

Start/End Time	Event	Speakers	Session Description
Thursday, Oct. 10, 2019			
8:00am - 5:00pm	Registration Open		
8:00am - 9:00am	Educational Foundation Meeting		
8:30am - 9am	Prayer Meeting		
9am - Noon	Affiliate Chapters Meeting		
9am - 10am	Annual Convention Educational Programming Comm.		
10:05am - 11:05am	Scholarship Foundation Mtg		
10:05am - 11:05am	Technical Advisory Comm Mtg		
11:10am - 12:10pm	International Committee		
11:10am - 12:10pm	Certification Committee Mtg.		
2:15pm - 3:15pm	Govt. Affairs/PAC		
3:20pm - 4:45pm	Opening Keynote: State of the Automotive Recycling Industry	<i>Cris Hollingsworth / Jeff Schroder / Bill Stevens / Jerry Gastineau</i>	Hear from some of the industry's leaders about the impact that new vehicle technology, insurance trends, vehicle design, and more will have on the professional automotive recycling industry and the market for recycled parts in 2019 and the years to come.
5pm - 9pm	Past President Reception & Expo Opening		
Friday, Oct. 11, 2019			
7:45am - 8:15am	Prayer Meeting		
8:00am - 5:00pm	Registration Open		
8:20am - 9:45am	Membership/Board Mtg w/Continental Breakfast		
10:00 - 10:55am	The Do's and Don'ts of Running a Recycling Yard	<i>Rob Rainwater</i>	An in-depth class on everything from buying, hiring & firing to procedures, commissions and goal setting.
10:00 - 10:55am	Pros & Cons of Trading Partners	<i>Chad Counselman (moderator) / Bill Stevens / Bo Wroten / Karl Milliron / Mark Gamble</i>	Hear from the directors of some of the largest trading groups in the industry about the benefits of brokering parts to better serve your customer. Learn how a seamless logistical solution is a tool that enables you to broker more parts and generate extreme profits.
10:00 - 10:55am	Latest Technology Focus on Electronic Parts Ordering for Auto Recyclers	<i>Jeff Schroder / Dan Fernandez / Alex Smith</i>	Learn about the rapid advances in electronic recycled parts procurement platforms that can fulfill part orders within seconds, analyzing hundreds of thousands of repair estimates against a database of suppliers to offer the most effective part-list for any given repair – hopefully <i>your</i> part. This technology has a huge impact on your business - you can't afford to miss this session!
10:00 - 10:55am	Marketing Your Yard (Self Service)	<i>Doug Crawford / Gary Lindros / Paul Mitchell / Justin Eves</i>	Learn how to increase traffic and sales through these self-serve industry leaders. This session will explore the costs and benefits of multiple approaches to marketing: social media, customer loyalty programs, advertising including pay-per-click marketing and call centers.
10:00 - 10:55am	ARAU: Higher Education = Bigger Returns	<i>Dan Snyder / Doug Reinert / Norman Wright / Caryn Smith</i>	The ARA University is new and improved! Now a free benefit for ARA Direct Members, discover how you can leverage the growing library of online courses and industry-specific training modules to grow your business and strengthen your work force. Session includes a demo of the new ARA University website and modules.
11:05am - Noon	The 2020 Workplace: Building a Culture for Millennials and Next Gen	<i>JC Cahill</i>	There's a new outlook on what the next generation wants out of their career and their employer. Join the conversation as we dive deep into topics that explore generational shifting in the workplace, cultural evolution, matching purpose and values and blending that work-life balance.
11:05am - Noon	The Changing Industry	<i>David Gold / Simon Mitchell / Neil Nissenbaum / Tom Andrade</i>	Panelists will discuss current and new challenges facing auto recyclers inside and outside of the US and keys to remaining progressive and profitable in today's auto recycling industry.
11:05am - Noon	Increase Profits via Better Photos	<i>Christopher Little</i>	A picture is worth 1,000 words. Electronic parts ordering is here to stay. Whether it is from a body shop or ordered on Ebay, pictures sell your parts. This session will provide you with a clear and achievable way to implement a photo process with the least amount of disruption to your current business.
11:05am - Noon	eCommerce: Where It's Going, Impact on Auto Recyclers and How to be Prepared	<i>Josh Brunner / Scott Vollero / Christopher Gaines</i>	eCommerce is here to stay – are you? Whether an online sales beginner or expert, learn how your company can more make more money by effectively competing with big eCommerce websites. This session reviews key factors and opportunities showing Sellers how to use eCommerce platforms to increase your USED PART & SCRAP COMMODITY sales.
12:05 - 1pm	Surviving Ransomware	<i>Oscar Roeder (Moderator) / Steve Holland / Marty Hollingshead / Pat Heusser</i>	Ransom – not a word any business owner wants to see in their email inbox. Perhaps you've received an email demanding payment before your hacked data will be restored. Maybe you've heard about this happening to others. If you don't have the proper measures to protect yourself, it can turn into a very costly proposition. Ransomware has become a \$11.5 Billion dollars business and the national average cost per incident is \$133,000. Learn from fellow recyclers who have experienced a Ransomware situation, how they reacted, lessons learned, and how to protect yourself in the future.

Education Tracks

Management
Sales
Production
Self Service
Technology
General Training

12:05 - 1pm	Should You Sell on eBay	Todd Ensworth / Shay Downey	Ebay can be one of the most challenging and expensive channels to sell your parts. It is definitely NOT right for every yard. This session will help you decide if Ebay is right for your yard and provide tips and tricks to help you keep your sanity if you choose to sell on Ebay.
12:05 - 1pm	Are You Hiring Employees or Are You Building a Team?	Mike Meyer / Shannon Nordstrom / Greg Daurio	Everyone wants committed, high-performing and happy employees. How do you recruit, onboard and motivate your team to not only succeed in their job, but truly buy into the company brand? Hear from this panel about the processes they have implemented to foster long-term employees who want to come to work each day.
12:05 - 1pm	The 2020 Workplace: Building the Perfect Team	JC Cahill / Rob Rainwater / Jeff Sowers	While nothing is ever perfect, we all strive to build a strong dynamic near perfect team in our workplaces. Our panelists will discuss what it takes to build, develop and retain the top talent in their organizations while providing the audience with real life ideas to help improve your own team!
12:05 - 1pm	The Future of Commodities for Auto Recyclers	Becky Berube (moderator) / Brad Smith / Wade Hilburn / Ross Charbonne	Industry leaders will speak on current trends and future opportunities (Big Parts, Small Parts, Catalytic Converters, Hybrid Batteries, Steel, Aluminum, Copper).
1pm - 6pm	Exposition w/Lunch		
7pm - 9:30pm	Networking & Awards Night featuring TOP GUN Theme		ARA family and friends gather to recognize our profession's TOP GUNS during the Awards Dinner and Gavel Passing Ceremony. Don your flight suit, flight jacket and aviator sunglasses to join us for a great night of fellowship, fun and recognition as we enjoy a TOP GUN theme
Saturday, Oct. 12, 2019			
7:45am - 8:20am	Prayer Meeting		
8:00am - 2:00pm	Registration Open		
8:30am - 10am	Keynote w/Breakfast Will You Be Ready? JASON REDMAN, Retired Navy Seal Lieutenant		THIS SESSION WILL PROVIDE: - A Clear Understanding of how to assess a crisis and develop a plan to move from it - Proven techniques to quickly move out of a crisis or failure point and use it as a launch point vs. a stall point - Tools to quickly and effectively motivate and communicate to their teams to lead them from the crisis point to a new point of success and confidence - Techniques on how to prepare yourself and your team for future crisis or change for faster navigation through it - A proven methodology to move through a crisis, failure point, change or point of adversity 50% faster than your competitors who have not learned these techniques. - Transformation from a reactive crisis culture to a proactive crisis culture using crisis, change and adversity as a catalyst for growth.
10:10 - 11am	Keep it in the Family - Selling Your Business to the Next Generation	Vincent Pappalardo & Andrew Pappas	The complex dynamics of a multi-generational family-run business can be both a blessing and a curse. The interplay of this dynamic can be fraught with tension, uncertainty and doing it right takes careful planning and execution. In this session, you'll hear from experts who will discuss how to develop a succession plan and how to ensure this plan fits the needs of the company. Learn how to conduct a business valuation and the steps involved in preparing a company for sale. Arm yourself with the information to figure out where you stand and whether selling or a transition plan is right for you.
10:10 - 11am	Safety First Auto Recycling	Tom Andrade / Ken Hardison / Joe Bistes	In this session focused on self-service operations, learn about common safety concerns unique to the self-service industry, steps to mitigate risk in your business and avoid accidents.
10:10 - 11am	5 Things You Should be Doing on eBay (That You're Probably Not)	Garff Fitzgerald / Josh Brunner / Amanda Urban / Ray Butler	Everyone knows eBay is the best place to sell car parts online. But increasing competition and lower margins is making it more difficult to yield the profits you had just a of couple years ago. Learn from eBay staff how to stand out from the pack with 5 valuable tips that have nothing to do with lowering your prices.
10:10 - 11am	Buddy AI: Global Reruns	Mike Lambert	Buddy Automotive's Global Rerun product allows you to search every instance a VIN has been run through an auction, along with before and after images, previous sellers, repair history and more. Don't have the full VIN? Search for make, model or with a partial VIN. Learn more at this session.
10:10am - Noon	International Roundtable Discussions	Chris Daglis / Steve Fletcher / Ted Taya / Richard Dudley / Andy Latham	Hear from industry leaders from around the world about the challenges faced in the automotive recycling industry and how these leaders are working together to find answers and opportunities to ensure the future growth and success of our industry on a global level.

11:10am - Noon	Reducing the Fire Risk Profile of Your Recycling Facility	<i>Bill Tolpa and Mark Parkinson</i>	No one wants to experience a fire at their business. Equip yourself with information shared from fellow recyclers who have experienced and recovered from a fire at their facility. Hear what changes they have implemented and gain insights from a private adjuster to better prepare yourself should disaster strike.
11:10am - Noon	Sales Counters that Pay for Themselves	<i>Chad Counts</i>	One department is responsible for almost all of the profit generation in our companies. Wouldn't it be incredible to have this department create enough value to pay for themselves? It is quite possible and not only that, you can have them pay for ALL your wages as well.
11:10am - Noon	Dismantling: A Hands-On Point of View	<i>Jonathan Morrow / Scott Robertson / Jon Walsh / David Bebesi / Brian Bachand</i>	Participate in this interactive session on dismantling models with fellow recyclers. Panelists are actual dismantlers representing multiple different yard types.
11:10am - Noon	QC: Expectations from Body Shops	<i>Jeff Schroder / Tim Wall / Dwight Howard</i>	The vast majority of collision repairs are paid for by insurance companies. When auto recyclers supply parts to collision repairers, you become part of the Insurance Claims Supply chain. Gain insight into serving your collision repair customer by understanding their customers' expectations.
11:10am - Noon	Advance Powerlink Inventory and Pricing Tricks (Hollander)	<i>Laurie Woods / Mike Sliger / Walt Michaels</i>	Find out how to use Powerlink to its full potential. We'll cover topics like the best ways to describe your inventory, pricing your inventory, and using Purchase Orders. Come learn something new and get any questions regarding Powerlink answered.
Noon - 1:30pm	LARA Meeting	<i>Michelle Coffino</i>	Hear about Mickey's journey into the industry as a single mother, defining her work/life balance and taking her company from \$1 million to \$10 million. She will share about the platform that she uses to engage women to challenge themselves and entrepreneurs in a business life and journey to be the best they can be and how.
Noon - 1:30pm	Lunch on Your Own		
1:40 - 2:30pm	Understanding the Profits of Scrap	<i>Mickey Coffino / Chad Counselman / Sean Garber</i>	"Throw it in the scrap pile," says no one anymore. The value of "scrap" parts and commodities has become an increasingly larger part of the recycler's bottom line. Full-serve, self-serve, and hybrid facilities are all learning how to maximize more of the vehicle to make the facility profitable. Come join the discussion on this important topic with this excellent panel of recyclers.
1:40 - 2:30pm	Managing Your Order Workflow and Distribution with Ease (Hollander)	<i>Laurie Woods / Mike Sliger / Andrew Christensen</i>	The Hollander Production Management application helps streamline your business by replacing clipboards and papers and giving visibility to all aspects of the business. You'll find how Production Management can increase customer satisfaction, visibility, accountability, improve quality control and save time and money.
1:40 - 2:30pm	Inventory Part with Car-Part Interchange Plus	<i>Mendi Evans</i>	Inventorying parts from vehicle acquisition to dismantling options and processes.
1:40 - 2:30pm	Know Your Customer	<i>Justin Eves / Dan Marks / Tim Martin</i>	How well do you know your customer? Are you communicating in the best possible way to reach new business? Hear from a panel of recyclers who have successfully implemented unique approaches to advertising and marketing their businesses.
1:40pm - 3:15pm	Hybrid Batteries	<i>Andy Latham</i>	This in-depth session will focus on explaining how hybrid and electric battery vehicles operate, the safety precautions that need to be taken to keep staff safe, and a brief overview of best management practices. Equip yourself with the knowledge to review your own practices and processes for dealing with these vehicles.
2:35 - 3:25pm	EZ-QC: Changing the Auto Recycling Industry through Transparency & Process	<i>Jim McKinney</i>	The world is changing fast and our industry needs to change with it. It is time for new processes that provide higher levels of customer interaction and satisfaction. If we continue to meet expectations - based upon <i>our</i> definition of them and not the customer's true expectations, we will lose market share. This session will show you how to up your game through communication and transparency.
2:35 - 3:25pm	Understanding the Benefits of Certification	<i>Shannon Nordstrom (Moderator) / Chris Daglis / Pat Huesers</i>	The repair sector and replacement parts market is more competitive than ever. This session will demonstrate how certification is an investment with both immediate and future paybacks. Panelists will detail how investing in certification throughout their organizations has improved daily operations, efficiency, cash flow and communication. Learn why striving to and achieving certifications can take your business to the next level.
2:35 - 3:25pm	Car-Part: No Part Left Behind	<i>Mendi Evans</i>	Always know where your parts are from dismantle to delivery.
2:35 - 3:25pm	Management Best Practices (Self Service)	<i>Mary Mandel / Troy Webber / Dan Marks / Russell Sewell</i>	This panel will focus on ways to implement, standardize and maintain industry best management practices at your facility.
3:30 - 5:00pm	The Power of Mentoring	<i>RD Hopper / Marty Hollingshead / Tim Wall</i>	The ARA Mentoring Program is one year old! Come hear from current mentors and mentees about what they've learned over the past year and how to enroll in next year's program. Topics to be discussed include how to consistently buy enough of the right cars to meet goals and be profitable, the importance of always knowing your numbers, when and what to crush, and much more.

3:30 - 4:30pm	The Do's and Don'ts of Running a Recycling Yard	<i>Rob Rainwater</i>	An in-depth class on everything from buying, hiring & firing to procedures, commissions and goal setting.
3:30 - 4:30pm	CCC Pinnacle: Going Mobile	<i>Chris Atencio</i>	Discover how to get the most out of Pinnacle's new Mobile Applications.
3:30 - 4:30pm	Innovations in Auto Recycling - Out of the Box Thinking	<i>Paul D'Adamo (moderator) / Rachel Rigsby / Eric Schulz / Michael Carcone / Ted Blado</i>	What makes innovative thinkers tick? What drives them to make change and invest precious capital where others may not? Is Auto Recycling ripe for disruption, innovation, and change? How do innovators deal with legacy issues? Come listen to innovators from different areas of the recycling world; small to large recycling, family owned, multi-site, large corporate owned, full-serve, and self-serve. Anyone who wants to take their business to another level needs to attend this panel discussion.
3:30 - 4:30pm	Certification Track: Forklift Safety	<i>Adam Lindley</i>	OSHA requires forklift operators to be trained. For the safety of your employees and customers, this is an important topic worth your attention. Forklift accidents result in thousands of injuries in the United States each year. Come learn operational dynamics and increase your awareness of safety features. A discussion about forklift and wheel loader safety is included. This presentation is meant to provide a classroom introduction to safety - the practical 'road test' portion is not included.
4:35 - 5:30pm	Alliance of Automobile Manufacturers	<i>Kristin Kingsley</i>	For the first time ever, automakers will be represented by an Auto Alliance expert. The Safety Department at the Alliance of Automobile Manufacturers supports research, regulation, and consumer information programs that aim to reduce the number of fatalities and injuries that result from motor vehicle crashes. Staff expertise includes vehicle crashworthiness and crash avoidance systems as well as data analyses and safety recall identification and completion.
4:35 - 5:30pm	FMCSA and DOT Compliance Assurance	<i>Mike James & Brian Riker</i>	Is your management records system alerting you before deficiencies are discovered at the roadside? Do you understand the Inspection Selection System officers use to select which vehicles they will "randomly" select to inspect? Have you ever wondered what a CSA score is and how it impacts your business? Stop wasting your time and money not knowing about these insider details! Join us for the answers to all of these questions and expert solutions for your business and DOT management.
4:35 - 5:30pm	Certification Track: Airbag Shipping	<i>Sara Hamidovic</i>	Shipping airbags requires meeting more safety standards than other parts and can cost your business a lot of money if you are caught shipping incorrectly. This session will demonstrate how to meet those critical shipping standards so you can sell more airbags and grow your business.
6:30pm - 9pm	Dinner, Networking & Fun Night @ NASCAR Hall of Fame		Start your engines and take advantage of this final opportunity to network with industry associates and celebrate the end of ARA's 76 th Convention & Exposition at the NASCAR Hall of Fame.