



**WALLOWA COUNTY
CHAMBER OF COMMERCE**
309 South River Street, Ste B
PO Box 427
Enterprise, OR 97828
Phone: (541) 426-4622
Email: info@wallowacounty.org

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OCTOBER 2011

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Oregon Better Business Brings Great Information to Wallowa County! Hosted by the Wallowa County Chamber of Commerce

Kyle Kavas, Oregon Public Relations Manager, talked before businesses on the common scams targeting businesses and consumers September 21, 2011 at the Tomas Conference Center.

Wallowa County is in the era of Internet and subjected even more to the scams common to all business communities. The chamber found this information to be so important that it will be included in the next few newsletters for membership convenience.

Common scams targeting businesses:

Directory scam solicitors claim affiliation with Yellow Pages or other directories and to update company info in directory listings. Businesses end up getting billed for ads or listings they didn't agree to.

- ◆ Educate staff to recognize suspicious calls.
- ◆ Ask questions. Reputable directories can prove subscription and distribution information.
- ◆ Do research and verify validity through recognized trade associations.
- ◆ Get details in writing and read fine print.

Vanity award providers send notices saying businesses have won an award, but must pay to receive it. Many business owners feel flattered, but awards are worthless.

- ◆ Be wary if asked to pay money to win or receive an award, public recognition, or plaques.
- ◆ Research the provider and lookout for negative reviews.
- ◆ Ask questions about previous award winners and find out how winners are determined.

Office supply solicitors send businesses phony bills, invoices or contracts in hopes that staff will pay for unordered office supplies or equipment. Businesses pay for equipment that isn't from their office supply vendor. In some cases, supplies never arrive.

- ◆ Ask for proof; such as a business agreement or past invoices.
- ◆ Document orders; track when products are ordered and received.
- ◆ Before paying, check the books carefully or consult accounts payable staff.
- ◆ Train employees not to agree or disagree to purchases unless they have permission.

Overpayment scammers or customer impersonators overpay for goods or services by check or credit card; but data is fake or stolen. Then, they ask businesses to wire extra money back to them or to a third party. Businesses lose funds in this money-wiring scheme.

- ◆ Be wary of all overpayment requests.
- ◆ Ask detailed questions. Always avoid wiring money to unknown customers or vendors.
- ◆ Verify payments are legitimate before providing products or services.

Phishing emails allow Internet scammers to hack computer networks or gain financial data. Senders often use false high urgency notices to scare companies; some appear to come from government entities and others claim to offer awards, grants or settlement money.

- ◆ Be skeptical. Verify legitimacy and use a public directory to contract the real agency.
- ◆ Don't share personal or financial details. Don't reply, click links or open attachments.
- ◆ Report suspicious emails to: spam@uce.gov and reportphishing@antiphishing.org.
- ◆ Ensure anti-virus software is installed and up-to-date. (continues on page 2)

Stolen Identity scammers or business thieves pose as representatives of real or closed companies to defraud customers and damage good businesses' reputations. Ripped off customers mistakenly blame real companies.

- ◆ Properly register business licensing.
- ◆ Claim the business address through the post office.
- ◆ Trademark or copyright business property.
- ◆ If a business identity is stolen, notify customers via mass communication , through emails or press releases .

Data breach thieves and hackers loot company files for sensitive data and negligent or untrained employees carelessly handle or fail to secure records or databases. Businesses risk losing security and consumer trust.

- ◆ Secure sensitive data. Monitor and transmit data carefully.
- ◆ Protect processed payments; become PCI compliant (Payment Card Industry, data security).
- ◆ Shred unwanted, outdated paperwork.

The BBB is a recognized leader in the design, development and implementation of dispute resolution programs for businesses.

Report Scams or File Complaints to:

Better Business Bureau:

Call 1-503-212-3022 or email investigations@thebbb.org

The State Attorney General's Office:

1-877-877-9392 or submit complaint to <http://doj.state.or.us/>

The Internet Crime Complaint Center

Submit complaints to <http://www.ic3.gov/>

Anti-Phishing Work Group

Forward emails to reportphishing@antiphishing.org



Facebook



Community Calendar

THE CHAMBER'S COUNTYWIDE COMMUNITY CALENDAR & FACEBOOK PAGE

Do you want YOUR special event or news made available to the public?

The Chamber started a community calendar a few years ago, big success! Now we are providing a facebook page for use of community events and information. The more local information we receive; the more useful both the community Facebook page will become for everyone. Consider the benefits of one countywide Facebook page. If you aren't ready to hassle with your own Facebook page or you want to double up on the impact of your social media program, check it out! Easy access for your convenience and review:

Visit www.wallowacountychamber.com, on left side of home page click on the community calendar or the Facebook Icon



CONTACTS:		Wallowa County Visitor Report for July				
		Info. Requests	September 2011	August 2011	YTD	August 2010
Other/Friend	75					
Sunset	0					
Triple A Via Magazine	16					
Oregon Travel Guide	9	Walk-In's Visitors/Business	484	451	3,677	1004
Oregonian	1	Visitor Packets Sent	20	126	1,680	44
NW Travel	0	Incoming phone/email contacts	479	522	5,009	811
Brochures	7	Relocation packets	0	1	14	2
EOVA	3	Total Contacts	983	1,100	10,380	3887
Travel Articles	0	Website Visits (not hits)	29,367	37,473	168,147	7874
Telephone Directory	57	Member Referrals Made	2254	3,519	15,512	1615
Internet & Letters	132	JOSEPH BOOTH	1,981	3,102	9,367	1793
Conference/Reunion/wed	2					
Other Chambers & Radio	16					

More is BETTER!

Double the Winners

One "Biggest Business" shopper wins \$200 in Buckskin Bucks!
One "Biggest Citizen" shopper wins \$200 in Buckskin Bucks!

Are You Wallowa County's **BIGGEST BUY LOCAL Shopper?**



Sponsored by the Wallowa County Chamber and Wallowa County Chieftain.

THE RULES

Starting September 22 through October 7 save all of your receipts from these local businesses found on this page to prove you are the biggest shop local shopper in Wallowa County!

IT IS SO SIMPLE!

- Shop at any/all of these participating businesses found on this page between Sept. 22 - Oct. 7.
- Keep all of your receipts from each business.
- Turn in your receipts to the Wallowa County Chamber, 309 S. River Street, Suite B, in Enterprise by 1 p.m. Friday, Oct. 7 with a completed entry form that can be picked up at the chamber office.
- The "Business Shopper" and "Citizen Shopper" who turns in the highest dollar amount of total receipts between Sept. 22 - Oct. 7 will win \$200 in Buckskin Bucks donated by the Wallowa County Chamber and Wallowa County Chieftain. The winners will be featured in the Oct. 13 edition of the Chieftain.

LOCAL DEAL OF THE WEEK
valid from 9/22 - 9/28

20% off a purchase of \$50 or more!

JOSEPH HARDWARE
www.joseph-dotbest.com

Excludes firearms and tools. Bring this ad with you to redeem. Limit one per household.

WORK HARD. PLAY HARD. JO HARD.

15 South Main Street - Joseph, Oregon 541-432-2271

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Call Today 541-426-4567

WALLOWA COUNTY CHIEFTAIN
P.O. Box 338 • 209 NW First Street • Enterprise, OR

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through September 30, 2011

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The ONE store for your perfect floor!
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Enterprise • 800 S. River St. • (541) 426-9228

Start your **WEEKEND PROJECT!**

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Expires 10/31/11

Hurricane Creek Rd • Enterprise • (541) 426-3116

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as he putt putt chuffs his way to new adventure

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40% OFF ALL
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- Remodels
- Plumbing Fixtures & Supplies
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Wallowa County Chamber of Commerce Board Elections

Nominations are officially open for Board positions



Opens October 1st and ends 5:00 pm, October 31st
Submit to the Wallowa County Chamber of Commerce Office

Open Board Positions:



Vice President



Small Business Director



Farm/Ranch Director



Secretary/Treasurer



Healthcare Director



Timber Director



Enterprise Director



Outlying Rural Area Director



Tourism Director

Nominations may be made by current members of the chamber from the floor at the October 6th *After Business Hours Social Networking Meeting* or by submitting a completed nomination to the office or email info@wallowacounty.org by 5:00 pm October 31st.

Please be specific with your nomination and identify what position your nominee will fill. Be sure to include a full name, address, and phone number of nominee. All nominations must be made by a current member of the chamber and nominees are a member in good standing. Nominations must include the name & phone number of the nominator.

After Nominations Close on October 31st:

A ballot will be sent to members in the November Newsletter and will be emailed upon request. All ballots must be submitted by November 14th. Ballots will be counted by November 30th. Results to be announced December 3rd and will be included in the December Newsletter. The new Board will start January 1, 2012.

2012 Nomination Form

<Must include full name, address, phone # and be a member of the chamber in good standing>

Vice President: _____

Secretary/Treasure: _____

Enterprise Director: _____

Small Business Director: _____

Healthcare Director: _____

Outlying Rural Area: _____

Ranch/Farm Director: _____

Timber Director: _____

Tourism Director: _____

NOMINATOR SIGNATURE: _____ **DATE:** _____

PHONE: _____



AFTER BUSINESS HOURS MEETING
TOMAS CONFERENCE CENTER
ENTERPRISE, OR

October 6th, Thursday Evening, 5:00 pm to 7:00 pm

You Are Invited To Attend Our
After Business Hours Social Networking:

PROGRAM

Susan Crow, Saga City Publications
Marketing Northeast Oregon



Stacey Durden,
AirLink Critical Care Transport



Wallowa County Chamber of Commerce
309 South River Road, Ste B
Enterprise, OR

Refreshment Provided by the Chamber

Brief Agenda

SOCIAL NETWORKING & REFRESHMENTS
ELECTIONS, NOMINATIONS FROM THE FLOOR FOR THE
2011 WALLOWA COUNTY CHAMBER BOARD OF DIRECTORS

For questions about the meeting contact the Chamber, 426-4622



PO Box 427
Enterprise, OR 97828

www.wallowacountychamber.com

After Business Hours Social Networking

5:00—7:00pm, October 6, 2011

Tomas Conference Room , Enterprise, OR

Program:

**Susan Crow, SagaCity &
Stacey Durden, AirLink**

**Refreshments Provided by the
Wallowa County Chamber**

First Annual Wallowa Lake State Park Triathlon September 17, 2011

On behalf of Safe Harbors and Wallowa Lake State Park I would like to sincerely thank the citizens of Wallowa County for their support of our first annual triathlon. The event could not have been possible without our wonderful sponsors, dedicated volunteers, and local participants and I am happy to report that the race was a great success!

We welcomed 116 total participants: 19 relay teams consisting of 3 people and 59 individual racers. Many Wallowa County locals participated in the race, but a large percentage of racers (about 45%) were from outside the county, some from as far away as Colorado, Arizona, and Utah, as well as throughout Idaho, Oregon, and Washington. These racers brought a great deal of business to Wallowa County and after sending out questionnaires to find out where they stayed, ate, and shopped during their time here, we've discovered many preferred supporting race sponsors when at all possible. Some examples of businesses supported were: Little Bear Diner, Terminal Gravity Brewery, Mutiny Brewing, Embers, Wallowa Lake Tramway, Best Western, Cheyenne Cafe, Arrowhead Chocolates, and others. We hope to welcome more restaurant sponsors next year and consider creating some type of coupon booklet for racers to encourage even more support for local businesses. Many racers stated that they were very happy to have a triathlon in Wallowa County and loved having an excuse to visit the area. We estimate that in addition to our 116 participants there were about 200 spectators during the event.

We're pleased to report that there were no injuries during the triathlon and racers approved of the course and organization of the race. Many participants commented that it was one of the best first year events they had been a part of, and we owe much of that to community support and assistance. In the end we raised over \$2,540 for Safe Harbors which more than surpassed our expectations. We are so grateful to Wallowa County for all the support and we look forward to our 2nd Annual Wallowa Lake State Park Triathlon: Race to End Abuse which will take place September 15, 2012.

Thank you very much! If you have any questions please feel free to contact either Jeanette Johnson of Safe Harbors, 541-426-4004 or me, Madeline Lau, Interpretive Park Ranger at Wallowa Lake State Park, 541-432-8855 ext.24."

Area Directors

Enterprise

Kathy Casper,
Wheatland Insurance

Joseph/Wallowa Lake

Ruby Lathrop,
Sterling Savings Bank

Wallowa/Lostine

Jim Soares,
Wallowa Mountain Prop.

Education

John Williams,
WC Extension Office

Rural/Outlying

Cynthia Warnock,
WC Soil & Water CD

Health Care

(At Large)
David Harman,
WC Health Care Dist

Public Relations

(At-Large)
Shannon Novakovich,
Esprit Inc.

Small Business

(At-Large)
Marc Stauffer,
Stauffer's Refinishing

Tourism

Nancy Ruder,
Wallowa Mountain
Visitor Center