To Success			
	Star Room	Sea Room	Sun Room	Pinnacle Professional Demonstrations - Whitesands Boardroom
10:00 a m - 10:50 a m	<b>Travis Neill</b> <i>Actual Systems</i> All Things STATS!	<b>Chrissy Pantlin</b> <i>Actual Systems</i> Recruitment and the Dismantling Industry	<b>Steve Tapner</b> <i>Actual Systems</i> Pricing and the PinnacleNet	
11:00 a m - 11:15 a m	Tea Break - Whitesands Lobby			
11:15 a m - 12:05 p m	<b>Bill Stevens</b> <i>Counts Consulting</i> How To Supercharge Your Sales Team	<b>Peter Scott</b> <i>Scotts Parts Plus</i> Succession Planning	<b>Ross Nicastrì</b> <i>Franks Auto Parts</i> Pay for performance incentives	
12:15 p m - 1:15 p m	Lunch Break - Promenade Room			
1:25 p m - 2:15 p m	<b>Travis Neill</b> <i>Actual Systems</i> All Things STATS!	<b>Chrissy Pantlin</b> <i>Actual Systems</i> Recruitment and the Dismantling Industry	<b>David Nolan</b> The Auto Recyclers Association of Australia (ARAA)	
2:15 p m - 2:50 p m	Tea Break   Meet your vendors/Strategic Partners Break - Whitesands Lobby			
3:00 p m - 3:50 p m	<b>Al Lacy</b> <i>Lacy's Auto Parts</i> Pinnacle Pro - A Powerful Tool for Recyclers	<b>Chris Daglis</b> <i>APR AutoJap</i> APR System - Growing Our Industry TOGETHER!	<b>Steve Tapner</b> <i>Actual Systems</i> Pricing and the PinnacleNet	
4:00 p m - 4:50 p m	<b>Scott Shillinglaw</b> <i>eBay Australia &amp; New Zealand</i> Expand Your Business with eBay	<b>Peter Scott</b> <i>Scotts Parts Plus</i> Succession Planning	<b>David Nolan</b> Auto Recyclers Association of Australia (ARAA)	
	Promenade Room			
6:30 p m - 10:30 p m	Promenade Seafood and Carvery Buffet - DRESS CODE: SMART-CASUAL			



# Australian Auto Recyclers Conference 2010

## SATURDAY, 20 November, 2010

	Promenade Room			
7:00 am - 8:30 am	Promenade Breakfast Buffet			
	Whitesands Conference Centre Lobby			
8:00 am - 8:30 am	Registration			
	Star Room	Sea Room	Sun Room	Pinnacle Professional Demonstrations - Whitesands Boardroom
8:40 am - 9:30 am	<b>Travis Neill</b> <i>Actual Systems</i> "Qualifying The Sale" for salesmen, supervisors, managers and owners	<b>Ross Nicastrì</b> <i>Franks Auto Parts</i> Pay for performance incentives	<b>Bill Stevens</b> <i>Counts Consulting</i> Plan To Succeed	
9:40 am - 10:30 am	<b>Al Lacy</b> <i>Lacy's Auto Parts</i> Pinnacle Pro - A Powerful Tool for Recyclers	<b>Actual Systems</b> Pinnacle Professional - Latest Developments	<b>Steve Tapner</b> <i>Actual Systems</i> Pinnacle Professional and the Work Order Manager	
10:40 am - 11:00 am	Tea Break/Meet your vendors - Conference Centre Lobby			
11:10 am - 12:00 pm	<b>Travis Neill</b> <i>Actual Systems</i> "Qualifying The Sale" for salesmen, supervisors, managers and owners.	<b>Chris Daglis</b> <i>APR AutoJap</i> APR System - Growing Our Industry TOGETHER!	<b>Bill Stevens</b> <i>Counts Consulting</i> Plan To Succeed	
12:00 pm - 1:00 pm	Lunch Break - Promenade Room Sponsored by Parts Plus Group			
1:10 pm - 2:00 pm	<b>Scott Shillinglaw</b> <i>eBay Australia &amp; New Zealand</i> Expand Your Business with eBay	<b>Matt Perfrement / Chris Cooper</b> <i>Just Japanese / All GM</i> Interchange - Advantages and Usage	<b>Steve Tapner</b> <i>Actual Systems</i> Pinnacle Professional and the Work Order Manager	
2:00 pm - 2:50 pm	Meet your vendors/Strategic Partners Break			
3:00 pm - 3:50 pm	<b>Travis Neill</b> <i>Actual Systems</i> Using Pinnacle Tools Without Sacrificing Time & Efficiency	<b>Matt Perfrement / Chris Cooper</b> <i>Just Japanese / All GM</i> Interchange - Advantages and Usage	<b>Actual Systems</b> Pinnacle Professional - Latest Developments	
	Sandyfoot Bar			
5:30 pm - 6:30 pm	Pre-Dinner Drinks			
	Whitesands Function Centre			
6:30 pm - 1:00 am	<b>GALA DINNER - DRESSCODE: SMART/FORMAL</b> Evening Presentations, Awards Ceremonies, Themed, three-course Gala Dinner, Conference Closing Speeches, and musical entertainment Sponsored by APRAA			

## SUNDAY, 21 November, 2010

	Promenade Room
7:00 am - 11:00 am	Promenade Breakfast Buffet Checkout - 11:00am

### Sessions Key:

Keynote Address

'Best Practice' Sessions

Pinnacle Sessions

Industry News

Please note: All sessions subject to change



## Sessions Descriptions

### Keynote Address: Keys to Success

What does it take to bring your team to the next level? There is an overarching philosophy that can help you accelerate and maximize the profitability of your business. In this session we will cover 4 important aspects of business management that will help you get there.

#### Speaker: Bill Stevens – Counts Consulting

Bill Stevens started working in the family business as a teenager pulling and selling parts. He then moved to Texas where within just a few months he was one of the top two salespeople working for Ron Sturgeon at AAA Small Car World. From there Bill grew to be exceptional at a variety of lead and management positions. When Schnitzer Steel bought Greenleaf and needed someone to run that company they only had to look to one of their regional managers to fill the position. Bill was voted the 2005 Locator Boss of the Year by his employees at Greenleaf. Bill became Vice President of Schnitzer in charge of 22 yards throughout the US in 2006. While there he was nationally recognized for restoring profitability to their underperforming units. He was able to accomplish this by:

- Training the managers how to establish and set higher standards for sales achievement.
- Increasing profitability by designing and producing innovative, efficient business models.
- Design and implement financial practices to exploit ever-changing business trends.
- Teach his staff how to build long-term, profitable relationships with customers and vendors.

Now Bill is ready to fulfil one of his dreams of helping independent recyclers grow to their full potential.



### How to Supercharge Your Sales Team

We are all operating sales call centres. What can we do to maximize sales from the customers we already have and grow organic sales from the calls we already get? This session will help you understand how to leverage your sales staff to get the maximum amount of sales from your existing customers and phone traffic.

### Plan to Succeed

This industry is very numbers driven. We all need goals and targets to push us to the next level. This session will help you set an annual financial budget as well as the operating plans to achieve your goals.

### Succession Planning

How to plan for succession and how our speaker managed to prepare for this.

He will share his life and times in the industry from his family's humble beginning in 1951 through to the way he sees things today and beyond. The presentation will be focused on passion and commitment and what can be achieved when you mix technology with reusable parts for cars.

### Pinnacle Pro: A Powerful Tool for Recyclers

The growth of conglomerates in the American auto recycling industry over the last decade has forced many independent American recyclers to change the way they do business. Pinnacle Professional has many powerful tools that have helped them grow their businesses in a very competitive environment. Learn about the American recycling industry and what Pinnacle Pro can do for you.

### Interchange – Advantages and Usage

Why is interchange so important to your business? What can you do to ensure your data is accurate? How does this affect my business?

### The Auto Recyclers Association of Australia (ARAA)

This session will address major challenges facing the auto recycling industry, including achieving government and community recognition of the significant economic and environmental benefits that flow from auto recycling, defining the role of auto recyclers in dealing with scrapped cars under the Federal government's "Cash for Clunkers" scheme, and the role of the new national association in effectively representing the views of auto recyclers.

### Recruitment and the Dismantling Industry

We'll be looking at different recruitment/interview techniques and discussing how most yards currently recruit (e.g. word of mouth, friends of current employees, advertising etc). We'll also be looking at the use of recruitment agencies for things like sales/management positions and the kind of agencies that are available. There will then be a Q&A session.

### Pricing and the PinnacleNet

This session will cover all the pricing functions in Pinnacle Professional: Manual pricing, Automatic Pricing, Price Zero Inventory, Jim Counts Minimum Part Price Table and the Re-Price Inventory function available from Modify Part. We will also deal with some concepts of how pricing of your parts affects your PinnacleNet partnerships and supports selling on the PinnacleNet.



# Australian Auto Recyclers Conference 2010

## Pay for Performance Incentives

How to get the best out of your staff by having real time data available so they know exactly what they are earning on a daily basis rather than trying to explain the 'could have', 'should have' and 'would have' when it is all to late.

## The APR System – Growing Our Industry TOGETHER!

Over the past decade we have seen many changes in our industry - new legislation, new NNVTRC criteria, a growing demand from insurance company repairer networks, etc. In this session we will touch on some of the opportunities, challenges and potential threats to our industry. Most of all, we will focus on how we CAN make a difference and grow our industry TOGETHER by employing a strategic approach to achieving the goal.

## Expand Your Business with eBay

A look at the current state of Australian ecommerce in general, how we see it changing, and how eBay fits into a multichannel online approach for parts sellers.

## All Things STATS!

An in-depth look at analysing and interpreting Pinnacle's comprehensive stats and how they can be used to push sales and improve your business's efficiency.

## "Qualifying The Sale" for salesmen, supervisors, managers and owners

Pinnacle is designed to drive through sales within your business. This session will concentrate on the tools and functions within the program that will benefit not only your sales team, but everyone up to the owners and managers of the business.

## Pinnacle Professional – Latest Developments

Come and find out what's new in the latest Pinnacle Professional build, and what is coming in the near future.

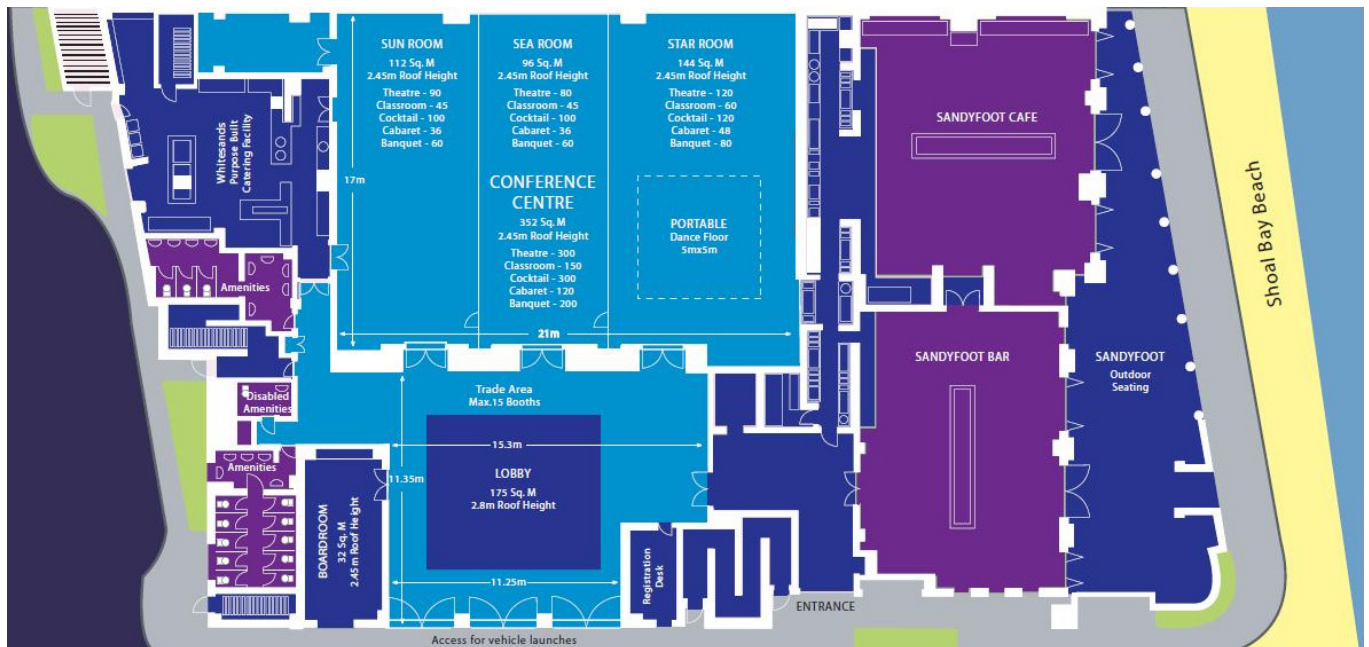
## Pinnacle Professional and the Work Order Manager

An opportunity to cover the configuration issues and options, and how work will be done using the Manager.

## Using Pinnacle Tools Without Sacrificing Time & Efficiency

Learn and discover about the array of tools within Pinnacle Professional that will enhance and push your business to bigger and better profits, from barcode scanning and Automatic Pricing, to the Work Order Managers and handheld PCs.

## Whitesands Function and Conference Centre:



# Australian Auto Recyclers Conference

## Learn...Socialise..Enjoy!

Tel : (02) 8008 0178

[www.autorecycling2010.com.au](http://www.autorecycling2010.com.au)