

THE HORN



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Serving the Automotive Aftermarket in North Carolina, South Carolina, and Tennessee
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August, 2014

2014 AACT Convention: "WHAT'S NEXT???"

By now, all members should have received information regarding the upcoming Convention (September 18-21, 2014) in Charleston, SC. If you have not registered, please go ahead and do so. More registration material is enclosed. Refer to the July 2014 issue of "The Horn" for the program highlights . . .

*Automotive Aftermarket "Best Practices" Roundtable - Jim Enter, The American Association of Roundtables
and

*Effective Exit Planning - Preparing Your Business Now" - Rick Schwartz, Schwartz Advisors, LLC.

All members can help sponsor this year's event by completing the enclosed Sponsorship Form. Any support is appreciated and all sponsors will be recognized.

I think you will agree that AACT Convention Chair Sandy Crews and her committee have put together an excellent program. We hope to see you in Charleston!!

INDUSTRY NEWS

AAPEX to Feature New General Session Open to All Attendees - Steve Forbes to Keynote

MOKENA, IL - June 23, 2014 - The Town Hall breakfast, hosted by the Auto Care Association, and the Executive Breakfast, hosted by the Automotive Aftermarket Suppliers Association (AASA), the light aftermarket division of the Motor & Equipment Manufacturers Association (MEMA), are both being replaced by a combined new free General Session slated for Wednesday, November 5, during AAPEX in Las Vegas.

The keynote speaker for the General Session will be Steve Forbes, chairman and editor-in-chief of Forbes Media, and author of a new book, "Money: How the Destruction of the Dollar Threatens the Global Economy and What We Can Do About it."

"We are responding to event fatigue that is experienced by our members and others throughout the industry, as time has become a more precious commodity," said Kathleen Schmatz, president and CEO, Auto Care Association. "Every product has a life cycle and we had a great run with our Town Hall breakfast. But it's time for a fresh event that can accommodate more AAPEX attendees."

"AASA and the Auto Care Association are consolidating their traditional AAPEX events - the AASA Executive Breakfast and the former AAIA Town Hall - to provide attendees a unified industry General Session event," said Bill Long, president and chief operation officer, AASA. "Steve Forbes' expertise on the global economy is particularly timely, as our industry is in the midst of its largest global growth ever. The new AAPEX General Session, expanded custom programs for the thousands of repair professionals attending the show, and many other enhancements this year are designed to maximize the experience, value and time together in growing our industry and that of our attendees."

The General Session will be held from 8 a.m. to 8:50 a.m. on Wednesday, November 5, in the Venetian Palazzo Ballroom. Plans are being developed and more details will be announced soon, including a VIP pre-General Session "meet and greet" and book signing with Forbes and premier seating sponsorship packages.

The 2014 AAPEX is expected to feature more than 2,400 exhibitors, 5,000 booths and attendance by more than 140,000 aftermarket industry professionals. To register, visit www.aapexshow.com/register.

AAPEX represents the \$477 billion global aftermarket auto parts industry, and is jointly sponsored by the Auto Care Association and the Automotive Aftermarket Suppliers Association (AASA). For more information, please visit www.aapexshow.com or email info@aapexshow.com.

Average Age of Vehicles Remains 11.4 Years

The combined average age of all light vehicles on the road in the United States remains 11.4 years, based on a snapshot of vehicles in operation taken January 1, 2014, according to IHS Automotive, which incorporated Polk into its business in 2013.

Total U.S. light vehicles in operation (VIO) reached a record level of more than 252.7 million - an increase of more than 3.70 million (1.5%) since last year. In addition, new vehicle registrations outpaced scrappage by more than 24% for the first time in a decade, according to the analysis.

The average age is in line with a trend shift first seen in 2013, in which the combined fleet of cars and light trucks on the road is older than ever. New analysis, however, indicates that the average age of light trucks has increased in the past year to the same age as passenger cars, both at 11.4 years. This marks the first time this has happened since 1995, when the data was first reported.

"In our history of tracking, we have seen a gradual increase in the average age of vehicles on the road," said Mark Seng, director of aftermarket solutions and global aftermarket practice leader at IHS Automotive. "This year, we're seeing somewhat of a plateau in the market, and expect it to remain over the next few years, without a major change in either direction. We attribute this to a number of factors, including the economy and the increasing quality of today's automobiles."

IHS forecasts that the average age of vehicles is likely to remain at 11.4 years through 2015, then rise to 11.5 years by 2107 and 11.7 years by 2019. This rate of growth is slowing as compared to the last five years because of a substantial increase in new vehicle sales.

Based on the growth of new vehicle registrations in the past few years as the U.S. auto industry has rebounded, IHS forecasts that the volume of vehicles 0-5 years old will increase 32% over the next five years, while vehicles in the 6-11 year-old category will decline 21%. Because of improved quality and consumers holding their cars and light trucks longer, vehicles 12+ years old continue to grow and will increase 15% by 2019.

LEGAL / LEGISLATIVE

Those Paid by Flat Rate are Non-Exempt, under the FLSA

In the world of Human Resources there are many grey areas. This is usually the reason most folks don't like dealing with HR issues. At IGO Insurance Agency, one of the most frequently asked questions on our HR Hotline is, "Who is exempt and who is non-exempt, and what do those terms mean?"

The Federal Labor Standard Act (FLSA) stipulates that all employees must be paid time and a half for all hours worked over 40, in any given pay week. That means they are "non-exempt" from this law. In order to be "exempt" (the law doesn't apply), the employee must fall into one of 7 job categories:

- Executive (examples: chief executive officer, controller, vice president, director)
- Administrative (examples: manager, supervisor, human resources, department head)
- Professional: Learned and Creative (examples: accountant, nurse, engineer, graphic designer)
- Learned Professional (examples: attorney, doctor, scientist, PhD)
- Creative Professional (examples: artist, dancer, film director, composer, singer)
- Computer Professional (examples: network analyst, developer, programmer, software engineer)
- Outside Sales (examples: salespersons, contract negotiators)

Any employee can be paid hourly. Any employee can be paid a salary. One of the most confusing HR concepts is that "exempt" DOES NOT necessarily mean a salaried employee. Just because an employee is paid a salary DOES NOT mean they can't/won't be paid overtime. "Non-exempt" does not necessarily mean an employee is paid by the hour.

In general, there is a **three step "test"** that you can apply to all of your employees:

STEP 1: SALARY BASIS TEST. Is the employee paid at least \$455 per week (\$23,600 per annum),* not subject to reduction due to variations in quantity/quality of work performed? [**The computer professional exemption has a salary basis test of \$455 per week or \$27.63/hour. The outside sales exemption is not subject to the salary basis test.*]

IF NO, EMPLOYEE IS NON-EXEMPT

IF YES,

STEP 2: EXEMPTION APPLICABILITY. Does the employee perform any of the following types of jobs?

- Executive - management is the employee's primary duty
- Administrative - employee performing non-manual office work
- Professional/creative - employee whose work requires highly advanced knowledge/education; creative and artistic professional
- Computer professional - employee involved in design or application of computers and related systems
- Outside sales - employee making sales or taking orders which influence sales outside of the employer's premises

IF NO, EMPLOYEE IS NON-EXEMPT

IF YES,

STEP 3: JOB ANALYSIS. A thorough analysis of the job duties must be performed to determine exempt status. An exempt position must pass both the salary basis and the duties tests.

This "test" will determine if your employees fall into one of these 7 categories. Auto repair technicians, auto body specialists, detailers, painters and the like DO NOT fall into these categories. Most in the auto repair and maintenance industry are paid by "flat rate" or "flat hours". This rate is considered similar to commission pay, according to the US Department of Labor (DOL).

As explained in the DOL *"Fact Sheet #20: Employees Paid Commissions by Retail Establishments Who Are Exempt under Section 7(i) From Overtime under the FLSA"*, service establishments are defined as establishments 75% of whose annual dollar volume of sales of goods or services (or of both) is not for resale and is recognized as retail sales or services in the particular industry.

If a service employer elects to use the Section 7(i) overtime exemption for commissioned employees, **ALL three** of these conditions **MUST** be met:

1. The employee must be employed by a service establishment, **AND**
2. The employee's regular rate of pay must exceed one and one-half times the applicable minimum wage (**\$10.88 OR MORE**) for every hour worked in a workweek in which overtime hours are worked; **AND**

3. More than half (50%) the employee's total earnings in a representative period must consist of commissions.

Unless **all three** conditions are met, the Section 7(i) exemption is NOT applicable, and overtime premium pay MUST be paid for all hours worked over 40 in a workweek (at time and one-half the regular rate of pay).

Are your employees categorized correctly? Are you paying the appropriate overtime? For more information, contact Sherry Robertson, PHR at 800-243-1560 or sherry@igoinsurance.com.

OSHA Labeling Standard Set for Enforcement June 1, 2015

In less than a year, June 1, 2015, companies will need to comply with product and workplace labeling requirements promulgated by the Occupational Safety and Health Administration (OSHA). The move will incorporate more of the Globally Harmonized System of Classification and Labeling of Chemicals (GHS) into the Hazard Communication Standard (HCS) in order to better align U.S. workplace standards with standards used by the European Union. Further, companies shipping hazardous material must comply with GHS labeling and Safety Data Sheet requirements by December 1, 2015.

For more information on the new standards, fact sheets, effective dates and requirements, visit <https://www.osha.gov/dsg/hazcom/index.html>.

MANAGEMENT NOTES

Work-Life Balance

With today's technologically heavy, always "on" mentality, the line between work and home often becomes blurred. This means that work-life balance is becoming increasingly important for employees. What many employers don't realize is that a home and work balance doesn't only benefit the employee; it also benefits business productivity and profit as a whole. Numerous studies demonstrate that the most productive employees tend to be those that have full lives, comfortably balanced between work life and home life. Similarly, companies that promote a healthy balance are usually successful.

Employer support for a balance between work and home life is crucial for employee success. Keep in mind that work-life balance does not mean complete flexibility and freedom for every employee. To be successful for a business, it is best to support employees with a company specific work-life balance program. A structured program has the following benefits for employers:

- Increased employee retention
- Improved morale
- Reduced absenteeism
- Increased employee engagement
- Increased productivity
- Decreased stress and burnout

How do you create a work-life balance program? First, you must get to know your employees. What are their individual needs and how can you accommodate them? These needs will vary and may include flexible work schedules or arrangements, onsite daycare or workout facilities, and more. It is important to note that meeting your employees' work-life balance needs requires buy-in from senior management. Work-life balance programs should be tailored to individual businesses and should suit not just the employees' needs but also the business's culture.

Once you have determined what your employees needs are, you can create and implement your work-life balance program.

1. Determine your priorities based on the feedback from employees.
2. Set specific goals for the success of your program.

3. Obtain buy-in from your senior management team. Educate them on work-life balance and why the program is valuable to the dealership.
4. Create a measurement and reporting process which will provide the opportunity to measure usage, feedback, productivity, and ROI for the dealership.
5. Monitor the program and make any necessary adjustments.
6. Initiate a full work-life balance program roll out.

It is possible to create an environment that promotes a successful professional career as well as a fulfilling personal life for employees. Create a successful work-life balance program to increase productivity and success for your business today!

Tech Support Scam Alert

These days, scammers will say just about anything to get your money and information. One of the latest trends is the phone scam from someone claiming to be a representative of Microsoft.

Here's what happens: The representative attempts to walk you through how to remove a virus stating they don't have access to the PC. They walk you through looking at event logs and tell you that the files you are looking at are virus-related to get you to panic. There are many variations to this story and what the representative may tell you. They have several goals, including gaining access to your personal data, planting some sort of virus that can steal your information or damage your PC to the point of repair then tell you that it was badly infected and you need to pay them a few hundred dollars to have the problem fixed by them. Any which way, it is a scam.

What you need to know:

- ❖ Microsoft will NEVER call you and will NOT hire representatives to contact you.
- ❖ People will say anything to get you to follow their directions. Be careful - some talk quick and with a thick accent using a lot of technical words to make you feel uncomfortable.

What you should do:

- ❖ If you receive one of these calls, they can be reported to the FTC, get as much info as you can from them (Name, phone number, etc.) but DO NOT give them any of your personal information.

INSURANCE NEWS

IRS Releases Final Rule for Small Business Tax Credit from the Affordable Care Act

The Internal Revenue Service (IRS) released the Final Rule on June 30 that governs the tax credit for small businesses offering health insurance benefits to their employees, extending it to those with 25 or fewer full-time employees (FTEs). The Final Rule largely follows the Proposed Rule released on August 26, 2013, and includes these changes:

- ❖ The maximum credit increases to 50% of premiums paid for small business employers.
- ❖ To be eligible for the credit, a small employer must pay premiums on behalf of employees enrolled in a qualified health plan offered through a Small Business Health Options Program (SHOP) Marketplace or qualify for an exception to this requirement.
- ❖ The credit is available to eligible employers for two consecutive taxable years.

The number of FTEs is calculated by computing the total hours of service for the taxable year and dividing by 2,080. Additionally, there are three optional methods available for computing the total hours of service. The regulation also states that an employer's premium payments are limited by the average premium in the small group market in the rating area in which the employee enrolls for coverage through a SHOP exchange.

Additional information is available on an IRS webpage here: <http://www.irs.gov/uac/Small-Business-Health-Care-Tax-Credit-for-Small-Employers>. (Source: Auto Care Association Capital Report)

AAACT NEWS

In Memoriam.

Preston Allen Burns, Wadesboro, NC, passed away on July 16, 2014 at the age of 100. Preston was the Association President (then NCAWA) in 1978 and remained a strong Association supporter throughout his aftermarket career.

Our most heartfelt thoughts and prayers go out to the Burns family.

Randy Marion Fleet Program

On June 1, 2014, the Automotive Aftermarket Association of the Carolinas & Tennessee (AAACT) and Randy Marion Fleet/Commercial, Mooresville, NC, partnered to begin offering AAACT members discounts on Ford, Isuzu and GM trucks. This program includes delivery of purchased units to AAACT members wherever they are located in the United States. This agreement is CONFIDENTIAL between active members of AAACT and Randy Marion Fleet/Commercial and details/benefits should not be shared with or applicable to any other group or individuals.

Randy Marion Fleet/Commercial is the Number 1 Chevrolet Business Elite Dealer in the Nation! They specialize in helping businesses run smoother. They have partnered with AAACT to help you with your company's vehicle needs while you concentrate on the day-to-day running of your business. No matter if it's a GM product, Isuzu, or Ford, they have what you need.

At Randy Marion, you will find the right vehicles for whatever the job requires. They will learn how you use your vehicles and then spec your truck or van according to your specific needs.

Contact: Chris Rogers - 828.320.3812 (cell); 704.235.6805 (office); crogers@randymarion.com.

Order Your 2015 Advertising Calendars Now!!

Once again, it's time to order those calendars that keep your name in front of your customers all year long. Calendars are effective, necessary and have sales power...85% of homes and 83% of firms surveyed purchase products and services from the advertiser who gave them a calendar. If you're looking for a high-quality calendar at a great price, check out the AAACT calendar program. Brochure and order forms have been mailed to anyone who has ordered advertising calendars within the past few years.

If you'd like to place an order for your 2015 calendars, call Rita at 800-849-8037, send her a fax at 828-286-4847, or send her an email at rwieskampaaact@aol.com, and she will send you a Calendar Program brochure and price list right away.

For Sale

***Parts Inventory** - Call Wade Gilley, Gilley's Automotive, Pilot Mountain, NC ... 336-351-3121 (closing store)

***Computer accessories --- Two (2) Laser Cat Cataloguers. One is 2 years old, and the other is 4-5 years old. They are both in excellent condition.** - Call David Sloan, Automotive Distributors, Charlotte, NC ... 704-609-1836 (closing store).

Labor Day Holiday

The AAACT Office will be closed on Monday, September 1, 2014, for the Labor Day Holiday. Be Safe!!

~ Randy Lisk, Executive Vice-President

**Automotive Aftermarket Association of the Carolinas & Tennessee
2014 CONVENTION
"WHAT'S NEXT???"
Charleston Marriott – Charleston, SC
September 18-21**



Thursday, September 18, 2014

- 2:00 p.m. - 5:00 p.m. ----- Automotive Aftermarket "Best Practices" Roundtable Discussion -
Facilitated by Jim Enter, American Association of Roundtables, Inc.
- 7:00 p.m. - 9:00 p.m. ----- AACT Board of Directors, Past Presidents and Past Directors Dinner

Friday, September 19, 2014

- 8:00 a.m. – 5:00 p.m.----- Convention Registration
- 8:30 a.m. – 11:30 a.m. ----- AACT Board of Directors, Past Presidents and Past Directors Meeting
- 11:30 a.m. – 11:45 a.m. ----- AACT Convention Committee Meeting
- 6:00 p.m. – 7:00 p.m.----- Welcome Reception
- 7:00 p.m. – until.... ----- Dinner On Your Own

Saturday, September 20, 2014

- 8:00 a.m. – 11:00 a.m. ----- Convention Registration
- 7:45 a.m. – 8:15 a.m.----- Breakfast
- 8:15 a.m. – 9:00 a.m.----- AACT Benefits Review
- 9:00 a.m. – 9:15 a.m.----- Break
- 9:15 a.m. – 9:45 a.m.----- AACT Annual Business Meeting
- 9:45 a.m. - 10:00 a.m.----- Break
- 10:00 a.m. – 12:00 p.m. ----- "Effective Exit Planning: Preparing Your Business Now"
-- Rick Schwartz, Schwartz Advisors, LLC
- 6:30 p.m. – 7:15 p.m.----- President's Reception
- 7:15 p.m. – 9:30 p.m.----- Banquet, Awards, and AACT Scholarship Live Auction

Sunday, September 21, 2014

- 8:00 a.m. – 9:15 a.m.----- Breakfast and Inspirational Message
- 9:15 a.m.----- Convention Adjourns



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Serving the Automotive Aftermarket in North Carolina, South Carolina, and Tennessee

1720 Hillsborough St. Ste. LL One

Raleigh, NC 27605-1657

800-849-8037 – Fax: 919-821-0753 – Email: APAC219@AOL.COM

2014 CONVENTION

September 18-21, 2014

Charleston Marriott - Charleston, SC

SPONSORSHIP FORM

Yes, count us in as a sponsor of AACT's 2014 Convention. All Sponsors receive prominent recognition in onsite brochure, "The Horn" Newsletter and on event signage.

Contribute at one of these Sponsorship Levels:

- Bronze Sponsorship----- \$300.00
- Silver Sponsorship----- \$500.00
- Gold Sponsorship ----- \$1,000.00
- Platinum Sponsorship ----- \$1,500.00
- "Friends of AACT" ----- \$150.00

Or, Select from the following available Sponsorships:

- Event** President's Reception, Saturday Evening ----- \$1,000.00
- Breaks** Morning Breaks, Saturday----- \$500.00

Our Firm Name should be listed as follows:

(Please type or print clearly. Names are taken from this for displayed signage & print materials.)

The Automotive Aftermarket of the Carolinas and Tennessee, Inc. appreciates the generosity of its Sponsors.

QUESTIONS?

Contact AACT
1-800-849-8037

2014 AACT Convention

1720 Hillsborough St., Ste. LL One
Raleigh, NC 27605-1657

Please fax 919-821-0753

or mail form by sponsor
deadline August 30th.

Person completing form _____ Phone: (____) _____

Email _____

2014 CONVENTION REGISTRATION

CHARLESTON MARRIOTT - CHARLESTON, SC

SEPTEMBER 18-21, 2014

PLEASE PRINT OR TYPE. (RESERVE ROOMS ON BACK SIDE OF THIS FORM.)

FIRM _____

ADDRESS _____

CITY/STATE/ZIP _____

BY (*) _____ PHONE # _____ FAX # _____

(*) Email Address: _____

OFFICE USE ONLY

Date Rec'd _____

Amount Pd. \$ _____

Check No. _____

Amount Due \$ _____

NAMES (AS THEY WILL APPEAR ON BADGES):

NAME #1 _____ NAME #3 _____

NAME #2 _____ NAME #4 _____

COMPLETE CONVENTION PACKAGE(s) (Includes Registration Fee, _____ @ \$125.00/EA \$ _____
 Thursday Roundtable Discussion, Friday Welcome Reception, Saturday
 Breakfast, Saturday Seminar, Saturday Reception, Saturday Banquet and
 Live Auction, Sunday Inspirational Breakfast, Chance on Grand Prize*.)

COMPLETE SPOUSE/CHILDREN PACKAGE(s) (Includes 1/2 Registration Fee _____ @ \$100.00/EA \$ _____
 and All of the Above Events) (Children under 11 years old - FREE)

AACT BOARD OF DIRECTORS, PAST PRESIDENTS & PAST DIRECTORS _____ @ \$45.00/EA \$ _____
DINNER @ The Charleston Marriott, Charleston, SC on Thursday Evening.
(Fee not included in Complete Packages)

IN LIEU OF COMPLETE PACKAGES, PLEASE RESERVE THE FOLLOWING:

CONVENTION REGISTRATION FEE (Everyone 11+ years of age) ----- @ \$50.00/EA \$ _____

SATURDAY BREAKFAST ----- @ \$20.00/EA \$ _____

SATURDAY EVENING RECEPTION AND AWARDS BANQUET----- @ \$55.00/EA \$ _____

ATTENDEES:

THURSDAY ROUNDTABLE DISCUSSION @ NO CHARGE----- @ \$0.00/EA \$ _____
 (_____ will attend the Thursday Roundtable.)

FRIDAY BOARD OF DIRECTORS MEETING @ NO CHARGE----- @ \$0.00/EA \$ _____
 (_____ will attend the Friday Board Meeting.)

TOTAL \$ _____

CHECK (PAYABLE "AACT CONVENTION FUND") IN THE AMOUNT OF \$ _____ IS ENCLOSED.

**Only Jobbers and Jobber Spouses / Guests may win the BIG CASH GRAND PRIZE. To be eligible to win it, the Registrant must purchase the Complete or Spouses Complete Package and be present for the drawing. While Affiliates and WD's cannot take home the Grand Prize, they are eligible to win several other Prizes.

****CANCELLATION POLICY:** FULL REFUND IF RECEIVED AT AACT OFFICE BY AUGUST 28.
 AFTER AUGUST 28, ONLY REGISTRATION FEES WILL BE REFUNDED.

****Mail Registration & Check To:** AACT, Inc. • 1720 Hillsborough St., Ste. LL1 • Raleigh, NC 27605-1657

On Saturday, September 20th, a "Live Auction" will be held. Donated items will be on display beginning at 6:30 p.m. **The Automotive Aftermarket Association of the Carolinas & Tennessee, Inc. will donate all contributions from the auction to the AACT Scholarship Fund.** We need your help. Items are needed for the auction. Please indicate on this form what you will be willing to donate. (Cash is acceptable.)

WE ARE WILLING TO DONATE:

ITEM

ESTIMATED RETAIL VALUE

HOTEL RESERVATIONS

1. All reservations at The Charleston Marriott - Charleston, SC must be made thru the AACT Office. The Hotel will not accept direct reservations. Mail reservations to:
AACT, INC. • 1720 HILLSBOROUGH ST., SUITE LL1 • RALEIGH, NC 27605-1657.
2. **CHECK-IN TIME IS 4:00 PM.** While some rooms may be available earlier, we have no guarantee that such will be the case.
3. **NO DEPOSIT IS REQUIRED.** AACT is guaranteeing all rooms for late arrival.
4. **★NOTE:** *If you fail to cancel your reservations 24 hours prior to your check-in date, you will be billed for one night's room plus tax.*

DAILY RATES

(★) Single / Double / Triple / Quadruple \$149.00 Per Room Per Night (plus tax).

(★) EARLY DEPARTURE FEE: An Early Departure Fee of \$149.00 may be charged if an attendee checks out of the Hotel prior to the attendee's scheduled departure date, without having notified the Hotel by 12:00 midnight the day after check-in of the change in scheduled departure.

(★)Final room assignment will be based upon availability at time of check-in.

PLEASE NOTE: ROOM RESERVATION REQUESTS ARE ACCEPTED ONLY FROM PERSONS WHO HAVE REGISTERED FOR THE CONVENTION. THIS IS ALSO TRUE OF MEAL FUNCTION RESERVATION REQUESTS.

PLEASE RESERVE THE FOLLOWING:

<u>NAME(S)</u>	<u>NO. OF ROOMS</u>	<u>ARRIVE</u>	<u>DEPART</u>

FIRM _____

ADDRESS _____ **P.O. BOX** _____

CITY/STATE/ZIP _____

BY _____ **PHONE NO.** _____

IMPORTANT!! IMPORTANT!! IMPORTANT!! We are holding a block of rooms for Friday and Saturday nights (9/19 and 9/20) and a smaller block for Wednesday and Thursday nights (9/17 & 9/18) at The Charleston Marriott. On AUGUST 28, we have to release any of those rooms for which we have not reserved and guaranteed payment. After that date, the rooms go to the open market, are available on a first come, first served basis, and may be subject to regular rack rate. **SO . . . PLEASE RESERVE YOUR ROOM(S) EARLY!!!**

MAIL TO: AACT INC. • 1720 HILLSBOROUGH ST., SUITE LL1 • RALEIGH, NC 27605-1657

See You in Charleston!!!!