

## Introducing 2012-2014 Executive Board

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949-485-3700

## Board Meeting

If interested in serving on the board or a committee, please RSVP and join us!

**Saturday  
September 22nd**

### Location:

The Automotive Partners  
Building Southland Motor  
Car Dealers Association  
At Cerritos College  
([www.scctt.org](http://www.scctt.org))  
11111 New Falcon Way  
Cerritos, CA 90703

714.832.5741 tel.

714.886-1614 fax

[www.adoma.org](http://www.adoma.org)

## Sure it's a Pain, but Comply You Must

By Sue Wilschke, Automotive Compliance Consultants, Inc

Some guy the other day used a smartphone to unlock a car and start its engine. Fortunately, the hack was part of a security demonstration. Yet the point is clear: technology makes stealing others' property easier than ever. Dealers should pay attention.

Dealerships can be particularly prone to property thefts. Dealerships are red apples for thieves seeking identity information, bank account numbers, and other ways to take what is not rightfully theirs.

Here's another one, also involving a smartphone. A service department visitor uses a smartphone to take pictures of various customers' repair orders lying on the service desk. Later he calls those customers, using this captured identity data, representing himself as a member of your service staff. He thanks the customer for his or her business, and informs the customer the dealership erred on a transaction and owes the customer \$50. The customer can drop by to pick up a check for the difference, or, the "dealership" can credit that amount to the customer's credit card if they'll provide the credit card number. Given your busy schedule, which option would you choose? Yep, 99% would go with that one too.

In today's world, the paperwork and financial transactions an auto dealership generates are delicious honey to thieves and hackers. They see unprotected documents and unsecure computer data networks as bags of money left unguarded.

Repair orders, deal jackets and photocopies of driver's licenses left in the open or in the copier will certainly yield priceless information for one bent on using it for ill gain. Some time ago while sitting outside an F&I office, I spotted a stack of deal jackets next to a coffee pot in the customer lounge.



It's a shame, isn't it, that the routine paperwork and financial data generated as you sell cars, parts and service can be used against you and your customers and cost both of you dearly.

One of the jobs in the dealership, which no one blames you for disliking – or even loathing – is the compliance work you're required to do. Sure, all the effort to comply with Red Flags, OFAC, EEOC, Gramm-Leach-Bliley and others is a big pain, but comply you must.

A good first step toward protecting your dealership from various noncompliance risks is off-the-shelf compliance software. This software is a start toward becoming more compliant to these critical regulations. The downside to many of these products is they do not create a paper trail. This is the trail that shows what compliance issues you have identified and then rectified, how the issues were corrected, and when and by whom...and what steps are continuing to be taken to ensure the dealership remains compliant to them. The documentation or paper trail supporting compliance activities should go into an organized binder. It is this paperwork OSHA, EEOC or other regulating agency will ask to see when auditing the business or when investigating complaints.

Dealership staff can do this work, but no staff will audit as completely or as thoroughly as will an individual not employed by your business. Here are three hot areas to focus attention on:

- **Employee Safety:** Cal/OSHA violations, especially when they result in personal injury, can be very costly to the dealership. Fines can run as high as \$90,000, which insurance does not cover. Cal/OSHA hot spots include department of transportation certifications; protection equipment around grinders and welders; signage for exits, electrical panel access; fire extinguishers.

....continued page 9



# Chapter Education Meetings

Serving the Valley, Los Angeles,  
Orange County and Inland Empire

## DINNER PROGRAM—SEPTEMBER “Yes, Compliance is a Pain, and Where do I Start?”

Speaker:

**Sue Wilschke**

**Automotive Compliance Consultants**

Have you found yourself asking-

- What are some of the methods that thieves are using to steal the information in your dealership?
- How can I guard against them?
- What are some of the areas I really need to pay attention to?
- What are inspectors looking for? What are the most frequently cited safety violations for automotive dealers?



Come to the September ADOMA meeting at one of the four chapter locations where Sue Wilschke, Consultant at Automotive Compliance Consultants Inc will help you with answers to these and other hot areas for compliance at your dealership.

**Fall Education  
Mini Conference**

*Saturday,  
October 27th  
9am to 4PM  
at SCCTT in Cerritos!*

Registration now open!  
Refer to accompanying  
flyers.

**Chapter  
Registration  
Information  
next page.**

# Registration Information for Chapter Meetings Here

◆ **LOS ANGELES**

**Date: Wednesday, September 19th**

**Time:** Social 6:00 PM, Dinner & Program 6:30 PM

**Cost:** \$35.00 Members & Spouses, \$45.00 Guests

**Location:** **Stevens Steak & Seafood House**  
5332 Stevens Place,  
City of Commerce

Register by **September 16th** by phone, fax, email or our website at [www.adoma.org](http://www.adoma.org) All reservations not honored will be billed for the full meal fee. **Make checks payable to ADOMA-LA:**

c/o Cherie Harris  
Ford of Montebello  
2747 Via Campo, Montebello, CA 90640  
Tel: 323/838-6920 fax: 323/838-6912  
Email: [cheriedharris@yahoo.com](mailto:cheriedharris@yahoo.com)

◆ **ORANGE COUNTY**

**Date: Thursday, September 20th**

**Time:** Social 5:30 PM, Dinner & Program 6:00 PM

**Cost:** \$35.00 Members & Spouses, \$45.00 Guests

**Location:** **Black Angus Restaurant**  
1350 N. Tustin Ave.,  
Santa Ana, CA 92701

Register by **September 19th** by phone, fax, email or our website at [www.adoma.org](http://www.adoma.org) All reservations not honored will be billed for the full meal fee. **Make checks payable to ADOMA-OC:**

ADOMA-OC  
c/o Sherri Johnson  
Allen Cadillac GMC  
28332 Camino Capistrano,  
Laguna Niguel, CA 92677  
Tel: 949/485-3700— Fax 949/364-0110

◆ **INLAND EMPIRE**

**Date: Tuesday, September 25th**

**Time:** Social 5:30 PM, Dinner & Program 6:30 PM

**Cost:** \$35.00 Members & Spouses, \$45.00 Guests

**Location:** **Sizzler (Banquet Room)**  
6631 Clay, Riverside  
(Van Buren & Clay)

Register by **September 21st** by phone, fax, email or our website at [www.adoma.org](http://www.adoma.org) All reservations not honored will be billed for the full meal fee. **Make checks payable to ADOMA-IE:**

ADOMA-IE  
c/o Veronica Tafolla  
9399 Autoplex Dr.,  
Montclair, CA 91763  
Tel: 909-625-5000  
[vtafolla@metrohonda.com](mailto:vtafolla@metrohonda.com)

◆ **VALLEY**

**Date: Wednesday, September 26th**

**Time:** Social 6:00 PM, Dinner 6:30 PM

**Cost:** \$35.00 Members & Spouses, \$45.00 Guests

**Location:** **Lost Hills Country Club Restaurant**  
3301 Lost Canyon Club, Simi Valley  
Tel: 805-306-3805

Register by **September 19th** by phone, fax, email or our website at [www.adoma.org](http://www.adoma.org) All reservations not honored will be billed for the full meal fee. **Make checks payable to ADOMA:**

ADOMA  
c/o Kathy Lindsey  
Simi Valley Ford  
2440 First Street, Simi Valley, CA93065  
Tel: 805-583-0333 - fax: 805-583-0724  
Email: [fordgals@hotmail.com](mailto:fordgals@hotmail.com)

## ADOMA CHAPTER MEETING REGISTRATION

Name: \_\_\_\_\_ Guest: \_\_\_\_\_

Company: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Chapter: \_\_\_ Los Angeles \_\_\_ Orange County \_\_\_ Inland Empire \_\_\_ Valley

Check # \_\_\_\_\_ Amount \$ \_\_\_\_\_ Send payment to chapter contact noted above.



# Automotive

COMPLIANCE CONSULTANTS INC

*The Compliance Solved program offers a one-vendor solution to all your compliance requirements both physical and electronic, making this the most comprehensive compliance program in the industry.*

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Sue Wilschke  
818.297.4168  
swilschke@compliantnow.com  
www.compliantNOW.com

Paving the Road  
to **COMPLIANCE**

# Education TidBits

## National Preparedness Month

### Be Ready! September is National Preparedness Month



Would you be ready if there were an emergency? Be prepared: assemble an emergency supply kit, make your emergency plans, stay informed, and get involved in helping your family, your business, and your community be ready for emergencies.

For easy steps and a check list to prepare yourself, your business and your family, visit the Center for Disease Control and Prevention website at <http://www.cdc.gov/features/beready/>

## Education Article continued from front page....

### Sure it's a Pain, but Comply You Must

- **Data Network Security:** Anti-virus, malware and other anti-malicious-code add-on software programs can help protect your dealership networks against hackers. However, only managed network monitoring and security that monitors the data flows into your building and around your network in real time, 24/7, can truly protect these electronic assets.
- **Harassment:** Fees or settlements for discrimination and harassment suits and settlements can reach almost \$1 million! Employee training that focuses on helping staff understand, recognize and avoid discrimination and/or harassment is a smart investment. So is employment practices liability insurance to help mitigate risk should violations occur and fines or settlements result.

Join ADOMA at one of the September chapter meetings for more information and for valuable Q&A time.

**About the author:** *Former Automotive DMS Trainer and Business Consultant, Sue Wilschke is a Consultant at Automotive Compliance Consultants, and serves as Vice President of the ADOMA Executive Board. Reach her at [swilschke@compliantnow.com](mailto:swilschke@compliantnow.com) or 818.297.4168.*

### *In Memorium*

ADOMA is sad to inform our membership that Lola Belk, past ADOMA chapter president and executive board member, passed away after a prolonged illness. Lola was an invaluable part of the industry and the ADOMA association for over 40 years. Lola will be truly missed by all.

## Platinum Vendor Sponsorship Program

*Big marketing benefits at a low cost!*

The platinum program is designed to meet the needs of our vendors looking for expanded marketing opportunities. Benefits include (limited to 24 firms):

- 1 annual membership complete with all benefits
- 1 full-page newsletter ad
- 1 Opportunity to provide an education article
- 1 full-page ad highlighted on the Vendor Sponsor of the Month page on the ADOMA website, as well as a wealth of other benefits.

Email ADOMA for a packet or visit our website to sign up online today!

[www.adoma.org](http://www.adoma.org)  
or call 714.832.5741

# Valley Chapter Kick-off a Success!

Providing a forum for education and the exchange of ideas and information to improve the administration of the automotive industry.

Dozens of local dealership and vendors came together in August for the kick-off of the "Valley" chapter. Jim Potts was our first speaker. As always with Potts and Associates, the information was clear and direct. NO yawning was observed in the room and lots of valuable information was provided.

Together we discussed the benefits of ADOMA, a need for education in our functions as managers in administration and the advantages of the networking with each other on problems or procedures that another peer manager may be helpful on.

Discussion was opened for suggestions of a more central meeting place, the need for two (2) more officers for the Chapter board and other key start up items. Our new chapter is looking forward to more dealers joining and attending these monthly meetings and help finding the potential more central location.



Not only did we learn, but we laughed and had a chance to meet each other face to face for the first time for many of us.

Thank you all for your support.

A big thank you to the Executive Board of Directors who came long distances to support our new chapter. Jeanine McEntee as President of the Executive Board provided introductions and ADOMA highlights, Sherri Johnson was a great help in needed supplies and set up assistance, Steve Pedraza and Sue Wilschke

two key Executive Board members and vendor supporters were instrumental in the development, marketing and advertising of the Kickoff of the Valley Chapter...Nellie Gabourel and Cherie Harris were also there to support us. Thanks to all of them for their outstanding dedication and support!!

*Let's keep the momentum going!*  
Please join us in September for our second "Valley" meeting. Consider joining the chapter as a Member so that we can continue to grow and provide needed education in the Valley. Board positions are also available.

See you soon!



**Membership  
in ADOMA is  
value added!**

*\$125.00*

*Quality Education  
and Peer Support!*

*\$35.00 for second  
dealer locations.*

*What a deal!*

*Join now and  
receive education &  
meeting discounts.*

*Call (714.832.5741)  
or visit our website  
at [www.adoma.org](http://www.adoma.org)*



360 E. First Street, #914  
Tustin, California 92780  
Tel: 714.832.5741  
Fax: 714.886.1614

### September 2012 Issue

Educational Meetings for Controllers,  
Business & Office Managers in the  
Southern California Area.

ADOMA provides a forum for education and  
the exchange of ideas and information  
to improve the administration of the  
automotive industry.



## Upcoming Events Mark your calendars!

September Dinner Meeting Topic:  
**"Yes, Compliance is a Pain,  
and Where do I Start?"**

*Los Angeles*  
Wednesday, September 19th

*Orange County*  
Thursday, September 20th

*Inland Empire*  
Tuesday, September 25th

*Valley*  
Wednesday, September 26th

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**October 27th**  
ADOMA  
"4th Annual Mini-Conference"  
at SCCTT in Cerritos

## Chapter Board of Directors

[www.adoma.org](http://www.adoma.org)

### INLAND EMPIRE

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