

THE VENDORScope™

RANDOLPH-SHEPPARD VENDORS OF AMERICA™



SUMMER, 2012 – VOLUME 44 – ISSUE # 3



BLIND BUSINESSMEN/WOMEN BUILDING A BETTER AMERICA



Purpose of the Randolph-Sheppard Vendors of America™

The purpose of this national organization is to bring together blind persons engaged in the operation of vending facilities, and individuals and groups supporting the goals and objectives of this organization, its members, and the Randolph-Sheppard vending facility program, in order to;

- A: Provide a continuing forum for the expression of the views of licensed blind vendors, trainees, retired blind vendors, and blind employees participating in, or affected by, the Randolph-Sheppard vending facility program;
- B: Protect the interests of blind persons engaged in the operation of vending facilities under the Randolph-Sheppard program;
- C: Promote the expansion and improvement of the Randolph-Sheppard program and the economic benefits and employment opportunities for blind vendors throughout the United States; and
- D: Assist in promoting the purposes of the American Council of the Blind through affiliation with that organization.

Bequests

If you or a friend would like to remember the Randolph-Sheppard Vendors of America in your will, you can do so by employing the following language; "I give devise and bequeath unto the Randolph-Sheppard Vendors of America, a nonprofit charitable organization in the USA, the sum of \$--- (or '---') to be used for its worthy purposes on behalf of blind persons."

If your wishes are more complex, you may have your attorney communicate with the executive office for other suggested forms.

THE VENDORScope™

A PUBLICATION OF
THE RANDOLPH-SHEPPARD VENDORS OF AMERICA™
(Copyright 2012 by Randolph-Sheppard Vendors of America)

PRESIDENT: DAN SIPPL, WISCONSIN

RSVA NATIONAL OFFICE

Kim Venable
940 Parc Helene Drive
Marrero, LA 70072-2421
504-328-6373
800-467-5299
Kim.Venable@att.net

PUBLICATION COMMITTEE

Publications Chair: Ardis Bazyn, (CA)
Hazel Harmon, (CA) Kim Venable, (LA)
Ron Eller, (NC)

THE VENDORScope provides a forum for issues of interest concerning the Business Enterprise Program for the Blind. Editorials, columns and articles appearing in this publication are the opinions of the author and do not necessarily reflect the position of RSVA's Board of Directors. Furthermore, editorials, columns and articles appearing in **THE VENDORScope** do not constitute policies or recommendations of the organization unless otherwise stated. All submissions are welcome and will be considered for publication.

Printed by: HORIZONS for the BLIND
Crystal Lake, IL 60014
www.horizons-blind.org - 815-444-8800

TABLE OF CONTENTS

A SPECIAL MESSAGE FROM THE RSVA BOARD OF DIRECTORS	1
RSVA PRESIDENT’S MESSAGE	6
<i>By: Dan Sippl, RSVA President</i>	
FROM THE DESK OF THE CHAIR	8
<i>By: Ardis Bazyn, Publications Committee Chair</i>	
OFFICE REPORT	9
<i>By: Kim Venable, RSVA National Office</i>	
SAVE THE DATE! RSVA SAGEBRUSH CONFERENCE	11
<i>By: RSVA Administrative Office Staff</i>	
RSVA PASSED RESOLUTION	12
<i>By: Ardis Bazyn, RSVA Resolutions Chair</i>	
RSVA CONSTITUTION CHANGES	13
<i>By: Ardis Bazyn, RSVA Secretary and RSVA Constitution Chair</i>	
RSVA BOARD 2012 ELECTIONS	17
<i>By: Ron Eller, RSVA 1st Vice President</i>	
AN RSVA PROFILE OF SUCCESS “GROWING INDEPENDENCE AND SUCCESS IN OUR BUSINESSES AND ORGANIZATIONS”	19
<i>By: Hazel Harmon, Vendorscope Editor</i>	
GEORGE ARSNOW SCHOLARSHIP PROGRAM	22
<i>By: RSVA National Office Staff</i>	

THE ACB-RSVA ANNUAL CONVENTION	23
<i>By: Ardis Bazyn, RSVA Publications Chair</i>	
RSVA SUMMER CONVENTION AWARDS	26
<i>By: Cindy Carruthers, RSVA National Office Staff</i>	
HOW CUSTOMER SERVICE CAN HELP YOU GROW YOUR BUSINESS	29
<i>By: Dr. Ronald (Ron) Milliman, A3 Business Solutions</i>	
SPECIAL NOTICE...FRITO-LAY FOURTH QUARTER SPECIALS.....	30
<i>By: RSVA National Office Staff</i>	
ONLINE NEWS ARTICLES AND OPINIONS.....	31
<i>Compiled By: Ardis Bazyn, RSVA Publications Chair</i>	
NETWORKING WITH OTHER VENDORS.....	32
<i>By: RSVA National Office Staff</i>	
WHAT'S HAPPENING IN THE KENTUCKY BEP?	34
<i>By: Roy Harmon, RSVA Board Member</i>	
A NEW ONLINE SMALL BUSINESS TRAINING NETWORK.....	35
<i>By: USA.gov</i>	
WHAT'S NEW	36
<i>By: Ardis Bazyn, RSVA Secretary</i>	

**PLEASE NOTE: ELECTRONIC, LARGE PRINT AND TEXT
VERSIONS OF THE VENDORSCOPE ARE AVAILABLE BY
EMAILING OR CALLING THE RSVA NATIONAL OFFICE!**



RANDOLPH-SHEPPARD VENDORS OF AMERICA™
BLIND BUSINESSMEN AND BUSINESSWOMEN BUILDING A BETTER AMERICA



940 Parc Helene Drive • Marrero LA 70072-2421
Phone: 504-328-6373 • Fax 504-328-6372

A SPECIAL MESSAGE FROM THE RSVATM
BOARD OF DIRECTORS

Randolph-Sheppard Vendors of America™ is proud of its long history in support of blind vendors and the blind vending facility program throughout the country. We will continue to demonstrate our effectiveness and our forward-looking approach to assisting blind managers and improving their program. This message is written to show the many RSVATM accomplishments during the past 45 years adding to the well-being of blind managers and their families across America.

Some History

Randolph-Sheppard Vendors of America™ (RSVATM) was the first organization in the world comprised of blind vendors licensed and operating vending facilities. Durward K. McDaniel, national representative for the American Council of the Blind, was the driving force in establishing RSVATM in December, 1967. The first meeting of organized blind vendors was held in San Francisco in 1968. The following year, we held our first convention in Charlotte, North Carolina, and became a chartered affiliate of the American Council of the Blind.

RSVATM is one of twenty-five special interest affiliates of ACB, each separately governed but affiliated and working together to further related goals. The first award presented by RSVATM was conferred on Leonard Robinson, a blind lawyer and friend of Senator Jennings Randolph, who convinced Randolph to push for the blind vendor program. The blind vendor law was signed by President Roosevelt on June 20, 1936.

The *Vendorscope* is the official communication organ of RSVA™. The first two issues of the *Vendorscope* were published in the ACB's Braille Forum in 1971 and 1972. Then, the *Vendorscope* was published separately by RSVA™. Since its beginning, the *Vendorscope* has brought to blind vendors and State Licensing Agency officials important news and updates on the Business Enterprise Program, and information on issues of particular importance to blind vendors. It highlights the work of the many RSVA™ committees, and informs stakeholders on legislation that would either benefit or hurt the Randolph-Sheppard program on both the Federal and State levels.

Robert R. Humphreys, Esq., has been RSVA™'s primary attorney for many years, and has worked diligently with the RSVA™ Board to further positive changes in the Randolph-Sheppard program. Previously Commissioner of the Rehabilitation Services Administration, appointed by the President and confirmed by the Senate, Mr. Humphreys was the principal drafter and developer of major legislation, including the landmark Rehabilitation Act of 1973 and Randolph-Sheppard Act Amendments of 1974. Durward McDaniel was the major force behind the first food service contracts for military dining facilities in the early 1990s. RSVA™ leadership advocated for the Kennelly Amendment, which applied the Randolph-Sheppard priority to Interstate rest areas across the country.

The Western Sagebrush National Training Conference was created in 1981. RSVA™ was the first national organization of blind vendors to offer its leadership. When the organization faltered, RSVA™ jumped in to make certain that this important training program was preserved without interruption. Sagebrush is now completely operated and sponsored by RSVA™ as the Sagebrush National BEP Training Conference. This preeminent annual business conference continues to be the leader in providing a forum of vital importance to blind vendors nationwide, whether they are RSVA™ members or not. At Sagebrush, both blind managers and State and national officials interested in the blind vendor program can learn together and share information.

It has also provided an opportunity for hundreds of food service and blindness-related vendors and companies the chance to showcase their products and services to the Randolph-Sheppard community.

RSVA™ Initiatives

From its beginning, RSVA™ has shared the benefits of a partnership with the American Council of the Blind. Although we are two separately governed organizations, our affiliation with ACB has given RSVA™ a broader forum and enabled us to garner more support. ACB's presence in the nation's capital and full-time staff along with RSVA™'s Legislative Committee gives RSVA™ the ability to react rapidly when things start to move fast on Capitol Hill that could adversely affect our program's priority. Working together as a legislative action network, our two organizations have acted quickly to make sure nothing changes the Randolph-Sheppard priority.

Each year RSVA™ continues to build our relationship with ACB and its membership by holding our national convention in conjunction with the ACB national convention. For more than thirty years, RSVA™'s members have attended and supported the American Council of the Blind's Annual Legislative Seminar where RSVA™'s members and members of other affiliates advocate for the R-S Program and other blindness specific legislation and regulations.

RSVA™ joined other blindness organizations, other vendor organizations, military teaming partners, and the National Council of State Agencies for the Blind in the establishment of the Blind Entrepreneurs Alliance. The Alliance contracted with Linchpin Strategies, Inc. to increase our unified commitment to the Randolph-Sheppard Act. This alliance proved very successful until the National Council of State Agencies for the Blind, some teaming partners, and RSVA™ (including ACB) were left to wholly fund the effort. This proved to be challenging and the coalition was disbanded. RSVA™ still believes that a united alliance is the best way to preserve and support the Randolph-Sheppard Program.

Through its D. K. McDaniel Legal Fund, RSVA™ has provided financial and legal assistance (as funds permit) for individuals or states in cases where outcomes might adversely affect the national program, such as the historic settlement in a California case and the more recent Marine Corps vendors' legal issue.

Recent RSVA™/ACB victories have included working with the White House to have a Presidential Proclamation directing federal agency officials to adhere to the Randolph-Sheppard priority when pursuing the establishment and operation of vending facilities on federal property. This proclamation was approved and signed by President Obama on January 20, 2012. The team had a primary role in defeating the so-called "Portman Amendment" which would have allowed commercialization of roadside rest stops, endangering blind vending operations at such locations. RSVA™'s crack Legislation Committee keeps track of all important legislation and acts proactively to notify the membership of any action needing to be taken.

In addition to our role as advocates for the Randolph-Sheppard Program on both the State and National level, RSVA™'s officers and Board members are available for technical and other assistance in state programs where needed. RSVA™ delegates can be available for your state vendor meetings. Let us know when your next statewide meeting is scheduled so we can help you improve your program.

RSVA™ is a grass-roots organization where everyone's voice counts. So get involved. If you are not yet a member, come join us. Together we can make a difference for vendors, for state agencies, and for the program nationwide. **HELP US MAKE YOUR PROGRAM GROW AND SUCCEED!**

The RSVA™ Board of Directors Officers

Dan Sippl, President
Cell/work phone: 715-828-9088
sippl@charter.net

Ron Eller, 1st Vice President
1-828-291-2003-Cell

Charlie Carroll, 2nd Vice President
1-205-688-6216-Cell

Ardis Bazyn, Secretary
1-818-209-8684-Cell

Terry Camardelle, Treasurer
1-504-416-8302-Cell

Charles Glaser, Past President
1-678-521-2976-Cell

THE RSVA PRESIDENT'S MESSAGE

By: Dan Sippl, RSVA President

Growing Independence and Success Within Our Businesses and Organizations!

Having just been re-elected to a second term, it is with a great feeling of Honor and Pride that I will have the privilege to continue to serve Randolph-Sheppard Vendors of America (RSVA) as your President.

I am always amazed at the degree of professionalism that grows from year to year at our annual conventions and Sagebrush training conferences. In Louisville, this was so evident from RSVA and our affiliation with the American Council of the Blind (ACB). The ability of the leadership to listen and respond to the needs of the membership and come to a consensus from a grassroots level to move blindness issues forward in a respectful and dignified manner without any unreasonable demands on legislators or society is impressive.

RSVA members can be proud of what they are about, as we stood by what is right in the production of the Presidential Memorandum and clearing up HR 7 and the Portman amendment to preserve the dignity of families who are dependent upon the Randolph-Sheppard Act to provide them employment to support themselves. It is truly a clear sign that each and every one of us can make a difference as we stand together as an organization to get the word out fast and efficiently to do the right thing.

The talents that are available to us through our affiliation and networking with each other and the ACB affiliates are endless, as proven by the presentation of Dr. Ron Milliman, a recently retired Professor of Business. Through his many years as a post-secondary educator, he has directed and managed numerous studies of the consumer and how they use the marketplace.

As a fantastic speaker, who is so willing to share his wealth of knowledge to help us succeed in our own businesses, he may now have time to share his knowledge with the blindness community with his recent retirement. You may want to reach out to him to see if he is available to travel to any of your meetings, to allow your colleagues and friends to glean his vast knowledge and experience base.

Recently, I had the privilege of attending the Louisiana Randolph-Sheppard Vendors and Louisiana Council of the Blind joint convention. This was another clear sign of professional grassroots people working together to advance the independence of the blindness community. Our friends in Louisiana were very fortunate to lure Ms. Melanie Brunson, Executive Director of ACB, as their keynote speaker. What a phenomenal speaker! She spoke on how your individual and personal beliefs can be achieved.

Ms. Brunson is not a motivational/inspirational speaker, but rather a trained lawyer with excellent executive and managerial talents. I have heard hundreds of excellent motivational speakers over the years, but Ms. Brunson is so far and above any of them, it would truly be worth your time and effort to secure her as a speaker for your friends and colleagues.

As an example of her impact, she and I were finding our way back to the conference after taking a break. We could sense that someone was behind us in the hall; they called out, "Melanie, Melanie, Dan, Dan. Do you have a moment?" Apparently, the staff that served our banquet listened to her presentation and took their impressions to the front office of the 4 Star Hilton and they wanted a copy of a tape of her presentation, if available.

The above are just a few examples of the value of your RSVA organization with its networking opportunities, by merely getting involved. Our professionalism will continue to grow as we continue to find ways to move forward and avoid creating any issues for the sake of having issues.

Do not miss another “Golden Opportunity” to network, share and grow your knowledge base to advance our program for many future generations at our upcoming Sagebrush Training Conference in February at the Golden Nugget in Las Vegas.

* * * *

FROM THE DESK OF THE CHAIR

By: Ardis Bazyn, Publications Chair

I’m eager to share the latest information with the readers of our Vendorscope magazine. Since the Vendorscope is developed with our readers in mind, we hope you’ll enjoy the diverse topics in this issue. Hopefully, reading the article about the programs, entertainment, and networking described in the article about the RSVA summer convention in Louisville, KY, will inspire you to make your reservation for the 2013 RSVA-sponsored Sagebrush conference. Read the articles on all aspects of the summer convention in this issue: the RSVA Constitution changes, the resolution passed and the winners of our annual awards, and elections.

As usual, we have our regular columns of “What’s New?”, requests for nominations for our George Arsnow award for Sagebrush, legislative updates and our president’s message. Our website now has past issues of the Vendorscope on it. We don’t put the latest Vendorscope on right away, because that is a benefit to being a member. However, others can see what The Vendorscope is. As always, we encourage you to write articles about any issue or update you feel would interest other RSVA members.

The RSVA Publications Committee extends an invitation to all affiliates to please share your state upward mobility and state affiliate events with us, both to publicize your events before they come and to share outcomes and information about them, after they occur. We’d also like you to let us know what you’d like to see on our RSVA website and online networking sites.

We have an annual award for the best article sent in by an RSVA member who is not on the RSVA Board of Directors or the RSVA Publications Committee. This award entitles the winner a free flight, hotel, and conference registration to an upcoming conference. Please keep those "Facebook" and "LinkedIn" messages coming. We'd like to get you all connected. If you don't like to use the online site, sign up for the RSVA-L email list. It is the easiest way to connect with others interested in RS issues. There are links to all three opportunities on the rsva.biz website. Please read the explanations of all three networking opportunities.

I want to again thank our Publications Committee and their commitment to complete each issue on time. If anyone is interested in serving on this committee, please give me or Dan Sippl a call.

* * * *

OFFICE REPORT

By: Kim Venable, RSVA National Office

If anyone would like to include a memorial or their get-well wishes in "The Vendorscope", contact Kim Venable at kim.venable@att.net. All of your much needed tax deductible donations can be sent to the RSVA National Office, 940 Parc Helene Drive, Marrero, LA 70072-2421. The Office Phone number is: 504-328-6373 and the fax number is: 504-328-6372. Remember, RSVA is a 501(c)(3) non-profit organization and all donations are tax deductible.

- - - -

IN MEMORIAM

It is with deep sorrow that we make the following announcements. We would like to extend our condolences to all of their family and friends. I can assure you that all who knew and loved them will sorely and deeply miss each and every one of them.

Van Burton, Louisiana
Johnny Hale, Louisiana
Pat McIssac, Washington/Colorado

- - - - -

GET WELL WISHES FROM RSVA

Charlie Carroll: Alabama
Zack Snow: Georgia

- - - - -

DONATION ACKNOWLEDGEMENTS

RSVA would like to thank the following member for her support. It is a pleasure to see our members so dedicated to our cause. Remember, RSVA is a 501(c)(3) non-profit organization and all donations are tax deductible.

RANDOLPH-SHEPPARD VENDORS OF AMERICA

Alaska: Tammy Winn

- - - - -

DURWARD K. McDANIEL LEGAL FUND

Alaska: Tammy Winn

- - - - -

RSVA LIFETIME MEMBERSHIP

PRESIDENTS COUNCIL: This is our most honorable individual membership bestowed upon those most philanthropically disposed individuals. Lifetime memberships may be attained with a one-time contribution of \$1,000.00 or more. If you are interested in becoming a life member in the Presidents Council or perhaps you would like to honor someone else with an RSVA lifetime membership, please contact Kim Venable at the RSVA National Office at 504-328-6373.

SAVE THE DATE!

RSVA SAGEBRUSH CONFERENCE

RSVA looks forward to the 2013 Sagebrush National BEP Training Conference from February 18 to 22, 2013 at the Golden Nugget Hotel and Casino in Downtown Las Vegas, Nevada.

Rates are only \$52 in the Gold Tower and \$42 in the Carson Tower. The address is 129 East Fremont Street, Las Vegas, NV 89101. Room reservations must be made directly with the hotel. You may call: (800) 634-3454. Please inform the reservationist it is listed as "RSVA Sagebrush Conference 2013".

The RSVa Sagebrush Conference Committee is working on some recommended topics including: Apple products and updates, offering ATM's for customers, tracking systems for vending, accepting credit cards, a vendor panel, business plans and customer relationships.

Check for updates on the conference at the RSVa websites. You should receive copies of the Sagebrush registration forms in the mail if you have previously attended.

The registration forms for participants, exhibitors, and sponsors will also be available online at www.rsva.biz or www.randolph-sheppard.org.

- - - - -

IMPORTANT FACTS FOR SAGEBRUSH

Date: February 18-22, 2013

**Place: Golden Nugget Hotel and Casino
Las Vegas, Nevada**

Register at: www.randolph-sheppard.org or www.rsva.biz

SEE YOU THERE!

RSVA PASSED RESOLUTION

By: Ardis Bazyn, RSVA Resolutions Chair

The following resolution was passed during our annual RSVA convention in July in Louisville, KY. RSVA sent this resolution to ACB and they passed a similar resolution (excluding the award) at RSVA's request.

Resolution 12-01: Whereas, the 2012 US Transportation Reauthorization bill legislation is often a means for Senators and House Representatives to add new provisions; and

Whereas, negotiations with the Senate and House Transportation Committees were ongoing; and

Whereas, Senator Barbara Boxer has actively participated in negotiation with and for Randolph-Sheppard Vendors of America; and

Whereas, roadside rest areas commercialization provisions were expanded to include billboards, ticket machines for tourist attractions, maps, and other tourist information; and

Whereas, efforts were successful in keeping commercialization language intact establishing lottery ticket machines and adding sales items such as t-shirts and caps to roadside rest areas subject to the Randolph-Sheppard priority;

Therefore, be it resolved in convention assembled in Louisville, KY, on this 9th day of July, 2012, that the Randolph-Sheppard Vendors of America commend and thank Senator Barbara Boxer in recognition of her efforts in negotiating the best language into the 2012 Transportation reauthorization bill for vendors on roadside rest areas; and

Be it further resolved that RSVA award Senator Barbara Boxer a special plaque at the 2013 ACB Legislative seminar in recognition of her efforts on behalf of Randolph Sheppard Vendors of America.

RSVA CONSTITUTION CHANGES

By: Ardis Bazyn, RSVA Secretary and RSVA Constitution Chair

The following changes were passed at the annual RSVA convention in Louisville this July.

The first change was in Article III Membership, Section 1, REGULAR MEMBERSHIP. The language had read:

“Section 1. REGULAR MEMBERSHIP

Any blind person who is a licensed operator, trainee, or employee in a Randolph-Sheppard vending facility is eligible for regular membership in the organization.” The change was to insert the phrase “former licensed blind vendor” after “licensed operator”.

The next three changes were to Article III, Section 2. The language was: “Section 2. LIFE MEMBERSHIP.

Any regular member of the organization, as described in Section 1 of this Article, may seek life membership in the organization if (1) such member has been a member of RSVA for a total of at least five (5) years; and (2) such member has retired because of age or disability from operating a vending facility.

- A. Upon the presentation of proof of the qualifications stated above, such member shall be accorded the status of life membership upon a favorable vote of the membership at an annual or other meeting of the organization.
- B. A life member shall not be required to pay any dues, and shall be entitled to all rights and privileges accorded to a regular member of the organization. Nothing in this document shall affect the right of a life member to retain membership in an affiliate of this organization.”

The first change in this section was 2.1. If (1) such member has been a member of RSVA for a total of at least ten (10) years; and (2) such member has retired from operating a vending facility.

The second change in this section was to add: 2.2. "If such member contributes \$200.00 Life Membership dues".

The third change was to add: 2.3. "If such member is The Past President of this organization".)

The next change was to move Section 4, paragraphs B and C to Section 2, Life Membership, and change the letters to C and D. These two paragraphs were under Section 4, Associate Membership. This does make more sense since they are related to life membership.

The paragraphs are:

"B. Life Membership in President's Council. Any person, or entity, in good standing, who meets the membership qualifications set forth in Section 1 or Section 4 above is eligible to become a Life Member of the President's Council upon acceptance of an application to the membership committee and the payment of \$1,000.00. Life Membership in the President's Council is not intended in anyway to replace or substitute for Life Membership provided for in Section 2.1 of this document.

C. A Life Member in the President's Council is not responsible for paying the established dues to RSVA."

The next change was an addition to Article VI, Section 3. MEETINGS-NOTICE-QUORUM

Section 3 had stated: "Regular Board meetings shall be noticed individually to each Board member at least two (2) weeks prior to such meetings. Special meetings of the Board shall be noticed not less than 24 hours prior to such meetings. Waiver of these notice provisions may be approved in writing by a majority of the Board.

Notice of regular or special Board meetings may be in person or through any electronic means by the person authorized to call such meetings. The conduct of such meetings includes, but is not limited to, introduction of motions, debate, and voting, and may be conducted by any electronic means provided all participants may hear each other at the same time.”

The addition was to add “The Treasurer report will provide at a minimum current account balances for all RSVA bank accounts at all meetings of the Board of Directors”.

The next two additions were in Article VI, Section 4B2. The language was:

2. The Treasurer shall maintain a roll of members in good standing and shall present a financial report at each regular meeting of the membership. The President and Treasurer shall be bonded in an amount established by the Board of Directors. The Treasurer shall disburse, withdraw, and invest funds of the organization (other than normal operations) only at the direction of the President or the Board of Directors. The president can approve expenditures up to \$1000 between board meetings. The treasurer must purchase board liability insurance.

The first addition was to add the words “the administrative assistant and secretary” after “the treasurer” and before the words “shall maintain a roll of members in good standing”. To make it clear, the words “the treasurer” were placed in front of the words “shall present a financial report at each regular meeting of the membership.”

The second addition was to add the following to the end of the paragraph: “The Treasurer shall disseminate a full, current as of the end of the previous quarter, financial report of the organization in hard copy by mail or electronic form to the Board of Directors no later than five (5) working days prior to all regularly scheduled meetings of the Board of Directors.”

The final three changes were from Article VII, Section 1, STANDING COMMITTEES. The language in this section was: “The standing committees of the organization shall be: Awards, Constitution and Bylaws, Convention, Credentials, Finance and Budget, Legislative, Membership, Public Relations, Publications, Resolutions, and Ways and Means.

The Chairman of each standing committee shall be appointed by the President. The Chairman shall select the members of the committee in sufficient numbers to carry out the duties of their committee. Each committee shall have a minimum of three (3) members -- a Chairman and two (2) members. Vacancies in the chairmanship of a committee shall be filled by appointment by the President and vacancies in the membership of a committee shall be filled by the Chairman of the committee.

Meetings of committees may be by electronic means provided all members participating can hear each other at the same time. A majority of the members of a committee shall constitute a quorum for the conduct of business. Meetings of committees shall be at the call of the Chairman or as otherwise stated in this document and sufficient notice may be in person or by any electronic means.”

The first change in this section was to add “in consultation with the President” before “shall select the members of the committee in sufficient numbers to carry out the duties of their committee.”

The second change for this section was to add at the end of the second paragraph “The President will serve as an ex-officio member of all committees with the exception of the nominating committee.”

The third change in this section was to add “in consultation with the President” after the sentence “Vacancies in the chairmanship of a committee shall be filled by appointment by the President and vacancies in the membership of a committee shall be filled by the Chairman of the committee.”

RSVA BOARD 2012 ELECTIONS

By: Ron Eller, RSVA 1st Vice President

The Annual RSVA Summer Convention provides RSVA membership with the opportunity to develop organizational agendas for the upcoming year, as well as renew Board positions through elections.

This year the Offices of the President, 2nd Vice President, Secretary, and five Board of Directors positions were confirmed by way of election from the membership.

Dan Sippl (WI), 2010-2012 RSVA President, was unopposed and received unanimous re-election to that office. Dan has worked extremely hard in many areas for Randolph-Sheppard vendors over the past two years and affirmed his commitment to continue his hard work and support for members throughout the nation.

Charles L. Carroll (AL) was elected to the Office of the 2nd Vice President. Charlie has been an RSVA Board Member and member-at-large for many years and his continued support for RSVA in this position will be greatly appreciated. Charlie's background will be featured soon in The Vendorscope.

Ardis Bazyn (CA) was re-elected to the Office of the Secretary. Ardis has provided excellent support for the RSVA Executive Board, as well as the Board of Directors, and will continue serving with excellence. Please refer to the profile in this issue of The Vendorscope for details of Ardis' background. Warren Toyama (HI) was again re-elected to the Board of Directors. Warren has served RSVA over the years in many capacities and has been a long-time Board Member. Warren's profile was featured in The Vendorscope this past year as well. You may also read about him on the website, rsva.biz.

Eddie Turner (MS) was also re-elected to the Board of Directors. Eddie hails from Jackson, Mississippi and has advocated for Randolph-Sheppard vendors on numerous occasions.

Eddie was awarded the RSVA “Vendor of the Year” Award this year and will be profiled in an upcoming issue of the Vendorscope.

A new Board member, Ken Jessup, Virginia Beach, VA has been a longtime member of RSVA. As a graduate of Virginia Commonwealth University, Ken entered the Vending Stand Program in Virginia in 1973 and left in 1998, only to return in 2000 for two more years. Ken served on his state’s Vendor Facilities Council for 15 years. He has been a member of RSVA since the mid 1990’s. He has owned a lobbyist company over the past 18 years and his work has encompassed Virginia, Tennessee, West Virginia, Alabama and Washington, D.C. Ken has been a Life Member of both ACB and RSVA.

Roy Harmon (CA) was elected as a Board Member. Roy has been an RSVA member for many years and has served in numerous capacities, supporting Randolph-Sheppard issues. Roy has been a recipient of both the RSVA “Vendor of the Year” Award and the “Don Cameron Advocacy Award”. Roy will also be profiled in a future edition of The Vendorscope.

* * * *

READ ALL ABOUT THE SAGEBRUSH ON THE RSVA WEBSITE

RSVA.BIZ

***THE RSVA WEBSITE PROVIDES YOU WITH A COPY OF THE
RANDOLPH-SHEPPARD ACT, THE KENNELLY AMENDMENT
AND A WEALTH OF OTHER LEGISLATION INFORMATION
..... AND HISTORY.***

CHECK IT OUT!

AN RSVA PROFILE OF SUCCESS

“GROWING INDEPENDENCE AND SUCCESS IN OUR BUSINESSES AND ORGANIZATIONS”

By: Hazel Harmon, Vendorscope Editor

In step with our RSVA President Dan Sippl's message in this issue of the Vendorscope, I am proud to present a profile of an RSVA Board member who absolutely exemplifies “Growing Independence and Success in our Businesses and Organizations” to the highest degree. Many in the national blind community can say they have had the pleasure of working alongside this individual for many years in many capacities.

As you read this profile, you will soon realize her enthusiasm for positive attitudes and volunteerism have created excellence for all, as she has utilized so many talents to elevate her success, not only personally but also for the national blind community. Her organizational acumen and energy for developing affiliate memberships and conventions/conferences, and for doing the necessary budgeting and general implementation of committee responsibilities, is never ending. And I'm sure you will agree, her enthusiasm has played a vital role in the successes of many organizations.

Ardis Bazyn spent several years in Cedar Rapids, Iowa where, in 1996, she received two Bachelor of Arts Degrees at Coe College, where she majored in Public Relations and Speech Communication. In 1998, Ardis earned her Masters Degree in Arts in Teaching (business and speech areas) as well, at Coe College. To round out her education in 2010 she received an Anchor Program Certificate (completing 130 hours on Biblical principles, church history, and doctrines of Christian Faith.

From 1984–1999, Ardis worked as a Randolph-Sheppard vendor at the Cedar Rapids Post Office, in a business which included 57 vending machines.

We know her many accomplishments as a Randolph-Sheppard vendor pivoted her toward greater successes in independent business and organizational accomplishments.

Ardis was an elected Board Member of ACB from 1992-2000. In 1996, 1997, and 1998, she worked for the American Council of the Blind creating proposals and she completed a Masters Research Project for the ACB in Washington, D.C. In 1999-2000, she gathered data to write three manuals for ACB. In 2001 to 2005 she was the elected Treasurer of ACB. From 2006-present, Ardis has served as the ACB Membership Committee Chair. Also, as President of the ACB affiliate, Independent Visually Impaired Entrepreneurs (IVIE), from 2005-2011, Ardis has grown the membership. She presently serves as Vice President of that busy affiliate.

Ardis has lived in southern California for the past several years. She married Kevin Berkery three years ago and as a new bride, traveled on a cruise to the British Isles touring England, Ireland, and Scotland, as well as spending 4 days in the Netherlands with her daughter. Ardis has two grown daughters from a previous marriage and she and Kevin have been able to include visits with her daughters during their travels. This past April, Kevin and Ardis traveled to Lisbon, Portugal, and were also able to spend time with a daughter in North Carolina. Of course, there have been several inside-the-U.S. trips, including the Grand Canyon.

Somehow, she also found time to extend her volunteerism within the California Council of the Blind (CCB). From 2001-2005, she served as the elected Secretary of CCB. In 2006, and presently, she has served as an elected Board Member of CCB. On a more local community level, Ardis was an elected Board Member from 2000-2008 for both the Glendale/Burbank Chapter of CCB as well as the Greater L.A. Chapter of CCB, both very active affiliates of CCB.

From 1991-1999 and again from 2002-2006, Ardis was an elected member of the RSVA Board. From 2006-Present, Ardis has been the elected Secretary for RSVA, responsibly presenting approved minutes, schedules, Board motions, etc., to the RSVA Membership.

It needs to be added that from 2006-2008 Ardis was appointed to serve on the prestigious *Social Security Administration Ticket to Work Beneficiary Summit Planning Committee*. She also participated in teleconference calls and meetings in Washington, D.C., Atlanta, GA, and Louisville, KY, while serving on the committee.

As a popular inspirational/motivational speaker Ardis has traveled extensively throughout the nation speaking to various groups and committees. For example, in September 2012, she will be speaking at a Conference for the Caption Advisory Committee for Audio Description. She will also be speaking in Michigan at their Blind Council Conference, as well as at the South Dakota Council of the Blind Conference. For information about her speaking engagements, please visit her website at: www.bazyncommunications.com.

Ardis has spoken extensively on subjects too numerous to list in this profile. As stated, she is a prolific writer and has published many papers and books.

In the spring of 2002, she published her first Book, *Building Blocks to Success: Does the Image of Your Church Attract Members?* Her second book, *Building Blocks to Success: Does the Image of Your Organization Attract Members?*, was printed in July 2002. She was very excited when her third book in this series, *Building Blocks to Success: Does the Image of Your Business Attract Customers and Employees?* was released. Ardis co-authored a book called, *Success Simplified* a few years ago as well, and has received many favorable reviews. Ardis has designed several basic presentations for various organizational subjects and additional details can be found on her website, www.bazyncommunications.com.

Ardis is presently the Secretary for the American Business Women's Association where her organizational knowledge and skills again are utilized to support their success. As one can see, Ardis truly exemplifies a profile of courage and success both in her personal life and in her business life. RSVA is extremely proud of Ardis Bazyn's work.

We will always appreciate her many talents, knowledge and skills, including her positive attitude, and recognize that her contributions have truly raised the level of success for RSVA and the national blind community.

THANK YOU ARDIS BAZYN FOR ALL YOU DO!!

* * * *

<p>GEORGE ARSNOW SCHOLARSHIP PROGRAM</p>

The Randolph-Sheppard Vendors of America Awards Committee is seeking nominations for the annual George Arsnow Scholarship Award. The RSVA National Training Conference for BEP offers the George Arsnow Scholarship to one newly licensed blind vendor/manager in the Randolph-Sheppard Program. An individual, who has been licensed for less than two years, will be selected by no later than December 31, 2012, so get your nominations in as soon as possible. The scholarship winner will be selected from among applicants who have been nominated by the Elected Committee of Managers in the state where he/she is licensed.

The RSVA Awards Committee shall consider the person's background, training record and business operation to date. The ECM Chairperson should send a letter of recommendation. The scholarship winner will receive airfare, hotel and free registration to enable him/her to attend all activities of the annual training conference.

For more information or questions please contact RSVA Awards Chairman David Hanlon at 858-610-0825 or email him at: d_hanlon@san.rr.com. Please email your state's nomination letter to David and the RSVA Administrative Assistant at: cindyrsva@ymail.com, or mail your letter to Cindy Carruthers, 5809 CR 406, Grandview, TX 76050.

The scholarship is named in honor of George Arsnow, the former Chief of the Vending Facilities Branch at the Federal Rehabilitation Services Administration. Throughout his tenure in this important post, he demonstrated a personal commitment to the Randolph-Sheppard Program and to increase opportunities for people who are blind or visually impaired.

* * * *

THE ACB-RSVA ANNUAL CONVENTION

By: Ardis Bazyn, RSVA Publications Chair

The Galt House Hotel in Louisville, KY was the location for the 2012 ACB and RSVA annual convention. Many activities were offered for the participants so that they could enjoy the local attractions.

On July 6th, Kevin and I enjoyed the tour to the Talbott Tavern, the oldest western stagecoach stop in America, located in Bardstown, KY. Abraham Lincoln, Daniel Boone, and King Louis Phillipe from France had stayed there. There are bullet holes in the place attributed to Jesse James.

After our dinner, we saw the musical about Stephen Foster. It was performed at an outdoor theater in the woods, a great venue when the weather is comfortable. Since the day was well over 100, even with the play starting at 8 pm, it was still very warm. The performance was excellent, and we did enjoy listening to his music and the story of his life.

On July 7th, we toured on the "My Old Kentucky Lunch Train", also in Bardstown. It was an 1880's train traveling about twenty miles through woods and green foliage and small towns, while serving a great dinner. The train station where we caught the train had a gift shop and a large lobby where passengers could catch several trains to various venues.

On July 8th, Kevin and I participated in the ACB Walk/Run. It was already 90 degrees when we started walking at 7:00 a.m.

We completed our walk/run about 8:15 a.m. and watched the ceremony where the fastest walker and runner, the oldest and youngest participant, as well as the teams and individuals with the most contributions to ACB were given trophies. All awards were announced on Thursday, July 12th during the ACB session.

Our Bazyn/Berkery team received a 4th place trophy for the amount of contributions, nearly \$1500. The teams raising more were The Alabama Council of the Blind, the North Dakota Association of the Blind, and the Tennessee Council of the Blind. We'd like to extend a special thanks to those RSVA members who contributed to this fundraiser.

The RSVA conference and convention started with a well-attended Saturday evening RSVA hospitality for members only. Several members attended the American Council of the Blind Students' luncheon on Sunday, which RSVA sponsored. RSVA President, Dan Sippl welcomed the participants to the afternoon programming session and the roll call of affiliates was conducted.

The topic "How customer service can help you grow your business" was presented by Dr. Ronald E. Milliman (Ron), from A3 Business Solutions from Bowling Green, KY. (Read a summary of Ron's presentation in his article on page 29.)

For the next hour, the "iPhone How-to" was presented by Michael McCarty from the American Printing House for the Blind in Louisville, KY. Mike shared a live tutorial on some of the unique features of the iPhone and iPad. Listening to the speech on both devices as he went through many features really gave participants a sense of how this technology could assist vendors. The audience plied him with many questions.

We then had a panel on "What's Happening in the Kentucky BEP?" The panel included Richard Nesbitt, the Kentucky BEP Administrator, and George Stokes, the Kentucky BEP Committee Chair. (See Roy Harmon's article, page 34, for more information.)

A second RSVA hospitality was held on Sunday evening, and other ACB and Independent Visually Impaired Entrepreneurs members attended. Of course, a good time was had by all attending this social event. On Monday, RSVA held its Annual Awards Luncheon, featuring the well-known humorous speaker Marcus Carey. Marc's storytelling kept the audience laughing. Three RSVA awards were presented. (Cindy Carruthers' article, page 26, describes the awards and the recipients.)

The Annual Business meeting followed the luncheon. The Constitutional amendments were passed as well as the RSVA resolution, and the elections, which will be highlighted in other articles, were completed during the Annual Business meeting.

RSVA's Annual Auction was again a success. Zack Snow, RSVA vendor from Georgia presided at the helm as auctioneer. This was followed with our entertaining Karaoke Night. RSVA had offered free coupons to American Council of the Blind Students at their functions so they could attend the evening's festivities. Seven took advantage of them and we had more ACB participants than RSVA members - a great way to get to know others.

The RSVA Affiliate Presidents and Board of Directors' luncheon on Tuesday incorporated a speaker from Envision, who showed us some of their bar code readers and the extra functionality including scanning, currency bill reading, and other features. On Tuesday evening, RSVA's Annual Casino Night was again highly successful and was lots of fun for those participating in Blackjack and Texas Hold-em with prizes awarded to the winners.

Kevin and I also enjoyed the end of the week riverboat dinner trip down the river. We were able to listen to local history, have a nice buffet dinner, and sit on deck afterwards and relax after a busy week.

We hope many of you can attend next year's summer conference in Columbus, Ohio, and enjoy the networking and entertainment that everyone experienced this year, at both RSVA and ACB events.

<p>RSVA Summer Convention Awards <i>By: Cindy Carruthers, RSVa National Office Staff</i></p>

"Don Cameron Advocacy Award"

This Award is presented in memory of Don Cameron for his many years of service for blind vendors, especially in the areas of communication and legislation.

The 2012 Don Cameron Award winner has been in the program since 1974 and at his present location since 1977, at Hoover Dam, Nevada. On an initial humorous note, Kae Pohe's first assigned location was a new city hall on the 10th floor. After they realized the elevator didn't go to the 10th floor, he was sent elsewhere.

In early 1980, Kae called 5000 people to keep the Department of Employment and Rehabilitation office in his state open. In making so many calls, he met many people, one of whom is still a friend and colleague today- Rick Kuhlmeier. Together, they reactivated the Nevada Council of the Blind, which is still going strong today. Kae was very instrumental in securing the Fallon Navy Base in Nevada. He has also chaired his State Committee and advocated tirelessly for vendors in his State.

He was also instrumental in the founding of our annual Sagebrush Training Conference 32 years ago. Kae has devoted his talents and knowledge to make the Sagebrush Conference a continuing success in Las Vegas, Nevada each year. RSVa has always appreciated Kae's dedication and hard work for many years to make the Sagebrush the successful conference we know today.

***CONGRATULATIONS KAE POHE AND THANK YOU
FOR YOUR CONTINUED ADVOCACY!***

"Jennings Randolph Service Award"

This award is presented to someone outside of the Randolph-Sheppard Program who has given his or her time and energy to Randolph-Sheppard Vendors of America and for his or her service to blind vendors, but is not an active vendor.

The 2012 Jennings Randolph Award winner has been a friend of RSVA for many years. Rick Kuhlmeier, now the President of the Nevada Council of the Blind, moved to Las Vegas in 1971. After becoming legally blind, Rick walked from Las Vegas to Carson City for the POW's, culminating in 18 days and 450 miles, which gained national news coverage. He was then appointed to the Governor's Committee on the Employment of the Handicapped.

An Air Force Veteran, Rick became a Lobbyist after earning a BA in Psychology. Rick is our volunteer champion at Sagebrush Conferences and always arranges for the many volunteers for the numerous activities to help attendees have a successful conference. His advocacy talents are not only appreciated by the Nevada Council of the Blind, but they are always appreciated by ACB and RSVA.

CONGRATULATIONS RICK KUHLMEY ON RECEIVING THE JENNINGS RANDOLPH AWARD!

- - - -

"Vendor of the Year Award"

This coveted award is presented to an RSVA member who has been an active member for at least five years and has given his or her time and energy to Randolph-Sheppard Vendors of America and for service to blind vendors. A listing of prior award winners can be found on the rsva.biz website. All prior winners have worked tirelessly for RSVA and Randolph-Sheppard vendors nationwide, supporting their issues and resolve. The 2012 "Vendor of the Year" winner has been in the Mississippi BEP program 25 years.

Eddie Turner had operated snack bars, cafeterias, and vending locations until obtaining his current location, the Naval Air Station Meridian (MS). Eddie has served on his State committee of blind vendors (MS) for fifteen years, and currently serves as Chair. The Mississippi SLA has honored him with three "Vendor of the Year" awards. In 2010, he obtained his 8A certification from the Small Business Administration, which will help tremendously with his DOD location.

Eddie was elected to the RSVA Board of Directors two years ago and has served on other Boards. His willingness to work tirelessly for RSVA issues and support for Randolph-Sheppard vendors nationwide, is greatly appreciated.

***CONGRATULATIONS EDDIE TURNER ON YOUR
RSVA VENDOR OF THE YEAR AWARD!***

- - - -

SAGEBRUSH SAVINGS!!

***THE GOLDEN NUGGET HOTEL AND CASINO ROOM RATES
FOR SAGEBRUSH IN FEBRUARY 2013 ARE ONLY \$52 IN THE
GOLD TOWER AND \$42 IN THE CARSON TOWER!! CALL
1-800-634-3454 FOR YOUR ROOM RESERVATIONS NOW!***

AND REMEMBER.....

***RSVA.BIZ HAS ALL OF THE LATEST INFORMATION
ON SAGEBRUSH 2013***

HOW CUSTOMER SERVICE CAN HELP YOU GROW YOUR BUSINESS

***By: Dr. Ronald (Ron) Milliman, A3 Business Solutions,
Bowling Green, Kentucky***

Good customer service and strong customer relationships start at the top; you must set high standards and epitomize those standards yourself. Smile and project a positive mental attitude. Always be friendly and courteous, both over the phone and in person. Show sincere interest in your customers and be a good listener.

Never argue with complaining customers. Express concern when they have had a negative experience. Express understanding; apologize and refund their money or replace the product; or otherwise take immediate steps to resolve the complaint. Demand these same behaviors from your employees within their range of responsibilities and authority. Develop a reward program to recognize employees that excel in outstanding customer service.

In cafeterias, employees should be fully knowledgeable of the menu items and able to answer most all customer questions concerning the menu. They should always be prepared to make recommendations and reinforce customer's choice. Food presentation/appearance is as important, if not more important, than the actual taste of the food. Employees should always recommend desserts by graphically describing them, in vivid, mouth-watering drama. The employee assisting should always thank the customer for their business and so should the cashier.

To facilitate your building an opt-in email customer list, the cashier should ask for customer's name, month and day of their birthday (not year), and email address by giving them a benefit, e.g. we occasionally send out special discount offers that will save you money. As much as you can, maintain the general appearance/cleanliness of your facility and equipment, including bathrooms.

Your personal appearance should be neat and clean and so should your employees. Who wants to be served by someone who looks dirty or sloppy? If you can provide a pleasant sound of music, do it. Keep the smells pleasant. Lighting should be adequate. Floor coverings and wall coverings should be clean and attractive, if possible. The interior layout and traffic flow should make it easy for customers to enter and exit your facility. Signage, inside and out, should be clear and helpful.

Seek customer feedback to maintain high quality standards in your customer service, product offerings, and facilities. Hand out customer surveys with an incentive for them to be completed and returned. Include an invitation to complete an online survey form in an email message to your customer email list. Request a “secret shopper” to visit your facility posing as a regular customer with the objective of giving you candid feedback on the several key points that impact customer perceptions and service.

***WATCH FOR MORE CUSTOMER SERVICE TIPS
IN FUTURE VENDORScope ISSUES!***

* * * *

<p>SPECIAL NOTICE FRITO-LAY FOURTH QUARTER SPECIALS</p>

Ruffles Bacon and Cheddar Potato Skins Specials

Q4 News Item – LSS Ruffles Bacon and Cheddar Potato Skins

A \$0.04 allowance will be granted off invoice September 17 through October 31, 2012. Please email or fax the prepared Pre-book to my attention:

Fax – 985-690-0146.

Email: david.h.ward@pepsico.com

PepsiCo Foodservice

Online News Articles and Opinions

Compiled by Ardis Bazyn, RSVA Publications Chair

We often get articles in email that might be of interest to vendors. However, much of the time, we are unable to get permission to reprint them. Below are some websites where you can find articles of interest to food service managers. Many of these sites allow you to subscribe to get email articles of interest. Check them for updated news.

For “Breaking News on Beverage Technology & Markets”, go to www.beveragedaily.com. Some of the links on this site include: Processing & Packaging, Markets, Financial, Regulation & Safety, Videos, Audios, Green Packaging, Health and Wellness, Emerging Markets, Energy Drinks, Sweetener Innovation, Product news, Ingredients and additives, Packaging equipment and materials, Processing equipment & plant design, Products, and Suppliers.

Other Related sites are: www.FoodProductionDaily.com, www.FoodNavigator.com, and NutraIngredients.com.

Another newsworthy publication that can be found online is Vending Times. Vending Times is the Newsmagazine of Vending, Coffee Service, Foodservice and Coin-Op Recreational Services. You may email them at vendingtimes.com to sign up for their online news publication.

Another publication online is Automatic Merchandiser. To sign up you can call them at 1-800-547-7377 or you may email them at: cir.vendingmarketwatch@omedia.com.

Another publication online is the State Restaurant Association Newsletter. Just “Google” your State Restaurant Association for an online address. These newsletters will keep you up to date on legislative and/or business news. If you find other sites with free online news, let us know. Have fun reading.

NETWORKING WITH OTHER VENDORS

By: RSVA National Office

Would you like to network with others interested in the Randolph-Sheppard Vending program without leaving your home or business? Did you know there are three ways you can network for free?

You can discuss issues, voice concerns, and ask for advice on Randolph-Sheppard problems, opportunities, or share new products and services. Read about the Facebook page, the LinkedIn group, and the RSVA-L email list and subscribe to any or all of them to keep in touch with other RSVA friends. Links are available from the www.rsva.biz website under online networking.

RSVA Facebook Page

Did you know RSVA has created a Facebook page? You can sign up for a free Facebook account by going to www.facebook.com. Once you've logged on with your email address and password, you can create your own profile page. Others on Facebook can read the information about you, if you've made your page public. You can also choose to have only friends see your profile page.

You have to accept friends. You can find the RSVA Facebook page by finding the search box and typing in Randolph-Sheppard Vendors of America. On this page, you can also make comments or "like" a previous comment. You can go to m.facebook.com if you are using a screen reader or cell phone and want to use the site.

This site is more accessible and has less graphics and less links to navigate. It's a great way to meet new "friends". Have fun exploring this option to connect to others interested in the Randolph-Sheppard Program.

RSVA LinkedIn Group

RSVA has a LinkedIn group. LinkedIn is a business networking website where you can share information about yourself and your business by creating a profile. Once you have joined LinkedIn, you can join the RSVA LinkedIn group. To start using LinkedIn, go to www.linkedin.com. You can create a profile for free, once you sign in with your email address and a password you've chosen.

After you have logged on, even before you have created a full profile, you can go to the search box and type in Randolph-Sheppard Vendors of America and you will find the RSVA LinkedIn Group. You can just read what has already been posted, leave a message in response to previous posts (messages), or ask a question of other members. If you find the full site challenging or use an iPhone, you can go to m.linkedin.com. Either goes to the same site, but the second choice doesn't show all the applications, extra links, and graphics, so it is easier to use. Join LinkedIn and enjoy meeting others!

RSVA Email List

RSVA has an email list where you can share information about RSVA and the Randolph-Sheppard Program, as well as blindness related products and services. To subscribe, you can go to acb.org and select the page for "Join One of Our Discussion Lists" where you will find listings of all email lists maintained by ACB. RSVA-L is on the list.

Alternatively, you can just send an email to: rsva-l-subscribe@acb.org and leave the subject line and message blank, then send the blank email. You will receive a confirmation email from RSVA-L to which you must respond.

After you confirm you want to subscribe, you will be added to the list. Once you receive the message saying you have been subscribed, you can send messages to the list or respond to others' messages. Enjoy networking!

WHAT'S HAPPENING IN THE KENTUCKY BEP?

By: Roy Harmon, RSVa Board Member

ACB / RSVa have held their Annual Convention in the beautiful city of Louisville, Kentucky twice in the last decade. Many members like to travel to Louisville as it is a very convenient city to reach from most other states and Louisville is drenched in U.S. history which is appreciated by history buffs such as myself. Visits to the Kentucky Derby, Louisville Slugger factory, trips down the river, etc., etc., are always fun for everyone.

One of the speakers during the convention for RSVa attendees was Richard Nesbitt, Kentucky BEP Administrator. He was joined by George Stokes, the Kentucky Vendor Committee Chair, for a panel discussion about the Kentucky BEP program.

It was noted that Kentucky has 55 vendors with 54 locations. The program has been in existence since 1946 when the BEP opened its first location in the Capital. They presently have locations at Fort Campbell and Fort Knox, as well as three federal prisons. Locations are also at Kentucky State University. They presently have 23 rest areas along with 11 "way stations" and 4 truck lots. Some of the rest areas are operated by contractors and not blind vendors. They are planning for 10 new locations, and will open 2 more in 2013.

Kentucky BEP recently received accolades from the Department of Transportation for their "Healthier Highway Vending" Program which was developed in conjunction with Humana Corporation and the YMCA. The rest area sales since 2008 have been down 25% but they recently placed a new contractor into the areas where there are not blind vendors and the sales have increased.

The contractor also changed from Coca Cola products to Pepsi products and this apparently has been making a difference as well. Kentucky has lost locations at two postal processing centers.

Twenty-five post offices have vending machines and they are trying to get into other locations.

The Kentucky BEP training program is offered every year and lasts six weeks. Richard Nesbitt asked the attendees what are three elements to make a successful BEP program and the answers were (1) communication, (2) communication, and (3) communication.

George Stokes, the Committee Chair, stated the average earnings for Kentucky vendors were \$47,000, including DOD locations. He also stated that they have priority in all federal and state facilities. Kentucky vendors have a “qualifying process” that is their bidding process.

In Kentucky, the vendors must purchase their own inventory for their locations. The Set-Aside Fee for the vendors is 7% of the Net Proceeds. The Kentucky vendors also have an “Upward Mobility Committee” which chooses the vendors for the locations.

The BEP Administrator ended the discussion by revealing that as Director, he visits all of the locations regularly. They have 4 National Guard Centers in addition to their DOD locations. He stated that it is very important for management to develop relationships with building management as well as contracting officers to ensure program success.

* * * *

<p>A NEW ONLINE SMALL BUSINESS TRAINING NETWORK - USA.gov</p>

If you own a small business -- or are thinking of starting a small business, get the training you need to help your business succeed.

The U.S. Small Business Administration offers FREE online courses to help you start a business, manage a business, finance a business, work with the government as a contractor, and more! You can subscribe to free e-mail updates from USA.gov.

WHAT'S NEW?

By: Ardis Bazyn, RSVA Secretary

(To submit items for this column, send information to Ardis Bazyn; please specify that it's for this column, and email me at: abazyn@bazyncommunications.com. Note: the appearance of any items in this column does not imply any endorsement by the RSVA Board, or the Publications Committee.)

Home Readers

Home Readers provides numerous catalogs in accessible formats and downloads for the visually-impaired. They have updated their blindaudiocatalogs.com website. When you go to place your order, it will ask you if you are a new or existing customer. The first time on this new site, you need to pick NEW customer.

From here you will have to set up an account with a user name and password. Then, every time you place an order, it will just ask you for your user name and password. No more long checkout will be required. This should make things much easier for you, especially if you are downloading more than one catalog.

Home Readers' updated website, blindaudiocatalogs.com, now includes the following catalogs: L.L. Bean, Roman's, Lands' End, Blair Men's, Blair Women's, Anthony Richards, Carol Wright, Dr. Leonard's, Beauty Boutique, Healthy Living, Windsor and Vermont Country Store, and Avon Campaign # 20, all are available for download.

Check the site often for new additions or updates. If you have any questions, call 1-877-814-7323 between the hours of 10 AM and 4 PM Central Standard Time. Some catalogs can be ordered on quad track cassette or mp3/cd. Many other catalogs are available for download. Place your order and be sure to tell the company you are a Home Readers customer. Please visit www.blindaudiocatalogs.com.

Best Buy selling new HD Radio

Best Buy is selling a new HD Radio called the Narrator. The radio, which was manufactured with the blind in mind, will be selling for \$99. If you want the added two year protection plan, you will need to pay an extra \$14.99. People with visual impairment will find a radio that they can program and tune themselves.

The Narrator, a table top receiver, speaks commands as soon as a blind or visually impaired person turns it on. This feature can be turned off so a sighted person can use the radio silently. The radio has universal appeal so it will help keep the price lower. With speech turned on, the radio will announce the artist and song, will show and announce visual images, and is also equipped with large buttons with raised lettering.

Another great feature is that the radio comes with a PDF Quick Start Guide, along with a user manual. You can get the warranty information as a PDF document as well. All of these documents can be downloaded from the Best Buy website and have been verified to be accessible with screen readers.

The radio was created with input from the International Association of Audio Information Services, the group that represents Radio Reading Services. The radio manufacturer chose to partner with the IAAIS to help identify and solve issues for the everyday technology needs of people with visual disabilities. The Narrator will be promoted on air by iBiquity and its alliance member stations. It will be marketed under the Best Buy, Insignia brand.

While the visually impaired community has had other radio companies create accessible products, it's fantastic to see an electronics company, like Best Buy, taking an interest in accessible products and teaming up with organizations that can help them design the radio. It's also beneficial that they created a product that is equally usable for both the sighted and visually impaired -- an important element in keeping the cost as low as possible.

New Google Group

A new Google Group was created called Helping the Blind and Visually Impaired. You do not have to have a Gmail account in order to join as you can use your existing email address. To join, go to the website: <http://www.visuallyimpairedandtheblind.com>. In the white Google group box, enter your email address and click on the subscribe button. When the next page loads, go back and check your email messages.

You should get an email from Google Groups. If you don't have a message, you may have to check your junk email folder or your spam folder. When you get the email from Google Groups, reply to the message. For more information about this list, you can contact: Christine Chaikin from *Helping the Blind and Visually Impaired*. Visit: <http://www.visuallyimpairedandtheblind.com> or you can e-mail her at: Christine@visuallyimpairedandtheblind.com.

APH Braille Plus 18

This new product from American Printing House for the Blind (APH) is an easy-to-use mobile device that lets you chat and text by cell phone, read print with the camera, navigate with GPS and more. Created by APH and LevelStar™, Braille Plus 18 combines a braille keyboard and refreshable braille display with an advanced mobile platform and specialized accessible software to create the Android device designed for blind students and professionals.

Measuring less than 6.5" x 4.1" and just over one inch in height, it can be taken with you almost anywhere. This small package puts dozens of services at the users' fingertips. With Braille Plus 18, the user can:

- Easily understand the human sounding speech.
- Use the 5 megapixel (MP) camera and flash to quickly and accurately convert menus, papers, and books into braille or speech.
- Use GPS to determine current location, discover nearby businesses, and get directions.

- Efficiently start apps or find information with the Google search technology that is built into the platform.
- Read books and periodicals from the National Library Service (NLS), Learning Ally (formerly RFBD), and bookshare.org.
- Create, edit, and read documents in multiple formats and change them to braille with the Word Processor.
- Take full advantage of the Internet including compatibility with HTML5, Flash, and plug-ins, including Readability, which strips clutter from Web pages.
- Read and write email messages with the email program compatible with both POP3 and IMAP protocols.
- Automatically read everything in contracted braille.
- Schedule appointments and alarms with the calendar and clock.
- Record lectures or music with the built-in stereo microphones and the recorder.
- Play music on the device or from the cloud with the music player.
- Connect to Wi-Fi hot spots with wireless "N" technology.
- Enjoy stereo playback through the speakers or with a Bluetooth headphone.
- Share media and documents with the full size SD card or USB port.
- Stay connected with 3G wireless connections (needs a cell phone plan).
- Enjoy thousands of additional apps written for Android smart phones.
- Share or collaborate with others and with TV signal outputs.

The American Printing House for the Blind is located at 1839 Frankfort Avenue, Louisville, KY 40206. For more information, visit: www.aph.org.

Top 15 NBP Best-sellers

Listed below are the top 15 bestsellers at the recent consumer conventions, starting with number one:

1. Twenty-One Apps We Can't Live Without
2. Getting Started With the iPhone and iOS5 for Blind Users
3. Magnet: Just When the Caterpillar...
4. That's Not My Teddy
5. iPhone Tactile Screenshot Quick Reference Guide
6. Magnet: Life Isn't About Waiting...
7. Marvin K. Mooney Will You Please Go Now!
8. Magnet - Awesome Takes Practice
9. Stir It Up! Recipes & Techniques for Young Blind Cooks
10. Love You Forever
11. Tuesday Morning Quotations
12. Sudoku: Easy to Hard
13. Curious George and the Ice Cream Surprise
14. Summer Cocktail Recipes
15. Twenty-six Useful Apps for Blind iPhone Users

Passwords

I recently read some suggestions for passwords for your computer devices. Most hackers find that eight upper and lower case letters and numbers take too much time to crack. Family names, pets, or simple numbers are easily cracked. You can use random.org to generate good passwords. Fake websites can persuade people to sign in with passwords.

Do not sign in from an email, unless you are sure it is coming from a website where you have asked for regular updates. Hackers can send emails from persons you know, so don't give passwords online. Change passwords often and have multiple ones on different sites. Keep a list of your passwords in a safe place. The password manager, keepass.info, can store login info encrypted for you.

Newsline Update

Newsline now has an app of its own for Apple IOS products. You can use the app to download most Newsline options once you've installed the app.

Collecting Information About User Needs

Raising the Floor – International did two focus groups at the national convention. They are interested in more feedback on multiple technologies. They have simple surveys for people with hearing, vision, or dexterity disabilities; accessibility practitioners; and organizational leaders. Visit their Surveys page and find one that matches your interests, <http://RaisingTheFloor.org>.

Footwear for the Blind: Bluetooth Shoes

An engineer from Hyderabad, a city in the Indian state of Andhra Pradesh's innovation, dubbed "Le Chal" ("take me along" in Hindi) pairs a smartphone app with a small actuator sewn inside the sole of one shoe via Bluetooth. The user tells the phone his desired destination, which is translated into electronic commands using voice-recognition software. The app, which can be programmed to run in the background, fetches the local map of the area.

The phone's Global Positioning System (GPS) tracks the person's location in real-time, telling the actuator to vibrate when it is time to turn. The side of the shoe where the vibration is felt indicates which way to go. Mr. Sharma opted for a vibrating signal; audio feedback is a distraction. The system does not require constant internet access.

Once downloaded, maps can be stored locally and combined with GPS data. The app uses Open Street Maps (OSM), an open-source rival to Google Maps. OSM allows editing, a helpful feature in updating rapidly changing urban landscapes. A speed-dial function can rapidly retrieve the most frequently visited routes.

The shoe pod is also equipped with an obstacle-detection mechanism. A sensor in the tip of the shoe, devised by Mr. Sharma's business partner, Krispian Lawrence, scans the vicinity using sonar, which emits ultrasounds that bounce off obstacles, indicating their presence. The shoe sets off a distinct pattern of vibrations to alert the person of any obstruction and guides him around it.

For now, the footwear, being tested at the L.V. Prasad Eye Institute, one of India's biggest eye-health facilities, may be most useful in areas with little or no traffic, such as quiet residential streets or parks. Ducere Technologies will commercialize their idea, saying their high-tech brogues should not cost more than an ordinary, stylish pair of shoes.

***Im Dong-hyun Sets World Record At Olympics -
Blind South Korean Archer Breaks 72-Arrow Mark.***

LONDON — South Korean archer Im Dong-hyun sees only blurred colors and lines when he peers toward the target about 76 yards away, arrow at the ready. It doesn't stop the legally blind Olympian from hitting the grapefruit-sized yellow center – again and again and again.

Im set the first world record of the London Olympics, breaking his own mark in the 72-arrow event and helping South Korea set a team record in the opening round. He broke the record he set in Turkey in May by three points, with a score of 699, hours before the opening ceremony of the 2012 Games.

Im, who has 10 percent vision in his left eye and 20 percent in his right, combined with Kim Bub-min and Oh Jin-hyek, to break the record for 216 arrows, with a score of 2,087. That was 18 better than the mark South Korea set in May. The 26-year-old Im does not wear glasses in competition, saying he relies on distinguishing between the bright colors of the target. He won gold in the team event at the 2004 and 2008 Olympics. You'll have to check results yourself to see if he won another this year.

* * * *

RSVA COMMITTEE CHAIRPERSONS

STANDING COMMITTEES

Awards:

Constitution & By Laws: Ardis Bazyn (CA) 818-238-9321
abazyn@bazyncommunications.com

Convention: Filo Tu (HI), 808-528-1791 (home), 808-861-1300 (work), 808-861-1308 (fax), 808-375-5554 (cell), *f.tu@bvoihawaii.com*

Credentials: Terry Camardelle (LA) 504-416-8392, *rsvaterry@juno.com*

Finance & Budget: Terry Camardelle (LA) 504-416-8392, *rsvaterry@juno.com*

Legislative: Ron Eller, (NC) 828-726-0025, *mreller47@att.net*

Membership: Kim Venable (LA) 504-328-6373, 800-467-5299,
kim.venable@att.net

Publication: Ardis Bazyn (CA) 818-209-8684 (cell),
abazyn@bazyncommunications.com

Public Relations:

Resolutions:

Ways & Means: David Hanlon (CA) 858-610-0825 *d_hanlon@san.rr.com*

AD HOC COMMITTEES

Bingo: Terry Camardelle (LA) 504-347-7876, *rsvaterry@juno.com*

Legal:

National Accounts: Dan Sippl (WI) 715-839-8591 (home), 715-839-8591
(work) 715-828-9088 (cell), *sippl@charter.net*

Oasis Project/Roadside Rest Areas: Roy Harmon (CA) 760-419-0885
reharmon@gmail.com

Planning: Ardis Bazyn (CA) 818-238-9321, *abazyn@bazyncommunications.com*



RANDOLPH - SHEPPARD VENDORS OF AMERICA
MEMBERSHIP APPLICATION



YEAR FIRST JOINED NEW MEMBER ☐ RENEWAL ☐

HOME

First Name _____ Last Name _____

Address _____

City _____ State _____

Zip Code _____ Phone _____

Fax _____ E-mail _____

BUSINESS

Business name _____

Work Address _____

Work City _____ Work State _____

Work Zip Code _____ Work Phone _____

Cellular _____ Beeper _____

MEMBERSHIP

(Please Check One)

- ☐ **Regular Member:** Dues \$10.00. Any legally blind person who manages or is an employee in a facility.
- ☐ **Associate Member:** Dues \$10.00. Any interested person, business or organization wishing to support the aims and goals of R.S.V.A.
- ☐ **Life Member:** Free, retired, 5-year member nominated by state affiliate. Or any member in good standing wishing to become a Life Member for a one time donation of \$1,000.00.
- ☐ **Corporate Member:** Any business or organization wishing to support the goals of R.S.V.A. Please contact the national office for details.

(Over)



MEMBER PROFILE



Vendor ☐ Spouse ☐

Administrator ☐ Employee ☐

Other _____

Blind ☐ Partial ☐ Sighted ☐

THE VENDORScope

Large Print ☐

Duplicate ☐ (Do not send)

Cassette ☐

E-mail ☐

BRaille FORUM

Large Print ☐

Cassette ☐

Braille ☐

Disk ☐

DONATIONS

Randolph-Sheppard Vendors of America \$ _____

Durward K. McDaniel Memorial Fund \$ _____
A legacy of legal support

SIGNATURE _____ DATE ____/____/____

Dues are due January 1st, delinquent March 1st of each year.

Please mail this form with your check made out to:

RSVA National Office
Terry Camardelle, Treasurer
940 Parc Helene Drive
Marrero, LA 70072-2421

Phone: 504-328-6373

Fax: 504-328-6372

Toll-Free: 800-467-5299

E-mail: Kim.Venable@att.net

(Over)

BOARD OF DIRECTORS

Dan Sippl, President

3151 Terry Lane
Eau Claire, WI 54703-1242
715-839-8591 (home)
715-828-9088 (cell)
sippl@charter.net

Charles L. Carroll

2nd Vice President

95 County Road, 951
Clanton, AL 35045
205-280-7581 (home)
205-688-6216 (work, cell)
cc3054@bellsouth.net

Ardis Bazyn, Secretary

2121 Scott Road #105
Burbank, CA 91504
818-238-9321 (home/work/fax)
818-209-8684 (cell)
abazyn@bazyncommunications.com

M. Ronald (Ron) Eller

1st Vice President

362 Hoover Road/PO Box 7
Troutman, NC 28166
704-528-9834 (home)
828-291-2003 (work/cell)
mreller47@att.net

Terry Camardelle, Treasurer

1029 Parc Helene Drive
Marrero, LA 70072
504-347-7826 (home)
504-416-8302 (work/cell)
rsvaterry@juno.com

Charles Glaser, Past President

6124 Windsong Way
Stone Mountain, GA 30087
770-925-1822 (home, work, fax)
678-521-2976, 770-570-0126 (cell)
cglaser@bellsouth.net

BOARD OF DIRECTORS

Roy Harmon (CA), 760-419-0885 (cell) – reharmon@gmail.com

Filo Tu (HI), 808-528-1791 (home), 808-861-1300 (work),
808-375-5554 (cell) - f.tu@bvoihawaii.com

Warren Toyama (HI), 808-521-6213 (home), 808-833-4026 (work),
808-861-1308 (fax) - toyomaj005@hawaii.rr.com

Eddie Turner (MS), 601-914-7046 (home), 601-679-7003 (work), 601-
624-4443 (cell) - eturnerServices@aol.com

David Alstatt, Sr. (OK), 405-227-7202 (home, work, cell)
dalstattsr@yahoo.com

Ken Jessup ((VA), 757-513-3967 – kenjessup@cox.net

Rick Petersen (OK), 405-577-2331 (home), 405-818-9129 (cell)
Hannah.petersen@sbcglobal.net.

Marie Keane (MA), 617-320-7457 (work/cell)

**NATIONAL OFFICE
940 Parc Helene Drive
Marrero LA 70072 - 2421**

**FREE MATTER FOR THE
BLIND & HANDICAPPED**