

# Commercial-Grade Oils for the Commercial Market

New AMSOIL 15W-40 Commercial-Grade Diesel Oil and Commercial-Grade Hydraulic Oil are formulated specifically to provide protection and value for commercial customers, while helping Dealers compete against lower-priced conventional products in the commercial market, win new commercial accounts and increase sales to existing commercial accounts.

#### AMSOIL 15W-40 COMMERCIAL-GRADE DIESEL OIL (SBDF)

- **Advanced** synthetic-blend oil with greater than 50% synthetic base oil content.
- 2X better wear protection.1
- **Meets** the latest API CK-4 diesel-oil specification.
- Improved heat and oxidation resistance.
- **Helps** maintain power and fuel efficiency.
- Flows dependably in cold temperatures for reliable startup and engine protection.
- **Reduced** oil consumption.

Based on third-party testing in the Detroit Diesel DD13 Scuffing Test for specification DFS 93K222.



#### AMSOIL COMMERCIAL-GRADE HYDRAULIC OIL (HCG32, HCG46, HCG68)

- High-performance conventional hydraulic oil.
- **Provides** strong wear protection to protect pumps and motors.
- Resists corrosion for long component life.
- Fights sludge to help maintain the cleanliness and operability of pumps, valves, solenoids and other components.
- Provides good filterability for maximum fluid performance and life.
- Resists foam to guard against cavitation and promote efficient operation.
- Available in three viscosities (ISO 32, ISO 46, ISO 68).







#### **DEALER EDITION**

**APRIL** 2023



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#### **Back Issues**

Back issues of AMSOIL Magazine are available for \$1 each. Order G17D and specify the month and year.

#### On the Web

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#### **THE COVER**

The commercial market presents countless opportunities for AMSOIL Dealers to branch out and secure more sales.



# From the Chairman

Each year, we devote a generous amount of time to strategic planning. We set targets, then we develop strategies and tactics we believe will help us achieve our goals. At the 2019 DJ Convention, I shared our target of 8% year-over-year growth with the Direct Jobbers in attendance. The following month, I published the 8% goal for all Dealers in this column. Communicating our growth goal was a change. While we have always set targets and strategies for reaching them, we had not shared those targets with Dealers. The response was tremendous. Dealers were motivated and excited to push for 8% growth in their own Dealerships. Each year since, we have shared our growth goal with Dealers and reported our progress. We follow a fiscal year that runs from July 1 to June 30, so we are entering the final quarter of the year, which is a great time to let you know where we stand.

Right now, it's unclear whether we'll meet our target. Sales have softened in the past nine months compared to the same period last year, mainly due to the slowing U.S. economy. And while our strong growth over the past few years helps generate even more growth, it also makes it more difficult to grow at the same rate. For example, if your annual sales are \$1

million, you need to sell \$1,080,000 the following year to grow 8%. If you do that successfully four years in a row, you now need to sell \$1,360,489 to achieve 8% growth over the previous year (or 36% more than the \$1 million you started with). I'm not complaining - it's a great problem to

And this is a great time of year to make a substantial sales push. April is typically one of the strongest sales months of the year. Our customers are taking summer equipment out of storage, preparing winter equipment for storage and performing regular maintenance on their everyday vehicles. If we all pull together and execute well this month and take that momentum through June, we have a great shot at meeting our 8% growth

I have been clear about my desire to grow the company. Why do I want to grow so badly? First of all, it's in my nature. I am competitive and I want to win. If AMSOIL is growing at a pace above the market rate, that means we are beating our competition and that makes me happy. Next, if you're not growing, you're actually shrinking. While you stay the same, your competition grows all around you, just like grass grows up around an old car

that has been parked too long in a field. Finally, growth provides several healthy benefits to a business, including new opportunities for employees and Dealers, expanded products and services, ability to attract more customers, increased sales, boosted credibility, increased profits, increased stability, better ability to mitigate risks, a broader supply base, better ability to attract top talent and reduced threat of competition. All of those benefits are derived from growth.

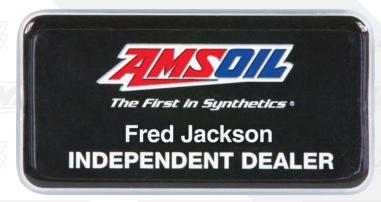
While Dealer business has softened slightly, AMSOIL continues building strength thanks to our diversified business portfolio. Consumer sales are growing very slowly domestically and internationally.

Our industrial business unit, meanwhile, is demonstrating strong growth, making AMSOIL stronger so we can reap all the benefits listed above, which protects your opportunity and helps the company continue to support your efforts.

Glan Janatiyo

Alan Amatuzio

Chairman & CEO



#### Magnets









**Business Cards** 



**Flyers** 

# Let Them Know You Mean Business

You represent a premium product. Make sure your sales materials are premium too.

The AMSOIL Print Center is your one-stop shop for business cards, signage, data sheets and much more. It provides professionally printed materials that place AMSOIL as a premium brand and you as a trusted professional.

Access the Print Center through the Dealer Zone (Business Tools>Marketing Your Dealership>AMSOIL Print Center).

Literature items in the Print Center are available for trade-show co-op. Eligible participants are issued promo codes that can be used for reduced pricing on their orders. Print Center prices include shipping and customization of each item to include your Dealer information.

Just need a digital copy? The Digital Library in the Dealer Zone holds data sheets, brochures and other marketing collateral that can be shared digitally. If you're messaging, emailing or texting a document, this is your best source. It's quick, easy and free.

To order printed catalogs, visit AMSOIL.com (U.S.)/AMSOIL.ca (Canada).

## **LETTERS TO THE EDITOR**

#### **EUROPEAN-VEHICLE HANDOUT**

I live in Pickering, the next city east of Toronto. During the last 10 years, the percentage of European vehicles has been increasing, and now I estimate it is around 15%. In Toronto, the percentage is even higher. It would be helpful if we had a European-vehicle handout like we have for ATVs and UTVs, marine, snowmobiles, dirt bikes, classic cars, racing, diesel, etc.

#### Rein Lepik

AMSOIL: Thank you for your suggestion, Rein. The AMSOIL Autos/ Light Trucks Flyer (G2945) covers the AMSOIL European, Signature Series, XL and OE Synthetic Motor Oil lines, allowing you to reach customers no matter what they drive. To focus a customer's attention on AMSOIL Synthetic European Motor Oil specifically, we suggest the AMSOIL Synthetic European Motor Oil data sheet (G3395). Both documents are available in the AMSOIL Print Center (Dealer Zone>Business Tools>Marketing Your Dealership>AMSOIL Print Center).

#### **MERCHANDISING DISPLAY CO-OP PROGRAM**

I try to take advantage of the Dealer Merchandising Display Co-op Program to provide a four-shelf display unit to my retail accounts when they become eligible. As part of this valuable program, I like to have the unassembled display sent to me so I can assemble it and personally deliver the display unit to the retail account's business address. I like to do this as a Dealer service so they aren't expected to assemble it.

However, when I start the process of ordering the unit and come to the point of clicking on the option to have the unit sent to me (Dealer), I receive a message on my screen that says, "To ship to Dealer, please go to settings>profile>update account information>shipping addresses and select a default shipping address." This is extremely frustrating as this is the point that I always have to stop and call the AMSOIL headquarters for help. For me (an older-aged Dealer), the pop-up message may as well be written in a foreign language as it makes no sense to me.

I suspect that many Dealers are providing the service of assembling the display for their retail accounts. Why is this process confusing? Couldn't the Dealer address be a simple default address that pops up automatically?

The display co-op is a great program and the metal display is very high quality and durable. Please help by making the ordering process a more simple process.

Thank you.

#### Wayne A. Edgerton

AMSOIL: Thank you for notifying us of this issue, Wayne. It's great to hear you're going the extra mile of assembling and delivering the display units for your accounts. We want it to be as easy as possible to order the display units, and we're working to remove that messaging and make the Dealer's address an available selection.

#### **AMSOIL INDUSTRIAL**

I am a new AMSOIL Dealer, and I noticed a link for AMSOIL Industrial. Do the products differ from commercial products? I ask because there are no pictures of the products when viewing the products page under Industrial.

Thank you,

#### Jonathan Erario

**AMSOIL:** Thank you for your question. Jonathan, AMSOIL industrial products differ from AMSOIL commercial products in that AMSOIL industrial products are intended for the AMSOIL Industrial business unit to pursue business-tobusiness (B2B) sales opportunities to original equipment manufacturers (OEMs) and large industrial operations. while AMSOIL commercial products are intended for AMSOIL Dealers to pursue commercial sales opportunities in the contractor, fleet and agriculture markets. Together, the AMSOIL Industrial focus on complex, high-liability industrial sales and the Dealer focus on enthusiasts. installers, retailers and commercial businesses deliver the diversification and strength to secure the AMSOIL opportunity well into the future. For more information on AMSOIL Industrial, check out the "From the President" column in the August 2020 AMSOIL Magazine (Dealer Zone>Digital Library>Literature> Publications>AMSOIL Magazine).

#### **BANNERS**

Is there any chance AMSOIL can offer smaller banners? I have a few retail shops that like to have one, but the current 3'x8' and 4'x8' are just too big. Maybe something on the lines of 2'x4' would work well. This would also fit well in front of tables at trade shows.

Thanks.

#### Nick Mikitka

AMSOIL: We have good news for you, Nick. We recently added a 4'x2' Black AMSOIL Banner (G3790) to the lineup of banner options. See p. 20 and AMSOIL.com (Shop>Merchandise>Banners, Signage & Displays).



#### **JEEP\* WORLD**

Your cover photo and article on the Jeep (November 2022 AMSOIL Magazine) bring back memories of my first years in the Army Military Police in 1977/1978. I was assigned a newer version of the Jeep, the M151A2,\* as my patrol vehicle in the 258th MP Company in Fort Polk, La. Those are fond memories of an excellent vehicle.

#### **Marty Gilmore**

AMSOIL: Thank you for your service and for sharing your memories, Marty. We're glad you enjoyed the article.

> Email letters to: letters@amsoil.com

> > Or, mail them to:

AMSOIL INC. **Communications Department** Attn: Letters 925 Tower Avenue Superior, WI 54880

Letters are subject to editing for length and clarity; please include your name, address and phone number. Unsigned letters will not be published.





### What are Synthetic Blends and **Semi-Synthetics?**

They use a combination of conventional and synthetic base oils to achieve higher performance at a lower price.

Brett Granmo | MARKET MANAGER AUTOMOTIVE B2B & HD ON-/OFF-ROAD

When it comes to lubricants, "synthetic blend" and "semi-synthetic" mean the same thing: an oil that uses a combination of conventional and synthetic base oils in its formulation. Most commonly this will be a blend of mineral-based Group II base oils and synthetic Group III or Group IV base

It is important to note that, while base oils are a fundamental element of a motor oil's formulation, they are only part of the picture. Additives make up the other part of the equation, and the quality and concentration of additives have a significant effect on the oil's protection and performance.

#### Why do synthetic blends exist?

Group II base oils are common in mineral-based (conventional) motor oils. They provide fair-to-good performance in the areas of volatility. oxidation stability and wear protection. However, they provide only fair performance in areas such as pour point and cold-crank viscosity.

Because synthetic base oils have greater molecular uniformity and stability than conventional base oils, they reduce oil burn-off in the presence of extreme heat and oxidation, which results in reduced oil consumption, improved wear protection and a cleaner engine. Synthetic base oils also improve low-temperature pour point and coldflow properties when compared to conventional base oils.

The benefit of conventional oils is lower cost. Therefore, a synthetic blend is a great option as a stepping stone into a better-performing oil with synthetic properties at a lower price point.

#### How much synthetic base oil in a synthetic blend?

There are no industry specifications or regulations that define a minimum amount of synthetic base oil that must be present for an oil to classify as a synthetic blend or semi-synthetic. This uncertainty presents problems. For starters, the level of protection the oil delivers compared to a conventional oil can vary depending on the proportion and quality of the synthetic base oils in the formulation.

Oil manufacturers do not divulge their formulations since it would give their competition an advantage. Every API-licensed synthetic-blend diesel oil we have tested contains less than 15% synthetic content. Because we're laser-focused on quality, we chose not to formulate the cheapest possible synthetic blend, as many of our competitors do.

#### Is there a way to determine how much synthetic base oil is in a competitor's synthetic-blend oil?

It is difficult to measure the syntheticbase-oil content in synthetic-blend formulations containing less than 15% synthetic base oil. Improvements may appear as lower cold-crank viscosity and pour point numbers, but could also be masked by the quality of the conventional base oil in the formulation. In our experience, when oil marketers do not disclose how much synthetic base oil they are using it usually indicates a low percentage. and the added benefit of that small volume of synthetic base oil will be minimal.

#### **AMSOIL 15W-40 Commercial-Grade Diesel Oil**

New AMSOIL 15W-40 Commercial-Grade Diesel Oil is blended with greater than 50% synthetic base oil. This formula meets the latest API CK-4 diesel oil specification, and the extra synthetic base oil provides better wear protection, lower oil consumption, better viscosity control and better extreme-temperature performance than conventional oil. It is specifically engineered to protect commercial equipment at a competitive price.

AMSOIL Commercial-Grade Diesel Oil provides 2X better wear protection\* to help maximize equipment life and reduce maintenance cost and downtime for customers seeking an upgrade over conventional diesel oils.

\*Based on third-party testing in the Detroit Diesel DD13 Scuffing Test for specification DFS 93K222

# Targeting Commercial Accounts

Grow and diversify your Dealership by registering more commercial accounts.

Diversifying your AMSOIL Dealership allows you to tap into a larger customer base, secure a consistent revenue stream and more easily navigate challenging economic times. The commercial market is a great place to start. Commercial accounts provide an exceptional opportunity to secure high-volume sales and increase commissions.

#### What is a Commercial Account?

A commercial account is a commercial end-user that purchases AMSOIL products for use in its company vehicles and equipment, but does not resell them. AMSOIL Dealers usually find the most success registering small to medium-sized, independently owned, local businesses that service their own equipment, including excavation/off-road contractors, trade/construction contractors, lawn and landscape contractors, regional fleets and farms/ranches.

- Excavation/Off-Road Contractors
   Excavation, Grading, Land Clearing,
   Site Preparation, Foundation Digging
- Trade/Construction Contractors New Construction/Remodeling, Plumbing, Heating & Cooling, Roofing, Drywall/ Insulation, Electrical, Concrete

- Lawn & Landscape Contractors
   Lawn Care, Landscaping,
   Hardscaping, Tree Service
- Regional Fleets Buses, Shuttles, Local Trucking
- Agriculture Farms, Ranches

#### **The AMSOIL Value Proposition**

The vehicles and equipment used by commercial businesses in their daily operations are essential to their success. AMSOIL Dealers are in a great position to help commercial accounts increase profitability and eliminate headaches related to their vehicles and equipment.

AMSOIL products and services can help commercial accounts reduce costs, prevent downtime and stay on schedule by improving their lubrication program and delivering personalized service and technical expertise.

AMSOIL commercial accounts purchase AMSOIL products at wholesale prices and receive the following benefits:

## Maximum Equipment Performance & Life

Giving equipment the best lubrication means it will last longer. Accounts

can be confident in the ability of our products to protect in harsh commercial environments.

#### Fast, Free Shipping on Orders Over \$400 (\$450 in Canada)

We deliver AMSOIL products right to the account's door.

#### **Volume Discounts**

Accounts earn discounts based on their annual purchases, and those discounts stay with them all year.

#### **Increased Profitability**

We protect critical components better than the competition with higher-quality, longer-lasting lubricants. The result: less time spent on maintenance and lower overall costs.

#### **Customized Program**

Our goal is to improve the effectiveness and efficiency of the account's lubrication program so it can prevent downtime and focus on business.

#### **Personalized Service**

Servicing AMSOIL Dealers are trained lubricant experts who can identify ways to optimize the account's maintenance



program by recommending the best products and helping safely extend service intervals.

#### **Strong Corporate Support**

AMSOIL is a family-owned company. Our products are formulated, blended and packaged in Superior, Wisconsin, USA, and we have a full staff of customer service and technical experts available to answer questions.

#### **AMSOIL Sales Process**

Commercial accounts operate businesses with higher demands and more complex needs than a typical online/catalog customer or Preferred Customer (P.C.). This makes pursuing commercial accounts uniquely challenging. The AMSOIL sales process is designed to help Dealers become more successful at approaching and registering commercial accounts.

Prospecting - Identify potential new AMSOIL commercial accounts.

Goal - Identify high-potential commercial businesses on which to focus your sales efforts.

Benefit - Setting time aside specifically for prospecting allows you to maximize your time for account acquisition.

#### Step 2.

Approaching the Business - Find the key decision makers.

Goal - Schedule time with the person/ people who can make the decision to use AMSOIL products in the company's vehicles and equipment.

Benefit – Working directly with decision makers provides the best chance to influence a change to AMSOIL products.

#### Step 3.

**Discovering Needs** – Ask questions.

Goal - Determine what is important and meaningful to the customer - their goals, wants and needs. Use the Commercial Questionnaire available in the Dealer Zone (Business Tools>Commercial **Business Tools>Commercial** Questionnaire).

Benefit - Demonstrating you are there to solve problems leads the prospective commercial account to place more importance on improving profitability, rather than the upfront costs of AMSOIL products.

#### Step 4.

Developing the plan - Do your homework.

Goal - Based on information the customer shared, develop a proposal focused on how AMSOIL products can help the commercial account improve its profitability.

Benefit - Developing a proposal based on information the customer shared allows you to present a total solution.

#### Step 5.

Presenting Solutions - Proceed to the sale.

Goal - Establish a new commercial account and move forward with the first order.

**Benefit** – Listening allows you to present solutions based on the customer's needs, rather than assumed information.

#### Step 6.

Ongoing Service – Strengthen your relationship.

Goal - Exceed the customer's expectations with the level of service you provide.

**Benefit** – Strengthening your relationship with the customer makes it less likely they will consider less-costly competition.

See the January AMSOIL Magazine (pp. 14-15) for more information on the AMSOIL sales process.

#### **New Commercial-Grade Oils for** the Commercial Market

Considering conventional and syntheticblend lubricants dominate the commercial market with more than 80% market share, lower prices are a top priority for most commercial-business owners and decision makers. New AMSOIL 15W-40 Commercial-Grade Diesel Oil (SBDF) and Commercial-Grade Hydraulic Oil (HCG32, HCG46, HCG68) are formulated specifically to provide protection and value for commercial customers, while helping Dealers compete against lowerpriced synthetic-blend and conventional products in the commercial market, win new commercial accounts and increase sales to existing commercial accounts.

See the March AMSOIL Magazine (pp. 8-9) for more information on AMSOIL Commercial-Grade products.





Classic Ford Muscle-Car Engines and the Products to Protect Them

The muscle car is an American innovation as original and rebellious as rock and roll, and few things in this world are as satisfying as their unbridled power. The "there's-no-replacement-fordisplacement" era didn't produce cars that excelled at hugging corners, braking fast or conserving fuel, but they satisfied the seemingly insatiable itch for power and speed - designed to outrun their rivals on wide, straight American roads. The beating heart of classic muscle cars were their large-bore V8 engines that were crammed into mid-sized two-door sedans. In this edition of "Muscle Car Mania," we look under the hoods of a select few legendary Ford muscle-car engines.

#### Ford Flathead\*

The Ford Flathead is what hot rodding was built on, laying the foundation for the performance-parts aftermarket we know today. When it arrived in 1932, it was the first mass-produced V8 on the market, measuring 221 cubic inches and producing only 65 horsepower. But its cast block was far more affordable than the boutique V8s other brands were producing, and a high-performance aftermarket sprang up to support it, including carbs, intakes, camshafts, headers and cylinder heads. Servicemen returning from WWII sought out the Flathead as they joined the burgeoning

scene out of California. It wasn't long before roadsters and land-speed racers were stuffing the design into their custom projects. By the third iteration (1949-1953), the engine had grown to 255 cubes and could produce 125 horsepower.

#### 289 Small Block

From the high-performance K-code down to the 200-hp two-barrel versions, the 289 small block helped make the Mustang\* famous. The 289 was available in 1968 and the pony car's massive popularity gave the small-inch Windsor\* an outsized purpose. The K-code Hi-Po\* was available from 1963-1967. It featured beefier block hardware, a reciprocating assembly and a solid lifter valvetrain. Without a doubt, Carroll Shelby helped place this small block in the spotlight, where it powered Cobras,\* G.T. 350s\* and Trans-Am\* racers to a variety of championships.

#### 427 FE Medium Riser

The Ford 427 was bred for NASCAR.\* became an instant drag-race success and powered Ford muscle cars of the mid-60s. It was a bored-out version of the 390 cubic inch FE V8 with a forged crankshaft, solid lifters and high-nickeliron-alloy block. The first 427s were low risers; then the high risers appeared in 1964 in Thunderbolt\* Fairlanes\*

and lightweight Galaxies.\* "High-riser" intake manifolds were raised to allow the air-intake charge a straight path to the valves. The medium riser was introduced in 1965 to provide a lower profile that would fit under stock hoods like Galaxies. Fairlanes and Comets\* and they retained much of the flow of the high risers, in part by using the same 2.195/1.733 valve package. The 427s were also equipped with a side-oiling system designed to fight against the q-forces of track racing and keep the 427 well-lubricated. Featuring a range of high-rise and mid-rise heads, and even an advanced single overhead cam version dubbed the "cammer," racecar 427s could produce between 500 and 2,500 hp. That output helps explain the engine's performance at Le Mans, where it propelled the famed GT40\* to victory in 1966.

#### 428 Cobra Jet\*

When the 428 Cobra Jet debuted in 1968 it immediately turned heads. The 428 Cobra was a muscle car engine for the masses. Built from passengercar components, it was affordable and boasted undeniable kick. It's no wonder half of 1970 Mustangs used the engine. Cobra Jet-powered cars also established themselves as scrappy competitors in Stock and Super Stock drag racing - and maintained that status for over 40 years.



#### **Boss 429\***

When Ford sought to compete with the Chrysler\* 426 Hemi\* in the NASCAR Grand National Division, known today as the NASCAR Cup Series, it developed the Mustang Boss 429. Ford went on to dominate the season with 429-powered Torinos\* and Cyclones,\* claiming 30 victories out of 54 races. The engine featured aluminum cylinder heads with a semi-hemispherical combustion chamber dubbed the "crescent." The Boss 429 engine came standard with a single Holley\* 4-barrel carburetor rated at 735 cfm, mounted on an aluminum intake manifold. Rated at 375 horsepower, the Boss 429 held the highest factory horsepower rating for a Mustang until the 2000 Cobra R arrived with its 385hp 5.4L four-valve. The engine was also practically invincible, consisting of a fourbolt main bearing block and extremely tough reciprocating assembly.

#### **Boss 302**

The 1969-70 Boss 302 engine was developed for the 1969 Trans-Am race series. The engine married Cleveland\* heads to a completely different block found in the 427. It featured four-bolt main bearings, screw-in freeze plugs, higher nickel content and cylinder heads using a canted-valve design. The original version was used in the 1969 and 1970 Boss 302 Mustangs and Cougar Eliminators.\* The wide and large port heads with staggered valve placement gave the 302 high-power capabilities of 290 hp with 290 lb. ft. of torque. The engine wasn't necessarily a killer street brawler, but on the track it could do 8,000 rpm all day. The Boss 302 Mustang turned into one of the most successful Ford muscle cars of all timewith some 8,600 total Mustang units built.

#### **Boss 351**

The Boss 351 had just one year of production and no factory-supported

race effort; yet it stands as perhaps the best small-block V8 performer of all time. It featured a four-bolt block, four-barrel Cleveland heads and 11:1 compression. Boss 351 Mustangs might be the fastest classic Mustangs, with car-critic tests of the day measuring high 13-second ½-mile runs.

#### **Protect Your Legend**

If you're lucky enough to have your foot on the accelerator of a legendary Ford V8, protection is a priority. Here's a list of AMSOIL products to help keep your classic muscle car ripping far into the future.

#### **AMSOIL Break-In Oil**

Freshly rebuilt engines should start off with AMSOIL Break-In Oil. It's formulated with zinc and phosphorus anti-wear additives to protect critical components during the break-in period when engine wear rates are highest. It doesn't contain friction modifiers to allow for quick and efficient piston-ring seating, an important aspect of the break-in process to ensure maximum power and engine longevity.

#### AMSOIL Z-ROD® Synthetic Motor Oil

AMSOIL Z-ROD® is engineered specifically for classic and high-performance vehicles to perform on the street and protect during storage. It features a high-zinc formulation that protects flat-tappet camshafts and critical engine components, along with a proprietary blend of rust and corrosion inhibitors for added protection during long-term storage. It's available in 10W-30, 10W-40 and 20W-50 viscosities.

#### **AMSOIL Assembly Lube**

As they say, a great engine isn't built in a day. Partially assembled engines can sit idle for weeks or months at a time. During this process, an engine-assembly lube must be applied that will cling to parts and provide wear protection, inhibit rust and help

prevent deposit formation. AMSOIL Engine Assembly Lube handles all of the above.

## AMSOIL Miracle Wash® Waterless Wash and Wax

AMSOIL Miracle Wash is a must-have for owners dedicated to keeping their vehicle's appearance on par with its performance. Simply spray and wipe off to lift dirt away from the surface instantly. It leaves vehicles with a super-shiny finish that protects against dust, light dirt and harmful ultraviolet rays.

#### **AMSOIL Gasoline Stabilizer**

When it's time to put her away at the end of the season, AMSOIL Gasoline Stabilizer is crucial to ensuring your ride is road-ready in spring. Gasoline can degrade in as few as 30 days. Treat your fuel tank prior to parking the vehicle for the winter to help prevent fuel degradation and poor engine performance when it's time to fire it back up.

### AMSOIL DOMINATOR® Octane Boost

Early V8 models were designed to use leaded gasoline. As a result, classic and collector autos often require the use of a lead substitute to preserve the components that were designed for the fuel of days gone by. AMSOIL DOMINATOR Octane Boost is excellent as a lead substitute in older vehicles. It increases octane up to four points, helping reduce engine knock and improving ignition while helping fuel burn more cleanly.

#### **AMSOIL Engine Fogging Oil**

Any engine facing storage or lengthy inactivity should be treated with a good dose of AMSOIL Engine Fogging Oil first. Giving the cylinders a shot of oil protects them from rust, corrosion and harmful dry starts when it comes time to fire up your hot rod or classic car the following season.

## Beware of Fraudsters

Fraudulent activity is increasing every year and costing consumers and companies billions of dollars in financial losses. Here's what we're doing to protect AMSOIL from fraud, and what you need to know to protect your Dealership.

#### **AMSOIL fights fraud**

While AMSOIL Dealers are expected to take reasonable measures to prevent fraud (Section 4.6 of the AMSOIL Dealer Policies and Procedures [G4000]), we've also taken strong measures to prevent credit-card fraud from happening on our online and telephone-ordering platforms. AMSOIL.com and AMSOIL.ca are equipped with a security network that identifies and stops fraudulent activity in its tracks. Sometimes fraudsters use stolen credit cards to purchase items on ecommerce websites and have them shipped to unusual locations. AMSOIL has systems in place to identify fraudulent orders and we clear 95% of orders within minutes. Some orders require a higher level of evaluation that is typically completed within a couple hours. A few orders are declined as part of this process.

Occasionally, a customer must correct the name, address or other misinformation in his or her account or order details. Once completed, it resolves the issue so the legitimate order can be processed.

Fraudsters also impersonate legitimate and well-known companies looking to purchase large product quantities, often within a short amount of time. AMSOIL customer-service representatives who receive retail and commercial-account applications use the same security network to evaluate the applications and ensure all contact information matches legitimate company information. If the information does not match, the fraudulent account application is rejected.

#### Dealers can be targeted

We work hard to prevent fraud at AMSOIL corporate headquarters, but fraudsters have adapted and seek other victims to carry out their schemes. AMSOIL

Dealers are occasionally targeted by scam artists posing as legitimate companies. They tend to work through email or telephone because it makes them more difficult to track. They also tend to contact Dealers who are far away and don't pose the risk of visiting their location. The premise of working with a well-known company and earning a large profit can build excitement and cause Dealers to miss warning signs. It is important to be wary of scam attempts during the ordering process. If an opportunity seems too good to be true, it may be a scam.

#### Warning signs of fraud:

- Email domain name doesn't match the legitimate company's website address.
- Unusually large orders or unusual product selection.
- Names on the account, credit card or shipping address don't match.
- Multiple orders with different shipping addresses.
- Multiple payment methods used or offered.
- · "New" businesses with no online presence.
- Price isn't an issue and registering as a customer is too inconvenient.
- Caller ID is different than phone number used on account.
- Speed is important.
- Unusual shipping locations, including trucking-company depots, storage facilities, vacant buildings, apartments and package-forwarding services.
- Retail businesses (resellers) that aren't concerned about paying sales taxes.

While there can be legitimate reasons for some of these unusual situations, it's always a good idea to perform additional research. A couple minutes of online research by name, business name,

address and telephone number can usually confirm whether an opportunity is legitimate. Asking customers a few questions about the type of business. how products will be used, who is the end customer and billing details associated with credit cards can also be helpful. Consumers are used to providing this type of information, and these questions can help identify fraudulent activities. If you have doubts, do more research, decline the opportunity and advise AMSOIL/others to look out for similar activities.

Be cautious of emails that seem out of the ordinary or don't fit the mold of your usual communications with an organization, and be aware of spoofing attempts. Even if the name and email address in the "from" box appear legitimate, hover your cursor over the email address. If the pop-up balloon reflects a different email address, the email is not legitimate and is likely an attempt to place a fraudulent order or steal personal information.

You can't rely on credit-card authorization processes to determine if payment is valid. Transactions with stolen credit cards will be authorized until the theft or fraudulent activity is identified, but credit/ debit card companies will charge back merchants for all fraudulent charges. In some cases, this can take 90 or more days after the sale. At this point, there is little chance of retrieving products or identifying the customer. You are responsible for the transactions on your account and ensuring you do not use a stolen credit card to place an order. If you accept payment from a customer for an order of AMSOIL products, run the card through your own payment processor. Then, use your personal credit card to place your order directly through AMSOIL customer service or AMSOIL.com/AMSOIL.ca.

#### **Account security**

Your online Dealer account contains information about your customers and accounts, including phone numbers, email addresses and information on Net30 credit terms that hackers can use for more fraudulent solicitations. Under Section 4.5 of the AMSOIL Dealer Policies and Procedures (G4000), Dealers must adopt appropriate safeguards to protect the security of their customers' and accounts' personal information.

- Use strong, unique passwords for all your accounts.
- Don't share your account passwords with anyone, including your sponsor, downline Dealers and customers.
- Never transfer sensitive information like credit-card numbers, expiration dates and security codes (CVV) through email, SMS (text messages) or online chats. These methods are not secure and can be intercepted by third parties and used to make fraudulent purchases.
- Never ask your customers for their account login information or credit-card information. While you may think you're going above and beyond for your customers by doing this, many people will become skeptical and may not want to continue doing business with you.

#### **Bottom line**

Fraudsters are lurking, but you have the power to fight back. Protect yourself and your Dealership by doing your homework and knowing who you're selling to. It's your responsibility to keep your accounts secure, avoid selling products to another Dealer's protected customers and ensure your customers aren't attempting to pass stolen credit cards or resell products online. Be on the lookout for warning signs of fraud and keep your accounts secure to ensure the safety of your customers' information and your Dealership.



## Finding Success with The Next 50 Compensation Plan

Following significant consultation with AMSOIL Dealers and industry experts, *The Next 50* Compensation Plan (TN50) launched in October 2022, marking the biggest and most comprehensive improvement ever for the AMSOIL Dealer opportunity. Our goals were to introduce a simpler compensation plan to help attract and retain more new Dealers, put more money closer to the sale and pay new Dealers more.

Just six months in, it's too soon to truly measure the success of this change that is intended to drive long-term results. Nonetheless, we have observed some positive trends and heard from Dealers who see the potential impact of the TN50 plan and are excited about what the future may hold.

Direct Jobber Rich Pelletier has been a Dealer in Connecticut since 2003. After starting as a Preferred Customer and seeing the benefits of using AMSOIL products, he decided to become a Dealer and make a few sales to help offset the annual fee. In the beginning, those efforts were focused on friends, family and coworkers who were interested in better vehicle protection. They soon became Preferred Customers themselves, and Pelletier officially began establishing his Dealership.

"Preferred Customers are still my best market," said Pelletier. "Preferred Customers become very loyal customers, making it worth the effort to solicit and support them." He attends car shows, swap meets and local gatherings in his area, prime locations for seeking out new Preferred Customers who want to protect their vehicle investments. That initiative has certainly paid off, with Pelletier expanding his Dealership more each year. In addition to promoting the AMSOIL Preferred Customer opportunity, Pelletier also pursues new Dealers, along with commercial and retail business.

After establishing a thriving AMSOIL Dealership under the legacy plan, Pelletier appreciates the changes of the TN50 plan.

"Preferred Customers become very loyal customers, making it worth the effort to solicit and support them."

Rich Pelletier Direct Jobber

"Under the legacy plan, the catalog profits are nice, but catalog customers are also the least durable of our types of customers," he said. "There are many variables. My goal is to expand my line of sponsorship so the overall effect should be a positive one. I feel that the TN50 will allow the addition and retention of more sponsored Dealers. I am actively seeking additional Dealers under the TN50 plan because its commissions are more favorable to Dealers just getting started." On having accounts under

both the legacy and TN50 plans, he says, "I appreciate the company's willingness to maintain two commission plans. The legacy plan is the deal all existing business was built on, and TN50 will be for new business moving ahead. The best part of the TN50 plan is that no Dealer will go without compensation for making a sale."

Now in retirement from his regular job, Pelletier appreciates having his AMSOIL Dealership to keep him busy while still generating income. "The AMSOIL opportunity has provided me with a meaningful business to operate now that I have retired from my full-time job." This is the ultimate goal for many Dealers like Pelletier, and a story we hope to hear from every AMSOIL Dealer working toward the same outcome.





## MONTHLY LEADERS

The AMSOIL Dealer Hall of Fame, full AMSOIL business category descriptions and top 20 monthly leaders can be found under the Recognition menu in the Dealer Zone.



Jason & Julianne Wynne Ohio **DIRECT JOBBERS** TITANIUM CUP, LEVEL 2 FIRST Total Organization THIRD Personal Group Sales TENTH **New Qualified Customers** 



Michigan **DIRECT JOBBER** TITANIUM CUP, LEVEL 4 SECOND Total Organization FIRST Personal Group Sales **EIGHTH** 

New Qualified Customers

Dave M. Mann



Joseph & Curri Seifert Ohio **DIRECT JOBBERS** TITANIUM CUP, LEVEL 2 THIRD **Total Organization** SECOND Personal Group Sales SECOND New Qualified Customers



George & Shirley Douglas Tennessee **DIRECT JOBBERS** DIAMOND CUP, LEVEL 5 **EIGHTH** Total Organization



**Justin Peszko** Virginia **DIRECT JOBBER** DIAMOND CUP. LEVEL 4 NINTH Total Organization EIGHTH Personal Group Sales THIRD New Qualified Customers



Sherree E. Schell Idaho **DIRECT JOBBER** DIAMOND CUP, LEVEL 3 TENTH Total Organization



Jeremy & Krista Heen North Dakota **DIRECT JOBBERS** DIAMOND CUP, LEVEL 3 **SECOND** Commercial Account Sales THIRD Retail Account Sales



**Merv Nolt** Ohio **DIRECT JOBBER** SILVER CUP, LEVEL 5 Commercial Account Sales



David B. Richardson DIRECT JOBBER DIAMOND CUP, LEVEL 3 Commercial Account Sales



Jim Ault Ohio DIRECT JOBBER
TITANIUM CUP, LEVEL 1 TENTH Commercial Account Sales



John & Dianne Moldowan Alberta **DIRECT JOBBERS** DIAMOND CUP, LEVEL 5 SECOND Retail Account Sales



Greg & Joan Ann Desrosiers Alberta **DIRECT JOBBERS** DIAMOND CUP, LEVEL 5 **FOURTH** Retail Account Sales



Steffan & Allison Peszko North Carolina DIRECT JOBBERS PLATINUM CUP, LEVEL 5 FIRST New Qualified Customers



Alexander R. Palmeri Illinois DIRECT JOBBER GOLD CUP, LEVEL 2 **FOURTH** New Qualified Customers



Nathan Peszko & **Lindsay Phelps** Virginia **DIRECT JOBBERS** PLATINUM CUP, LEVEL 2 SIXTH New Qualified Customers



**Bill & Donna Durand** Wisconsin DIRECT JOBBERS TITANIUM CUP, LEVEL 2 FOURTH Total Organization FIFTH Personal Group Sales



Tom & Sheila Shalin Georgia DIRECT JOBBERS TITANIUM CUP, LEVEL 1 **SIXTH** Total Organization SIXTH Personal Group Sales **FIFTH** New Qualified Customers



Ches & Natasha Cain South Dakota **DIRECT JOBBERS** DIAMOND CUP, LEVEL 5 SEVENTH Total Organization SEVENTH Personal Group Sales



Ray & Kathy Yaeger Wisconsin DIRECT JOBBERS TITANIUM CUP, LEVEL 1 NINTH Personal Group Sales **FIRST** Retail Account Sales



Watson Florida DIRECT JOBBERS DIAMOND CUP, LEVEL 5 TENTH Personal Group Sales SIXTH Retail Account Sales

**Daniel & Judy** 



**Payton Zierolf** Wyoming DIRECT JOBBER TITANIUM CUP, LEVEL 5 FIRST Commercial Account Sales



Charles B. Gibson Virginia DEALER SILVER CUP, LEVEL 2 SIXTH Commercial Account Sales



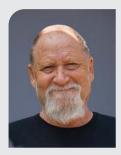
**Scott McAdoo** Maryland DIRECT JOBBER PLATINUM CUP, LEVEL 5 SEVENTH Commercial Account Sales **Eighth** Retail Account Sales



Valon Sapp Texas **DIRECT JOBBER GOLD CUP, LEVEL 3** Commercial Account Sales



Larry L. Crider Texas **DIRECT JOBBER** DIAMOND CUP, LEVEL 3 FIFTH Retail Account Sales



James E. Gates Florida **DIRECT JOBBER** PLATINUM CUP, LEVEL 5 **SEVENTH** Retail Account Sales



Ray Teegarden California **DIRECT JOBBER** PLATINUM CUP, LEVEL 4 TENTH Retail Account Sales



Marcus & Amy Bradley Ohio DIRECT JOBBERS PLATINUM CUP, LEVEL 3 SEVENTH New Qualified Customers



**Eben Rockmaker** Nevada DIRECT JOBBER DIAMOND CUP, LEVEL 2 NINTH New Qualified Customers

# RESTORE HORSEPOWER AND PRESERVE PERFORMANCE



AMSOIL Upper Cylinder Lubricant delivers 18 percent more lubricity than Lucas\* and 20 percent more than Sea Foam\* for better retention of horsepower and fuel economy.<sup>R</sup>

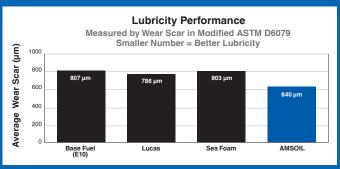
## **YouTube**

#### Check out the video at

youtube.com/amsoilinc
(Videos>How to Choose an
Effective Fuel Additive) to see
how AMSOIL fuel additives
stack up against Sea Foam\*
Motor Treatment.

#### **Upper Cylinder Lubricant**

- Lubricates fuel system and upper cylinders
- Fights ethanol-related corrosion
- Helps keep injectors clean
- Capless compatible



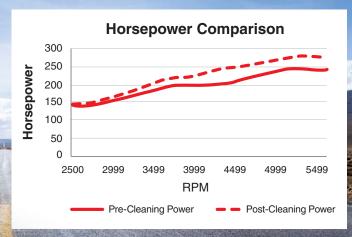
<sup>®</sup>Based on independent testing of AMSOIL Upper Cylinder Lubricant, Lucas Upper Cylinder Lubricant and Sea Foam Motor Treatment obtained on 02/13/2019 using the ASTM D6079 modified for use with gasoline. 'All trademarked names and images are the property of their respective owners and may be registered marks in some countries. No affiliation or endorsement claim, express or implied, is made by their use.

# AMSOIL P.i.® restores up to 14% horsepower.NN



#### P.i.® Performance Improver

- Restores power and performance
- Reduces need for costly higher-octane fuel
- Reduces noise from carbon rap and pre-ignition
- Controls pre-ignition "knock"
- Maintains the engine efficiency, fuel economy and power of new vehicles
- Capless compatible



"Based on third-party testing in a 2016 Chevrolet "Silverado" 1500, 5 3L V-8 GDI with 100,616 miles, using one lank treated with AMSOIL P1. Adual results may vary. "All trademarked names and images are the property of their respective owners and may be registered marks in some countries. No affiliation or endorsement dailin, express or implied is made by their use.

# TOOLS TO BUILD YOUR DEALER TEAM

Sponsoring new Dealers provides an excellent opportunity to diversify your Dealership and earn more income. Use these resources to help present the Dealer opportunity and get started building your own Dealer team.





#### SPONSOR BASIC TRAINING

- The first step to becoming Sponsor Certified
- Get started in the Dealer Zone

#### JOINAMSOIL.COM

- Shares details about running an independent AMSOIL Dealership
- Provides information on how Dealers earn money
- Outlines the support AMSOIL provides to Dealers
- Mobile-friendly
- Attach a Dealer-number transferring link to ensure prospects are added to your team when they register

#### **AMSOIL PRINT CENTER**

- Selling AMSOIL Products Flyer (G3759) provides basic information on how Dealers earn money selling AMSOIL products
- About Us flyer (G1053) provides basic information on the AMSOIL company
- Customizable business cards available to share with prospective new Dealers



#### **April Closeout**

The last day to process April orders is Friday, April 28. The ordering line (800-777-7094) is open until 7 p.m. Central Time. Online orders that don't require manual processing or validation can be submitted until 11:59 p.m. Central. All orders received after these times will be processed for the following month. Volume transfers for April business must be submitted by 11:59 p.m. Central on Friday, May 5.

Volume transfers must now be submitted in the Dealer Zone (Business Tools>General Business Tools>Volume Transfer) or DBS. Transfers can no longer be submitted on the Dealer-to-Dealer Order Form (G01) or other forms through email or fax.

#### **Holiday Closings**

The Edmonton and Toronto distribution centers will be closed Friday, April 7 for Good Friday.

#### **New Hours for Distribution Centers**

Effective July 1, all AMSOIL distribution centers will operate from 8 a.m. to 4:30 p.m. Monday through Friday. This change aligns the hours of operations for all AMSOIL distribution centers, and because our carriers pick up between 2 and 4:30 p.m. daily, we will now have an extra hour each day to process orders. The Anchorage Distribution Center managed by Carlile hours will remain 8 a.m. to 5 p.m. Monday through Friday.



#### 4'x2' Black AMSOIL Banner

This 4'x2' banner is constructed of UV- and weather-resistant premium outdoor-grade vinyl and hemmed for durability. Includes grommets and rope for multiple mounting options.

Stock# G3790 U.S. Price: 20.00 CAN Price: 27.00



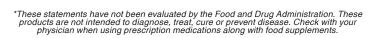
- Optimum health for Dealers, friends & family
- Meet monthly qualifications, earn commissions
- Maximum quality in each pill
- Buy from yourself
- Overcome the lack of nutrition in today's processed foods

#### **ALTRUM Men's Male Power**

ALTRUM Men's Male Power is an herbal formula designed to support healthy male potency and lifestyle.\* This unique formulation features Epimedium (horny goat weed), plus other herbs known to support healthy male function, including muira puama, maca and tribulus.

This blend may enhance sexual performance.

			Dealer	P.C.
Stock #	Units	Pkg./Size	Price	Price
ALMP	EA	(1) 60-ct.	26.55	27.90
ALMP	CA	(12) 60-ct.	303.36	318.60
Tier 1	Tier 2	Tier 3	Tier 4	Legacy
Profit	Profit	Profit	Profit	Plan CCs
2.65	4.41	6.16	7.91	25.28
31.85	52.90	73.93	94.98	303.36



MEN'S MAIF POWER

Order: 1-800-777-7094 | altrumonline.com





# Dexos R ushers in a new motor-oil standard for high-performance engines.

AMSOIL is already in front of it.

The GM dexos\* R specification applies to 0W-40 and 5W-50 motor oils that can withstand the rigors of high-speed, high-load conditions created with high-performance driving. Testing is complete

and AMSOIL Signature Series already exceeds the spec. The dexos R icon will be added to Signature Series 0W-40 and 5W-50 packages as a rolling change in 2023.



### Before you start selling, start asking questions

Discovering needs is a vital step in the AMSOIL sales process.

#### Eric Brandenberg | COMMERCIAL PROGRAM MANAGER

Most of us are excited to start selling AMSOIL products and discuss everything great they can do right off the bat. But when you first meet with a business prospect, it's important that you switch gears and ask open-ended questions first. Working to understand the business and learning what is most important to the prospect will help you establish a solid relationship and formulate the best business proposal.

It's important you offer your prospect the best price, at the right time. Discovering what the business needs first and setting up a follow-up meeting to discuss pricing at a later time can help your prospect take his or her guard down for this initial conversation. If you start by focusing on price right away, he or she will only be concerned about the cost of your product and won't be considering anything else, like how you could improve the business's profits. Price is a very important aspect of the sale, but it's not the only aspect. What you want to do is show your prospects how our premium product can save them money or attract more customers for just a little extra upfront cost. You can't demonstrate how AMSOIL products can improve profits unless you understand the business operations first. Asking questions is the first step in really getting to know the business and gathering crucial information that you wouldn't be able to find out on your own.

We designed the commercial and retail questionnaires to help you ask the right questions to gain an understanding of the business and its needs. Using these resources will help you gather key information, including problems that the business experiences, so you can identify the right solutions, products,

package sizes and service. With the Commercial Questionnaire, you'll gather information about the company's fleet or equipment, its maintenance routines and its current lubrication service provider. With the Retail Questionnaire, you'll ask questions about the company's target customer base, how many vehicles it services, what products it offers and if it has contracts or monthly or yearly purchase minimums with its current lubricant supplier. The questionnaire is designed for you to print and bring to your meeting to write down the answers from your prospect. Don't be nervous about taking notes throughout your meeting. It demonstrates that you are engaged and working to understand the operation, and it will also help you stay organized when you later formulate what's most impactful for the business. Your notes will be used to help you put together a unique proposal for that business.

Asking your prospect the right questions also helps ensure it's the right opportunity to form a partnership. You could learn about issues right up front that make the business incompatible with AMSOIL. In that case, you won't need to waste any more of your time or theirs. You want to determine if AMSOIL will be a good fit based on the information you gather.

The questionnaire is just a piece of the pie when it comes to gathering information about your customer. Prior to going in, make sure you've done your homework and discovered as much information as you can about your prospect. Having that prior knowledge shows your prospect that you're interested in their business and developing a relationship, not just trying to quickly sell something.

Get familiar with the questionnaire ahead of time. Practice with it. Review it before you go in to meet the prospect. You may think of additional questions that would be important to ask your prospect. You might come up with a flow that works better for you. Customize your meeting style to the best of your abilities with what works well for you and the prospect. You don't want your meeting to turn into an interrogation process.

Remember, at this stage in the sales process, you are not trying to sell anything. The goal of your first visit when meeting with prospects is understanding their business, their current lubrication program or lubricant suppliers, issues they are facing and what is most important to them. You're trying to discover what the business needs in order to make appropriate recommendations to help a commercial business improve its profitability or a retail business attract more customers. Once you have gathered this information, you'll arrange a follow-up meeting. That will be when you present your proposal to the business.

# Want to Register More Commercial and Retail Accounts?

The AMSOIL sales process provides a clear roadmap for pursuing commercial and retail business. If you want to be more successful at landing commercial and retail accounts, follow these six steps:



# STEP 02 APPROACHING THE BUSINESS

After you have identified a prospect, your next step is to approach the business and reach the people who can make the decision to start buying AMSOIL products. Your goal at this stage is to find out who the key decision maker of the business is and set up a meeting with him or her.

Plan your approach ahead of time. The more prepared you are, the more confident you will be when approaching new commercial, retail or installer businesses.

For more information on the AMSOIL sales process, complete Sales-Process Training in the Dealer Zone.





**CHANGE SERVICE REQUESTED** 

Published 12 times annually

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**Greg Vaughn** 

Referral #779

Vaughn Enterprises, Inc. AMSOIL Direct Jobber

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www.VaughnInc.com

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WE HONOR







(Discover in U.S. only)

Want to land more commercial and retail accounts? The AMSOIL sales process provides a clear roadmap for pursuing commercial and retail business. Check out the new AMSOIL sales-process training videos in the Dealer Zone. my.AMSOIL.com





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AMSOIL.com | April 2023

## \$50,000 for 50 Years

Join us as we celebrate 50 years of the AMSOIL Dealer network and get your chance at more than \$50,000 in cash and prizes.



We're just getting started.

July 20-22, 2023

Superior, Wis./Duluth, Minn. Registration only \$50.

Register now at AMSOIL50.eventbrite.com.

#### WHAT TO EXPECT

- Great food
- Fun social events with Dealers and corporate employees
- **Informative** presentations from corporate leadership
- Great food
- Opportunity to interact with AMSOIL-sponsored athletes and influencers
- Great food
- **Chances** to win over \$50,000 in cash and prizes
- The latest updates on product development, industry challenges and our plans for the future
- Did we mention great food?
- A celebration!

See official rules for drawings in the Digital Library of the Dealer Zone at my.AMSOIL.com.



#### LODGING DETAILS NOW AVAILABLE

AMSOIL has reserved room blocks in multiple area hotels to accommodate Dealers who will be traveling for the event. Check Latest News in the Dealer Zone for full details.