



**June/July
2015**

carolina clean



North Carolina Association of Launderers & Cleaners

NCALC • P.O. Box 984 • Belmont, NC 28012 • Phone: 704-689-1301 • ncalc@ncalc.org • www.ncalc.org • © 2015, NCALC

An Affiliate Association of the Drycleaning & Laundry Institute (formerly IFI)

The 2015 NCALC Convention Enjoyed By the Young and Old

It was an event not to be missed. What a great weekend for our members and guests. Highlights of the weekend are in this issue of Carolina Clean.



From the President's Desk

A Message from Our President



I returned home from our 109th annual convention in Wrightsville Beach and what a time was had by all. We had excellent educational sessions, good participation from our Allied Trades and not to mention plenty of free time to enjoy with our family and friends. If you were unable to attend this meeting, mark your

calendar for the convention, Memorial Day weekend 2016 when we will host the 110th convention.

One of the many benefits of attending a NCALC event is the networking among the members from different parts of the state and all the ideas that they bring to the table. What is better than talking with people who are as excited about the industry as you?

I personally get so much from the ideas and experiences from other members, whether it is in a formal meeting,

or just hanging out on the beach enjoying the sun. I have found that everyone is willing and excited to share. And that is what makes our membership at NCALC unique.

It doesn't end after leaving an event. We call on each other for equipment recommendations, information on environmental issues, hiring practices and so much more. We even open the doors of our own businesses to other members to visit and discuss current issues. I do not know of many industries that do the things we do for each other.

Let me be clear, we are not an exclusive association. We are open to everyone in the Dry Cleaning and Laundry industry in the State of North Carolina. If you are not a member and would like more information, you can contact Fred Miller, NCALC Executive Director at 704-689-1301.

Tom Volk
NCALC President



Dry Cleaning WASTE DISPOSAL SERVICES

Servicing the Dry Cleaning Industry Since 1989

- Competitive Pricing
- Easy to Handle 15 & 20 Gallon Drums
- Regularly Scheduled Route Services
- 26 Foot Straight Trucks
- 5000 Active Customers in 23 States
- Lamp Disposal Services



Perchloroethylene
& Petroleum Waste

**Still Bottoms
Filters
Separator Water**

Notice to All NCALC Members and Readers of Carolina Clean

We are always looking for items of interest or importance to our members and readers of our newsletter. If anyone has items that they would like to be put in Carolina Clean, please forward them to Fred Miller at NCALC. These will be reviewed and included in a future issue. Remember this is YOUR association and your input is important.



FabriCare Advantage
Insuring What's On And Off The Hanger

For those "sticky" situations

FabriCare Advantage helps you get out clean!

When you need coverage for those unexpected and, oftentimes, compromising moments, you'll want the Dry Cleaning Risk Specialists.

For over 60 years, Irving Weber Associates has led the way with coverage enhancements that standard insurance products just can't match.

Ask your insurance agent to contact IWA or email us at info@iwains.com and start expecting more coverage and less compromise from your business insurance.



Visit FabriCareAdvantage.com

Endorsed by DLI FabriCareAdvantage.com phone 800-243-1811 ext 8207

FABRITEC INTERNATIONAL

Treating Fabrics with Innovative Technology

Wes Brunson
Area Sales Service Manager

SANITONE • FABRITEC • STAMFORD

8145 Holton Drive, Suite 110 • Florence, KY 41042 • wbrunson@fabritec.com
 859-653-5609 cell 800-543-0406 859-781-8200 859-781-8280 fax fabritec.com



Phenix Supply Company

phenixsupply.com

"Laundry and Drycleaning Supplies since 1899"



Industrial Washer Hot/Cold Water Hoses

Household Water Lines Cost You Time Everyday

Faster Fill Times
Faster Load Turnaround
3/4" I.D. Industrial Hose
200psi Tested -



Reg \$29.99 ea. **SALE \$24.99 ea.**
DELIVERED



Some restrictions may apply. All prices subject to change without notice. Ask your sales representative for details.

T.O.-2012-4

Atlanta	Birmingham	Columbia	Jacksonville	Knoxville	Nashville	Richmond	Tampa
800-688-3032	800-626-8428	800-272-0540	800-553-9040	800-888-2234	800-622-3479	800-446-3006	800-282-2924

Important Information on Sales Tax

Information on sales tax placed on piped natural gas used by dry cleaners has come to the attention of NCALC. During the legislative process for 2015 NC HB 41 was reviewed and revised to remove sales tax on piped natural gas used by dry cleaners. From what I could find this bill goes back a few years and has undergone some changes to date. Below you will find information on this issue from NCDOR and the Legislature.

Based on these items dry cleaners should not be paying sales tax on piped natural gas that is used for processing garments that they are cleaning and finishing. But it looks like you may need a separate meter for this purpose.

With all of this said, if you are being charged sales tax on piped natural gas you may want to contact your provider to stop being charged sales tax.

If anyone has any questions on this, please feel free to contact me at the NCALC office.

NCDOR for 2008

33-6 FUEL SOLD TO LAUNDRIES, ETC.

A. The gross receipts derived from sales of electricity, other than receipts from the sale of electricity by a municipality whose only wholesale supplier of electric power is a federal agency and who is required by contract with that federal agency to make payments in lieu of taxes, to commercial laundries or to pressing and dry-cleaning establishments for use in machinery used in the direct performance of the laundering or the pressing and cleaning services when measured by a separate meter or another device are subject to the 2.83% State rate of tax. Such gross receipts are not subject to the local sales and use tax.

B. Prior to January 1, 2006, sales to laundries, etc., of fuels other than electricity for use in machinery used in the direct performance of the laundering, pressing or cleaning services were subject to the 1% State rate of sales or use tax. Effective January 1, 2006, sales to laundries,

etc., of fuels other than electricity for use in machinery used in the direct performance of the laundering, pressing or cleaning services are exempt from sales or use tax.

C. Sales of fuel to laundries, etc., for any use or purpose other than those mentioned in Paragraph A. or B. of this Bulletin are subject to the general rate of State tax and any applicable local sales or use tax.

History Note: Authority G.S. 105-164.4; 105-164.6; 105-264; Issued: June 1, 1996;

Revised: July 1, 2007; February 1, 2004; June 1, 2002; October 15, 1998; March 1, 1997; January 6, 1997.

NCDOR for 2014

Commercial Laundry and Pressing or Dry-Cleaning Establishment

N.C. Gen. Stat. § 105-164.13(10)c. provides the sale at retail and the use, storage, or consumption in this State to commercial laundries and pressing or dry-cleaning establishments of fuel (including piped natural gas billed on or after July 1, 2014), other than electricity, used in the direct performance of the laundering, pressing or cleaning service are exempt from sales and use tax. The exemption applies provided the sales of piped natural gas to the establishment for use in the direct performance of the laundering, pressing or cleaning service are measured through a separate meter and used for a qualifying purpose.

In order for a commercial laundry and pressing or dry-cleaning establishment to claim the exemption from sales and use tax for qualifying purchases of piped natural gas billed on or after July 1, 2014, the commercial laundry and pressing or dry-cleaning establishment must issue Form E-595E or other exemption information required per N.C. Gen. Stat. § 105-164.28 to the retailer.

Gross receipts derived from sales of piped natural gas billed on or after July 1, 2014 to a commercial laundry and pressing or dry-cleaning establishment

where the piped natural gas is measured through a single meter and used for both the direct performance of the laundering, pressing or cleaning service and other non-qualifying purposes at an establishment are subject to the 7.00% combined general rate of sales and use taxes.

Revised Bill for Legislative Year 2015-2016

§ 105-164.13. Retail sales and use tax.

The sale at retail and the use, storage, or consumption in this State of the following tangible personal property, digital property, and services are specifically exempted from the tax imposed by this Article:

... (8a)

... (10)

Sales to a small power production facility, as defined in 16 U.S.C. § 796(17)(A), of fuel and piped natural gas used by the facility to generate electricity.

Sales of the following to commercial laundries or to pressing and dry cleaning establishments:

a. Articles or materials used for the identification of garments being laundered or dry cleaned, wrapping paper, bags, hangers, starch, soaps, detergents, cleaning fluids and other compounds or chemicals applied directly to the garments in the direct performance of the laundering or the pressing and cleaning service.

Laundry and dry-cleaning machinery, parts and accessories attached to the machinery, and lubricants applied to the machinery.

Fuel, other than electricity, Fuel and piped natural gas used in the direct performance of the laundering or the pressing and cleaning service. The exemption does not apply to electricity.

...

(57) Fuel and Fuel, piped natural gas, and electricity sold to a manufacturer for use in connection with the operation of a manufacturing facility. The exemption does not apply to electricity used at a facility at which the primary activity is not manufacturing.

Convention From the Executive Director's Point of View

Once again Memorial Day Weekend was the perfect time to hold our annual convention. The weather was exceptional and you could not find a better group of people to spend time with. From what feed back I received it was a successful convention.

Friday evenings opening social event was held on the lawn near the ocean. The group was able to reconnect with old friends and start some new friendships, while enjoying a beach style buffet.

Those in attendance started bright and early Saturday morning with the Annual Membership meeting and Board of Directors meeting. The business of the Association was handled well and that left plenty of time for our education sessions. After enjoying the afternoon with fun activities, we regrouped for an evening of great food and fellowship during our Summer Fun dinner buffet.

Following dinner Tom Wilson held our annual Draw Down Raffle, much to the enjoyment of the attendees. For the four years Tom has done a superb job holding this important fund raiser for the Association. The big winners were Terri Volk and David Makepeace, along with many other winner of other prizes give out throughout the Drawing. Most importantly your Association was the biggest winner, as this event contributes much needed funds to our general operating fund. Thank you to all who bought tickets in support of the Association. It was an evening enjoyed be all.

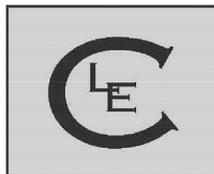
Sunday started with Sandra Haralson leading off a full slate of presenters for the days education sessions. Much valueable information was presented

during these sessions. With minds full of ideas on how to improve their businesses, the group retired for the afternoon to enjoy themselves. The Presidential Reception and Banquet was a fitting conclusion to an eventful and enjoyable weekend. Peter Blake, with DLI, addressed the group with an update on items DLI is working on for our members. Fellowship closed out

the evening and the weekend.

As your Executive Director, I hope that those who attended this years convention viewed it an event well worth attending and they look forward to next years convention.

Thanks for your support.
Fred Miller



Consolidated
LAUNDRY EQUIPMENT INC.

Charlotte
714F Montana Drive
Charlotte, NC 28216
(704) 395-1234

Raleigh
530 Maywood Avenue
Raleigh, NC 27603
(919) 832-4624

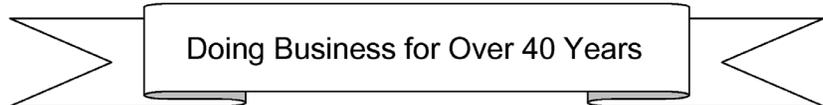
Chesapeake
209 Research Drive
Chesapeake, VA 23320
(757) 547-5350

Why choose Consolidated Laundry for your equipment, parts and service needs?

- ❖ The Best Brands of Equipment Available
- ❖ Our Knowledgeable and Friendly Parts Staff
- ❖ Over 10,000 Parts in Stock
- ❖ All Our Service People are Factory Trained
- ❖ Knowledgeable and Friendly Sales Staff
- ❖ Unsurpassed Customer Service
- ❖ Three Offices for Your Convenience
- ❖ Over 40 Years Serving NC and VA

Whether you want to open a new store, retool an existing store, buy parts or need service, we have the knowledge and experience to handle all your needs in a professional and timely manner.

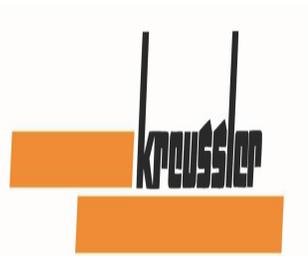
Here is a sampling of the brands we represent. Don't see what you need? Give us a call, we can help.



(800) 227-6149

www.consolidatedlaundry.com

THANK YOU TO OUR CONVENTION SPONSORS



Please remember to support those who support NCALC and our mission.

H2O Wet Cleaning System

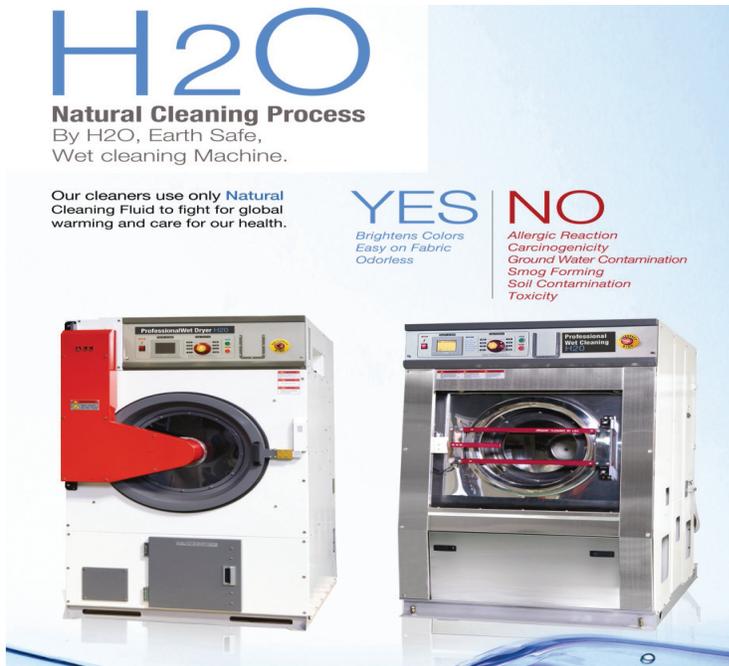
Only one in the market for complete drying system

Do not have to hang dry

Spotting time savior for water soluble stains

Wet Cleaning + Drying = 1 Hour

No special training required for operator



Q. What is?
Earth and Family-Safe
Organic Cleaning

A. Organic Cleaning is also known as Wet Cleaning. Wet Cleaning is **Non-toxic, environmentally friendly** alternative to traditional chemical dry-cleaning, utilizing computer-controlled washing machines, biodegradable soaps and conditioners.

"The H₂O Wet Cleaning System can be used even for clothing that are labeled, "dry-clean only." In fact, the results from wet cleaning are even better: clothes are cleaner and last longer."

Why choose Wet Cleaning

- Environmentally friendly
- Safe for you and your family
- No dry cleaning solvents
- No heat damage to fabrics
- No shrinkage
- No ironing
- No dry cleaning odor
- No dry cleaning spots
- No dry cleaning stains
- No dry cleaning marks
- No dry cleaning damage
- No dry cleaning wear
- No dry cleaning tear
- No dry cleaning hole
- No dry cleaning burn
- No dry cleaning scorch
- No dry cleaning discoloration
- No dry cleaning fading
- No dry cleaning fraying
- No dry cleaning pilling
- No dry cleaning lint
- No dry cleaning dust
- No dry cleaning dirt
- No dry cleaning grime
- No dry cleaning residue
- No dry cleaning buildup
- No dry cleaning scale
- No dry cleaning rust
- No dry cleaning corrosion
- No dry cleaning oxidation
- No dry cleaning cracking
- No dry cleaning brittleness
- No dry cleaning discoloration
- No dry cleaning fading
- No dry cleaning fraying
- No dry cleaning pilling
- No dry cleaning lint
- No dry cleaning dust
- No dry cleaning dirt
- No dry cleaning grime
- No dry cleaning residue
- No dry cleaning buildup
- No dry cleaning scale
- No dry cleaning rust
- No dry cleaning corrosion
- No dry cleaning oxidation
- No dry cleaning cracking
- No dry cleaning brittleness

We choose Wet Cleaning Because...

- It's safe for you and your family
- It's safe for the environment
- It's safe for your clothes
- It's safe for your wallet
- It's safe for your time
- It's safe for your peace of mind

- Air Ride Soft Mount System
- DC24V Operations
- A big energy savings
- User Friendly Color Touch Screen
- Built-in water softener
- Rain shower action for safe mechanical action
- Self diagnosis system
- Error history black box
- Automatic/Manual Override operations
- Built-in Soap and Conditioner pumps
- Built-in thermostat for drum and water tank
- On-off switch for conditioner and rinse
- Patent for drying system
- Pause/Skip button on Wet dryer
- Durable/Proven parts
- English/Korean Manual
- Complete parts on stock
- 24hours hot line for tech support

Also distributor for Forenta, Hoffman-New Yorker, MPress and InnoClean

Forenta



Park's Machinery, Inc.

2018 Waxhaw Highway, Monroe, NC 28112

Ph: 704-998-7042 • *980-239-8926 (English) • E-mail: parksmachinery@gmail.com or mattpark24@gmail.com

NCALC Convention Saturday Review

May 28, 2015

NCALC 109th Annual Convention - Saturday Review – Larry Hill

The Blockade Runner has always been a good venue for our convention. Saturday's meeting started with an abbreviated board meeting to make time for our general membership meeting and convention speakers. The general meeting brought to light a concern that NCALC should do more to support members having issues with NCDENR inspections. The board agreed and is committed to doing all we can to support members concerns.

The first convention speaker was Jessica Volk, Associate Manager of Public Re-

lations at Orlando Parks – Sea World, Discovery Cove and Aquatica. Her talk was on social media and how to best utilize it for our businesses. Jessica gave some “do’s and don’ts” such as always respond to a post whether good or bad on your social sites. Move conversations to private messaging or e-mail when responding to complaints or bad reviews. Many of us use Facebook, but she mentioned Pinterest as a good place to display your expertise and Instagram as a medium to share behind the scenes info about your business. If you use video, keep it short (20 – 30 seconds). Attention span of the average person won’t last much more than that. She also mentioned hiring college students to help with your social media projects.

Keep it fun and engaging and of course, be social.

The next session was a Members Forum.

Rita Foley, owner of Regency Cleaners / White Star Laundry in Durham spoke on how she combined laundromats with her dry cleaning locations to enhance her business. She has found that the two services complement each other. Laundromats usage is higher in the summer months when the demand for dry cleaning is usually down thus, balancing out income. Her laundromats are open and staffed until 9pm. She takes advantage of this so the dry cleaning customers can utilize the extended hours.

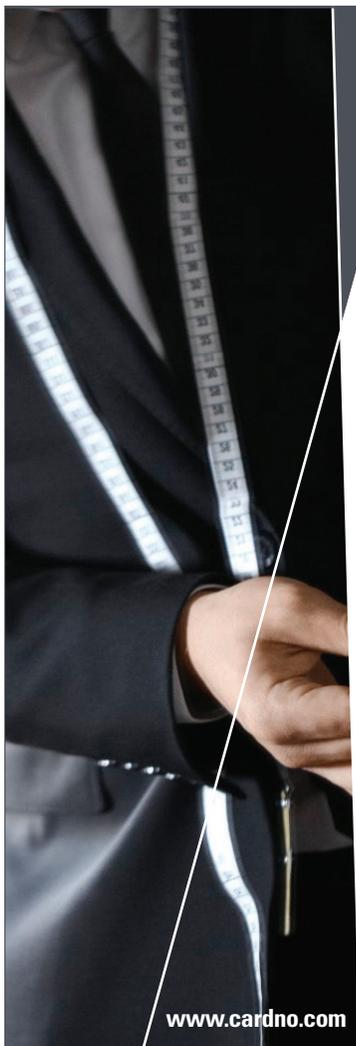
Rich Volk, owner of Bowen Cleaners in Greenville, NC spoke on consolidating multiple plants into one. He explained how it helped him better control costs and quality.

Patrick Collins, owner of Collins Cleaning & Valet in Charlotte, NC spoke on routes. He talked about reaching out and connecting to route customers through cards, calls, gifts, etc., in an effort to give a personal touch to a service where our one on one contact is minimal.

Martin Young, owner of Young's Cleaners in Concord, NC spoke on standing out among the crowd of cleaners in your town. Provide exceptional service and quality to customers through education, training, branding and marketing.

After this informative discussion, it was off to the beach or pool to relax and enjoy the resort until the evening dinner and drawdown. That evening the food was great and congrats to Teri Volk and David Makepeace who had the last 2 remaining numbers. Instead of pulling the last number and one of them loosing, they agreed to be co-winners and split the \$2,000.00 grand prize.

Thanks to Fred Miller for all his hard work in pulling off a great convention.



CardnoKnows
tailor-made
solutions

Cardno engineers collaborative and innovative solutions for your project's success.

- Environmental Site Assessments
- Soil & Groundwater Assessment & Remediation
- Health & Safety
- Geotechnical Engineering
- Construction Materials Testing
- Property Condition Assessments
- Training
- Permitting

Offices Nationwide with Locations in Raleigh, Charlotte and Wilmington.

For more information contact:
Genna K. Olson, P.G.
Phone 919-871-0999
Email genna.olson@cardno.com

www.cardno.com



Event Summary:

Sunday NCALC Convention

Sunday Education Session

Sunday was an eventful day with three educational sessions that included presentations by Sandra Haralson, Jillian Totman and representatives from three leading POS providers.

Sandra Haralson is a hands on dry cleaning consultant that has been in the industry since 1982. Her focus is on plant operations, equipment condition and employee training for established operations and start-ups. She is well known and respected by large and small operators from around the country, laundry and dry cleaning equipment manufacturers, dry cleaning and laundry product manufacturers and their distributors. She spent time talking about how she approaches each consultation and works hands on with the employees to deliver on the owner's concerns. She shared many humorous anecdotes and

left plenty of time for questions to share her wealth of knowledge.

Jillian Totman is an attorney who joined McGuireWoods Consulting as an assistant vice-president in December, 2014. She has recently been hired as NCALC's lobbyist watching out for our interests in the State Legislature. Her presentation revolved around the bills that are currently making their way through the State Legislature.

She also spent some time on those items that may have an impact on our industry. There is approximately \$7MM in the DSCA fund of which the majority is encumbered. Annual income to the fund is approximately \$8MM a year. The fund balance has been depleted which means, going forward, the pace of projects will slow to the annual income

received. Since DSCA's origination, there have been 47 site closings with no further action letters and 32 sites pending closure.

The NC Fire Code is in the amendment process to allow the installation of Class IIIA and Class IIIB solvent machines without a sprinkler system as long as the dry cleaning equipment has a built in fire retardant system. This is the result of a 15 year effort and regulators are in the field currently recommending approval along these guidelines.

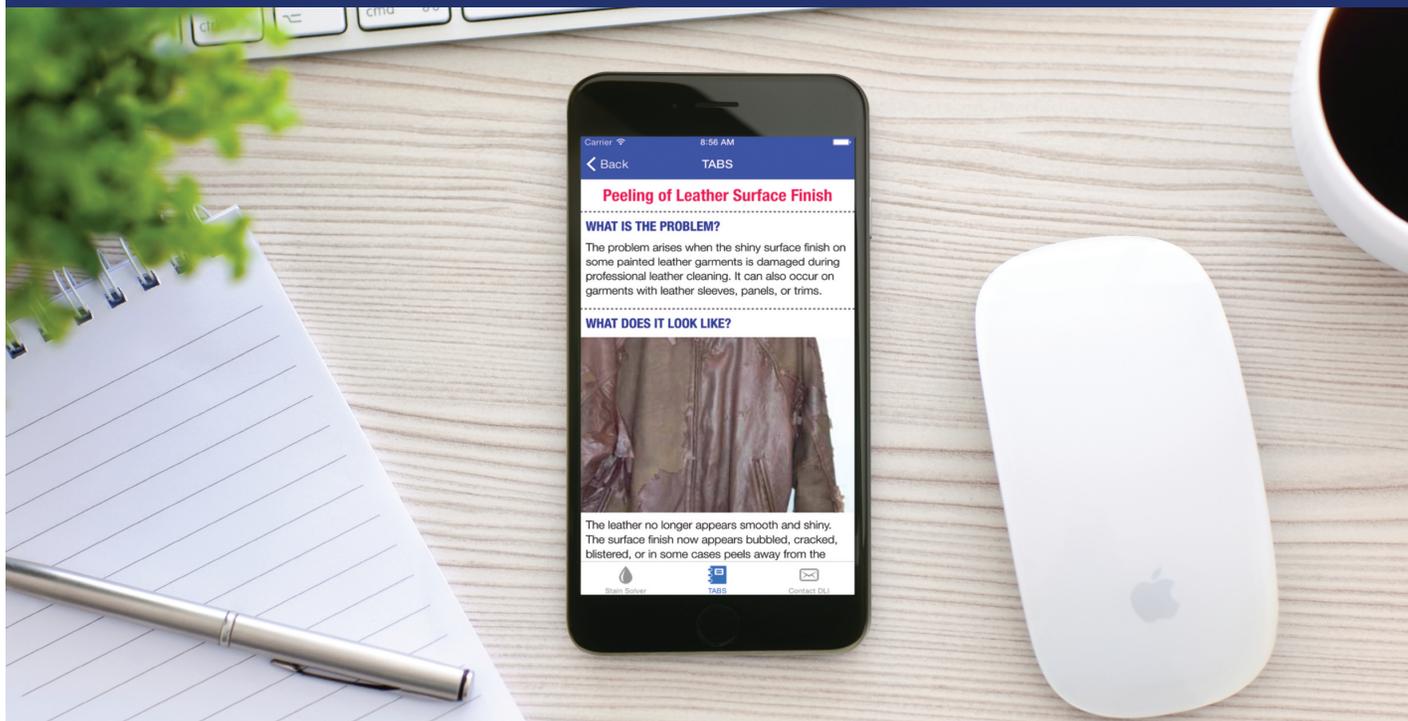
Registration and certification of dry cleaning machines is moving forward. Each dry cleaner will have to register their machine and have them certified. Plants are to be inspected every two years which is currently being done. If suppliers do not have record of a machine being registered and certified they will not be able to supply the dry cleaner with solvent.

She also brought to light that dry cleaners are not suppose to be paying sales tax on the natural gas that they purchase for their operations. Check your bills and if you find that you have been paying sales tax, contact your natural gas provider.

The last educational session we had included representatives from three POS providers, Mark Jones with SPOT, Mike Stehle with Fabricare Manager and Bobby Schwartz with Compass Max. Each representative spent a few minutes going over their company's software development philosophy and pointing out some new or unique features that their software provides for the dry cleaner and their customer. The floor was then opened for questions that were answered by all the representatives.



DON'T MISS THE APP OR ANOTHER ISSUE, GO SILVER



Download DLI's app on the Apple App Store (Android Verion coming soon) and enter your Silver, Gold or Premiere Member Number to unlock and use.

- Two free analyses and reports on any items at DLI's Lab each year
- Free 24/7 access to the DLI Online Encyclopedia of Drycleaning
- *Monday Morning Marketing* weekly marketing e-news
- *Monthly Heads Up! for this Problem Garment* alerts
- Free DLI Certification registration & renewal
- Free Drycleaning Performance Evaluation test swatch & report
- Free Laundry Performance Evaluation test swatch & report
- Free Secret Shopper Telephone evaluation
- Discounts on nearly all other DLI services
- Plenty more

AT ONLY \$79/MONTH SILVER IS OUR MOST POPULAR CATEGORY

Drycleaning & Laundry Institute

i n t e r n a t i o n a l

www.DLIonline.org

CALL NOW FOR A QUICK UPGRADE 800-638-2627

News from Tony Pendola, NC DENR's Small Business Ombudsman

Summertime Gas Repeal

Tony Pendola, PE currently serves as NC DENR's Small Business Ombudsman and directs the Small Business Environmental Assistance Program. As a major part of his job is to advocate on behalf of small businesses, Tony maintains a vast array of contacts, particularly with trade associations. Because of this, US EPA had twice before asked for his assistance on filming outreach videos on new rules for the dry cleaning and autobody sectors. When a new rule came out affecting all gas stations, Tony once again assisted EPA's film crew. This time he was joined by the North Carolina Petroleum and Convenience Marketers (NCPCM) association who sent their engineer to serve as a technical advisor on the video shoot on August 2, 2011. Spending the entire day baking in the sun, the two professional engineers began to talk shop. Tim Laughlin, NCPCM's engineer, explained why summertime gasoline is more expensive because of the extra refining required to lower the volatility. In turn, Tony explained that North Carolina no longer had significant issues attaining EPA's ozone standard.

While the chemistry involved is as complex as refining, Tony explained that, in general, three ingredients are required to produce ground-level ozone. They are sunlight, nitrous oxides (NOx) which are chiefly produced from power plants and automobiles, and volatile organic compounds (VOCs). Being blessed with a plethora of pine trees, North Carolina has an abundance of naturally-occurring VOCs. Therefore, lowering the volatility of gasoline in the June through September ozone season should not significantly impact ozone emissions. Thus, the engineers' encounter proved to be a "you got chocolate in my peanut butter" moment. Seeing the opportunity, Tony laid out a strategy to meet with senior management in North Carolina's Division of Air Quality (DAQ) and enlist their help in verifying the science supporting the repeal of the summertime gasoline requirement. This is where the real "heavy lifting" occurred. DAQ presented a strong case based on science and EPA had no alternative but to grant the repeal. On May 30, 2014, the EPA rule became final, making North Carolina the first state in the country to request and receive a reprieve from the costly summertime gasoline requirements.

This represents a rate difference at the rack of approximately seven cents per gallon. Estimates are that citizens and visitors to the triangle and triad metropolitan areas saved between \$18M and \$35M for the partial season last year alone with much greater savings to follow. With this year's request to exempt the Charlotte area, drycleaners could soon be saving big bucks on their route costs there as well.

While Tony recognizes that he is simply a cog on a big wheel, he was the motive force that got that wheel moving on the summertime gas repeal. "I see it as a win all the way around. It doesn't harm the environment, it requires less refining, and it saves a significant amount of money for everyone affected, but most especially the vulnerable populations for which fuel costs are a sizable portion of their budget," said Mr. Pendola. Since helping to form NCDENR's original Customer Service Center, Tony has believed that government works best when it talks to and listens to both citizens and industry. For his outstanding public service, Tony was awarded a prestigious Governor's Award of Excellence.

Sto Fox Memorial Scholarship Fund

At the winter Board of Directors meeting held at Pine Crest Inn in Pinehurst, NC recently, your board unanimously voted to rename the scholarship fund "The Sto Fox Memorial Scholarship Fund" and Vice President Chris Edwards made the first donation. How appropriate to name the fund for Sto who always had NCALC and the drycleaning industry in his heart and soul! We encourage you to donate to the scholarship fund in Sto's memory. The Fox Family will receive notice of all who donate to the fund in recognition of their support to NCALC and the memory of Sto.

Donations may be made to the NCALC Sto Fox Scholarship Fund and sent to the NCALC Office, P.O. Box 984 • Belmont, NC 28012



customer solutions for all budgets

Apply permanent text or barcode clothing labels faster and with less temperature.

The only industrial strength presses designed for dry cleaners for labeling personal clothing.

Certified to TUV SUD and OSHA safety standards

877.906.1818

www.ezproductsinc.com



NCALC 2015 Calendar of Events

Fall BOD meeting

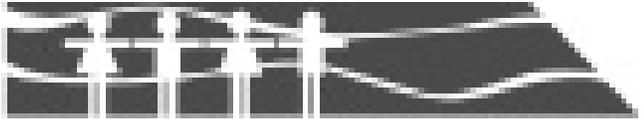
Sept 25-27, 2015

Renaissance Charlotte South Park

Winter BOD meeting

Jan 29-31, 2015

Site TBD

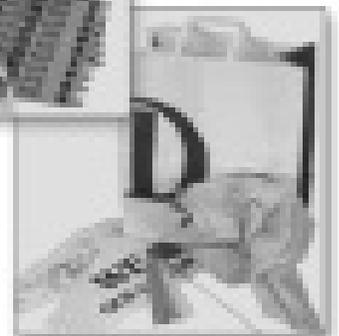


N.S. FARRINGTON & CO.

Quality products and services for cleaner clothes & a cleaner environment.

Our motto is "The Personal Touch Company". With this in mind, our purpose is to serve the laundry and dry cleaning industry, with a personal touch, by providing quality goods and services to our customers in an atmosphere of genuine care and concern.

When you buy from N.S. FARRINGTON & CO., you have access to products from 184 different factories, right from our warehouse. Having a reliable full-line supplier with options and your preferences readily available is a huge benefit, compared to the cost & time required to multisource your needs.





EMV in a Little More Than 60 Seconds

What is EMV?

- Visa, MasterCard, Discover and American Express (the card brands) have announced that EMV chip card acceptance is coming to the United States, the last developed country in the world to adopt this form of payment.
- Many card issuers, such as Capital One, Bank of America, Citi, Chase and others have started issuing chip cards to consumers.
- The EMV chips are embedded in credit and/or debit cards that also have a magnetic stripe to be used at businesses that support either EMV or magnetic stripe.
- EMV chip cards contain a computer chip that is activated and read when inserted in the chip card reader or tapped for contactless acceptance. Some EMV cards contain multiple payment choices. When one of these is inserted into the device, the customer will be prompted to select which payment choice to use, and also may be prompted to confirm the use of that payment choice.

Why is it important for businesses to update their point-of-sale to accept EMV?

- The card brands have instituted a liability shift for fraudulent transactions that occur at the point of purchase beginning in October 2015 for non-AFD (Automated Fuel Dispenser) and October 2017 for AFD.
- Merchants that do not have a terminal or POS system capable of reading EMV cards will be responsible for chargebacks and fraudulent card acceptance beginning October 2015. This applies only when an EMV card is presented at the POS; otherwise the current liability responsibility remains in place.
- EMV is not a government or card brand mandate for merchants.
- Improved card security and global interoperability are the main reasons that Visa, MasterCard, American Express and Discover are moving to EMV chip card technology.

Will consumers recognize the additional security EMV brings?

- Incidents of fraudulent cards being presented at small retail locations will increase as national merchants move forward with implementing EMV, and criminals will begin to seek out non-EMV supporting businesses
- Cardholders will eventually recognize the security improvements offered by EMV, and will look to make purchases from merchants with an EMV solution
- Merchants will want to be viewed as a safe place to shop and will be influenced by the growing awareness of their customers
- Additionally, EMV—specifically contactless EMV—brings NFC acceptance with it, and marketing opportunities such as the ones provided by Apple Pay, Softcard and Google Wallet programs

How does EMV chip card processing differ from magnetic stripe card processing that Heartland manages today?

- Instead of swiping a card to read the magnetic stripe, EMV chip cards are either inserted into the POS terminal or waived over a contactless reader. When the EMV card is inserted, it needs to stay inserted during the transaction. The POS system or attended terminal will tell the consumer when to insert and remove their card.
- Another means by which a business can accept EMV is contactless or “tap & go” where the contactless EMV card is tapped on the EMV terminal or PIN pad. This type of EMV tender is useful at QSRs and other businesses that need fast customer service. Contactless EMV will also be useful for mobile wallet acceptance.

Will a merchant still be able to process transactions on terminals or POS systems that do not support EMV?

- Yes, a merchant will still be able to accept magnetic stripe transactions if they do not have an EMV terminal since EMV cards issued to consumers will include magnetic stripe as well as EMV contact and contactless chips.

If you have questions about EMV, please visit us at
HeartlandPaymentSystems.com

NCALC Information Directory

DLI (800) 638-2627 / Mary Scalco, CEO, ext. 1101 / Jon Meijer, VP Membership, ext. 1301 / Analysis Lab, ext. 1701
 DLI DISTRICT 2 DISTRICT COMMITTEE MEMBER: Richard (Buddy) Gritz CED / Email: dcmDIST2@dlionline.org
 NCALC Office: NCALC, P.O. Box 984, Belmont, NC 28012
 EXECUTIVE DIRECTOR: Fred Miller 704-689-1301. Fax number: 704-461-0531 / Email: fredmiller@ncalc.org
 NCDENR: DSCA Program 919-707-8200 Compliance 919-707-8358, Environmental Assistance: Tony Pendola 919-707-8112

NCALC OFFICERS AND DIRECTORS

Name	Office	Phone #	Fax	Email
Tom Volk	President	(252) 792-2510	(252) 795-3068	tntvolk@aol.com
Rita Foley	President-Elect	(919) 286-7421	(919) 416-4411	rfoley@regencycleaner.com
Chris Edwards	VP Governmental Affairs	(336) 841-4188	(336) 841-4117	chrisedw@aol.com
Alan Hargis	VP Membership	(919) 639-6396	(919) 639-6393	alan@acleanertomorrow.com
Bayard Crumpton	VP Member Services	(336) 599-3455	(336) 599-3455	nuway726@embarqmail.com
Jimmy Lee	Treasurer	(704) 375-5741	(704) 375-9428	jimmylee@jonesdrycleaning.com
David Makepeace	Secretary	(919)828+0578	(919) 833-0273	dmakepeace@medlindavis.com
Wes Sessoms	Sergeant at Arms	(828) 859-9265	(828) 859-6691	wesatbrocks-cleaners@yahoo.com
Larry Hill	Immediate Past President	(704) 399-5525	(704) 940-1080	dandycleaners@gmail.com
Kevin Lawson	Allied Trades Representative	(336) 992-5218	(336) 992-5215	tristate@northstate.net
Edwina Johnston	Dist 1 (NE) Director	(252) 727-4840		edwina@ec.rr.com
Brett Allen	Dist 3 (Triangle) Director	(919) 480-7943		ballan@medlindavis.com
	Dist 4 (Triad) Director			
Roger Routh	Dist 5 (NW) Director	(336) 786-2325	(336)786-8085	rogercrouth@gmail.com
Cooki Patel	Dist 6 (Charlotte) Director	(704) 332-2360	(704) 366-9308	cooki@2001cleaners.com
Tom Wilson	Dist 7 (SW) Director	(828) 648-2817	(828) 648-2819	tom@americancleaners.co
Young Bang	Director at Large	(910) 485-7258	(910) 484-4193	byceinc@aol.com
Wes Brunson	Director at Large	(859) 653-5609		jwbrunson@truvista.net
Al Cardenas	Director at Large	(910) 425-9534	(910) 423-0392	alcardenas@live.com
Patrick Collins	Director at Large	(704) 398-1525	(704) 399-1076	patrick@collinscleaners.com
Allen Cheatham	Director at Large	(910) 754-4435		akcheathamTatmc.net
Clint Harris	Director at Large	(800) 722-0374	336-788-7729	clint.harris@nsfarrington.com
Rick Kane	Director at Large	(704) 342-5264	(704) 342-5264	rkane@poynerspruill.com
John Kim	Director at Large	(910) 864-9109		glamoramacleaners@hotmail.com
Billy Kincaid	Director at Large	(919) 832-4624	(919) 833-3070	bkincaid@consolidatedlaundry.com
David Knight	Director at Large	(919) 280-1040	(919) 303-2635	david.knight@kreussler.com
Bob Smart	Director at Large	(919) 383-8883	(919) 383-0686	bandesmart@nc.rr.com
Rich Volk	Director at Large	(252) 321-2911	(252) 756-6763	dryclean@bowencleaners.com
Bart Williams	Director at Large	(910) 762-0298	(910) 762-1216	bartwilliams@williamsfabricare.com

Allied Trade Membership Listing (Alphabetically by Service)

Attorneys

Poyner Spruill, LLP, Rick Kane 704-342-5303

POS Computer Systems

Fabricare Manager – Michael Duchaine 888-299-9493, Ext 1511

Credit Card & Payroll Processing

Heartland Payment Systems – Tammy Rigdon..... 919-345-3514

Environmental Consultants

ATC Associates, Kevin Somers 919-871-0999

Mid-Atlantic Associates, PA, Jeff Tyburski 919-250-9918

Hart & Hickman, PC, Christine Zawtocky 704-586-0007

Equipment Sales & Maintenance

Consolidated Laundry Equipment, Inc 800-227-6149

EzProducts International Inc., David Brown 877-906-1818

Permac Machinery, Karen & Bill Morgal 800-287-0870

Tri-State Laundry Equipment Co..... 866-885-5218

W.C. Bullock & Associates – WC Bullock..... 919-320-4893

Hazardous Waste Disposal

MCF Systems, Russ Kent 800-828-3240, Ext 5644

In Plant Training

Haralson Consultants, Sandra L. Haralson 843-813-3106

Insurance

Irving Weber Associates, Keith Camacho..... 800-243-1811

Supplies

Cleaners Supply, Inc 800-568-7768

Fabritech International, Wes Brunson 859-653-5609

Fuller Supply Co., Inc 800-222-3699

Kreussler, David Knight 919-280-1040

N.S. Farrington & Co 800-722-0374

Pariser Industries, Inc., Art Fatica 973-930-7540

Phenix Supply Co. 800-272-0540

R. R. Street Co., James Just 630-416-4244 Ext 1531

UNX Inc., Harold Smith 919-880-3234



PRSR STD
 US Postage
PAID
 Raleigh, NC
 Permit #1976

In This Issue

President’s Desk 2
Important Sales Tax Message..... 4
Executive Director’s Message..... 5
Thank You, Sponsors 6
Saturday Convention Review 8
Sunday Convention Review..... 9
Summertime Gas Repeal.....12
Information Directory 15

IMAGES FROM THE 2015 CLEAN SHOW



textile chemistry

David Knight

Technical Sales Representative

Dry Cleaning • Wet Cleaning • Laundry

6103 Johns Rd. • Suite 7 • Tampa, FL 33634 • david.knight@kreussler.com
 866-860-9265 office • 813-884-1599 fax • 919-280-1040 cell
 www.Kreussler.com or www.SYSTEMK4.com

SYSTEM K4



**Competent and efficient
 in textile chemistry and hygiene**