

WATDA PROGRAMS & SERVICES

<u>Topic</u>	<u>First</u>	<u>Ext</u>	<u>Second</u>	<u>Ext</u>	<u>Third</u>	<u>Ext</u>	<u>Outsource</u>
Accounts Payable:	Jean	126	Mari Pat	122			
Accounts Receivable:							
Forms	Donna	129	Dina	114	Sue Miller	124	
Insurance Premium	Lori	120	Sue Rausch	117			
Membership dues	Chryste	128	Megan	123			
New/Used Vehicle Reports	Jean	126	Jackie	119			
Seminars	Karen	101	Julie O.	131			
Reference Manual	Karen	101					
Bonds	Vicki	115	Jean	126	Rosemary Heitmann	*4280	* Capitol Indemnity: 829-4200
Bulletins (copies of back issues)	Crystal	100	Karen	101	Julie O.	131	
Cafeteria Plan, Claims (457)	Shannon	139	Rebecca	121	Chris C.	130	
Cafeteria Plan, Sales	Jim Salerno Sales Rep.	204	Chryste	128	Lee	109	
CARPAC/DEAC	MAG	106	Gary	105	Julie F.	102	
Computers (WATDA)	Bob	123	Sue M.	124			
Consumer Complaints	Sue M.	124	Linda P.	116	Chris	107	
Dealer Point (newspaper)	Linda	116					
Education							
Seminar Registration	Karen	101	Julie O.	131	Crystal	100	
Seminar Planning	Karen	101	Julie F.	102			
Manual/Packet Ordering	Karen	101	Megan	123			
Endorsed Services, Including:	Sales:						
Ad Specialties (WATDASI)	Donna	129	John	207	Dina	114	
AutoCheck Express (vehicle history rpts)	Chryste	128					
Credit/Debit Card Processing (1 st National)	Chris S.	107					
Computerized Vehicle Registration (CVR)	Sue M.	124					
Customer Relationship Mgmt (Autobase)	Chryste	128					
Vehicle Details	Chryste	128	John	207			
Dealer Buying Co-op (WISCO)	John	207	Gary	105			
Office Supplies (Office Depot)	John	207					
Environmental (KPA)	Chris S.	107					
Telecommunications (Globalcom)	Chris S.	107					
Long Term Disability (American Fidelity)	Lee	109	Jim S.	124			
On-Site Registration (CVR)	Sue M	124	Chryste	128			
New & Used Vehicle Reports (Reg-Trak)	Megan	123	Jean	126			
P&C/Worker's Comp.(ADSI/United Heartland)	Lee	109	Sue R.	125			
Rust Protection (ECP)	Chris	107	Chryste	128			
F & I Products (Protective)	Gary	105	Chryste	128			
iCarsandTrucks,Com	Chryste	128	Chris	107			
Webouts	Chryste	128					
Forms (800) 236-7272							
Custom	Donna	129	John	207	Dina	114	
How to use	Sue M.	124			John	207	
Stock/Pre-packaged	Dina	114	Donna	129	Sue M	124	
Vehicle Details	Chryste	128	Donna	129	Sue M	124	
Foundation of WATDA	Linda P.	116	Ray 414-359-1500		Gary W. Julie O	105 131	
Insurance Trust							
Claims/insured or provider call (450)	Merrie	110	Sue Rausch	117			
	Barb L.	142					
	Barb A.	125					
	Christine F.	113					

Topic	First	Ext	Second	Ext	Third	Ext	Outsource
Insurance Trust continued							
Appeals	Chris C.	130					
Dental	Vicki	115	Sue R.	117			
Enrollment	Lori	120			Sue R.	117	
Third Party Liability	Christine F.	113	Sue R.	117			
Prescription Cards	Christine F.	113	Sue R.	117			
P&C Worker's Comp.	Vicki	115	Sue R.	117			
Rates/Sales proposal	Lee	109	Lori.	120	Sue R.	117	
Short Term Disability	Vicki	115	Jim S.	204	Sue R.	117	
COBRA/HIPPA	Sue R.	117	Lori.	117			
Legislative Issues	MAG	106	Chris S.	107	Gary.	105	Paul Norman (608) 283-1766
Media Contacts	Gary	105					
Meetings							
Master Calendar	Julie O.	131	Julie F.	102			
Membership							
Associate	Chryste	128					
Dues/Invoice (Accuracy)	Chryste	128					
Dues/Inquiry-Complaint	Chryste	128					
NADA	Chryste	128					
ATD	Chris S.	107	Gary	105			
Membership Inquiry	Chryste	128					
Posters (State and Federal posting requirements)	Jean	126	Sue M	124			
Public Relations	Gary	105	Linda	116			
Purchasing							
Office Supplies	Julie O.	131	Julie F.	102			
Office Equipment			Julie O.	131			
Reference Manual							
Ordering Copies	Karen	101	Sue M	124			
Using the Reference Manual	Sue M.	124					
Registration Reports/NVR (Reg Trak)							
Billings/Invoice Sales	Jean	126	Jackie	119			*Sales: Scott Quimby, Reg Trak 877-335-2525
Customer Service							
Program Mechanics							
Scholarships	Julie O.	131	Linda P.	116			
Seminars	Karen	101	Julie F.	102			
T-Reg	Donna	129	Dina	114	Sue M.	124	
Truck Program	Chris S.	107	Julie F.	102			
Used Car Council	MAG	106	Julie F	102			
Website							
Login	Karen	101	Receptionist	100			
How to use	Sue M.	124					

DEALER QUESTIONS

<u>Topic</u>	<u>First</u>	<u>Ext</u>	<u>Second</u>	<u>Ext</u>	<u>Third</u>	<u>Ext</u>	<u>Outsource</u>
Accounting (LIFO, Payroll, Taxes, etc.)			Chris S.	107			
Advertising, including: Pre-approval of ad Competitive Complaint Clearance Vehicles Group Ads Invoice Price Lease Ads Lottery MSRP/Price Comparison Program Cars Promotions Rebates/Discounts	Chris S.	107	MAG	106	Liza Longhini UW Center 414-227-3252		Gary Antoniewicz 283-1759
Brokering (non-licensed sales)	MAG	106	Chris S.	107	Sue M	124	
Buy Here/Pay Here	Chris S.	107	Sue M.	124	.		Gary A.
Subprime Financing	Sue M	124					Gary A.
Cash Reporting	Sue M	124	Chris S.	107			
Consumer Complaints against Dealer	Sue M.	124	Linda	116	Chris S.	107	
Dealer Concerns about Consumer Complaints	Chris S.	107	MAG	106	Sue M	124	
Credit & Financing Credit Insurance Consumer Credit – Retail Inst. Contract Marital Property Law DFI Audits Regulation Z Repossession	MAG Sue M. Chris S. Sue M Sue M. Chris S.	106 124 107 124 124 107	Chris S. MAG MAG	107 106 106	Chris S.	107	Gary A.
Dealer Licensing	MAG	106	Chris S.	107	Sue M.	124	
Dealer Plates	Chris S.	107	Sue M.	124			
Environmental, including: Hazardous Waste I/M (Inspection/Maintenance) PECFA Recycling Superfund Underground Storage Tanks	Chris S. Chris S. Chris S. Chris S. Chris S. Chris S.	107 107 107 107 107 107	MAG MAG MAG Gary MAG MAG	106 106 106 105 106 106			Lori Kobza KPA
Forms Use	Sue M.	124	John	207			
Franchise/Mfr. Relations, including: Arbitration Dealer Agreement Relevant Market Area Sale of Dealership Successorship Termination/Cancellations/Non-Renewal	MAG	106	Chris S.	107			Paul Norman
GAP Coverage	Sue M.	124					
Leasing Issues, including: Lease Order Form Prelease Agreement Sales Tax on Trade-in	Sue M. Sue M. Sue M.	124 124 124	Chris S. Chris S.	107 107			
Lemon Law	Chris S.	107	MAG	106	Sue M	124	Gary A.
Mechanics Lien	Chris S.	107	MAG	106	Sue M.	124	Gary A.
Odometers, Including: Disclosure Requirements (TIMA) Tampering	Sue M.	124	Chris S.	107			Gary A.

Topic	First	Ext	Second	Ext	Third	Ext	Outsource
OSHA and Employee-Right-to-Know	Chris S.	107	MAG	106			
Personnel Issues, including: Family & Medical Leave Act Discrimination Employee Handbooks Hiring/Firing Unemployment Compensation Wage/Hour (minors, overtime, etc.) Sexual Harassment	MAG	106	Chris S.	107			Bob Gregg 283-1751
Record Retention	Chris S.	107	Sue M.	124			
Sales Issues, including: Consignment Sales Credit Card Use Damage Disclosure (6% Rule) Leasing Minors Off-Premise Sales Power of Attorney Purchase Contract Rust Protection School-bus/van sales Trade-Ins Used Vehicle Disclosure Warranty	Sue M. Chris S. Sue M. Sue M. Sue M. Sue M. Chris S. Sue M. Chris S. Chris S. Sue M. Sue M. Sue M. Chris S.	124 107 124 124 124 124 107 124 107 107 124 124 124 107	Chris S. MAG Chris S. Chris S. Chris S. Chris S. Sue M. Chris S. Sue M. Sue M. Chris S. Chris S. Sue M.	107 106 107 107 107 107 124 107 124 124 107 107 106 124	Sue M. MAG MAG MAG MAG MAG MAG MAG MAG MAG MAG MAG MAG MAG	124 106 106 106 106 107 107 106 107 106 106 106 106 106	Gary A.
Sales Person Licensing	Chris S.	107	Sue M.	124	MAG	106	
Service/Body Shop, including: ATCP 132 OEM vs. Non-OEM Parts Service Contract Warranty Labor Rate	Chris S.	107	MAG.	106	Sue M.	124	Gary A.
Small Claims Court	Chris S.	107	MAG	106			Gary A.
Tax, including: Demo Tax DOR Audits Sales/Use Tax (State & Local) Federal Excise Tax (F.E.T.)	Chris S.	107	Sue M.	124			NADA-ATD
Title & Registration	Sue M.	124	Chris S.	107			
Title Branding (Salvage Vehicles)	Sue M.	124	Chris S.	107			
Truck, Including: Annual Vehicle Inspection Commercial Driver's License Federal Excise Tax (F.E.T.)	Chris S.	107					NADA-ATD