

Reaching Beyond Boundaries

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Few people on earth have fit more into a life than Don Mann. A former Navy SEAL Team Leader who was twice captured by enemy forces and lived to tell his story, Mann has played a crucial role in some of America's most daring military missions for more than two decades. Most recently, he trained the SEAL Team Six warriors who assassinated Osama bin Laden in May 2011.

Mann, who's also a *New York Times* best-selling author and accomplished endurance athlete and mountaineer, recently has focused his attention on inspiring others to achieve goals they never imagined they could. As a sought-after motivational speaker around the U.S., Mann addresses a wide range of audiences — from major corporations to universities, to professional sports teams. He takes crowds inside a gripping underworld of risk and courage, while relating tales from the battlefield as well as from grueling sufferfests like the Hawaii Ironman, which he has completed twice.

His message includes equal doses of inspiration and strategy. As he likes to say, "Anybody with the proper mindset can achieve anything imaginable." The key, which he relates in his "Reaching Beyond Boundaries" presentation, is to "turn macro goals into micro goals."

Mann explains how to do that with what he calls a "combat mindset," the foundation of his wartime survival and success beyond the military. Put simply, the combat mindset is one's ability to screen out distractions while under great stress. As a SEAL, Mann used that approach in more than 20 countries, many of them the world's most dangerous places, including Colombia, the Philippines and Yemen. In his presentations, Mann speaks candidly about his failures but also regales crowds with stories from a world few will ever



**98th Annual Dinner Featured Speaker
 Don Mann,
 Former Member of SEAL Team Six &
 Renowned Athlete**

experience. He talks about living in a hole for days while eating snakes and frogs, and how he was captured and held at gunpoint with AK 47s, unsure if he'd make it home alive.

Mann details the inner workings of the SEAL mentality, renowned as one of the toughest on earth. Ever wonder what it's like to "go hungry so others can eat"? Mann explains it as only one who's lived it can. He also breaks down the SEAL doctrine and how it relates to everyday life: "A small number of people, carefully selected, well trained and well led, is preferable to larger numbers of troops, some of whom may not be up to the task."

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From the Corner Office

If you enjoyed NYC Fire Chief Dan Nigro's keynote speech at our chamber annual meeting dinner, you will be blown away by this year's speaker. He's a true American hero. While he may not be a household name, we all know what Don Mann has accomplished.

The Annual Dinner Committee watched videos, read his bio, saw clips of television interview, read excerpts from his books, talked to his references, yet nothing prepared us for the man we interviewed by phone prior to booking him. Humble, intense, a sense of humor, motivated and passionate—Don was an easy choice after our telephone interview.

I know you're asking, so who is this guy? His bio is below.

We are also pleased to introduce our new website this month. Although it is still a work in progress, we think you will enjoy its new features. If you

use a smart phone, the business member directory is now available in a mobile version as are our events. Online registration makes it easy for you to RSVP and we will be adding online payments in the next few months.

Members will have a login and password to update your own listing in the member directory; you can post "Hot Deals" - which are coupons offering special products or savings. You can also post your job openings.

We will be working with you on using the website. Call us when you're ready to explore all it has to offer.

Charlotte Keim

740-373-6256

keim@mariettachamber.com

DON MANN (continued from front Cover)

Mann also uses sports to communicate his message. He has climbed some of the world's tallest mountains and has competed in over 1,000 endurance competitions to include the world's most difficult human endurance competitions. Among his many other impressive athletic achievements, Mann serves as the Director of Primal Quest Expedition Adventure Race which is known as "The World's Most Challenging Human Endurance Competition" and was selected as Richard Branson's North American Medical Coordinator for his Trans-Global Circumnavigation Balloon voyage. He also designed the world's longest adventure races for Warner Brothers and IMAX - from Ecuador to the North Pole and Ecuador to the South Pole.

Shortly after the mission that left bin Laden dead, Mann published the bestseller *Inside Seal Team Six: My Life and Missions with America's Elite Warriors*. He

incorporates many of the same lessons and stories into his presentations, which often leave attendees inspired to change how they live.

Mann has been featured on practically every television network from ABC, CBS, MSNBC, CNN and FOX to radio including NPR. Articles on Mann can be found in: *Sports Illustrated, The Wall Street Journal, The Boston Globe, The Washington Post, Men's Fitness, Runner's World, and National Geographic Adventure* just to name a few.

Mann received a Masters in Management from Troy State University, a B.S. in International Relations & Criminal Justice, from Florida State University, and a B.S. in Liberal Science, from State University of New York. He lives in Virginia Beach, VA.

2012-2013 MACC Board

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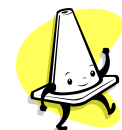
Charlotte Kuehn, RSVP Volunteer



Mid Ohio Valley Safety Council

Save The Date!

April 9-11, 2013



Ohio Safety Congress and Expo 2013

at the Greater Columbus Convention Center

Plan to attend the largest safety conference in the Midwest.

This event will assist Safety Managers:

- Find solutions for worker safety.
- Worker's compensation & rehabilitation sessions
- Equipment and services expo
- Free registration and CEU's

Prevention + Care - Working together. You can link everything the BWC does preventing workplace incidents or helping injured workers recover. These principles help keep Ohio workers safe, injured workers achieve better outcomes and reduce costs for Ohio businesses.

Join 5,000 representatives from Ohio businesses, associations and government to find realistic solutions to:

- Improve worker health and productivity;
- Prevent work force injuries and illnesses;
- Help injured workers recover and return to their lives;
- Reduce workers' compensation costs;
- Identify solutions to hazardous situations; and
- Provide cost-effective, multidisciplinary training, and professional development.

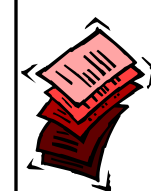
Rebate Eligibility Requirements

To receive the workers comp premium rebate, remember these requirements must be fulfilled:

- Membership in the Mid-Ohio Valley Safety Council for the current year
- Attend a minimum of 10 meetings
- CEO must attend one meeting and sign the attendance sheet
- 1st & 2nd half semi-annual reports must be completed and returned by the specified deadlines

It Is Reporting Time!

It is time for the Safety Council semi-annual report. The report covers July 1-December 31, 2012, Semi-Annual Reports were emailed to all members on January



9, 2013 who have indicated they are the primary contact for their company. If you have not returned your reporting form please do ASAP!

This information is used for the awards program and must be provided to be eligible for the incentive program.

If you have any questions call Carrie at 740-373-1884.

Safety Is Not Expensive, It Is Priceless!



Mark Your Calendars for the Upcoming MOVSC Meetings

Wednesday, February 20

Topic:

"Smart Hiring Before It's Too Late"

Speaker:

Dr. Elaine Sanders, Marietta College

Sponsored By:

J.A. Schwendman and Sons

Wednesday, March 20

Topic:

"What To Do In An Emergency Until Help Arrives"

Speaker:

Marietta Fire Department

Sponsored By:

Washington State Community College

Wednesday April, 17

Awards Banquet

Topic:

"Drug Use: How it Affects the Community"

Speaker:

Chief Deputy Mark Warden, Washington Co. Sheriff's Department

Sponsored By:

Thermo Fisher Scientific

Location For All Meetings:

Marietta Country Club
705 Pike Street, Marietta, OH
Registration: 11:30 am
Program: Noon to 1 pm

Cost: \$12 includes lunch
RSVP: 740-373-5176

Email: info@mariettachamber.com



Ohio Safety Congress & Expo 2013

April 9 to 11

Greater Columbus Convention Center

HRA: Your Solution for Employee Health Benefits

The 2010 Affordable Health Care Act is changing the way businesses provide health benefits to their employees. More companies are considering moving to an HRA or Health Retirement Arrangement.

To provide this timely and useful “defined contribution” solution to business owners and professionals such as attorneys and medical professionals; Keim Financial is working with Zane Benefits. We believe an HRA is very likely your solution for the Affordable Care Act of 2010.

Why is an HRA? Through Zane Benefits, we can offer ZaneHRA, which is a standalone HRA (“defined contribution”) product for medical insurance and expense reimbursement. HRAs are unlike HSAs and FSAs as an HRA enables employers to offer tax-free health benefits without a group health insurance plan.

Why consider I as an employer consider the ZaneHRA approach?

1. I want to offer health benefits, but not have the challenges of working with group medical plans
2. I have employees in multiple states
3. I just received a huge rate increase on my group health plan ... the plan is too expensive!
4. I can't met *participation requirements* or *contribution minimum* on a group health plan
5. I find it is *too time consuming* running a group health plan

How ZaneHRAs help employees:

1. Your employee can save on medical expenses by using pre-tax rather than after-tax dollars
2. Your employee can choose the individual health insurance plan best for them
3. Your employee has the option to use these funds to cover costs like dental and vision care with pre-tax dollars
- 4.

Your Checklist for 2013

Have you scheduled our annual doctor's visit?

Have you scheduled your children's check-ups with the doctor?

Have you scheduled your annual veterinary appointment for your pet?

Have you gathered your tax return documents and scheduled your appointment for tax preparation?

Have you made an appointment to review your insurance policies and needs, especially your Long-Term Care protection?

Keim Financial Services—Helping people plan for a better financial future!

How Zane HRAs help employers:

1. It provides an opportunity to reduce the amount of the company's FICA tax
2. It may help recruit new employees who seek a health benefit offering
3. It may increase employee retention by providing tax advantaged savings solutions
- 4.

Quick overview:

- 100% paperless; ease of use; & low cost
- Employer customizes the program
- Each employee receives a welcome kit
- Compliance with IRA; ERISA; and HIPPA
- Implementation in less than 20 minutes plus ongoing support.
- Enroll eligible employees online
- Online claims process with fast claims processing
- Claims process adheres to HIPPA privacy requirements
- In a few minutes, Employers use existing payroll system for reimbursements
- No pre-funding of HRA balances

We will be glad to sit down and explain more how ZaneHRA may benefit your company.



Keim Financial Services



Peter J. Keim,

CRPC®

1200 County House Lane, Suite 2.
Marietta, OH 45750

Tel. 740-374-6043
888-439-4543

Visit our website at
www.keimfinancial.com

Peter J. Keim is a Registered Representa-



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Get the Chamber Connection!

Business After Hours

Thursday, February 14
5—6:30 pm

Campus Martius Museum

601 Second Street
Marietta

Friends of the Museums will be hosting this month's BAH. Appetizers will be provided by the Valley Gem Sternwheeler Catering.

\$5 Special Member Price
\$10 General Admission

RSVP 740-373-5176



Professional Women's Roundtable

Wednesday, February 27 Special Event and Location!

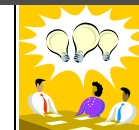
Marietta College President's House
301 5th Street
Marietta

11:45am — 1 pm

Hostess: First Lady Diane Bruno,
Marietta College

\$10 Special Member Rate
\$15 General Admission

RSVP: 740-373-5176



NetStorming

Lunch, Learn & Connect

Noon—1 pm

Over the Moon Pub and Pizzeria
170 Front Street, Marietta
Parking in the alley off Butler Street

Come early to order your meal, then join us in the back room.

TUESDAY, February 5 Government Programs Panel

Learn about various programs at the local and state level that may could help your business.

Pamela Lankford, SBDC—Community level resources and various loan programs

Mary Abel, ODSA—Appalachian Training Investment Partnership Program that can help offset the cost of training employees for companies in OH Appalachian area.

Julie Mettler, ODJFS—On-the-job training programs (wage reimbursement), Ohio Learn2Earn and OhioMeansJobs.

Jerry Good, ODSA—Strategic Business Investment Programs

TUESDAY, February 19 Networking for Growth and Success

Cost: \$5 per session plus the cost of the meal. RSVP required..

Member Info & News

Welcome New MACC Members

Cawley and Peoples Funeral Home—Barlow Location

PO Box 91
Barlow, OH 45712
740-678-2277

Margy Perdew, Primary Contact

Cawley and Peoples Funeral Home—Lowel Location

PO Box 400
Lowell, OH 45744
740-896-3000

Brian Scharff, Funeral Director

Grand Pointe Conference & Reception Center

1500 Grand Central Avenue
Ste. 118

Parkersburg, WV 26105

(304)-295-7007

Cienna Van Dyke,
General Manager

T&J Adventures

4909 8th Avenue
Vienna, WV 26105
304-481-7385

Todd Offenberger, Owner

Thrive Café and Catering

101 1/2 Putnam Street
Marietta, OH 45750
(903)-245-1408

James Heydinger, Executive Chef

MEMBER NEWS

- Thanks to Marietta Memorial Hospital, Peoples Bank and Marietta College for working to develop a community-based, collaborative plan to raise awareness and help eliminate hunger in our region. This partnership will bring resources and support to lessen and end hunger in our county.

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**Members Visit Comfort Keepers
In January**

MACC members were greeted by Joanie and David Yeomans and the gracious staff of Comfort Keepers at January's Business After Hours. Guests enjoyed wonderful appetizers by new Chamber member Thrive Catering.

Comfort Keepers has much to celebrate as they announced a new high of 3,032 hours of care-giving per week. The Marietta Area office of Comfort Keepers ranks 18 out of 700 offices nationwide.

Special thanks to our wonderful hosts and congratulations on all of the wonderful things you do to help our loved ones!



Laura Miller, Comfort Keepers, demonstrates the proper way of assisting a senior.



James Heydinger, Thrive Catering, shares food secrets with Jack Moberg, Juice Plus +.

COMFORT KEEPERS may be reached by calling (740) 373-7125 or (888) 373-7127. Find them in the Frontier Shopping Center in Marietta.

**BUSINESS AFTER HOURS
MARIETTA BUCKS GIVE-AWAY**
Sorry! Jim Schaad, Schadix TV Sales & Service, missed out on \$500 in Marietta Bucks. He wasn't at BAH in January.
Join us next month for another \$500 drawing at Campus Martius Museum, Thursday February 14, 2013
REMEMBER YOU MUST BE PRESENT TO WIN!

**SPOTLIGHT ON:
Trademark Solutions
Celebrating 10 Years In Business**

Joan Zoller opened the doors to Trademark Solutions on December 5, 2002 after working for a local promotional item company for 4 years. The business started out in the basement of her home for one year. Joan continued to sell to her past clients and obtained new clients. She did this with one employee to manage the purchasing, invoicing, taxes and payroll. This allowed her to concentrate on sales. She then moved to George Broughton properties. In her third year she added a second employee to research items for the clients, handle the job estimates, order acknowledgements, setting up artwork for approval and completing the sale. The third employee was added in June of 2010 from the Washington County Board of Disabilities, Darla Brannon. She manages the Internet networking and graphic design for the business.

The new location at 2167B State Route 821, Marietta, now allows the business to have an open show room of items, to handle walk in business and clients by appointment. They work with many of the area banks, hospitals, manufacturing facilities, small businesses, contractors, oil drilling companies, churches and schools. Trademark Solutions is a licensee for the



The Trademark Solutions Staff is always ready to assist you in finding that perfect marketing tool.

Pictured are: Carolyn Roesch ~Account Executive, Vickie Blair ~ Controller, Darla Brannon ~ Internet & Graphic Design and Joan Zoller ~ Owner.

Ohio Highway State Patrol, that allows them to sell OSHP items to patrolmen and the general public.

Trademark Solutions continues to grow because they provide quality service and products to their clients. They care about what they sell to their customers. The fun and outgoing staff likes to educate customers about the quality products that are available to them to best represent their Brand.

"We pride ourselves in providing great customer service to our clients. We find the appropriate product to best utilize your advertising dollars in locating a quality piece to tie in with your marketing program and budget to be **useful** to your client. Thus, making them want to keep the product and continue to have the advertising message in front of the end user," stated Joan Zoller.

Congratulations to Joan Zoller and the staff of Trademark Solutions on 10 years in business. May your business continue to grow to the outer limits of success.

Mark Your Calendars!
Trademark Solutions 10 Year Celebration
Thursday, February 7, 2013
10am-4pm.
2167b State Route 821, Marietta
New Products For 2013 And Sample Sale!



**BUSINESS TIP:
Collecting Accounts Receivable**

By SCORE Volunteer Bob High.

You've provided your best service to the customer, now how do you encourage them to pay on time? That bank deposit may be critical to your operations.

Rule 1 - Always introduce your customers to your expectations when making a sale "on account". Offering a 1-2% discount for payment in 10 days is helpful, if you can afford it, but note that some companies take discounts well after the discount period.

Rule 2 - Always ask for credit references before granting credit. Yes, this may be awkward, but the alternative may be saying goodbye to a profitable sale and trying to make up for the "write-off", with multiple new sales, based on your profit percentage, e.g., the loss of \$100 on a 10% profit margin will require \$1,000 of new sales just to break-even.

Rule 3 - Make sure your invoice/statement clearly shows the payment due date.

Rule 4 - Contact the person who authorized the purchase from you to ensure that they understood the payment terms. Confirm that the product/service was received and acceptable, then confirm the invoice was received by the Accounts Payable department.

Rule 5 - Always call the customer within 10 days of the due date to remind them that the account is over-due. Be prepared to "wade through" staff members before you get to the person who can authorize immediate payment. Record any promises that the "person of authority" makes regarding payment for use in a possible follow-up call.

Rule 6 - If, after repeated contacts, no payment was made, notify the customer that you will place the customer on a "cash on delivery" basis, and/or suspend additional shipments. Then consider contacting a lawyer for a simple "follow up" letter. This is a tough choice, but remember to "Rule 1."

And, if all else fails, call a SCORE volunteer for more steps: 740-373-5150

**SPOTLIGHT ON:
Ashland RV Park
1378 Gilman Avenue, Marietta**

Ashland RV Park is located on a 12 acre tract of land along the Muskingum River, just south of Oak Grove. With a two mile drive from downtown Marietta, campers will feel miles from the city yet have the convenience of enjoying the restaurants and shops in historic downtown Marietta.

Following his decision to retire from his dental practice in 2006, Dr. Leroy P. Ash and his wife Mimi established Ashland RV Park as part of the Ash family farm, which was established in 1964. Dr. Ash turned his dreams into reality, opening in August 2007 with 28 permanent lots (riverfront lots available). The RV Park offers plenty of space for your family to relax and make memories just like the Ash family has done for years. The views of the Muskingum River, mature trees, well maintained lots and eye catching scenery make Ashland RV Park a great home away from home. The park has a shower house, restrooms, and laundry facilities available to all campers along with a playground and basketball courts for lots of family fun.

In addition to the park's amenities, a 36 x 90 foot pavilion was built in 2009. It is available for family reunions, weddings, receptions, class reunions, bridal showers and hog roasts. Vinyl sides are available affording protection from the weather.

Another 33 camping sites were added around the pavilion to meet the increased demand from campers.

Whether you are staying for the weekend or camping for the season, you can enjoy a day of boating with quiet nights by the river, or spend the day at the Marietta Aquatic Center just across the river.

Cruise on your motorcycle or ride your bicycle through some of the prettiest scenery in Southeastern Ohio.

Ashland RV Park is the prime spot to watch the 4th of July celebration fireworks). It is an ideal RV site for your out-of-town family and friends who come to enjoy Marietta's many summer events.

With the passing of Leroy and Mimi in 2011, their son, Steve, and wife, Darcie are now taking care of the RV park. Contact us to make reservations for the 2013 season.

**Ashland RV Park
Fact Box**

★ Daily, Weekly, Monthly and Seasonal Rates
★ Fire Rings (firewood available)
★ Season - April 1 through October 31
★ Dump Station
★ Pavilion rental by day or weekend
★ 110, 30 amp, 50 amp sites
★ E-mail - ashlandrvpark@yahoo.com
★ Website - ashlandrvpark.com
★ Phone - 1-740-350-8157
★ RV/Camping groups welcome

