

Forms

A. The following forms will be supplied to you:

1. This document
2. Contract Agreement
3. Data Integration authorization
4. Employee List (excel format)
5. Training manuals for Techs, Advisors and Parts personnel.
6. W9 Form (if appropriate for your accounting department)
7. ASR Pro Training Itinerary

B. The following forms **MUST** be completed and returned to us:

1. Contract Agreement
2. Data Integration authorization
3. Employee List (excel format)
4. This document initialed and signed when it's been completed.

Initials: _____ ◀

IT Infrastructure

Dealerships must have the required IT infrastructure to adequately support the ASR Pro application and a designated IT contact to ensure that the required hardware, software, and bandwidth are available and in place. Lack of functioning IT will delay our arrival and could alter our training time. *Failure to comply may result in additional charges.*

Initials: _____ ◀

A. Computers -

1. Windows Software - Windows 2000 does not work with ASR Pro. Your computers must have Windows XP or newer operating systems.

Initials: _____ ◀

2. Computers Required

- a. Technicians - may share computers. One computer for every two technicians is ideal. One computer per every three technicians can be used.
- b. Advisors - should each have their own computer.
- c. Parts Back Counter – Whatever number of machines you are currently using will be sufficient for ASR Pro.

Initials: _____ ◀

3. Internet Browsers – ASR Pro works best with Google Chrome. It is strongly recommended that this browser be installed on every machine operating ASR Pro.

Initials: _____ ◀

4. Adobe Reader - All Technicians, Advisors, Parts Department and Manager computer's need to have Adobe Reader 9.0 installed. This is a free application.

Initials: _____ ◀

5. Email Client - All Advisor computers should have Microsoft Outlook installed. Outlook Express does work. You may also use Mozilla Thunderbird as a free source for email on the advisors computers. One of these two must be used.

Initials: _____ ◀

6. Memory (RAM) - The minimum memory configuration for all of the computers in the shop, parts department and advisors desks is 2 GB of memory (or more). The speed of the system is dependent upon available memory as well as your IT bandwidth availability. The higher the memory the smoother the system will run.

Initials: _____ ◀

7. Printer Mapping - The Technicians computers in the shop and the advisor's computers must to be mapped to the printer in the parts department. This will allow them to send parts requests and parts pick orders directly to the parts department. If the printers can be labeled in the system as "ASR Pro Parts Printer" it is helpful.

Initials: _____ ◀

B. Color Printers –

The Automobile Status Report, which is presented to your customers, is presented in color. Color Laser printers can be purchased for as little as \$400.00 each, though spending a little more to get duplex printing will save paper costs long term. The number of printers will be determined by the number of Advisors you have and the layout of the lane and Advisor desk areas. Most stores use one or two centrally located with an additional printer needed for Express Maintenance / Express Lube facilities. The Advisors computers must be mapped to these printers.

Initials: _____ ◀

C. Bandwidth –

Please be sure your store has these minimum and preferably the suggested bandwidth availability. Because the system is web based, broader bandwidth will help your system be more efficient. The minimum is 3 Mbps for every 10 computers using ASR Pro. The recommendation is 5 Mbps for every 10 computers using ASR Pro. This is specified for broadband connection and does NOT include other services like VoIP. If VoIP is being run on the same line, 7Mbps would be recommended. This is not the amount of bandwidth needed specifically for ASR Pro. It takes into account all of the other standard usage of the internet in your store.

Initials: _____ ◀

Advisor, Technician and Parts Counter Advance Studies & Testing

You are being supplied with ASR Pro User Manuals for the technicians, advisors and parts department.

- A. Every employee must study the manual. This will provide them with complete familiarity with the ASR Pro system and will greatly enhance the onsite training process.
- B. It is important that we have your people up and operating the system as fast as possible while interfering with your business as little as possible.
- C. Once you have provided us with the Employee Name List (see #5 below), we will give you logins and passwords for each tech, advisor and parts counter person.
- D. Employees must log in and take the online test. Everyone must pass the test prior to our arrival. The test covers all aspects of the manual and will ensure thorough understanding of the material.
- E. Please monitor the testing. Administer the test in an office with a manager present. Be certain they are using the manual and do not have access to the answers.

Initials: _____ ◀

Days Off

Technician and Advisor schedules **MUST** be altered to insure that each member of your team gets the full benefit of the training. Employees will not be trained sufficiently if they miss a day. All employees must be present for all days of training. Please schedule days off with this in mind.

Initials: _____ ◀

Employee Name List

An Excel spreadsheet is attached. Please complete and return to us **AT LEAST 2 weeks** before training.

Initials: _____ ◀

Cell Phone Numbers and Email Addresses

One of the features of the system is the ability to notify the techs and advisors electronically (prerecorded phone calls and text messages) when they have a new communication ready for them (e.g. "RO # 12345 is waiting for an approval" or "RO #23456 has approval to be repaired"). Please be sure to include the cell numbers and email addresses in the employee list.

A. While not mandatory, text messages are the best method of communicating quickly and speeding up the shop processes. Companies may provide a phone, reimburse employees for the cost of personal text messages, or encourage employees to use their cell bills as a tax deduction.

Initials: _____ ◀

Please acknowledge that you have completed all of the items on this list, initial each one and sign here:

Acknowledged by

Date