

What's Up, Doc?

May - June 2021

Dear owners and associates:

Hello to all. What an interesting year we are having. Just several months ago we were all hoping that 2020 was just a bad nightmare and that we would wake up and everything would be okay. Ultimately, we realized it wasn't a dream and we simply wanted 2020 to be over with so we could start fresh with 2021. Just when things were starting to look like normal, we are now starting the 3rd quarter of 2021 and we find ourselves in the middle of what appears to be another crisis with the auto industry due to the chip shortage affecting car dealers nationwide. Dealerships are struggling to keep cars on the lot at the right dollar amount so they can still make a profit. There are many out there that say this shortage could last the entire year.

I have received numerous calls from owners and associates wondering how it is affecting other Dr. Vinyl's across the U.S. I received a photo (below) from **Joe Oesterling, Dr. Vinyl of Michigan**, showing what one of his lots look like. He arrived at his first stop of the morning at 8:30 AM. Here's what he saw...



As you can see in the photo, there are a few cars near the building up to the left and a few cars around the perimeter. This lot two months ago was completely full. Other technicians are seeing the exact same thing.



**Dr. Vinyl Interior
Repair News**



**The Doctors Touch
Auto Paint Repair
News**



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What is crazy though is the fact that many of the same technicians calling in concerned about the shortage of cars they are seeing in their territory, most of them has stated that they are still able to stay busy and have steady sales. In some cases, technician's sales are considerably higher than previous years. How is that possible you might ask? Here is how I see it. There are millions of cars still out there. The shortage of new cars is driving the cost and the demand of used cars up. During the first two quarters of 2021, there has been a lot of cash circulating into consumers' pockets via tax season, stimulus checks and government loans. There are plenty of people that are still buying cars. Believe it or not, people still want their cars, boats and other recreational vehicles to look nice. And guess who can make that happen...**YOU, Dr. Vinyl & The Doctors Touch Repair Specialist.**

The other part of this success comes from owners & technicians that have expanded the services they offer. They are not locked in solely on interior repairs for the dealership. Being able to offer auto paint repair services and paintless dent removal services helps a lot. Wheel Refinishing, Headlight Refinishing and Odor Removal is the service that all technicians (including our competition) is starting to offer. And if you are in the upholstery business, you should be extremely happy about right now. That market is BOOMING. Since the restaurant industry has fully reopen, many upholsters are having a hard time keeping up (*see Restaurant Warning Signals on page 8*). Restaurants are making sure they don't get caught up in a situation like they did during the Covid months when everything was shut down.

The success that our system continues to have during these challenging times does not surprise me at all. It has been proven time and time again. "When the going gets tough, the tough get going." That's exactly what Dr. Vinyl/The Doctors Touch technicians do every single time you are faced with adversity. One month it seems like there is no business out there and the next month the flood gates open, and you cannot keep afloat. Just like with the pandemic, we all thought it was dooms day for Dr. Vinyl business. As soon as the initial fear was over, Dr. Vinyl techs got right back out there and got the job done. The business was still there.

If you are one of those whose sales have fallen during these unpredictable times, consider this. The business is out there, you should make every effort to go get it. Just like when you first started your business, you had to knock on doors and ask for the business. If you don't ask for the opportunity to earn their business, chances are pretty good that you won't get the business. Be realistic with yourself, times have changed, and they will continue to change. Get out of your comfort zone and start thinking outside the box. Maybe, just maybe, adding another service to your toolbox will open the door to sales you didn't know exist. Give it try!

Happy Selling,
Buster Coppage

"Tough times don't last. Tough people do."

Robert H. Schuller

DR. VINYL HEADQUARTERS HAS A NEW TEAM MEMBER



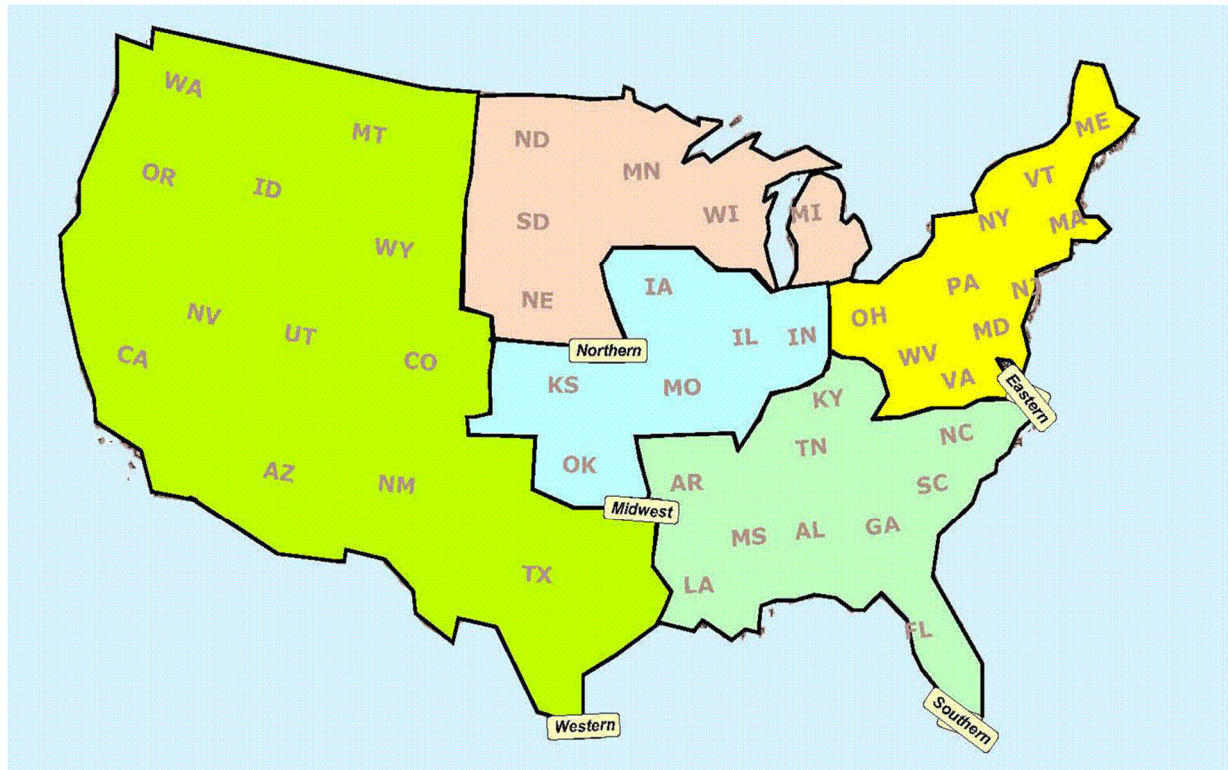
Dr. Vinyl & Associates is pleased to welcome **Renae Taylor** to our corporate staff. Renae is taking over the Parts Department warehouse/shipping duties here at corporate. She will also be helping in many other areas around the office. Renae has three children, **Matthew (16), Aria (9) and River (7)**. Prior to joining Dr. Vinyl, Renae was a Bartender and she also worked many years in the trucking industry as a dispatcher. In her spare time, Renae enjoys camping, boating and anything to do with being outside. She also has a flock of chickens and ducks she raises!

We are excited to have Renae as our newest employee and know she will help in every way to get your orders to you as quickly and accurately as possible. Some of you have already met Renae at the office. For those of you that have not met Renae, please give her a call at **(816-525-6060 x180)** or email her at renae@drviny.com to welcome her to the Dr. Vinyl family.

Welcome Aboard Renae. We're glad to have you!

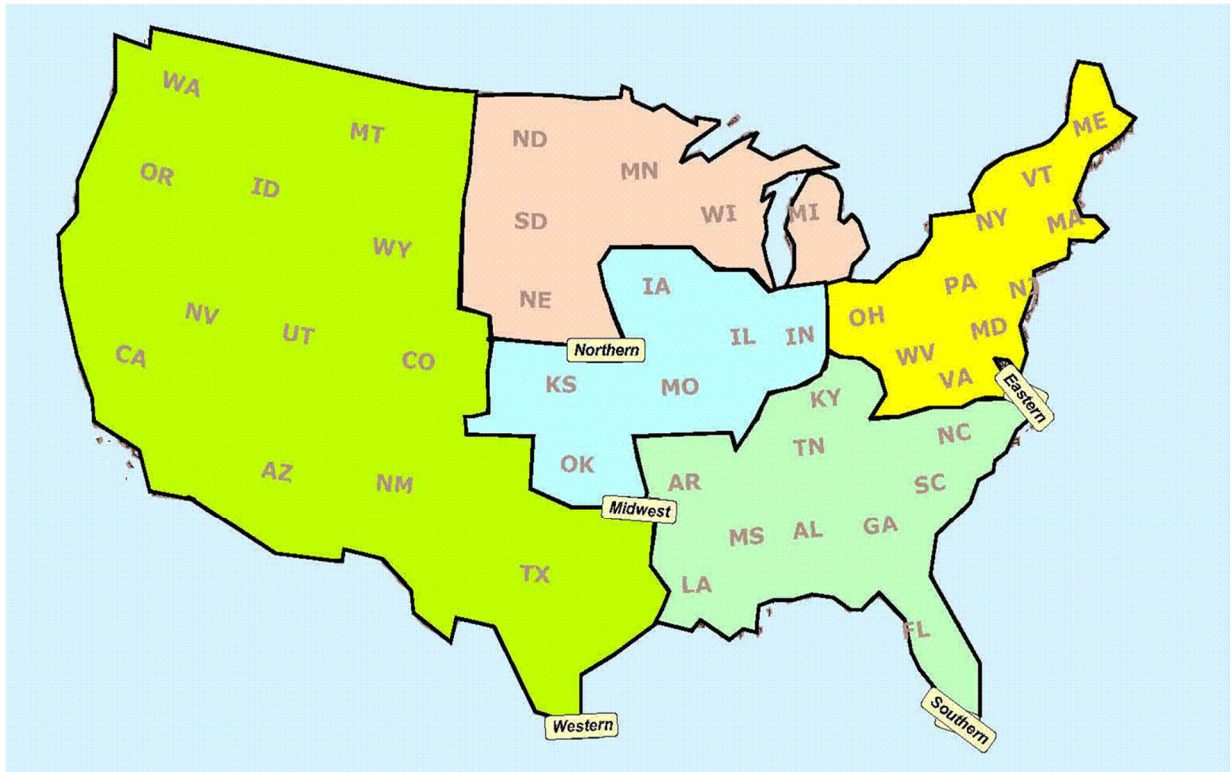
We Want to Hear From You!

This month's "What's Up, Doc" features a couple articles submitted to us by franchise owners and associates. We are always excited to hear from franchisees. If you have any pictures or articles you would like to contribute (interesting jobs you've done, record months in sales, good before-and-after pictures, local sports teams you've sponsored, or anything else you think people might enjoy hearing about) let us know! You can email buster@drviny.com or call HQ and ask for Buster.



MARCH 2021 Sales By Region

Western	Northern	Midwest	Southern	Eastern
\$44,887.14	\$47,822.00	\$476,222.30	\$145,054.00	\$67,492.57
\$40,753.00	\$41,850.00	\$74,464.00	\$86,291.05	\$44,718.20
\$31,005.00	\$34,358.57	\$64,299.00	\$22,027.54	\$4,820.00
\$22,262.00	\$31,556.00	\$60,954.00	\$17,772.00	\$4,480.85
\$18,675.00	\$29,940.00	\$58,341.35	\$16,836.00	\$3,610.00



APRIL 2021 Sales By Region

Western	Northern	Midwest	Southern	Eastern
\$41,640.00	\$51,055.00	\$435,600.00	\$147,468.13	\$87,838.59
\$32,215.31	\$46,108.00	\$72,568.00	\$74,194.08	\$31,076.50
\$27,887.00	\$33,425.00	\$69,545.00	\$19,243.00	\$9,793.60
\$21,243.00	\$31,942.00	\$60,613.00	\$18,131.00	\$8,035.00
\$20,195.00	\$28,106.13	\$47,223.84	\$16,403.00	\$3,075.00

**NEWS FROM THE DR. VINYL PARTS DEPARTMENT
COMING SOON TO THE DR. VINYL WAREHOUSE!**

Attention Interior Technicians: We're happy to announce that we will be getting some brand-new products this summer:

- #1 Black Max Air Dry filler** - These are black fillers that will be available in thin, medium and thick.
- #2 Oversized Grain Pads** . These are a larger Grain pad to prevent edges.
- #3 UV Cure Paste** for cracks in hard plastic and door panels that cannot take heat.
- #4 Blended Toner Formulation Colors.** DR. VINYL & VIPER PRODUCTS is working on a color mixing system using blended colors in addition to pigments.
- #5 Fabric Dye Base Clear and Custom Colors** for doing fabric seats.
- #6 Auto Match Polycryl Carpet Base Colors.**

As soon as these new products arrive in our warehouse, we will let you know. We're looking forward to testing these new products and share our thoughts with you.

Teresa Lang

**For Any Questions, Contact The Dr. Vinyl/The Doctors
Touch Parts Department
We're just a phone call away!**

For Fast and Expedited Service:

Email all orders to parts@drviny.com

Tony Rende	tonyr@drviny.com	(800) 531-6600 x 140
Renae Taylor	renae@drviny.com	(800) 531-6600 x 180

Testimonial From The Field



Testimonials are one of the most important tools a company can use to show potential customers how valuable their products and services are. It also makes the person who actually perform the service feel really, really good that their work/service was recognized and appreciated. Let's admit, we all want to be recognized.

If your Dr. Vinyl/The Doctors Touch business has received some positive testimonials, please share them with us so that we can share your success story with other associates within our system.

Below is another testimonial received by **Dr. Vinyl of Omaha NE & Council Bluffs IA**

By Bryan S. - 4/14/2021

*I'm currently working on an 18 year old Suburban Z71 that came out of Texas and all the Gray plastic molding was severely oxidized on the vehicle all the way around it. It was the final thing I needed to on this vehicle to make it perfect. The only reason why I want this vehicle perfect is because it only has 76,000 original miles and absolutely NO rust. I had most everything done but the molding stuck out like a sore thumb. I had Rich re-dye it all the way around and I have to say this made it PERFECT. I was never so happy the first time I saw it when I pulled up to pick it up. I just couldn't believe it! I just can't say enough good about Dr. Vinyl and Rich. By the way the first time I used them was on a different vehicle I was working on over 10 years ago. I started looking for them on this project and glad I found them again. I couldn't be happier. **HIGHLY RECOMMEND!!!***

Nobody Does It Better!

Dr. Vinyl of Omaha NE

WHAT'S BEING DISCUSSED IN THE DR. VINYL FORUMS?

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Restaurant Warning Signals

Owners and Associates,

I want to continue to encourage all upholstery techs that the upholstery world is continuing to open up even more but with a bit of a twist. In the months since my last post on this topic I have had several upholstery jobs that were somewhat different than the work before the world shutdown for Covid. Instead of the normal number of booth recoveries I have had to do all the work which was stopped for the past year to year and a half all at once. What I mean by that is all of the sudden the tap went from off to full blast. My most recent job involved recovering over half the booths in a restaurant and also spring repairs on all the booths. This work could only be done between 8:00am -11:00am each day. No overnight work was permitted. It took me 9 days at 3 hours a day to complete this job.

My purpose in making the previous statements is to let you know that as restaurant chains start loosening up on their maintenance restrictions they are wanting all their upholstery back to pre Covid levels ASAP. This sounds great but is a tremendous amount of work which takes quite a bit of time. I have found that the best way for me to catch up on all this work is to push as hard as I can to get it done as fast as possible. I can easily see how things could get backed up and customers get frustrated waiting on us to complete the work which they are being pressured to get done by corporate. I never imagined that I would or could be the reason for any slowdown in service when it came to upholstery. The ONE thing I thought I was actually good at in the upholstery world was service!

I say all this to encourage all you upholsterers to complete all the work you can as fast as you can in order to not only take care of your business but to help preserve those customers that we have worked so hard to get in the past. Best of luck to you all in the Post Covid Era.

Sincerely,
Mitchell Reid
The Wandering Upholsterer
"All Who Wander Are Not Lost"



Individual High Sales 2021

Top 10 Interior Repair Technicians March 2021

THOMAS RAUEN	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$26,371.00
MICHELLE TESTER	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$19,367.00
ZACH BATES	DR. VINYL OF	CORPUS CHRISTI TX	\$18,675.00
NATE GOOSEY	DR. VINYL OF	NORTH CENTRAL FL	\$16,589.20
CHAZ ALLMAN	ASSOCIATE OF	THE CUMBERLAND TN	\$16,489.00
BRUCE DOCKERY	ASSOCIATE OF	THE CUMBERLAND TN	\$16,195.00
CHRIS STRONG	DR. VINYL OF	WESTERN KENTUCKY	\$15,685.00
ANDY ALONSO	ASSOCIATE OF	EAST METRO MINNEAPOLIS & ST. PAUL MN	\$14,391.00
PHIL NEUMEIER	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$14,340.00
APRIL & DARRELL FETTERS	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$14,015.00

Top 5 Upholstery Repair Technicians March 2021

WENDY BARNETT	DR. VINYL OF	MIDDLE TENNESSEE	\$22,027.54
BILL FABER	ASSOCIATE OF	KANSAS CITY MO	\$8,118.00
CLIFTON GENTRY	DR. VINYL OF	SOUTHEAST MO & SOUTHERN IL	\$7,685.00
MELISSA HUNT	ASSOCIATE OF	HAMPTON & NEWPORT NEWS VA	\$6,732.50
DENNIS GARRIGUS	DR. VINYL OF	GREATER PEORIA IL	\$4,732.00

Individual High Sales 2021

Top 10 Auto Paint Repair Technicians March 2021

RANDY FUERNSTEIN	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$29,069.99
JARED SCHORNICK	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$27,425.00
RYAN FRAME	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$19,630.00
MARCELLO DIAS	ASSOCIATE OF	NORFOLK COUNTY MA	\$18,663.00
RANDY LITTLE	ASSOCIATE OF	THE CUMBERLAND TN	\$17,390.00
ROB HINSON	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$15,920.31
JASON ROLLOFF	DR. VINYL OF	CENTRAL MINNESOTA	\$14,591.00
THERESA WINTER	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$14,485.00
CARSON GREENFIELD	ASSOCIATE OF	GREEN COUNTRY OK	\$14,380.00
ROBERT PRESTON	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$14,180.00

Top 5 Paintless Dent Removal Technicians March 2021

TERRY HANCOCK	ASSOCIATE OF	OMAHA NE & COUNCIL BLUFFS IA	\$22,530.00
JEFF HAWKINS	ASSOCIATE OF	THE CUMBERLAND TN	\$7,840.00
JOHN WALDRON	ASSOCIATE OF	CATAWBA VALLEY NC	\$6,349.00
MARK ETHRIDGE	DR. VINYL OF	THE HEARTLAND MO	\$6,065.00
BRANDON BIGGERSTAFF	ASSOCIATE OF	CATAWBA VALLEY NC	\$2,128.60

Individual High Sales 2021

Top 5 Wheel Repair Technicians March 2021

CHRIS HAWKINS	DR. VINYL OF	THE CUMBERLAND TN	\$17,772.00
JIMMY HARCUM	ASSOCIATE OF	THE CUMBERLAND TN	\$17,200.00
JASON COLE	DR. VINYL OF	BLUEGRASS KENTUCKY	\$9,531.00
KYAN BOHAC	ASSOCIATE OF	HAMPTON & NEWPORT NEWS VA	\$8,393.00
CALEB REED	ASSOCIATE OF	BLUEGRASS KENTUCKY	\$8,241.00

Wheel Refinishing

**ANOTHER PROFIT CENTER TO
ADD TO YOUR BUSINESS**



**Painted
Steel Wheels**

**Machined
Wheels**

Low Startup Cost

3 - DAY TRAINING CLASSES

For more information or to schedule
training contact David Lang at (816) 726-
4535, davidl@drviny.com or Buster
Coppage 800-531-6600 x 130,
buster@drviny.com.

**Alloy
Wheels**

**Hyper Silver
Wheels**

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By Teresa Lang



In an effort to bring you the best products on the market, we are glad to share with you another product that is in the pipeline of testing here at Dr. Vinyl. **NuVinAir** offers a product design to kill & remove odors. This product is very similar to the Fogit Deodorizing System that is currently distributed by the Dr. Vinyl Parts department. We have included six Dr. Vinyl partners to help us with the testing of this product by having the supplier visit with them directly to demonstrate in person how the product works. We would like to thank those Dr. Vinyl partners in advance for their support to the system and helping us make the decision whether or not this product is a good fit for our system.

Joe Oesterling <i>Dr. Vinyl of Michigan</i>	Mario Leon <i>Dr. Vinyl of East Metro Minneapolis & St. Paul MN</i>	Gary Pennington <i>Dr. Vinyl of Northland MO</i>
	Steve Oakes <i>Dr. Vinyl of Hampton & Newport News VA</i>	
Chris & Tera Hawkins <i>Associate - Mitchell Reid Dr. Vinyl of The Cumberland TN</i>	Joe & Georgia Hancock <i>Dr. Vinyl of Omaha NE & Council Bluffs, IA</i>	Curt & Janet Pribble <i>Associate - Bill Hubbard Dr. Vinyl of Indianapolis IN</i>

The air is cleaner in here than it is out there...

That's what the **NuVinAir Odor Removal** System claims, and, after testing it with my trainees, we had to agree!

COMPARISON FOGIT VS NUVINAIR

	FOGIT	FOGIT + BUB- BLE BOX	NUVINAIR
Efficiency	****	*****	*****
Easy to use	*****	****	****
Time	***	****	****
Price	**	****	?????
Overall	****	*****	*****

R & D Cont'd

....R & D Cont'd

Fogit Odor removal system: Without the bubble box the fog it system requires 2 tablets to work properly, even with the 2 tablets it takes longer than the other two methods and in my opinion the results are less desirable than using the Fogit with the bubble box or the NuVinAir system. Since both tablets have to be used it is less cost efficient.

Fogit + Bubble Box: The newsletter-readers among you probably remember when this method was shared with us by **Bob Borron, Associate-Dr. Vinyl of Kansas City**. The Bubble Box method requires only one of the Fogit tablets and allows for much better results. While it is still easy to use it requires the one time purchase of a battery operated air bubbler (Around \$10). Since you save 1 tablet per use it is much cheaper over the long run and in my opinion much more effective than the traditional Fogit way.

NuVinAir: I like this system a lot!! It comes with a Cyclone Machine, USB cable, Timer and Car Plug. It is super easy to use (check it out at NuVinAir.com/treatments) and has pretty much the exact same results as the Fogit. You will notice the tablet it comes with looks and smells the same as the tablets that the Fogit system comes with. NuVinAir offers different ReVibeAir sprays such as the SubLime or Lion's Den to eliminate the chlorine smell.

Fogit + Bubble Box vs. NuVinAir is a **TOSS-UP!!!**

While it might seem like the NuVinAir comes with much more required tools I'd say it's worth not getting a new tin-container with every order.

Testimonials from my current training class:

"I love the smell of the SubLime ReVibeAir Spray that comes with the NuVinAir System. The actual Odor Removal process was just as easy to use as the Fogit system with the bubble box."

- **Christina Fabrizi - Associate - Dr. Vinyl of Central MO**

"Both systems seem to achieve great results. I would base my decision on the pricing of each system"

- **Tanner Giannola - Associate - Dr. Vinyl of Johnson County KS**

Sincerely

Teresa Lang—Interior Repair Trainer

ANOTHER GREAT TIP FROM THE FIELD



Dr. Vinyl/The Doctors Touch is all about Saving Time & Money! Here is another great idea when it comes to Headlight Refinishing. This comes from **Shawn Morris, Dr. Vinyl of Southeastern OK & Carson Greenfield, Associate - Dr. Vinyl of Green Country OK**.

Headlight Refinishing completed in 5-15 minutes from start to finish. How is that possible do you say?

- 1) Start out with cleaning headlights with Alloy Wheel Cleaner from Dr. Vinyl.
- 2) Remove oxidation with 3m Grey Scotch Brite Pad.
- 3) Clean again with Alloy Wheel Cleaner.
- 4) Clear headlights with DVVA.

That's It! Your done! Step back and admire your work!

Give it try and let us know how it works for you.

Individual High Sales 2021

Top 10 Interior Repair Technicians April 2021

THOMAS RAUEN	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$22,338.00
ZACH BATES	DR. VINYL OF	CORPUS CHRISTI TX	\$20,195.00
CHAZ ALLMAN	ASSOCIATE OF	THE CUMBERLAND TN	\$19,336.56
BRUCE DOCKERY	ASSOCIATE OF	THE CUMBERLAND TN	\$18,122.00
BRIAN GREENFIELD	DR. VINYL OF	GREEN COUNTRY OK	\$17,603.00
GREG RAUEN	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$16,247.00
MICHELLE TESTER	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$16,097.00
MIKE GIANNOLA	DR. VINYL OF	JOHNSON COUNTY KS	\$15,819.00
JAKE PETERSON	ASSOCIATE OF	DR. VINYL - KANSAS	\$14,945.00
ANDY ALONSO	ASSOCIATE OF	EAST METRO MINNEAPOLIS & ST. PAUL MN	\$14,792.00

Top 5 Upholstery Repair Technicians April 2021

WENDY BARNETT	DR. VINYL OF	MIDDLE TENNESSEE	\$16,403.00
JACOB MORRIS	DR. VINYL OF	NORTHERN TEXAS	\$7,580.00
MELISSA HUNT	ASSOCIATE OF	HAMPTON & NEWPORT NEWS VA	\$6,360.00
JASON MCCURDY	DR. VINYL OF	UNION COUNTY NC	\$5,944.00
BILL FABER	ASSOCIATE OF	KANSAS CITY MO	\$5,586.00

Individual High Sales 2021

Top 10 Auto Paint Repair Technicians April 2021

JARED SCHORNICK	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$28,475.00
RYAN FRAME	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$19,615.00
RANDY FUERNSTEIN	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$16,675.00
JOSE HERNANDEZ	ASSOCIATE OF	HAMPTON & NEWPORT NEWS VA	\$15,710.00
JEFF ROLLOFF	DR. VINYL OF	GREATER MINNEAPOLIS MN	\$14,815.00
CARSON GREENFIELD	ASSOCIATE OF	GREEN COUNTRY OK	\$14,740.00
STEVE OAKES	DR. VINYL OF	HAMPTON & NEWPORT NEWS VA	\$14,002.99
JASON ROLLOFF	DR. VINYL OF	CENTRAL MINNESOTA	\$13,460.00
ROB HINSON	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$12,809.00
RANDY LITTLE	ASSOCIATE OF	THE CUMBERLAND TN	\$12,199.00

Top 5 Paintless Dent Removal Technicians April 2021

TERRY HANCOCK	ASSOCIATE OF	OMAHA NE & COUNCIL BLUFFS IA	\$23,562.50
BRANDON BIGGERSTAFF	ASSOCIATE OF	CATAWBA VALLEY NC	\$5,449.83
JOHN WALDRON	ASSOCIATE OF	CATAWBA VALLEY NC	\$5,605.00
JEFF HAWKINS	ASSOCIATE OF	THE CUMBERLAND TN	\$4,785.00
MARK ETHRIDGE	DR. VINYL OF	THE HEARTLAND MO	\$6,880.00

Individual High Sales 2021

Top 5 Wheel Repair Technicians April 2021

JIMMY HARCUM	ASSOCIATE OF	THE CUMBERLAND TN	\$18,426.00
CHRIS HAWKINS	DR. VINYL OF	THE CUMBERLAND TN	\$16,743.00
KYAN BOHAC	ASSOCIATE OF	HAMPTON & NEWPORT NEWS VA	\$10,377.50
JASON COLE	DR. VINYL OF	BLUEGRASS KENTUCKY	\$9,100.00
CALEB REED	ASSOCIATE OF	BLUEGRASS KENTUCKY	\$9,031.00

Dr. Vinyl Corporate Contact Information

Dr. Vinyl Corporate Office Contact Information Local (816) 525-6060 Toll Free (800) 531-6600 Fax (816) 525-6333			
Richard Reinders	CEO	Extension 120	richard@drviny.com
Buster Coppage	Franchise Operations	Extension 130	buster@drviny.com
Tony Rende	Parts	Extension 140	tonyr@drviny.com
Teresa Lang	INT Trainer	Extension 150 (417) 952-0516	teresa@drviny.com
David Lang	APR Trainer	Extension 160 (816) 726-4535	davidl@drviny.com
Vickie Borron	Accounts Receivable	Extension 170	vickieb@drviny.com
Renae Taylor	Parts	Extension 180	renae@drviny.com
Steve Gwadera	UPH Trainer	(816) 882-2312	steveg@drviny.com



A Division Of The Dr. Vinyl Group

April 2021 Auto Paint Repair Training

Coleman Hawkins



Coleman Hawkins joins his parents Chris & Tera Hawkins, Dr. Vinyl of the Cumberland, as an **Auto Paint Repair Technician!** Prior to joining the business, Coleman's passion was being a College Minister. Coleman is very excited about this new venture of helping his parents expand their services in the Chattanooga, TN area. In his spare time, Coleman and his wife Sarah enjoy hunting, traveling and go to the lake to spend time with family.

Welcome to The Dr. Vinyl Family Coleman!





May 2021 Interior Training

Christina Fabrizi

Christina Fabrizi, joins **Will & Megan Faber, Dr. Vinyl of Central MO**, as an Interior Repair Technician. Prior to joining Will & Megan, Christina was a sales associate at Famous Footwear & Lowes Home Improvement Center. She says she is very excited about the Dr. Vinyl opportunity because it allows her to expand her skills and learn new things during her time off from school. In her spare time Christina enjoys drawing, painting, gardening, bike riding and going on hikes.

We're glad to have you Christina!
We wish you the best!



Tanner Giannola



Tanner Giannola joins his parents **Mike & Tracey Giannola, Dr. Vinyl of Johnson County KS and Independence/Blue Springs, MO**, as an Interior Repair Technician. Prior to joining Dr. Vinyl, Tanner worked at two large grocery store chains Hy-Vee & Dillons. Tanner feels the time is right for joining the business. He really enjoys the fact that this is a job he is familiar with and feels very confident that he will be very good at it.. When not working, Tanner enjoys hanging out with friends and playing video games.

Welcome aboard Tanner!
We're excited for you!

Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you will be successful.



How To Protect Your Email From Hackers

Reprint by [Jazib Zaman](#) Updated: September 10, 2020

Since we use email every day, we don't often think of the dangers. It has become such an integral part of life that we almost take it for granted. But you should know that email accounts get hacked daily, and yours could be next.

Fortunately, there are a few easy ways to protect your email from hackers. And that's exactly what we're going to cover in this post.

Here is how to protect your email from hackers:

There are some great tools and techniques to help protect your email from hackers, and it's easier than you might think. Follow any or all the tips on this list to keep your email account safe.

1. Use a password manager

One of the easiest ways a hacker can access your email is by using your password. And it's especially easy if you use the same password for multiple accounts. When one account gets hacked, the passwords and usernames can find their way into a database. From here, hackers can automatically attempt various username and password combos on various servers throughout the web. If you're using the same password for email as social media, you might find that your messages aren't as secure as you think. A password manager is one of the best ways to keep your passwords secure and safe.

2. Avoid suspicious links

We've all been scammed on this one at one point or another. And, for the most part, we've learned to watch out for phishing emails. But they have also gotten quite sophisticated throughout the years. So if you're ever unsure, don't touch the link. If you get an email from a company about your account, you can either call or go online to see the alert there. There will never be a case where you absolutely must click on an email link to proceed — unless you're confirming your email account, in which case, you'll expect the email.

3. Use a secure server

When you sign up for a new email account, find out how many layers of security are available. Accounts that offer a second layer of protection, such as 2FA, keep your account much more secure because you'll need to confirm your identity through a separate device. You've probably experienced this with a Google account that's linked to your smartphone. When you try to login from a new device, you'll have to authenticate the login via your smartphone. That second layer of protection is almost impossible for hackers to work around. So if you're sending especially sensitive emails, you're going to want to ensure your provider uses 2FA.

4. Avoid public WiFi

If you're worried about email security, avoid logging into your email [on public wifi](#). Instead, you could use a secure hotspot connection from your mobile device or just wait until you're back at a secure connection. This isn't so much of an issue if you're checking an account that only gets marketing messages, but if the account contains work or sensitive personal stuff, it's not worth the risk.

With these basic tips, you should be able to keep your email free from hackers.

YOU MUST USE THE RIGHT REDUCER/ THINNER DESIGNED FOR THE TEMPERATURE YOU ARE SPRAYING IN.

PPG & TRANSTAR reducer/thinner use unique “BLENDS” of front, middle, and tail solvents. The amount and type of solvents in each blend help control the flow, leveling, and application variables of most PPG & TRANSTAR paint products. The ability to alter the way a paint product dries is **CRITICAL** since technicians apply these products in an endless variety of spray environments. Each unique spray environment requires the right reducer/thinner to ensure consistent product performance. Below is a list of the temperature ranges most commonly associated with PPG & TRANSTAR reducers/thinners:

SPRAY CONDITION
TEMPERATURE

COOL CONDITIONS	60-70 DEGREES
WARM CONDITIONS	65-80 DEGREES
HOT CONDITIONS	75-90 DEGREES
VERY HOT CONDITIONS	85 DEGREES AND UP

ATTENTION PAINT REPAIR TECHNICIANS

If you are unaware, due to the shortage of **DVVA Headlight Clear Aerosol**, all Auto Paint Repair Technicians can use their **HVLP Spray Guns** and refinish the headlights with the same Clearcoat you use to refinish a bumper or panel! Keep in mind you will still need to use hardener/activator. If you have any questions, please do not hesitate to give me a call.

David Lang
Auto Paint Repair Trainer - The Doctors Touch



The coverage you need to fully protect your franchise



One of the many benefits Dr. Vinyl offers its franchisees is access to the Dr. Vinyl Insurance Program. The program is designed specifically to meet the business insurance needs of Dr. Vinyl franchisees and more importantly, simplify the insurance buying process.

PROGRAM BENEFITS INCLUDE THE FOLLOWING:

One-stop shopping for your business insurance needs
Fast application process
Comprehensive coverage
A “one-up” over your competitors

COVERAGE OPTIONS:

Garage Liability
Property Coverage
Garagekeepers Liability
General Liability
Equipment Coverage
Workers’ Compensation
Business Auto
Umbrella Coverage



Coverage at the most competitive price you’ll find anywhere



Insurance designed specifically for Dr. Vinyl Franchisees



Quick and easy enrollment - simple and automatic

CONTACT US

Have questions, want to learn more or want a quote?

Please give us a call at **(800) 397-7364** or visit us on the Dr. Vinyl intranet.

DR. VINYL INSURANCE REQUIREMENTS

General Liability Covers an insured when negligent acts and/or omissions result in bodily injury and/or property damage on the premises of a business. *Dr. Vinyl requires franchisees to have \$1 million in coverage.*

Garage Liability After the fact coverage for bodily injury, property damage, or destruction, for which the insured garage and/or its representatives become legally liable resulting from the operation of the garage. *Dr. Vinyl requires franchisees to have \$1 million in coverage.*

Automobile Liability Coverage in the event an insured is legally liable for bodily injury or property damage by automobile. *Dr. Vinyl requires franchisees to have \$1 million in coverage.*

Garage Keepers Legal Liability Covers physical damage to customer's automobile when in the insured's care, custody, or control. *Dr. Vinyl requires franchisees to have \$50,000 in coverage.*

Contents (tools and inventory) Indemnifies an insured whose property is stolen, damaged, or destroyed by a covered peril. *Dr. Vinyl encourages franchisees to have at least \$10,000 in coverage.*

“DR. VINYL” MUST BE NAMED AS AN ADDITIONAL INSURED ON ALL POLICIES, WITH A COPY SENT TO THE CORPORATE OFFICE AT EACH RENEWAL.

***The coverage you need to
fully protect your franchise.***

DR. VINYL CORPORATE HEADQUARTERS

Summer Office Hours

Effective June 20, 2021 – October 1, 2021

Monday - Thursday	8:00 - 5:00
Friday	8:00 - 3:00
Saturday—Sunday	Closed



Dr. Vinyl Corporate Office Contact Information
Local (816) 525-6060 Toll Free (800) 531-6600 Fax (816) 525-6333

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