



GETTING INTO THE OIL CHANGE CENTER BUSINESS

You've decided to open an oil change center. Welcome to the industry!

The Automotive Oil Change Association (AOCA) is a not-for-profit organization, representing the fast lube industry. We have developed this packet of materials to help answer your questions about getting started in the business.

This packet includes:

- Information about the training programs available from our association and the benefits available to our members. AOCA publishes a detailed, 95 page, "Cost of Doing Business Report" that is an excellent tool in preparing a business plan, available for purchase for \$175.00 (\$65.00 for AOCA members).
- A list of the relevant trade publications to which you may wish to subscribe.
- A list of the major franchisers.
- Sites on the World Wide Web with information about the fast lube industry.
- A list of those companies that provide turn-key and/or modular unit lube center development.
- A list of companies that provide computer hardware and software used to manage fast lube centers.
- A list of related organizations that may also have information of interest to the prospective business person.

We wish you success in your new venture. If we can be of any further assistance, please don't hesitate to call us at (800) 331-0329. We hope you will consider membership in the Automotive Oil Change Association. It just might be the best investment you make in getting started. A membership application is included with this packet.

David Saddler
Executive Director

Note: None of the information provided indicates or implies any endorsement or recommendation.

SERVING THE FAST LUBE INDUSTRY

Founded in 1987, AOCA serves fast lube operators in the U.S., Canada and around the world. Membership is open to anyone whose primary business is the operation of a fast lube center. Associate membership is available to companies that supply products and services to the fast lube industry.

BENEFITS AND SERVICES

Education	Technician Training and Certification Manager Training and Certification Owners Seminar "Let Go and Grow, Building A Business Foundation" Training Videos "Safety Is No Accident" and "Presenting Your Services"
Publications	Oil Changing Times – our bi-monthly newsletter AOCA NewsWatch – our monthly e-news AOCA Government Affairs – our quarterly report on governmental topics
Networking	AOCA-TALK – our members only e-mail based Q & A Member Connect – our online member directory & buyer's guide Annual Convention & Fast Lube Expo
Marketing Tools	Street Smart Service Card Series Service promotion posters
Management Tools	Employee Handbook Template Paychex – discount payroll service Professional job descriptions VereVox – customer reminder service Federated Insurance Mystery Shopping Program Paymentech Credit Card Processing Employee Screening Industry Research
Technical Support	Fast Lube Procedures Manual Driveline Service Interval Charts Drain Plug Torque Charts V.I.N. and Engine Identification Card Technical Hotline
www.aoca.org	AOCA Lube Center Locator for Consumers Convention & Seminar Registration Convention Floorplan & Exhibitor Profiles AOCA Store of Products and Services Latest Industry News

TRADE PUBLICATIONS

The following trade publications may be helpful in developing your business:

National Oil & Lube News

4418 74th Street, Suite. 66
Lubbock, TX 79424
(800) 796-2577
(806) 762-4464
FAX (806) 762-4023
Email: info@noln.net
www.noln.net

Lubes-n-Greases

LNG Publishing Co.
6105 Arlington Blvd., Ste. G
Falls Church, VA 22044
(703) 536-0800
FAX (703) 536-0803
Email: info@LNGpublishing.com
www.LNGpublishing.com

The Auto Services Operator Magazine

PO Box 160
Zionsville, IN 46077
(317) 329-9216
FAX (317) 536-5865
Email: mwatson@asomag.com
www.asomag.com

The following car wash publications frequently carry news and information about the fast lube business:

Auto Laundry News

2125 Center Ave., Suite 305
Fort Lee, NJ 07024
(201) 592-7007
FAX (201) 592-7171
www.carwashmag.com

Professional Carwashing & Detailing

National Trade Publications, Inc.
13 Century Hill Drive
Latham, NY 12110-2197
(518) 783-1281
FAX (518) 783-1386
www.carwash.com

Modern Car Care

3300 N. Central Avenue, Suite 2500
Phoenix, AZ 85012
PO Box 40079
Phoenix, AZ 85067-0079
(480) 990-1101
FAX (480) 990-0819
www.moderncare.com

OIL COMPANIES

The following major oil companies supply the fast lube industry and have programs in place to assist new operators who select their brand of oil as the primary product to be offered.

BP Lubricants USA, Inc.

1500 Valley Road
Wayne, NJ 07470
Craig Lane
(888) 227-8765
FAX (888) 766-6662
www.castrolusa.com

Chevron Powerbuilder & Texaco Xpress Lube

Worldwide Headquarters
6001 Bollinger Canyon Road
San Ramon, CA 94583
(925) 790-6908
www.chevrontexaco.com

ChevronTexaco Canada Limited

6975-A Pacific Circle
Mississauga ON L5T 2H3
CANADA
(905) 670-6470
www.chevrontexaco.com

Citgo Petroleum Corp.

1293 E. Eldridge Pkwy., N 4034
Houston, TX 77077
(800) 992-4846
FAX (918) 495-4640
David Kunkel
Email: dkunkel@citgo.com
www.citgo.com

ConocoPhillips

600 North Dairy Ashford
P O Box 2197
Houston, TX 77252-2197
(281) 293-1000
www.conocophillips.com
CANADA WEB SITE
www.conocophillips.ca

ExxonMobil Company USA

Installed, Service Station, & Training Advisor
3225 Gallows Rd.
Fairfax, VA 22037
(313) 882-6791
Tom Segletes
www.exxonmobil.com

North American Lubricants Company

8502 E. Via De Ventura, Ste 240
Scottsdale, AZ 85258
(480) 624-5800
FAX (480) 624-5890
Email: northamericanlubricants@msn.com
www.northamericanlubricants.com

Shell Lubricants

700 Milam, Rm. 26022
Houston TX 77002
(713) 546-4000
www.shell.com

Pennzoil-Quaker State CANADA

1101 Blair Rd.
Burlington, ON L7M 1T3
CANADA
(905) 335-5577
FAX (905) 332-6406
www.pennzoil-quakerstate.com

The Valvoline Company

P O Box 14000
Lexington, KY 40512
(800) 832-6825
FAX (859) 357-3133
www.valvoline.com

FINANCIAL ORGANIZATIONS

Wells Fargo Commercial Capital

5938 Priestly Dr. #200
Carlsbad, CA 92008
(760) 918-2700
FAX (760) 918-2727
www.wellsfargo.com

Textron Financial Corp/ Franchise Finance Div.

11575 Great Oaks Way, Ste. 210
Alpharetta, GA 30022
(800) 333-0242
FAX (770) 360-1678
www.tfc.textron.com

GE Commercial Finance/ Franchise Finance Corp.

8377 E. Hartford Dr., #200
Scottsdale, AZ 85255
(866) 438-4333
FAX (480) 585-2228
www.cefcorp.com/franchise/

AMRESKO Commercial Finance

700 North Pearl Street, Ste. 1900
Dallas, TX 75201
(972) 532-4383
FAX (972) 532-4380
www.amresco.com

PMC Commercial Trust

17950 Preston Rd. Ste 600
Dallas, TX 75252
(972) 349-3200
(800) 486-3223 ext. 3234
FAX (972) 349-3265
Email: pmctinfo@pmctrust.com
www.pmccapital.com

FAST LUBE FRANCHISERS

Express Oil Change

190 West Valley Ave.
Birmingham, AL 35209
(888) 945-1771 ext. 114
FAX (205) 940-6025
www.expressoilchange.com

Jiffy Lube International, Inc.

PO Box 4427
Houston, TX 77210
(713) 546-4100
Email: jiffylubedevelopment@shell.com
www.jiffylube.com

Kwik Kar

4725 Nall Road
Dallas, TX 75244
(972) 458-9761
FAX (972) 458-0948
Phillip Ellis
www.kwikonline.com

Oil Butler International Corp

1599 Route 22
Union, NJ 07083
(888) 428-8537
FAX (908) 687-7617
Email: info@oilbutlerinternational.com
www.oilbutlerinternational.com

Oil Stop, Inc.

5665 Redwood Dr. Suite 6
Rohnert Park, CA 94928
(707) 586-9934
FAX (707) 586-2296
www.oilstopinc.com

Valvoline Instant Oil Change

PO Box 14046
Lexington, KY 40512
(800) 622-6846
FAX (859) 357-3331
www.vioc.com
www.viocfranchise.com

Grease Monkey International, Inc.

7100 East Bellview Ave., Ste. 305
Greenwood Village, CO 80111
(800) 364-0352
FAX (303) 308-5908
www.greasemonkeyintl.com

Pennzoil-Quaker State CANADA

1101 Blair Rd.
Burlington, ON L7M 1T3
CANADA
(800) 465-6455
FAX (905) 335-4705
www.pennzoil-quakerstate.com

Lubepro's International, Inc.

1740 S. Bell School Rd.
Cherry Valley, IL 61016
(800) 654-5823 or (815) 332-9200
FAX (813) 332-9355
Franchise Director
www.lubepros.com

Oil Can Henry's (OCH International)

1200 NW Naito Parkway #690
Portland, OR 97209
(800) 765-6244 or (503) 243-6311
FAX (503) 228-5227
Marsha Emerson
www.oilcanhenry.com

Speedee Oil Change & Tune UP

P O Box 1350
159 Hwy. 22 East
Madisonville, LA 70447-1350
(800) 451-7461 X219
FAX (985) 845-1936
www.speedeecorp.com

Victory Lane Quick Oil Change, Inc.

405 Little Lake Dr.
Ann Arbor, MI 48103
(734) 996-1196
FAX (734) 996-4912
Email: customerservice@victorylane.net
www.victorylane.net

PROVIDERS OF MODULAR UNITS AND TURN-KEY OPERATIONS

AUTEC Car Washing Systems

2500 W. Front St.
Statesville, NC 28677
(800) 438-3028
FAX (704) 871-9101
Email: info@autec-carwash.com
www.autec-carwash.com

Quickchange, LTD

17747 Chillicothe Road
Chagrin Falls, OH
(440) 708-1800
FAX (440) 708-1834
Email: info@quickchangeoil.com
www.quickchangeoil.com

R-Anell Commercial Structures

P O Box 428
Denver, NC 28037
(800) 951-5511
Email: gihough@goboegh.com
www.goboegh.com

Kwik Kar Industries, Inc. (Turnkey)

4725 Nall Rd.
Dallas, TX 75244
(972) 458-9761
FAX (972) 458-0948
Phillip Ellis
www.kwikonline.com

MOBILE LUBE EQUIPMENT SUPPLIERS

Carco Industries

20803 SW 105th Ave.
P O Box 2540
Tualatin, OR 97062
(800) 541-7688
FAX (503) 612-6527
Email: info@carcoindustries.com
www.carcoindustries.com

Location Lube, Inc.

P O Box 700
East Sandwich, MA 02537
(508) 888-5000
Email: rh@locationlube.com
www.locationlube.com

COMPUTER SYSTEM SUPPLIERS

Auto Data, Inc.

5825 Glendridge Dr.,
Bldg. 1, Ste. 100
Atlanta, GA 30328
(800) 767-7580 Sales
(800) 767-7850 Support
www.autodatainc.com

DRB Systems, Inc.

3245 Pickle Road
Akron, OH 44312
(800) 336-6338
FAX (330) 645-2299
www.drbsystems.com

Innovative Control Systems, Inc.

1349 Jacobsburg Rd.
Wind Gap, PA
(800) 642-9396
Email: info@washnet.com
www.washnet.com

Sage Microsystems, Inc.

102 Pickering Way Suite #103
Exton, PA 19341
(800) 724-7400
FAX (610) 524-3234
Email: sales@sagesystem.com
www.sagesystem.com

Master Technology Solutions

414 W. Fifth St.
Auburn, IN 46706
(800) 296-0177
Email: sales@egenuity.com
www.elube.net

Computel, Inc.

26 Springs Drive
Melville, NY 11747
(631) 667-4738
FAX (631) 491-5483
www.computel.org

Integrated Services, Inc. (ISI)

12242 SW Garden Place
Portland, OR 97223
(800) 922-3099
FAX (503) 968-9100
Email: jsi@ints.com
www.ints.com

RELATED BUSINESS ORGANIZATIONS

American Petroleum Institute

1220 L Street, N.W.
Washington, DC 20005-4070
(202) 682-8000
FAX (202) 682-8030
www.api.org

Car Care Council

7101 Wisconsin Ave., Ste. 1300
Bethesda, MD 20814
(240) 333-1088
info@carcare.org
www.carcare.org

Filter Manufacturers Council

P O Box 13966
10 Laboratory Drive
Research Triangle Park, NC 27709-3966
(919) 406-8817
FAX (919) 406-1306
Maintains the Used Filter Hotline,
(800) 993-4583, provides information
regarding proper disposal of used oil filters,
lists of filter management companies and
state regulation information.
Email: rbumpass@mema.org
www.filtercouncil.org

International Franchise Association

1501 K Street N.W. Ste. 350
Washington, DC 20005
(202) 628-8000
FAX (202) 628-0812
Email: ifa@franchise.org
www.franchise.org

International Carwash Association

401 N. Michigan Ave., Ste. 2200
Chicago, IL 60611-4267
(888) 422-8422
Email: info@carcarecentral.com
www.carwash.org

Jiffy Lube Association of Franchises

3 Greenwood Pl. #104
Pikesville, MD 21208-2762
(410) 653-8180
FAX (410) 653-8197
www.jlafnet.com

National Ground Water Association

601 Dempsey Rd.
Westerville, OH 43081-8978
(800) 551-7379
FAX (614) 898-7786
Email: ngwa@ngwa.org
www.ngwa.org

National Association of Responsible Recyclers (NORA)

5965 Amber Ridge Rd
Haymarket, VA 20169
(703) 753-4277
FAX (703) 753-2445
Email: sparker@noranews.org
www.noranews.org

Petroleum Marketing Association of America

1901 N. Fort Myer Dr. #500
Arlington, VA 22209-1604
(703) 351-8000
FAX (703) 351-9160
Email: info@pmaa.org
www.pmaa.org

INFORMATIONAL SITES ON THE WORLD WIDE WEB

All of the following can be located by entering http:// followed by the address shown:

www.aoca.org	Web site for Automotive Oil Change Association
www.lubenet.com	Links to many net resources on fast lube industry
www.noln.net	National Oil & Lube News Magazine
www.petrozone.com	General information about oil products & links
www.ccar-greenlink.org	Environmental issues in auto repair/maintenance
www.theautochannel.com	General automotive information
www.epa.gov	Environmental Protection Agency
www.asomag.com	The Auto Services Operator Magazine
www.osha.gov	U.S. Occupational Safety & Health Administration
www.nhtsa.gov	National Highway Traffic Safety Administration

In addition, most of the major oil companies and equipment manufacturers can be reached at standard domain addresses in the following format: "http://www.(company name).com"