

# THE LEADING EDGE



## United Application Standards Group



### Note

### From the President

See You In Atlanta –

*From the UASG President*

The UASG will be hosting a full day membership meeting in Atlanta on November 5th in conjunction with the SGIA show. We will also have lunch sponsored by 3M and served by Wolfgang Puck Catering, and a social following the meeting sponsored once again by Trim USA. Please be sure to personally thank our sponsors when you see them for their generosity and support of the UASG!

The UASG will not be having an exhibit booth with demonstrations this year at the SGIA Expo. As you know, the UASG hosted a large booth with demonstrations at the Mid Atlantic Truck show this past March in Louisville, KY. Many thanks to Jim Campbell for his outstanding guidance and service leading up to and throughout the show.

Over the next 60 days, we will be putting out information related to our annual meeting. Once again, we are hard at work confirming speakers on a variety of topics that we hope will be interesting to you. If there is a particular topic that you are interested in, please feel free to share your thoughts and ideas by sending an email to [feedback@uasg.org](mailto:feedback@uasg.org).

Potential annual meeting topics we are currently working on:

**Fleet Management using GPS**

**Labor Issues**

**Personality and Skills Test Validation**

**New Products**



All members will soon be receiving an email with a link to the hotel property, the Aloft Atlanta Downtown, which we have designated as our home base for the show. This property is located across the street from the Georgia Aquarium, which is where we will hold our annual meeting. It is also conveniently located near the convention center as well. Please reserve your rooms as early as possible because when the reservation deadline passes, the rooms will be released and made available to the general public. **The cut-off date is 5:00 PM on October 20, 2015. After the cut-off date, it is at the hotel's discretion whether to accept additional reservations, w** at if the UASG took over the hotel for the show!

To book your hotel at the UASG designated hotel, the Aloft Atlanta Downtown, please use the following link:

<https://www.starwoodmeeting.com/events/start.action?id=1507204953&key=941B69C>

If you prefer an alternate hotel, you can always go through the SGIA site and make your reservations at the discounted rates. You do not have to be a SGIA member to navigate the housing selection for the SGIA Expo.

To view all available hotels offered through the SGIA site, please use this link:

<https://www.tphousing.com/ph2/HotelAvail.aspx>



[www.facebook.com/unitedapplicationstandardsgroup](http://www.facebook.com/unitedapplicationstandardsgroup)

### Current Board of Directors

Julie Martin	President
Ward Schneider	Vice-President
Al Chieco	Co-Chairman, Ethics Committee
John Carthey	Chairman, New Members
Mark Knoff	Manufacturer Representative
Lloyd Paxton	Chairman, Certification Committee
Mike Stavreff	3M Representative
Steve Reininger	Co-Chairman, Ethics Committee
Chris Prenovost	
Greg Ford	

### Other

Sharon Paxton	Secretary, Certification Committee
Kip Johnson	Administrator, Treasurer
Jan Clippard	Secretary

### Contact Info:

Questions / Comments: [feedback@uasg.org](mailto:feedback@uasg.org)  
On The Web: [www.uasg.org](http://www.uasg.org)



## SCHNEIDER GRAPHICS of MISSOURI

The St. Louis Blues Fanboni (a fan zamboni) made its way around the ice and the streets of St. Louis again during the 2015 NHL Playoffs. The Fanboni, which made its debut during the 2014 NHL Playoffs, was designed and installed by Schneider Graphics of Missouri. The wrap using 3M 180Cv3 with 8520 gloss laminate features the images and names of Blues players throughout the franchise's history. Schneider Graphics worked closely on this project with representatives from the St. Louis Blues and Hellbent Performance Off Road.

**SPOTLIGHT  
MEMBER**







# United Application Standards Group



**SPOTLIGHT  
MEMBER**

## GRAPHIC INSTALLATIONS, INC.

Adam Segura: Graphic installation was in my blood and thankfully so, as it has been an exciting and rewarding venture. I grew up in the sign industry and remember all the way back to helping my father in his shop as a little boy when he got the new Gerber Sign Maker 4 in the 1980's. I worked for my father and a few different sign shops but It wasn't until my wife was expecting our first born in 2005 that we decided I should go into business for myself, with nothing more than my tools, a 1968 Chevy pick-up truck and a computer bought on credit. I set out to build a business. By 2010, I could no longer handle the work load alone so my wife quit her job, incorporated us as Graphic Installations, Inc. and we've never looked back.

Graphic Installations, Inc. is based out of Corona CA, providing services throughout Southern California. We started out with our focus on wrapping fleet vehicles, but clearly there was another path we were destined for. One night in 2006, a client reached out for an emergency retail installation and the rest is history. Over the years, we have come to specialize in event, corporate and retail installations and found a love for textured surface application. We offer a wide array of services and pride ourselves on the quality of work we provide. Becoming a UASG/3M Certified Graphics Installation Company was that next necessary step to prove our quality of work and dedication to our trade.

Please visit our website [www.giinc.net](http://www.giinc.net) to learn more about our services and check out a portfolio of our work at [www.instagram.com/giinc](http://www.instagram.com/giinc) or give us a call at 951-500-9410. We'd be happy to hear from you!



**3M Certified**  
Graphics Installation Company





# United Application Standards Group

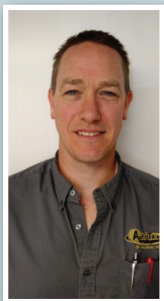
New Members (3/2015 to 7/2015)



## Auto Trim of Wausau, WI

Paul Kocaja, Manager  
116 N. 3rd Avenue  
Wausau, WI 54401  
Office: 715-842-9114 ext. 3  
[paulk@atna.net](mailto:paulk@atna.net)  
[www.autotrimofwausau.com](http://www.autotrimofwausau.com)

Tested Installer: Mike Plaisted



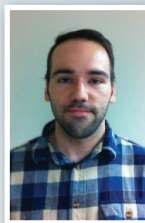
Auto Trim and Sign has been in business for more than 35 years. We install graphics, vehicle wraps and signage. We are also certified installers of paint protection film and commercial, automotive and residential window tint.



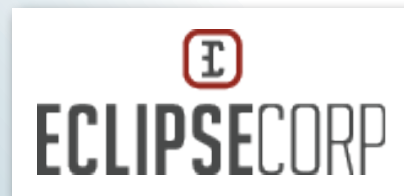
## Advanced Imaging, Inc.

John Macnamara  
234 Ballardville Street  
Wilmington, MA 01887  
978-658-7776

Tested Installer: John Scott



Advanced Imaging strives to highest level of craftsmanship while delivering graphic solutions that capture the visions and requirements of our clients. By combining years of experience with large format digital printing and installations this allows us to fulfill our goal: Always strive to exceed our client's expectations! Please feel free to visit our web site at: [Advimage.com](http://Advimage.com)



## ECLIPSECORP

825 Taylor Road  
Gahanna, Ohio 43230  
Phone: 614-626-8536  
[www.eclipse-corp.com](http://www.eclipse-corp.com)

Tested Installer: Paul Hartong



EclipseCorp creates images that IGNITE and EMPOWER our clients' brands. We work as partners with our clients to create images that give visual meaning to their brand message through unique finishing and installation solutions, custom grand-format printing, and vinyl cutting, as well as photography, video, retouching and digital pre-press.



## Creative Color, Inc.

Jeff Volino - Co-Owner  
11975 Portland Avenue  
Suite 122  
Burnsville, MN 55337

Tested Installer:  
Kyle Willemssen



Creative Color Graphic & Print is a leader in high quality custom printing and installation. Our award winning design staff and state of the art technology gives our clients the competitive edge they are after. From full color fleet vehicle installations to sports car wraps, wall murals, window graphics and more, Creative Color is your partner in the trade.



## Digital Imaging Group (DIG)

Chase Wolverton – General Manager  
513 Liberty Road  
Flowood, MS 39232  
[Sales@dig.us.com](mailto:Sales@dig.us.com)  
[www.digwraps.com](http://www.digwraps.com)

Tested Installer:  
Zach Wolverton



DIG Wraps, (a division of DIG Inc.) specializes in creative marketing solutions through large format printing and graphics. DIG creates effective branding and advertising concepts by providing unique, innovative and cost effective marketing that traditional advertising misses. Vehicle wraps, elevator wraps, window, floor and wall murals are all part of our services. DIG is a full service provider for all large format solutions. We design, print, cut, install nationally, and help bring ideas to fruition.

DIG prides itself on its superior customer service and solution based offerings. Our team of certified installers along with our dedicated and talented design team will help make your vision a reality.



# United Application Standards Group

New Members (3/2015 to 7/2015)



## Lawrence Signup

Ben Koehn - Owner  
725 N. 2<sup>nd</sup> Street  
Lawrence, KS 66044

Tested Installer:  
Eric Darmsteadter



Sign Up is a full service signs, digital print and graphics provider located in Lawrence, Kansas. Our product offerings range from small business cards and business stationery to large illuminated signs and complete vehicle and surface wraps. We started as a one person operation during the rough economic climate of 2010 and have gradually increased our capabilities, facilities, staff and product offerings. It is our intention to provide top quality service and deliver projects on time and under budget.



## Perfect Signs

162 Industrial Park Drive  
Hollister, MO 65672  
417-337-7446  
[mike@perfectsigns.com](mailto:mike@perfectsigns.com)

Tested Installer:  
Mike Cooper



PerfectSigns.com's mission is to create imaginative and effective visual images that drive revenue for successful businesses. We have a passion for creating art everyday that has a lasting effect on the people that view it. Our priorities are to provide superior quality and unmatched customer service at competitive prices for all types of graphic images from vehicle wraps to interior retail displays.



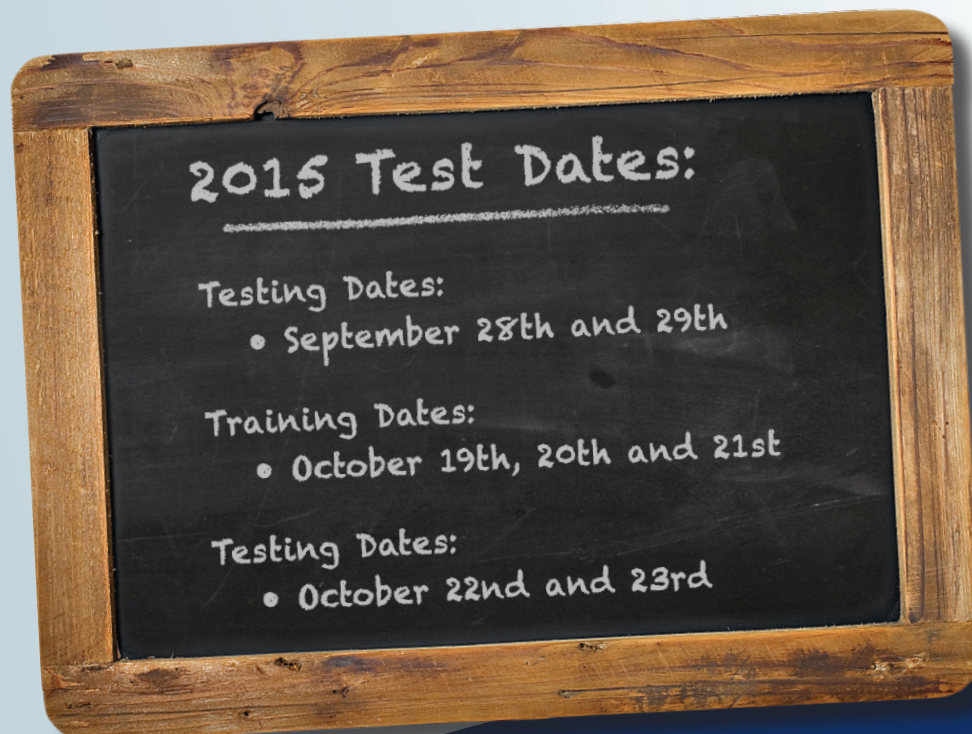
## Ready 2 Run Graphics

240 Barber Avenue, Suite R  
Worcester, MA 01606  
[erickaw@ready2rungraphics.com](mailto:erickaw@ready2rungraphics.com)

Tested Installer:  
Dan Winchester



Ready 2 Run Graphics & Signs Inc. is a Service Disabled Veteran Owned Small Business (SDVOSB). We are family owned and operated. We supply custom signs, graphics, vehicle wraps, banners, flags and decals to businesses in Worcester MA and the surrounding area. We design, fabricate and install innovative visual communications solutions for our customers. We pride ourselves on Quality, Professionalism, and Responsiveness.







# United Application Standards Group

## Marcio Oliveira - 3M Technical Service



Marcio was born in a very small town in Brazil and still has dual citizenship for the United States and Brazil. When he was born, he came home from the hospital riding on the back of a motorcycle, and he's been hooked on motorcycles ever since. He drove from Minnesota to the Sturgis Motorcycle Rally in South Dakota for the first time at age 14. He's been a private pilot and has owned three small planes. He calls himself a recovering Corvette-aholic, having owned 17 Corvettes. Marcio has done restoration and customization of motorcycles, cars and airplanes from bodywork to painting since age 14.



## CORNER



It's very apparent Marcio enjoys his job at 3M, having worked there for the past 30 years. His current position within 3M's Commercial Solutions Division is Technical Service Supervisor for Installation Training and Testing Programs. He is the driving force behind the global 3M Graphics Installer Training and Testing Programs. His many years of graphics installation training have taken him to countries all over the world from North America to Central America, to Asia and even to the Middle East.

He considers himself blessed to be a 3M trainer and says the most enjoyable part of training is seeing customer's creativity and artistic ability and then having them push their boundaries to become even more creative and more successful.

## 3M Rolls Out Revised Product Bulletins

Recently, 3M Commercial Solutions - Graphics Markets' Product Bulletins have gone through some major changes. In an effort to make the warranty information for the 3M Graphics Markets Products easier to use and understand, the Bulletins were updated to remove specific warranty information and replace it with web references to the 3M Graphics Warranties webpage [3Mgraphics.com/warranties](http://3Mgraphics.com/warranties). An example of a 3M Product Bulletin is shown at right-top.

At the new 3M Graphics Warranties webpage (shown at right-bottom) you can find the 3 main links to relevant warranty details for your product. The first link is for the 3M Graphics Warranties Brochure which contains a table that compares the three warranty options for 3M Graphics Markets Products. The next link is for the new 3M Graphics Warranty Bulletin which contains all pertinent warranty details including limitations and specific warranty details. The third link is to warranty period information for Digitally Printed Graphics for the 3M™ MCS™ Warranty and the 3M Performance Guarantee. Here you will find warranty period matrices that show the specific warranty period value based on ink/primer, product, graphic protection, and application.

**Note:** For Non-Digitally Printed 3M Graphics products, such as 3M™ Wrap Film Series 1080, please refer to the 3M base film or substrate's 3M Product Bulletin for warranty information. 3M Product Bulletins can be found at [3Mgraphics.com/TechInfo](http://3Mgraphics.com/TechInfo).

**3M™ Controllac™ Graphic Film**

**Product Bulletin IJ180/180C**  
Revision P, Effective April 2015 (Replaces O, Oct '14)

**IJ180-10**  
**With Comply™ Adhesive IJ180C-10**  
**With Comply™ Adhesive IJ180Cv3-10**

**Quick Links**  
[3M Graphics Warranties](#)  
[Technical Information Selector](#)  
[Safety Data Sheets \(SDS\)](#)  
[Flammability \(ASTM E84 Reports\)](#)  
[Videos](#)

**Product Description**

- For Solvent, UV, and Latex Inkjet printing
- 2-mil, white, vinyl film with a luster finish

**Quick Link to 3M Graphics Warranties Website added at the top of each Product Bulletin as well as other useful links.**

**3M Graphics Warranties**

**3M™ MCS™ Warranty**  
For Finished Graphics made using all 3M Graphic Products and Compounds

**3M Performance Guarantee**  
Specific 3M Inkjet Products with Qualified OEM Inks

**3M Basic Product Warranty**  
For All 3M Graphic Products

3M offers you a choice of graphics materials and warranties – from the 3M Basic Product Warranty to the premier 3M™ MCS™ Warranty – that give you everything you want. See the links below for more detailed information.

**3M Graphics Warranties Information:**

- [3M Graphics Warranties Brochure](#) (compare warranties)
- [3M Graphics Warranties Bulletin](#) (coverage details)
- [Digitally Printed Graphics Warranty Period Matrices](#)

For Non-Digitally Printed Graphics Warranty Period Matrices, please refer to the 3M base film or substrate's [3M Product Bulletin](#).

**For Graphics Manufacturers using eligible equipment:**

- Register for a [Certificate of 3M™ MCS™ Warranty](#)
- Search for a [Graphics Manufacturer's certificate](#)

For more information contact [MCSWarranty@mmm.com](mailto:MCSWarranty@mmm.com)

**Need to submit a Warranty claim?**  
[Login to My Account](#)

**Have a product question?**  
Contact Technical Service at 1-800-328-3908

**Are you a brand owner?**  
Visit our [Brand Solutions](#) website

**U.S. Desert Southwest Region Defined**  
[Map of hot, arid desert areas which carry reduced warranted durabilities](#)

**Stay in the Know.**  
[Subscribe to Graphic Solutions eNewsletter](#)



# United Application Standards Group



## CORNER



### 3M Announces Advanced Training Classes for UASG Members Only

3M is offering a UASG members-only opportunity for your installers to take the three-day 3M Advanced Installation Training class and the two-day 3M Certified Graphics Installation Company Test during the same week. These will be scheduled on a first-come first-served basis for up to 12 students for the training (October 19th, 20th and 21st, 2015) and 8 spots for the testing (October 22nd and 23rd, 2015).

The three-day advanced class is a great way to learn some new tips and procedures from the 3M Technical Service team. During the training, we provide instruction on the 11 stations of the 3M certification test, including corrugated trailers, textured walls and the infamous Chevy HHR bumper. Cost to 3M for the training is discounted to \$1000 per person for the three day class (from \$,1500).

On Thursday/Friday of the same week, 3M is offering the certification test. This is not required (unless you have recently lost your UASG qualified installer), but you can list multiple locations of your company on the UASG website if you have a qualified installer at each site. Cost for testing is \$500 per person.

The class and the test will be scheduled separately, so you can decide if you want the training, the certification testing or BOTH. If we fill all of the spots for the week, look for 3M to offer this opportunity again! Contact [3Minstallationprograms@mmm.com](mailto:3Minstallationprograms@mmm.com) to register. If you have questions, you can contact Marcio Oliveira at 651/592-0468.



### Recognition of Participation in 3M Advanced Installer Training

3M Advanced Installer Instructor	Date
3M Advanced Installer Instructor	Date



## 3M Certified

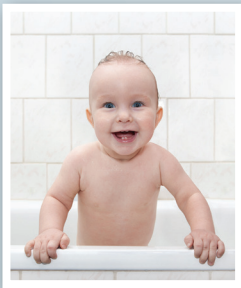
*Graphics Installation Company*



### Media1's Damon Coppola Outlines Proper Vehicle-Wrap Prep-work

*Attention to detail matters as much as material*

This month, we're delving into surface preparation for vehicle-wrap installs. Wrap providers must remember how important proper prep and quality finish work is for vinyl and vehicle-wrap installations. If you warrant your products, these should be two of the most important processes. The growing number of wrap products designed for "easy application" makes proper procedure even more essential. Modern films are thinner, so it's harder to conceal flaws. Also, their channels are especially prone to holding moisture, which can cause failure if a vehicle's surface isn't properly cleaned and prepped. The ratio 40-40-20 summarizes my approach to a successful installation. Read on to catch my drift. I estimate 40% of your finished product's quality depends on proper surface preparation. For example, different substrates require different cleaners and products to get them vinyl-ready. Your installers must be aware of a surface's condition prior to installation. For vehicle-wrap installations, Wrap This Ink! follows three simple steps:



#### Step 1: Baby bath:

Make sure vehicles are thoroughly washed. Many vehicle-cleaning products exist, but you can't beat dish soap, a bucket, a soft-bristle brush and lots of water. We like to use ¼ cup of dish soap per five-gallon bucket of water; just dip and wash. If you work in hot areas like Florida, where water evaporates as it leaves the hose, clean the vehicle in sections so the soap doesn't dry before rinsing. Thoroughly wash the vehicle with clean water; make sure all soap residue is gone. Water rings or spots indicate the vehicle needs more H<sub>2</sub>O.

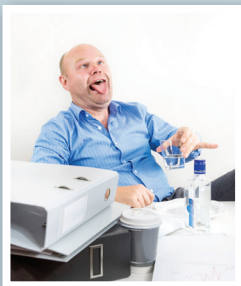
Let the vehicle dry before you apply films. Use products like 3M Envision 480, which contains patented air channels that aid application. Otherwise, water can get stuck underneath and be difficult to remove, and later cause lifting and bubbling. Even if you're only installing cut vinyl or a partial wrap, wash the entire vehicle to avoid any debris or contaminants. You'll make a better impression on your client when they pick up a detailed vehicle.



#### Step 2: Bikini wax:

Residue can create your first warranty issue – or worse, a fleet-graphic disaster. Wax, tire-shining compounds, brake fluid and fuel particles are just a few things that can ruin a perfectly good wrap. Make sure the vehicle is free of contaminants that may remain after washing.

Products such as Rapid Prep and a box of clean rags can remove wax and grease from standard OEM paint. Some of these products might leave a haze, so go back over the area with a dry, clean rag. If the dry rag has dirt or grease on it, repeat step two.



#### Step 3: BYOB:

The surface can never be too clean, even after washing and removing wax. Break out the alcohol – isopropyl, that is! We prefer to use a 100% alcohol solution, which you can usually find at an automotive-paint or body-shop supplier. (Editor's Note: 3M recommends a 2:1 mixture of water/isopropyl alcohol).

Using clean rags, again wipe all areas of the vehicle. Open the doors and clean the inside edges where wrap-panel seams appear. Wipe around all rubber seals; they hold oily contaminants. Body lines or moldings present other hard-to-clean areas. You can wrap an application squeegee with a clean rag to reach these areas; edge peel will occur if they're not cleaned properly. Clean the panel right before installation – sweat is a common contaminant that can create unwanted problems for even the best installer.

Always spray the alcohol on the rag, not the vehicle. When sprayed on the vehicle, alcohol tends to smear instead of remove dirt. Keep a clean rag in your hand at all times!





### Laying on of hands

The second 40% reflects how a good installer must pay attention to detail. I've seen the vehicle- and boat-graphic market explode over the last 15 years. With machine prices dropping as technology increases and new products with which a four-year-old could practically install wraps, almost every sign shop now offers vehicle graphics.

That said, proper training and knowing your products are musts. Most clients are now familiar with wraps and know how they're supposed to look. Bad cuts, seam inconsistencies, tenting, bubbles and crooked alignment are just a few red flags customers now recognize. Most installers understand the basics of applying vinyl to vehicles, but acceptable finish work requires practice and training. Our shop is 3M and UASG Certified, and we've created our own training stations that simulate such challenging objects such as PT Cruiser bumpers.

This allows even advanced installers to practice their skills and find new ways to finish difficult areas. This also allows them to test materials' stretch ability, conformability and heat resistance during application. Breathe twice, cut once! Finish cuts are one of the hardest things to master, especially if you like energy drinks or coffee and are prone to jitters. Shaky hands can destroy all your installation efforts.

The last thing you want in today's fast-paced shops is bad cuts that require panel replacements. Learn what blades are best for which cuts -- Olfa knives are made for longer, straighter cuts, such as door jambs. In contrast, No. 11 X-Acto® blades perform better in tighter areas, such as keyholes. If, during application, you must cut vinyl on the vehicle, I recommend you use knifeless tape. Cutting the vehicle's surface causes major damage that won't be seen until the vinyl has been removed. However, you'll still likely be held liable for any repairs.

Installers who use new tools execute better finish work. Key implements include the 3M Roller L and V-Cat handheld roller, which allow your hand to float and roll across body lines, which ensures proper installation. If all air isn't released, bubbles will ruin your wrap. Typically, one poke with an air-release tool and minimal heat expel the air.

Don't go crazy stabbing the surface; excessive holes reduce the adhesive, and can also allow moisture to get in between surfaces and create a warranty claim.

When you're finished with the wrap, clean off handprints, smudges and other blemishes. A quick spray of wax and tire-shining compound will also set you apart from your competition.





## Website News

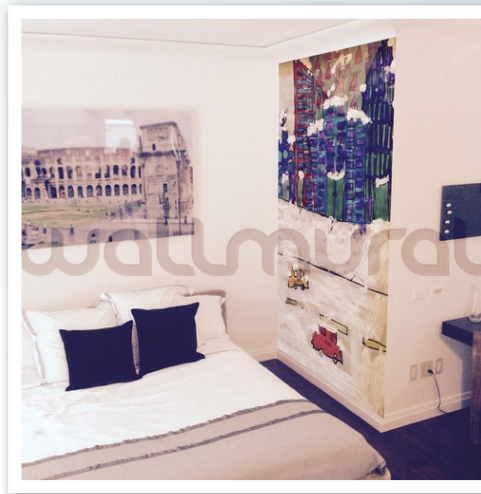
We have encountered significant delays in bringing the new and improved website to the marketplace. As a result, we have terminated our agreement with New Media One and Fidget Productions and have signed on with The Sales Factory to restart the website redesign project. As many of you know, Heywood Wilkinson with Fidget Productions had been a trusted resource for us over the past 6-7 years. He maintained our website and assisted us with designs for our trade shows and advertising. His expertise and understanding of the UASG was significant and will be greatly missed. New Media One purchased the Fidget portfolio of clients when Fidget and New Media merged in the summer of 2014. Soon thereafter, Heywood left the organization and that's when our website project completely stalled. Many of you have worked with Heywood to design and develop your own websites. According to Heywood, you will need to contact New Media One for future work and support services. The new contact name is Peter Janett and his email address is [p.janett@newmediaone.net](mailto:p.janett@newmediaone.net). Our goal is to launch the new website later this fall so stay tuned as we work through the transition period.

## Are You Planning on Selling Your Business?

If you have any plans to sell your installation company, it is important that you notify the UASG ([sharonp@uasg.org](mailto:sharonp@uasg.org)) of this fact. The UASG would only be able to allow the purchaser of the business to continue as a UASG member and 3M Certified Graphic Installation Company if that purchaser is currently a member of your existing management and there would be no changes made to the current operations of your company other than the named owner. Should an outsider purchase your business, the UASG would not automatically allow the company to take over your existing membership without proper vetting of the new owners to determine their experience in the industry and the other standard criteria to retain membership. Please keep this in mind if you sell your business.

## “What are they up to?”

For the month of July, Luca718 ([www.luca718.com](http://www.luca718.com)) will be bringing their seventy-foot long classic 18 wheeler big rig to Hayground Camp. **Shad Interligi**, founder of **Real Hit Media** ([www.realhitmedia.com](http://www.realhitmedia.com)) and inventor of the newly launched **Wall Mural App** ([www.wallmural.com](http://www.wallmural.com)), donated and installed the graphics on the exterior and interior of the Big Mama trailer. The Wall Mural App makes your interior spaces more beautiful by providing instant previews of wall coverings in three simple steps. Users simply take a picture of a room, select a wall and choose an illustration, pattern or photograph they would like to preview on the wall. If users like what they see, they can purchase the wall covering right in the app and Wall Mural will ship the material within 5 days (or arrange for someone to install the wall covering). The paintbrush and paint roller finally have a new competitor and it's called Wall Mural.



Shad and Wall Mural will be setting up a fun and special section on their app to interact with one of the art projects offered in the big rig. Kids will be able to take a photo of any flat wall, billboard or space with their phone and then see what the artwork they created would look like as a huge wall mural in that space. If parents desire, the artwork their children created can be ordered through the app as a full-sized wall mural for the home. The Luca718 wall murals designed by Jeff Mayer for kids' rooms and featured in the big rig will also have their own special section and will be available through the app. You can download the Wall Mural App at [www.wallmural.com/app](http://www.wallmural.com/app) and see for yourself this amazing tool in action.





## Just in case it's true!

### Potential hotel scam

This is one of the smartest scams I have heard about. You arrive at your hotel and check in at the front desk. Typically when checking in, you give the front desk your credit card (for any charges to your room) and they don't retain the card. You go to your room and settle in. All is good. The hotel receives a call and the caller asks for (as an example) room 620 - which happens to be your room.

The phone rings in your room. You answer and the person on the other end says the following: "This is the front desk. When checking in, we came across a problem with your charge card information. Please re-read me your credit card numbers and verify the last 3 digits numbers at the reverse side of your charge card."

Not thinking anything wrong, since the call seems to come from the front desk, you oblige. But actually, it is a scam by someone calling from outside the hotel. They have asked for a random room number, then ask you for your credit card and address information. They sound so professional, that you think you are talking to the front desk.

If you ever encounter this scenario on your travels, tell the caller that you will be down to the front desk to clear up any problems. Then, go to the front desk or call directly and ask if there was a problem.

If there was none, inform the manager of the hotel that someone tried to scam you of your credit card information, acting like a front desk employee.

This was sent by someone who has been duped . . .and is still cleaning up the mess.

