

# What's Up, Doc?



**Dr. Vinyl  
Interior Repair  
News**



**The Doctors Touch  
Auto Paint Repair  
News**



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## Message From The CEO

Dear members of the Dr. Vinyl and The Doctors Touch family, slowly but surely we're progressing through the extreme heat of Summer. The months of July & August 2023 has produced record breaking temperatures all across the United States. I hope that all of you are taking every precaution you can on staying cool, hydrated & safe as you continue to service your customers. Hopefully, the cool breeze of Fall will be here before you know it.

As we approach the fourth quarter of 2023, there's a promising look to the future. There were a number of franchises purchased or transferred to young entrepreneurs in 2023 and there has been a steady flow of training of new associates every month this year. All in all, the days of the pandemic that began in 2020 are fading away and business continues to pick up.

This upcoming year is an election year. Though I have my personal thoughts about this current administration, my wish would be that the country reunites and people listen to each other and respect each others opinions. We can still agree to disagree and enjoy a barbecue & a drink together, talk about the good things in life, the important stuff, like children, health, a good song or an excellent dinner.

I want you to know that we at Dr. Vinyl headquarters are here for you and we always have respect for your dedication, loyalty and high quality of work.

Going back in the history of our company, I could see that it provided a very nice lifestyle for thousands of people over the last 50 plus years, and we're still going strong. That's thousands of associates performing an honest and rewarding job! Thanks to all of you.

Have a great Fall!

**Richard Reinders - CEO  
Dr. Vinyl & Associates, Ltd.**

# Dr. Vinyl of Indianapolis

## “Transitioning For The Future”

Effective January 1, 2024

A special event took place in Greensburg Indiana! I was honored to be invited by **Janet and Curt Pribble, Dr. Vinyl of Indianapolis**, to join them for a team meeting with their entire Dr. Vinyl & The Doctors Touch organization. The event took place to announce the sale of their franchise to **Dr. Joseph Oesterling, Dr. Vinyl of Michigan**.

Like me, Curt became a franchise owner in the summer of 1999. Now, almost 25 years later, they can look back on an incredible achievement. From a 1-man 1-van operation that produced \$100,000.00 in sales, Curt & Janet were able to grow the business to 40 plus associates with over \$5,000,000.00 in sales!

I have the utmost respect for Curt & Janet’s hard work and tons of respect for all the associates as well.

Sincerely,  
**Richard Reinders - CEO**  
**Dr. Vinyl & Associates, Ltd.**



*Dr. Joseph Oesterling - Curt & Janet Pribble*

# Dr. Vinyl of Indianapolis

## “Transitioning For The Future”

Effective January 1, 2024



*Shelly Prickel & Bill Hubbard*



*Israel Grober & Curt Pribble*



*Rick Prickel & Richard Reinders*



*Richard Reinders & Janet Pribble*



*Lindsey & Jared Schornick*



*Jackie & Brian Shearer*



*Paul South*



*Brian & Teresa Winter  
Conna & Tom Rauén*

### Anniversary Date Recognition

*Each publication of the "What's Up Doc?" newsletter, we would like to recognize those individuals who's anniversary date falls within that month. We will recognize those celebrating their 5, 10, 15, 20, 25..... years of service to The Dr. Vinyl Group.*

*For the months of June, July & August 2023, we would like to recognize the following individuals for their years of service with The Dr. Vinyl Group. If we somehow missed recognizing you or your associate, please let us know as soon as possible.*

NAME	DR. VINYL OF	TERRITORY	START DATE	YEARS OF SERVICE
JEFF ELLERBEE	ASSOCIATE	SPRINGFIELD MISSOURI	8/4/2003	20 YEARS
TYLER JOHNSON	ASSOCIATE	EAST METRO MINNEAPOLIS & ST. PAUL MN	6/2/2008	15 YEARS
DAVID SAMUEL	ASSOCIATE	DR. VINYL - KANSAS	6/3/2013	10 YEARS
RICHARD SEDLACEK	ASSOCIATE	JOHNSON & LINN COUNTIES IA	7/8/2013	10 YEARS
RICHARD SEDLACEK JR.	ASSOCIATE	JOHNSON & LINN COUNTIES IA	7/8/2013	10 YEARS
JOEY BASCOM	ASSOCIATE	WEST CENTRAL MISSOURI	6/4/2018	5 YEARS
BRENNON BUIST	ASSOCIATE	DR. VINYL - CANADA	6/4/2018	5 YEARS
DAWN PARDEE	ASSOCIATE	DR. VINYL - MICHIGAN	6/5/2018	5 YEARS
THERESA ROLLOFF	ASSOCIATE	CENTRAL MINNESOTA	6/25/2018	5 YEARS
JOSH HENTSCHEL	ASSOCIATE	CATAWBA VALLEY NORTH CAROLINA	7/23/2018	5 YEARS
KRISTINA BIGGERSTAFF	ASSOCIATE	CATAWBA VALLEY NORTH CAROLINA	7/23/2018	5 YEARS
ERIK SIEFERT	ASSOCIATE	INDIANAPOLIS INDIANA	8/13/2018	5 YEARS



**ORDER NOW FROM  
DR. VINYL PARTS DEPARTMENT**

***Magic Wand Heat Tool***



**The Magic Wand Pinpoint Heat Tool will allow you to do repairs on heat sensitive vinyl's that up to now have not been possible because heat guns put out way to much heat and cover a large area.**

**This tool can give you this level of accuracy. The max temperature is 650 degrees and you can dial the temperature and air flow down from there for more sensitive materials.**

**\$93.15**

***Email Tony or Renae  
parts@drviny.com***

## July 2023 Interior Training

**KEVIN PIERCE SR.**



**Kevin Pierce** joins **Dr. Joseph Oesterling, Dr. Vinyl of Michigan**, as an interior repair technician. Prior to joining Dr. Vinyl, Kevin spent many years working in the paint department of Home Depot. With that experience, Kevin said that color theory and color matching was a breeze for him during training. He's very excited about joining other team/family members that are working with Dr. Vinyl of Michigan. Kevin's son, Kevin Pierce Jr., is also an interior repair technician with Dr. Vinyl of Michigan. In his spare time, Kevin Sr. enjoys bowling and golfing.

**We're glad to have you Kevin! Welcome aboard!**



## July 2023 Auto Paint Repair Training

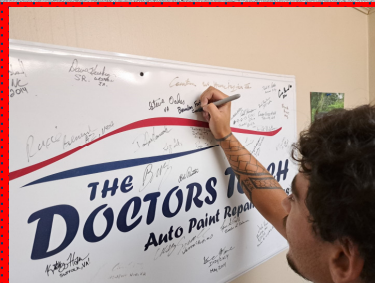
**BRANDON FORTIN**



**Brandon Fortin** joins **Steve & Jeannie Oakes, Dr. Vinyl of Hampton & Newport News VA**, as an auto paint repair technician. Brandon was working in the field for a while with Dr. Vinyl prior to his training in Joplin, MO. Brandon says before joining Dr. Vinyl/The Doctors Touch, he was a lot attendant at one of the local dealerships in the Newport News, VA area. Brandon says he decided to join the Dr. Vinyl Group because it gave him the opportunity to learn a new trade as well as improve on the quality of his work. In his spare time, Brandon enjoys working on his personal car and playing games.

**The Dr. Vinyl Group welcomes you, Brandon!  
Good Luck!**

# July 2023 INT & APR Training Photos







## Trouble Connecting To Dr. Vinyl Monthly Recap Page

Hello Franchise Owners & Techs:

Are you having problems connecting to the **Dr. Vinyl Monthly Recap** page on the Dr. Vinyl private website? If so, one possible way of resolving the problem could be *clearing the cache in your web browser*.

Behind the scenes, Dr. Vinyl is constantly making changes on our website [www.drvinyl.com](http://www.drvinyl.com). Most of the time it is simple changes to some data, but sometimes it is complete files, forms and databases that are being updated. When you visit the webpage, your browser is still searching for the old files that were stored in your cache. This can cause display or access problems when your browser can not locate the page.

### *What is Cache?*

**Cache** is the place where your internet browser (*Chrome, Firefox, Internet Explorer*) stores images, fonts, and a bunch of other technical-sounding things like CSS, HTML, and JavaScript to save bandwidth. Without this feature, your browser would run a lot slower because every site you opened would require re-downloading tons of files.

### *What does clearing the cache do?*

Every once in a while, a site will stop working, and clearing the cache will fix it. Sometimes there's a difference between the version of a website cached (stored on your computer) and the version that you're loading from the web. This conflict can lead to weird glitches, and clearing your cache can help when nothing else seems to. By clearing your cache it:

- prevents you from using old forms
- protects your personal information
- helps our applications run better on your computer

### *How often should you clear the cache?*

Here's the short answer: in general, we recommend not clearing your cache unless you have a specific reason to do so. The files in the cache allow the websites you visit most often to load faster, which is a good thing. Plus, your browser deletes old files periodically, so it's not like the cache is going to keep growing forever.

Sure, the cache is taking up room on your hard drive, and that can be annoying. But the reason you have a hard drive is so you can store things on it.



## How to clear your browser cache

Depending on which web browser you're using, the steps to clear your cache might vary. But no matter the browser, it's straightforward to do.

### How to clear cache on Google Chrome

1. From the menu bar of a Google Chrome window, click More (☰).
2. Click More Tools, and select Clear Browsing Data.
3. You'll be redirected to a pop-up window on Google Chrome's Settings page. Deselect Cookies and other site data (unless you want to clear your cookies), and then click Clear data.

Clear browsing data

Basic

Advanced

Time range All time

- Browsing history**  
Clears history, including in the search box
- Cookies and other site data**  
Signs you out of most sites.
- Cached images and files**  
Frees up 291 MB. Some sites may load more slowly on your next visit.

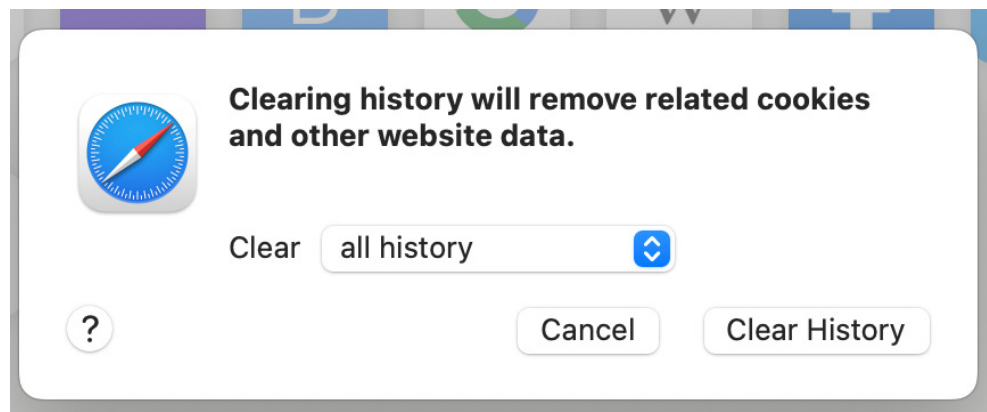
**G** [Search history](#) and [other forms of activity](#) may be saved in your Google Account when you're signed in. You can delete them anytime.

Cancel

Clear data

### How to clear cache on Safari

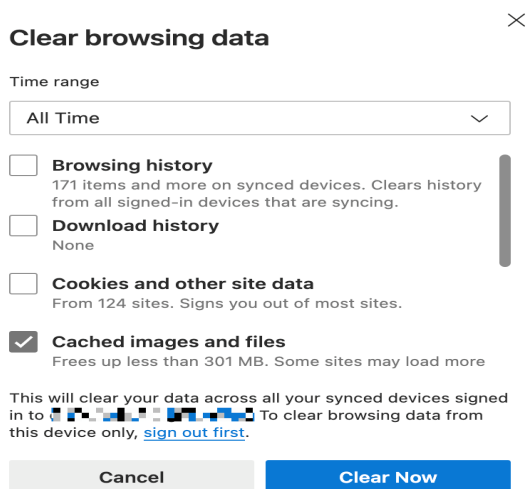
1. From your Mac's menu bar, click History, and then click Clear History.
2. In the pop-up window that appears, click the dropdown beside Clear.
3. Select all history, and then click Clear History.



...Cont'd

### How to clear cache in Microsoft Edge

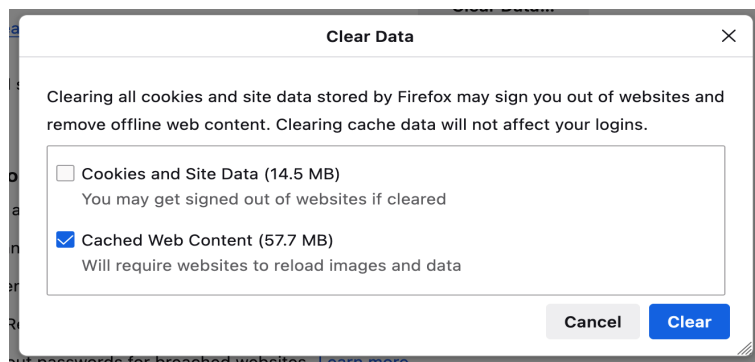
1. From the menu bar of a Microsoft Edge window, click Settings and more (...).
2. Click Settings, and then select Privacy, search, and services.
3. In the Clear browsing data section, click Choose what to clear.
4. In the pop-up window that appears, select the types of browsing data you want to clear and the desired time range, and then click Clear now.



### How to clear cache in Firefox

For some inexplicable reason, there are two very different ways to clear your cache in Firefox. Here's the most straightforward way.

1. From the menu bar of a Firefox window, click Open application menu, which looks like three lines stacked horizontally ( $\equiv$ ), and then click Settings.
2. From the navigation pane, click Privacy & Security.
3. In the Cookies and Site Data section, click Clear Data.
4. In the pop-up window that appears, deselect Cookies and Site Data (unless you want to clear your cookies), and then click Clear.



Sincerely,  
**Buster Coppage**  
**Dr. Vinyl & Associates**

## Attention All Owners Submitting Recaps

Please note that all franchise owners submitting a deduction on their recap for Upholstery must submit invoices that correspond with this deduction. We will not accept statements for this deduction. You need to attach each invoice that was claimed on the deduction (*the attached invoice dates need to be from the same month as your recap*). The amount of the deduction and the amount of your attached invoices must match. If you fail to attach your upholstery receipts the upholstery deduction will be charged back to you on your next months statement.

Sincerely,  
Vickie Borron  
Accounts Receivables  
vickieb@drviny.com  
(816) 525-6060 x 170

## Marketing Your Business Using QR Codes

Over the past few years, you may have noticed the explosion of QR codes being used by all types of businesses. Whether its on tv, print ads, packaging, in stores, restaurants, etc., you can hardly avoid stumbling across those little squares. They can be scanned using the camera on any smartphone device, and will link someone directly to your website or document. They are free and easy to generate, and we highly recommend that all Dr. Vinyl franchisees use them for marketing.

Doing a Google search for “free qr code generator” will pull up many different options, but one I’ve found to be very user friendly is **QRCode Monkey**. You can check it out by scanning the QR code to the right. From there you can customize the way your QR code will look and add the website you’d like it to link to, such as your franchise page on the Dr. Vinyl website. Once you’ve done that, you can download the QR code image, and incorporate it into your marketing anyway you’d like. For example: on your van or business cards.



*This idea was brought to our attention by Mike White, Dr. Vinyl of The Palm Beaches, Inc.*

Sincerely,  
Kaylan Rybnick  
Chief Marketing Officer | Dr. Vinyl & Associates  
kaylan@drviny.com  
(816) 267-5174

## *Photos From The Field*

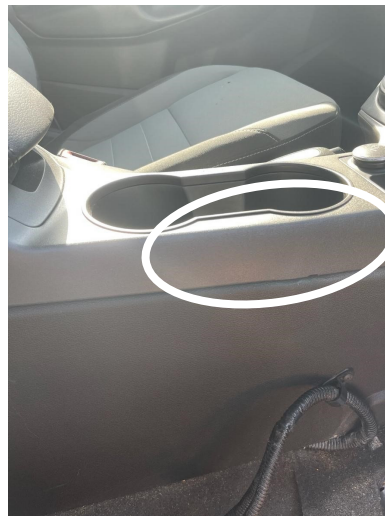


*The photos below were submitted by Cameron Cockrum, Associate - Dr. Vinyl of Springfield, MO. Thanks for sending in these awesome photos Cameron!*

### *Now You See It!*



### *Now You Don't!*



*Dr. Vinyl, Nobody Does It Better*



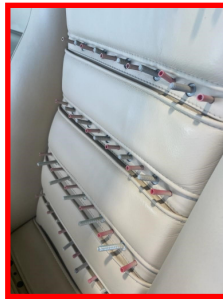
## Photos From The Field



*The article below was submitted by Mike White, Dr. Vinyl of West Palm Beach Florida.*

*What a beautiful vehicle Mike!  
Thanks for sharing this with us!*

The three photos below are seats out of a **\$800,000 Lamborghini**. They had some blemishes on them that needed repaired & restored. In order to refinish the seats with my water base coating, I had to come up with an idea so I did not get color into all the holes. So I decided to insert screws and anchors into the holes of the seat to prevent overspray from getting inside. I have to admit, every now & then, this “Old Dog” comes up with a good idea!



“I also received a call from this same customer as above that needed work done on the vehicle below. It’s a 1990 Lamborghini “Countach” 25th Anniversary. The price tag on this vehicle was **\$1,345,000.00!**”

“What’s funny about this is I don’t even get nervous anymore when it comes to fixing damage on these vehicles. In the past, the name alone would have me freaking out, not to mention the sticker price!”

**Mike White - Owner  
Dr. Vinyl of West Palm**



## Photos From The Field

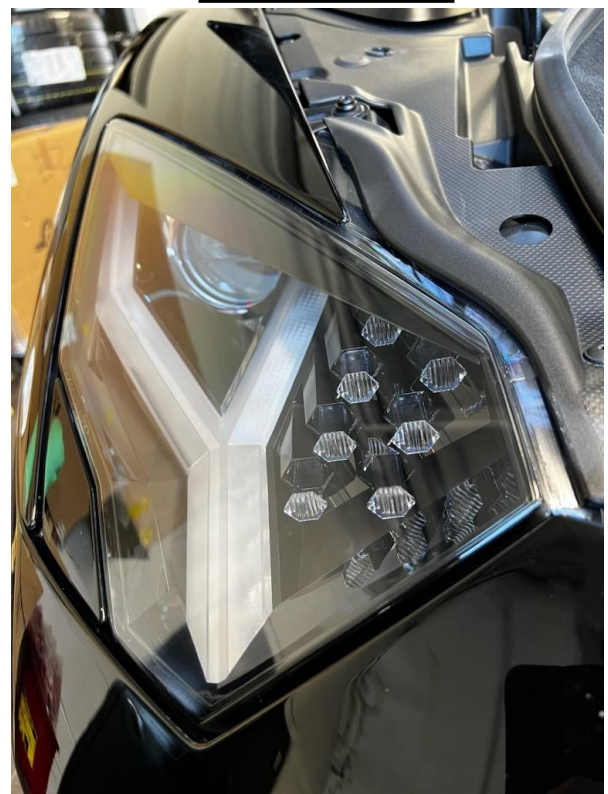


The photos below was submitted by **Greg Lane, East Coast Dr. Vinyl.**

Before



After



The photo above on the left shows a deep scratch in the headlight of a **Lamborghini Aventador (zoom in on the pic for a closer look)**. This customer was extremely pleased with the outcome of the repair. The replacement cost of this headlight new.....  
**A smooth \$10,000.00.**



**"The greater the difficulty, the more the glory in surmounting it." – Epicurus, Greek philosopher**



## Restaurant Upholstery

### Portals and The Rural/Urban Demand

*By Mitchell Reid - Associate, The Cumberland TN*

Hello Fellow Techs and Owners!

Since I started with Dr. Vinyl in 2001 there have been many changes and innovations in our industry. I will never forget the day the owner of a dealership gave me the keys to his Cadillac to work on, and I couldn't figure out how to start the car because there was no place to insert the key! I eventually figured it out. New things like that are sometimes difficult for an old dog, like myself, to wrap my mind around. Something along those lines has happened within the upholstery industry. It is called the **Portal**.

In the past few years there has been an increasing use of internet portals that restaurants now require to be used to do upholstery and perhaps other types of work as well. The best way for me to describe the portal system, is that it is a way for vendors to enter their invoice information into a restaurant's accounting system. The days of simply handing your invoice to a manager, in some cases, are over. Basically, the vendor is doing the data entry for the restaurant for whom they are working. This used to be handled by the restaurant's accounting department but is now being pushed onto the vendor. I am sure this saves the restaurant on data entry labor. The vendor in many cases is being told you must do it this way, or we cannot use you for our upholstery work. That is the case even if you have been working at that location for years.

For some, this is not just the new way but the only way. There are some pitfalls to this method. The greatest of which is that we, as vendors, have little to no experience in data entry. This leads to mistakes which lead to non-payment. Non-payment that is now entirely the vendor's responsibility. I have found no one within an organization to help show us the way into this "dark world" of portals. Therefore, we have turned down work with portal requirements.

I am not advocating that any franchise or tech turn down work with new or existing customers. There are work arounds, but they usually require someone high up in the organization of said company to push through payment via invoice for you. This also requires some steadfastness on insisting the acceptance of invoices from you, the vendor. Neither are easy or quick. I have personally spent the better part of a year, even up to 3 years, waiting for a restaurant to be willing to accept our invoices. This is not the most profitable nor quickest method to retain upholstery work. I am not trying to advance this method even though it is what we as a franchise have been doing for years.

Conversely, due to the lack of upholsterers in our territory, our franchise has had some success in the invoice over portal battle. 3 weeks ago, I was contacted by Arby's Senior Regional Director of Operations for Tennessee and Southern Kentucky. She was looking for someone to work at some of their more rural locations. She was having trouble finding anyone who could do the upholstery work at their stores. I told her we could definitely do the work, but that we did not do portal work. She asked if we did that with larger customers, and I reassured her we treated all customers the same regardless of size on this issue. She then set up with her accounting department for us to be paid based on invoices received. In the last 3 weeks we have done almost \$17,000 in upholstery work for them. Some of the work has been in rural areas, but almost half of it has been in urban areas like Knoxville, TN and Bowling Green, KY. Regardless of where your franchise is located, urban or rural areas, please be aware that there is work in both, and companies are willing to pay for recovering as well as travel. At least that has been my experience. You don't have to stay within your comfort zone. There is work out there just waiting to be done. I hope you experience the same success that we have.

...Cont'd

Our franchise knows that the portal is most likely the future, and workarounds are most likely the exception that will become less prevalent. While this would be an excellent class at the next convention, I am afraid we cannot wait for the next one. We need help now in working within portal systems. Perhaps there is someone who has had success with portals. It could be a tech, an owner, or an entire franchise. We are looking for any help we can get with this.

If you have had any sort of success with portals, please contact **Mitchell Reid** by phone or text at (931) 252-0879 or by email at [mreid@frontier.com](mailto:mreid@frontier.com). Any help would be greatly appreciated.

**Mitchell Reid**

**The Wandering Upholsterer**  
"All Who Wander Are Not Lost"



## **Toner Update From PPG**

### **VM4205 HAS BEEN DISCONTINUED**

#### **Attention Doctors Touch Owners & Techs:**

PPG had announce that they would be making changes to some Toners and Pearls in the near future.

At this moment, the only change that has been made is the **VM4205 Starfire** has been discontinued & replaced with **DMD1695 Medium Orange Aluminum**. The two colors are the same but the part number & the name are different.

You can continue to use your VM4205 until your stock is depleted and then replace it with DMD1695.

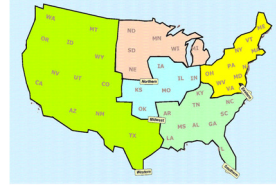
DMD1695 is available and in stock at the Dr. Vinyl/Doctors Touch parts department. If you have any questions, do not hesitate to send us a message at [parts@drvynl.com](mailto:parts@drvynl.com).

Thanks,

Tony Rende  
[tonyr@drvynl.com](mailto:tonyr@drvynl.com)



# SALES BY REGION



## APRIL 2023

Western	Northern	Midwest	Southern	Eastern
\$71,613.00	\$71,510.00	\$463,549.70	\$236,210.73	\$80,286.35
\$26,515.00	\$46,376.11	\$121,765.75	\$80,414.95	\$19,862.25
\$23,888.00	\$37,760.00	\$77,224.00	\$58,994.32	\$6,680.00
\$22,005.00	\$34,435.00	\$59,011.00	\$20,037.00	\$4,700.00
\$20,822.32	\$25,671.00	\$38,105.50	\$19,574.00	-

## MAY 2023

Western	Northern	Midwest	Southern	Eastern
\$72,979.99	\$93,310.00	\$546,568.36	\$292,567.53	\$87,975.77
\$31,050.00	\$56,920.00	\$134,228.75	\$102,209.91	\$20,457.08
\$29,138.00	\$50,467.97	\$79,526.00	\$29,169.00	\$5,720.00
\$27,420.00	\$45,140.00	\$62,195.00	\$19,246.94	\$5,005.00
\$22,677.50	\$37,609.00	\$61,990.00	\$14,849.25	-

## JUNE 2023

Western	Northern	Midwest	Southern	Eastern
\$65,890.56	\$94,610.00	\$564,644.40	\$247,900.21	\$102,667.77
\$30,627.00	\$80,355.95	\$127,238.00	\$90,256.70	\$20,321.61
\$24,431.43	\$56,405.00	\$85,549.00	\$34,515.00	\$8,755.00
\$21,785.00	\$44,645.00	\$60,002.00	\$21,501.14	\$4,860.00
\$19,931.00	\$32,187.00	\$52,954.50	\$18,100.00	-

## Mastering The Art Of Returning Every Phone Call

Is there anything more annoying than being ignored? No one likes to be shut out. When people feel like they aren't being paid attention to, they begin to feel devalued and even demoralized. Believe it or not, you run the risk of putting your customers in such positions when you don't promptly return their phone calls.

Consider the fact that there are multiple ways to contact someone. We have email, social media, texts and various messaging apps. It's virtually impossible to be inaccessible! So, you better believe that if someone calls your business and leaves a message, he/she won't be very patient in awaiting a reply.

**The bottom line is that returning phone calls should be a top priority at your business.**

For many consumers, your promptness or lack thereof will make or break the customer relationships. When a call is returned quickly, it conveys both your professionalism and respect for the customer's business. By today's standards, a call that goes unreturned for more than 24 hours is a suggestion that the business doesn't need or care about the customer's business.

Never forget that consumers have options. And with the internet, locating another option is a process that takes mere seconds! To avoid losing potential customers to your competitors, be sure to put a call returning policy in place that insists upon a maximum 24 hour time frame. Understandably, there may be instances when it may take additional time to meet the customers' needs. In such cases, a phone call within 24 hours should still be made.

**Your initial returned phone call acknowledges the fact that you have a customer waiting.**

Your call should include a thank you for the original call and an explanation as to how long it will take for the customer's need to be met. Customers will appreciate this even if their needs can't be met right away. It's your respect for the individual's time and effort in calling you that you will be showing. It can go a long way!

## A Full Voice Mail Box May Mean Lost Business

Have you ever called a business and received the recording, "The recipient's voice mailbox is full"? If so, that's bad news for a business or organization that is trying to have a relationship with customers or potential clients.

A full mailbox is a "barrier to entry" for your customers, and it's a competitive world. If they can't get the information or answers they seek from you, they will probably go elsewhere.

How much business have you lost because someone couldn't leave you a message? Why do mailboxes even fill up?

One main reason. **We're afraid to delete messages.** Maybe we think we will need the message later or will use the voice mail as a reminder to call people. There is a better way.

Think of your voice mailbox as a bridge to relationships, not a filing cabinet. (Just like your snail mailbox ... you don't keep all your daily mail there, do you?)

Listen to a voice mail message, and if you can't answer right then, at least put the info into a task management system (i.e. under "to call") and once it's safely captured, delete the message from your phone. Some voice mail systems may allow you to email the transcript to yourself, or if you have voice mail that transcribes, you could take a screenshot and email it so you can put it into a task management system instead.

**Whatever system you come up with, keep that voice mailbox from filling up. You never know what great customer just called someone else because they couldn't leave you a message.**

## Individual High Sales April 2023

### April Top 10 Interior

CHAZ ALLMAN	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$29,260.00
THOMAS RAUEN	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$22,275.00
ZACH BATES	DR. VINYL OF	CORPUS CHRISTI TEXAS	\$22,005.00
HUNTER HARCUM	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$21,867.00
JAKE PETERSON	DR. VINYL OF	THE NORTHLAND MISSOURI	\$20,520.00
JEFF ELLERBEE	ASSOCIATE OF	SPRINGFIELD MISSOURI	\$16,456.00
JEANNIE OAKES	DR. VINYL OF	HAMPTON & NEWPORT NEWS VA	\$16,445.12
RYAN NAYLOR	ASSOCIATE OF	SPRINGFIELD MISSOURI	\$15,390.00
RYAN PRUITT	ASSOCIATE OF	GREEN COUNTRY OKLAHOMA	\$14,922.00
RIDGE HALL	DR. VINYL OF	LUBBOCK TEXAS	\$14,895.00

### April Top 10 Auto Paint Repair

JARED SCHORNICK	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$28,200.00
CASEY SCHOMBER	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$27,077.00
DUANE SIGNS	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$25,201.23
DYLAN FERGUSON	ASSOCIATE OF	GREEN COUNTRY	\$18,580.00
BRANDON COLLINS	ASSOCIATE OF	NORTHERN TEXAS	\$18,250.00
STEVE OAKES	DR. VINYL OF	HAMPTON & NEWPORT NEWS VA	\$18,139.73
RANDY LITTLE	ASSOCIATE OF	THE CUMBERLAND TN	\$18,076.00
RANDY FUERNSTEIN	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$18,025.00
COLEMAN HAWKINS	ASSOCIATE OF	THE CUMBERLAND TN	\$17,762.00
RYAN MCGANN	ASSOCIATE OF	THE CUMBERLAND TN	\$17,497.00

### April Top 5 Upholstery

WENDY BARNETT	DR. VINYL OF	MIDDLE TENNESSEE	\$58,994.32
EMMANUEL BERNAL	ASSOCIATE OF	NORTHERN TEXAS	\$11,680.00
JOY GONZALEZ	DR. VINYL OF	CONCORD NORTH CAROLINA	\$10,745.00
JACOB MORRIS	DR. VINYL OF	NORTHERN TEXAS	\$10,720.00
MARILYN HANCOCK	ASSOCIATE OF	OMAHA NE & COUNCIL BLUFFS IA	\$10,629.02

### April Top 5 Paintless Dent Removal

TERRY HANCOCK	ASSOCIATE OF	OMAHA NE & COUNCIL BLUFFS IA	\$16,722.45
MARK ETHRIDGE	DR. VINYL OF	THE HEARTLAND MISSOURI	\$6,790.00
JOHN WALDRON	ASSOCIATE OF	CATAWBA VALLEY NORTH CAROLINA	\$6,248.50
JEFF HAWKINS	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$4,552.00
BRANDON BIGGERSTAFF	ASSOCIATE OF	CATAWBA VALLEY NORTH CAROLINA	\$2,835.00

### April Top 5 Wheel Repair

JIMMY HARCUM	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$19,604.00
CHRIS HAWKINS	DR. VINYL OF	THE CUMBERLAND TENNESSEE	\$19,038.00
KYAN BOHAC	ASSOCIATE OF	HAMPTON & NEWPORT NEWS VA	\$11,940.00
JASON COLE	DR. VINYL OF	BLUE GRASS KENTUCKY	\$11,588.00
CALEB REED	ASSOCIATE OF	BLUE GRASS KENTUCKY	\$8,449.00



## Individual High Sales May 2023

### May Top 10 Interior

CHAZ ALLMAN	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$41,789.00
HUNTER HARCUM	ASSOCIATE OF	THE CUMBERLAND	\$29,520.00
JAKE PETERSON	DR. VINYL OF	THE NORTHLAND MISSOURI	\$25,990.00
ANDY ALONSO	ASSOCIATE OF	EAST METRO MINNEAPOLIS & ST. PAUL MN	\$22,029.00
THOMAS RAUEN	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$21,871.00
TODD LESTER	DR. VINYL OF	CENTRAL TEXAS	\$21,177.50
MICHELLE TESTER	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$21,157.00
ZACH BATES	DR. VINYL OF	CORPUS CHRISTI TEXAS	\$18,940.00
JEFF ELLERBEE	ASSOCIATE OF	SPRINGFIELD MISSOURI	\$18,822.00
BRUCE DOCKERY	ASSOCIATE OF	THE CUMBERLAND	\$17,732.00

### May Top 10 Auto Paint Repair

JARED SCHORNICK	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$36,400.00
RANDY LITTLE	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$28,392.00
CASEY SCHOMBER	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$27,598.00
COLEMAN HAWKINS	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$22,776.00
BRAD REWITZER	DR. VINYL OF	SOUTHERN MINNESOTA	\$22,660.00
DUANE SIGNS	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$22,334.86
CARSON GREENFIELD	ASSOCIATE OF	GREEN COUNTRY OKLAHOMA	\$22,165.00
RYAN MCGANN	ASSOCIATE OF	THE CUMBERLAND	\$21,292.00
DYLAN FERGUSON	ASSOCIATE OF	GREEN COUNTRY OKLAHOMA	\$18,885.00
STEVE OAKES	DR. VINYL OF	HAMPTON & NEWPORT NEWS VA	\$18,303.50

### May Top 5 Upholstery

WENDY BARNETT	DR. VINYL OF	MIDDLE TENNESSEE	\$29,169.00
JACOB MORRIS	DR. VINYL OF	NORTHERN TEXAS	\$10,970.17
JOY GONZALEZ	DR. VINYL OF	CONCORD NORTH CAROLINA	\$9,344.25
CLIFTON GENTRY	DR. VINYL OF	SOUTHEAST MO & SOUTHERN ILLINOIS	\$9,154.00
JAMES RIGBY	ASSOCIATE OF	HAMPTON & NEWPORT NEWS VIRGINIA	\$9,050.00

### May Top 5 Paintless Dent Removal

TERRY HANCOCK	ASSOCIATE OF	OMAHA NE & COUNCIL BLUFFS IA	\$18,885.00
JEFF HAWKINS	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$8,404.00
MARK ETHRIDGE	DR. VINYL OF	THE HEARTLAND MISSOURI	\$6,045.00
BRANDON BIGGERSTAFF	ASSOCIATE OF	CATAWBA VALLEY NORTH CAROLINA	\$5,475.51
JOHN WALDRON	ASSOCIATE OF	CATAWBA VALLEY NORTH CAROLINA	\$5,047.00

### May Top 5 Wheel Refinishing

JIMMY HARCUM	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$25,383.00
CHRIS HAWKINS	DR. VINYL OF	THE CUMBERLAND TENNESSEE	\$25,280.00
JASON COLE	DR. VINYL OF	BLUE GRASS KENTUCKY	\$9,188.00
KYAN BOHAC	ASSOCIATE OF	HAMPTON & NEWPORT NEWS VIRGINIA	\$7,095.00
CAMERON COCKRUM	ASSOCIATE OF	SPRINGFIELD MISSOURI	\$5,495.00

## Individual High Sales June 2023

### June Top 10 Interior

CHAZ ALLMAN	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$24,564.00
THOMAS RAUEN	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$23,086.00
ZACH BATES	DR. VINYL OF	CORPUS CHRISTI TEXAS	\$21,785.00
HUNTER HARCUM	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$21,538.00
RYAN NAYLOR	ASSOCIATE OF	SPRINGFIELD MISSOURI	\$19,626.00
MICHELLE TESTER	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$18,936.00
JEFF ELLERBEE	ASSOCIATE OF	SPRINGFIELD MISSOURI	\$18,907.00
RYAN PRUITT	ASSOCIATE OF	GREEN COUNTRY OKLAHOMA	\$18,215.00
JEANNIE OAKES	DR. VINYL OF	HAMPTON & NEWPORT NEWS VA	\$17,234.03
TODD EDWARDS	ASSOCIATE OF	GREEN COUNTRY OKLAHOMA	\$16,975.00

### June Top 10 Auto Paint Repair

JARED SCHORNICK	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$36,200.00
RANDY LITTLE	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$25,079.00
CASEY SCHOMBER	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$24,168.00
DUANE SIGNS	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$22,442.40
STEVE OAKES	DR. VINYL OF	HAMPTON & NEWPORT NEWS VIRGINIA	\$22,275.00
JOSE HERNANDEZ	ASSOCIATE OF	HAMPTON & NEWPORT NEWS VIRGINIA	\$22,015.00
RYAN MCGANN	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$20,827.75
BRANDON COLLINS	ASSOCIATE OF	NORTHERN TEXAS	\$19,505.00
DYLAN FERGUSON	ASSOCIATE OF	GREEN COUNTRY OKLAHOMA	\$19,305.00
RYAN FRAME	ASSOCIATE OF	INDIANAPOLIS INDIANA	\$18,320.00

### June Top 5 Upholstery

WENDY BARNETT	DR. VINYL OF	MIDDLE TENNESSEE	\$34,515.00
MARILYN HANCOCK	ASSOCIATE OF	OMAHA NE & COUNCIL BLUFFS IA	\$28,744.64
JAMES RIGBY	ASSOCIATE OF	HAMPTON & NEWPORT NEWS VA	\$19,899.75
DENNIS GARRIGUS	DR. VINYL OF	GREATER PEORIA IL	\$12,087.00
EMMANUEL BERNAL	ASSOCIATE OF	NORTHERN TEXAS	\$11,539.51

### June Top 5 Paintless Dent Removal

TERRY HANCOCK	ASSOCIATE OF	OMAHA NE & COUNCIL BLUFFS IA	\$28,773.00
JEFF HAWKINS	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$7,180.00
MARK ETHRIDGE	DR. VINYL OF	THE HEARTLAND MISSOURI	\$5,085.00
JOHN WALDRON	ASSOCIATE OF	CAWTABA VALLEY NORTH CAROLINA	\$4,450.00
BRANDON BIGGERSTAFF	ASSOCIATE OF	CAWTABA VALLEY NORTH CAROLINA	\$3,323.50

### June Top 5 Wheel Repair

JIMMY HARCUM	ASSOCIATE OF	THE CUMBERLAND TENNESSEE	\$24,589.00
CHRIS HAWKINS	DR. VINYL OF	THE CUMBERLAND TENNESSEE	\$16,706.00
CALEB REED	ASSOCIATE OF	BLUE GRASS KENTUCKY	\$10,385.00
WINTER PARKS	ASSOCIATE OF	SPRINGFIELD MISSOURI	\$7,828.00
JASON COLE	DR. VINYL OF	BLUE GRASS KENTUCKY	\$7,715.00

<b>Local (816) 525-6060 Toll Free (800) 531-6600 Fax (816) 525-6333</b>			
<b>Richard Reinders</b>	<b>CEO</b>	<b>Extension 120 (816) 838-9440</b>	<b><u><a href="mailto:richard@drviny.com">richard@drviny.com</a></u></b>
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<b>Tony Rende</b>	<b>Parts</b>	<b>Extension 140</b>	<b><u><a href="mailto:tonyr@drviny.com">tonyr@drviny.com</a></u></b>
<b>Teresa Lang</b>	<b>INT Trainer</b>	<b>Extension 150 (816-724-9498)</b>	<b><u><a href="mailto:teresa@drviny.com">teresa@drviny.com</a></u></b>
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## ARE YOU LOOKING TO SEND A NEW ASSOCIATE TO TRAINING?

***Before you go through the expenses of sending a new associate to Joplin, MO for training of Dr. Vinyl/ The Doctors Touch services, please use the checklist below to make sure you have everything covered.***

### ***Eligibility for Training:***

The following criteria **must** be met before we schedule a franchisee's subcontractor/ employee for training.

1. Completed Personal Profile Form.
2. Copy of Independent Contractor Agreement between you and subcontractor.
3. Completed Material Responsibility Form signed by you, if wish for your associate to have a supplies account with the Dr. Vinyl Parts Department. If not, this form is not needed.
4. Approved vehicle with appropriate decals.
5. Proof of insurance. (current certificate).
6. Confirmed hotel accommodations. (We recommend the *Drury Inn & Suites, Rangeline Road, Joplin, MO*).
7. Non-Compete agreement signed by franchisee and associate. Signed copy must be returned to Dr. Vinyl headquarters prior to the start of training. We will also need a separate Non-Compete if associate works in another franchisee's territory.
8. Proof that adequate inventory is being provided or purchased.
9. Verification by owner that potential associate has spent minimum of 2 days working with owner prior to training.
10. A phone conversation between training instructor (APR - David Lang or INT - Teresa Lang) and potential associate prior to training.
11. A phone conversation between Buster Coppage and owner confirming all the information listed above.

Training for **NEW** franchisees and employees/ subcontractors is two weeks. Please call us if you are thinking about expanding your business. We'll work together to get the best person trained in the best possible way.

***If you will keep these guidelines and requirements on file and utilize them to assist you during recruiting, we believe you will find it will save you a great deal of time, and help reduce personnel turnover.***



## Last Chance For Training in 2023

There are three (3) training classes remaining in 2023. Classes will fill quickly so please contact Dr. Vinyl corporate as soon as possible to get your associate locked in. Below are the training dates available for Interior Repair & Auto Paint Repair courses:

**October 2nd - 13th,**  
**November 6th - 17th**  
**December 4th - 15th**

### 2023 Holidays for United States

Sep 4	Labor Day	Nov 11	Veterans Day
Oct 9	Columbus Day	Nov 23	Thanksgiving Day
Oct 31	Halloween	Dec 25	Christmas Day

## The Dr. Vinyl Training Center in Joplin, MO is Under Construction



**The Dr. Vinyl Training Facilities in Joplin, MO is 95% of being totally renovated!** The new facilities will feature updated HVAC systems, more shelving & storage, additional space for work stations, new furniture and so much more. No matter what the weather is outside, we are creating the perfect training center to accommodate future technicians for all Dr. Vinyl services. The renovation will not interfere with our normal training schedule so keep your students coming. **Pictures coming soon!!!**



**DR.**  
**VINYLYL**  
**SAVES TIME AND MONEY**



*THE*  
**DOCTORS TOUCH**  
*Auto Paint Repair Express*