

# Who to Call @ PAA

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PAA provides training, compliance reviews and career awareness materials for dealerships.

**Agent Services Training (Title)** - Becky Ross, Jessica Charles, Allison Mitchell, Don Busey, Dan McMillen, Kris Barrett

PennDOT contracts require training for anyone involved in completing motor vehicle transactions and/or is responsible for accuracy of paperwork. PAA's training courses are PennDOT certified.

We offer the following training courses and options.

- Basic Training Course – This course is required for new employees and individuals with less than one-year experience working with PennDOT documents.
- Offered in three areas around the state twice a year – Harrisburg, Philadelphia and Pittsburgh.
- The Basic Training Course is also offered online through PAA.
- 2-day Titling & Registration Certification Course – This course also satisfies the PennDOT Basic Training requirements of the contract, providing more in-depth knowledge of the

# Who to Call @ PAA

titling process.

- Offered in Harrisburg twice a year and in Pittsburgh typically once a year.
- This course is not offered online.

**Advanced Training Course** – This course is required every two years for individuals with more than one-year experience working with PennDOT documents or for those individuals who have completed the Basic Level Course.

- Offered around the state on 20+ different dates throughout the year.
- The Advanced Training Course is also offered online through PAA.
- PAA offers any of the Agent Services Training for Basic and Advanced Course in the dealership. Dealers have PAA come into the dealership and train all their employees at the same time. We schedule these trainings throughout the year.

Registration and payment for all training may be completed at [www.paa.org/seminars](http://www.paa.org/seminars).

## **Notary Training** – Becky Ross, Jessica Charles

The PA Department of State mandates that all notary publics complete a 3-hour notary course when they are first commissioned and recommissioned. A Notary Public's commission is renewed every four years. PAA offers the mandated Rulona-compliant 3-hour basic notary course online and is currently working on the 3-hour online advanced notary course.

The course is self-paced so that you can go in and out of the course as much as needed. The course is available 24/7. The PAA Notary Training is only offered as an online course. Registration may be completed at [www.paa.org/seminars](http://www.paa.org/seminars).

## **Webinars** – Becky Ross, Jessica Charles, Allison Mitchell

PAA offers webinars on a variety of dealer topics throughout the year. The webinars are typically 45-60 minutes in length.

## **Miscellaneous Online Training** – Becky Ross, Jessica Charles

In addition to the Agent Services and Notary Training offered online, PAA offers the following online courses:

- **Red Flags Employee Training Program** – This course is offered as an annual rooftop subscription to enable dealers to train their employees meeting the FTC Red Flags Rule requirements. Dealerships must train all employees who handle sensitive information to know how to identify, detect and respond to Red Flags.
- **Freon/Mobile AC Training** – Automotive technicians who repair or service motor vehicle air conditioning systems must be trained and certified through a U.S. Environmental Protection Agency (EPA) approved program. PAA offers an online certification and testing program.
- **Professionalism on the Phone** – PAA developed a phone course focusing on the importance of good telephone techniques and exceptional customer service. The

# Who to Call @ PAA

training, like all the online training, is self-paced and can be taken from any internet-based computer.

## **Manuals** – Becky Ross, Jessica Charles

PAA sells several manuals to assist dealerships with compliance and paperwork.

- Title and Registration Manual – PAA writes and produces this 900+ page manual covering all aspects of title and registration processes, managing deals, and maintaining compliance.
- Safeguarding and Identity Theft and Red Flags Manual – All dealerships must have a written policy in place describing the “safeguards” used to protect customers’ private information. This manual can be customized to meet the dealership’s individual requirements. When used properly, this manual will constitute the dealership’s own policies and procedures.
- Dealer Advertising Guide - This guide to Pennsylvania’s law on dealer advertising was prepared by PAA in conjunction with the Office of the Attorney General. Focusing on the law and its practical applications, it is designed to provide dealers and their advertising agencies with guidelines for proper advertising practices. This resource manual is presented as a layman’s guide to assist dealers in complying with the vehicle advertising regulations. PAA now provides this manual at no cost as a member benefit.

Compliance Reviews – Allison Mitchell, Don Busey, Dan McMillen, Kris Barrett, Becky Ross  
PAA performs compliance reviews in the dealership. A standard compliance review examines business records and customer files to assess that procedures used by dealership personnel and policy decisions made by management are in compliance with the respective laws and regulations. Based on the results of a review, PAA:

- Provides a detailed report on the policies and procedures being utilized by the dealership.
- Highlights areas of compliance with emphasis on areas of non-compliance.
- Provides recommendations to assist in compliance implementation.

PAA performs the following reviews:

- Sales Process
- Privacy, Safeguarding and Red Flags
- Sales & Use Tax
- 8300 Cash Reporting
- Safety Inspection & Data Analysis

## **Career Awareness** – Allison Mitchell

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PAA has developed a tool kit for dealerships to utilize for outreach to students, parents, guidance counselors and teachers for the purpose of promoting careers in the automotive and heavy-truck industry. Attracting young people to the opportunities in dealerships has become increasingly difficult, particularly in the technician field. The tool kit provides guided presentations for students, both middle school and high school, career brochures, and guidance in reaching out to schools.