

GLP DISPATCH

Great Lakes Petroleum, Consumer's Petroleum and Northeast Lubricants Employee Newsletter

MAY/JUNE 2014

New Employees

Please welcome the newest members of the Great Lakes Petroleum & Northeast Lubricants Team!

Office:

Elisabeth Toth, Tax Dept - Cleveland
Patrick Abbott, HR Manager - Cleveland
Robert McClure, Dispatch- Charlotte
Chris Duvall, Dispatch - Cleveland
Stuart Johnson, Dispatch - Charlotte
Sara Whitaker, Dispatch - Charlotte
Chevelle King, Billing - Charlotte
Dan MacCollum- NEL Controller
Aimee Mangano, Tax Mgr - Cleveland

Sales:

Davin Mcquay - GLP Transport Southeast
Chris Andrews - GLP Georgia
Nate Wine - GLP Miami
Chris Giannotta - GLP Southeast

Drivers:

Grant Gibson
Reginald Williams
Joseph Gano
Marvin McWright
Charles Hall
Kevin Sagado
James Johnson
Damien Newsome
Steven Boyd
Teddy Blanton
Brandon Bishop



Great Lakes Petroleum Sales Team

2014 Sales Meeting

The sales team gathered for the 2014 sales meeting in Charlotte March 26-27 with sights set high for continued growth and expanding the Great Lakes Petroleum footprint.

The meeting was productive and well rounded with a variety of guest speakers and topics, teambuilding and a sprinkle of fun mixed in for good measure.

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Sales^{wo}man of the year

Congratulations to Rose Martell, 2013 Great Lakes Petroleum salesman of the year! As a reward for her hard work, she received a trip for two to Puerto Vallarta for a week!

Rose is a veteran, starting in July 2002, as the first sales representative for Great Lakes. She works hard and creates her own success by building lasting relationships, outstanding customer retention, customer referrals, follow-up and being proactive.

Rose goes out of her way for the customer and likes for them to think of her as their 'Fuel Advisor,' helping them make smart decisions on when to buy; similar to a financial advisor. She says, "Be honest; be yourself; work hard and you will be successful!"



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Market Watch



Crude oil settled below \$100 a barrel at the end of April on a sharp decline influenced by U.S. crude supplies at record levels and on some relief that new sanctions against Russia aren't likely to disrupt global inventories.

The U.S. Energy Information Administration (EIA) said crude stockpiles rose 1.7 million barrels in the week ending April 25, increasing the commercial crude inventories to 399.4 million barrels according to the EIA. It's the largest weekly total since at least August 1982, based on EIA records that go as far back to the date.

Prices showed little reaction to the Federal Reserve's decision to continue to taper its bond buying program by \$10 billion a month, as expected.

The national average retail regular gas prices increased for the 12th week in a row to \$3.713 per gallon and diesel fuel increasing to \$3.975 per gallon on April 28, 2014.

“Success is the ability to go from failure to failure without losing your enthusiasm”

~Winston Churchill



Sales Meeting cont.

Some of the topics covered were customer retention, follow-up & research, a day in the life of a driver, billing, credit, fracking and office procedures.

The meeting also provided an excellent opportunity for all the sales representatives to meet and get to know each other better and was capped off with a night of bowling at Strike City.



A special thanks to all the guest speakers that helped make the meeting a success.

Great Lakes employee guest speakers included: *Mike Renn, Brian Ciavarella, John Reed, Jeff Gregl, John Petty, Ray Rivera, Tim Duvall, Kevin Leap, Clay Livengood, Rose Martell, Chasity Bolin, Christine Stone and Stephanie Gallagher.*



Other guest speakers included: *Dan Warren with SmartLogix, Jacob Camp with BP fuels, Chad Black with Southeastern Petroleum and Valvtect.*



Sales Team Award Winners

Congratulations to our Sales Team award winners! Left to right: Kevin Leap - 2nd Runner up, Salesman of the year, Mike Renn - Rookie of the Year, Rose Martell - Salesman of the Year, Clay Livengood - 1st Runner up, Salesman of the year, Pat White - Most improved Salesman.

Jessie Corn - Sales Representative, West Atlanta

Jessie and his wife Erin are proud first time parents to son Myles Ladell Corn born April 18, 2014 at 11:36am, weighing in at 7.1lbs and measuring 20 inches. They both feel blessed and are getting used to their new schedule.

Jessie joined the Great Lakes team in February 2014. Previously he was pitcher for the Boston Red Sox. Outside of GLP, he enjoys playing sports and being outdoors. A huge sports fan, Jessie's favorite teams are the Boston Red Sox, Atlanta Braves, Ohio State Buckeyes and the Atlanta Falcons.



What he likes best about working for Great Lakes Petroleum are the great relationships he has built with both his customers and other colleagues.

Robert Rump - Transport Driver, Charlotte

April 6, 2014 Robert and his wife Shakira celebrated their 18 year anniversary. They have been together since they were 14. Robert started driving for Great Lakes late October 2012. Shakira runs a daycare out of their North Carolina home and they have a Chihuahua and 2 Pomeranians.



They both keep very active in their church. Robert is assistant to the Pastor and Shakira sings in the choir. During football season they pull for the 49er's, but when it comes to college sports they are a house divided with Robert rooting for Auburn and Shakira cheering for the Crimson Tide.

For Robert, the best part about working for Great Lakes is the people. He says, "They are there for you like family. Mr. Petty reminds me of my Grandpa and I feel blessed to have Jennifer (Bigham) in dispatch. She really relates to the drivers and understands trucking."

History has demonstrated that the most notable winners usually encountered heartbreaking obstacles before they triumphed. They won because they refused to become discouraged by their defeats. ~ B.C. Forbes

HR News

We have converted our payroll service from Paychex to Paylocity beginning in May. All employees should have set up their new account to view payroll information and submit time off requests.

This system is very user friendly and allows you to access all of your payroll information in one location. Please contact Human Resources with any questions.

NORA Tax

The National Oilheat Research Alliance (NORA) fee was active March 1, 2001, but lapsed in 2010. The NORA fee is once again active, effective April 1, 2014. NORA is a \$0.002 per gallon fee on dyed fuel used for oil heat and affects the following states we currently service: Kentucky, Michigan, New Jersey, New York, North Carolina, Ohio, Pennsylvania, South Carolina and Virginia.

This fee applies to dyed diesel that is used for heat in the states listed. Great Lakes Petroleum will pay the fee and will pass on the charge to resellers. This fee will also be passed on to non-industrial commercial end users of oil heat in the states listed. Like GLP, these customers will have to apply for any applicable refunds. Great Lakes will not pass on the fee to residential end users, therefore, GLP will be responsible for the fee.

Great Lakes can apply for a refund for dyed products purchased that are diverted to non-NORA states and when the product is not sold for use as oil heat.

Brian Ciavarella – Sales Representative, Cape Coral/Ft. Myers

Brian is one of the newer sales representatives starting with Great Lakes Petroleum in November 2013 and is already proving himself as a great asset to the company. Previously he worked in Pharmaceutical sales.

Brian is married with a house full of furkids; 3 cats and 3 dogs. The most recent addition to the family is a pit bull he rescued shortly after he started working for Great Lakes named “Diesel” after both his sturdy build and Brian’s new job in fuel sales. When it comes to sports, Brian is a diehard Florida State University fan.



Currently he is working on his getting pilot’s license flying with his dad. They like hopping in the plane with their tanks and gear and taking a day trip to the Florida Keys to scuba dive, flying back in time for dinner.

On the weekends, Brian enjoys photographing weddings and models. Recently he started bottling his own ‘Cryin’ Brian’s hot sauce that is selling like hot cakes in a variety of flavors: Fire in you Hole, Agent Orange, Key West Mango Habanero, Sweet Ginger Habanero and Garlic-Lime Habanero.

Brian loves working in sales, being out on the road meeting people and building relationships. Being cooped up in an office is not for him!

Ray Rivera – Transport Driver, Charlotte

Ray is a veteran driver, working for Great Lakes for over 7 years out of the Charlotte office. Previously he was a Transportation District Manager for Campbell’s.

Ray has two daughters and one granddaughter that he enjoys spending time with when he gets the chance. When he is not on the road driving for GLP he likes taking his Harley out for a ride and working out at the Gym. A couple of his favorite places to visit are Charleston and Savannah.

Born and raised in New York, his favorite sports teams are the NY Yankees and Giants, but he also supports the Carolina Panthers and for basketball, he pulls for Duke.

Ray enjoys being outdoors out on the road, traveling throughout the Carolinas and meeting new people. He takes pride in his job and the interaction he has with the customers and always makes a point to tell them thank you after a delivery.



Company Picnic

The company picnic was held at the Anne Close Greenway Field Trial Barn in Fort Mill, SC. Despite a couple down pours, everyone had a great time.

Anthony Arcoria and Kevin Willcox were crowned cornhole champs, defeating Matt Regets and Mike Renn in the final match.







We want your feedback. If you have any suggestions for the newsletter or would like to contribute a tip, employee recognition, family achievements & accomplishments, etc., please contact Laura Boone at 704-929-5222 or send an email to lboone@glpetro.com.