



## PitPack® Testimonial: HXL Kernersville, NC

Mac Allen, owner of Havoline® xpress lube® & services for 20 years in Kernersville, NC took a few moments to talk about his latest investment, the Chevron PitPack™.



### How long have you had the PitPack™ in your store?

"I've had it in my store a little over seven weeks. Our distributor, Huffman Oil, set us up with a rack and we began working down our quart bottle inventory. Once we figured out the learning curve with bringing in the right amount of inventory early on, it really took off. We are probably doing 100 gallons of Havoline Synthetic 5W-30 every week."

### Have you been able to get away from handling quart bottles?

"Almost! We are just about finished with premium product inventory as far as quart bottles go. We are down to some Havoline 20W-50 and 10W-40 that goes in some of the older vehicles but that's about it."

### What do you feel is the biggest benefit in getting away from quart bottles?

"Well, first of all, it's environmental. Our customers see the rack out there in the bay and ask what we've got going on. We are trying to get away from quart bottles and help not contribute to landfills. Our customers notice and appreciate it. With regard to the benefit of waste, we have been able to reduce our dumpster pickups from three to two times per week. Normally we would fill the dumpster with quart bottles about every two days but that's no longer the case."

### Have you received any feedback/comments from your customers regarding the display?

"Well, we faced it towards the waiting room intentionally and we've gotten a lot of *Thank You for what you're doing environmentally* comments from customers. It's been really well received."

### How relevant do you see PitPack in the next few years due to upcoming OEM requirements?

"I'd like to think we're going to go ahead and try to get a second PitPack rack in here now. Havoline 0W-20 has really picked up with the Hondas and Toyotas and we are hearing about the 0W-16 and GF-6 upcoming as well so we'll be very well prepared for the upcoming changes."

### Overall, what has been the best element of the transition to the PitPack rack system?

"Well, obviously time savings would be the first thing you'd recognize in the convenience for a hood tech. And the other part of it is we are saving time, I would say, at least five minutes per vehicle. We average 65-70 vehicles per day as we have an 85% customer retention rate. We figure we're saving a total of about 3 hours per day and that frees up our techs to take on other duties with the customers."



We also asked a few of Mac's technicians about the biggest benefits the PitPack system has had on their jobs and the overwhelming response was the time saving ability.

Justin Cullen, a technician of 3 years, said time savings is the biggest benefit for the technician in two ways. "First, the time saved from pouring and disposing of quart bottles versus the easy pour from the PitPack has been huge for us. Also, it's a lot easier to unload the PitPack when the delivery truck shows up. Before, we would have to unload 100 cases of bottled oil, take it downstairs, and then stack it. Now, we're dealing with a lot less boxes to inventory, which is another big time saver. The inventory room has really opened up by having the pallets of quart bottles gone."