



Software Education Department

Course Catalog



The Reynolds and Reynolds Company

Effective 11/16/2017

As a condition to viewing these materials, viewer expressly acknowledges and agrees that these materials contain confidential and proprietary information and trade secrets of The Reynolds and Reynolds Company and its affiliates ("Reynolds"), and that all rights in and to the materials and information contained therein shall remain at all times the property of Reynolds. Further, viewer acknowledges that these materials and the information contained therein are copyrighted by Reynolds.

These materials are solely for use by current customers and employees of Reynolds, and any other use is strictly prohibited.

As a condition to viewing these materials, viewer agrees to keep these materials and the information contained therein strictly confidential; viewer agrees not to disclose or otherwise permit any other entity access to these materials; and viewer agrees not to copy, reproduce, or disseminate these materials to third parties. Viewer, also, agrees that review or disclosure of the information contained in these materials does not constitute a waiver or relinquishment of any rights or remedies related to Reynolds' confidential, proprietary, or trade secret information.

The information contained in these materials has been carefully checked and is believed to be accurate. However, Reynolds makes no representations or warranties regarding the materials and assumes no responsibility or liability for any inaccuracies that may be contained herein. In no event will Reynolds be liable for direct, indirect, special, exemplary, incidental, or consequential damages resulting from any defect or omission in these materials, even if advised of the possibility of such damages. In the interest of continued product development, Reynolds reserves the right to make improvements in these materials and the products it describes at any time, without notice or obligation.

It is the sole responsibility of the customer to determine the applicability of federal, state and/or local laws, or other governmental requirements regarding the customer's use, retention, or documentation of data that may be maintained as part of customer's Reynolds In-House Computer System, and to comply with such laws and requirements.

Table of Contents

CPE Credits	10
REGULARLY SCHEDULED ‘NET CLASSES	11
Business Office Classes	13
EIACC1 - ERA-IGNITE Accounting Daily Procedures	13
EIACC101: Name File and Posting Controls	13
EIACC102: Postings and Inquiries	13
EIACC103: Correcting Posting Errors	13
EIACC104: Parts, Service, and Warranty Accounting	13
EIACC105: Vehicle Purchases and Sales	14
EIACC106: Cash Receipts	14
EIACC107: Cash Disbursements	14
EIACC2 - ERA-IGNITE Accounting Periodic Procedures	15
EIACC201: Accounts Receivable	15
EIACC202: Accounts Payable	15
EIACC203: Bank Reconciliation and Standard/Recurring Entries	15
EIACC204: Name Maintenance	15
EIACC205: Customizing the DOC	16
EIACC206: Accounting End Of Month Process	16
EICLK – ERA-IGNITE Timekeeping and Attendance	17
EICLK101: Time Keeping and Attendance	17
EICLK102: Reports and Specifications	17
EIPAY – ERA-IGNITE Payroll	18
EIPAY101: Setting Up Payroll Employees	18
EIPAY102: Processing a Payroll Cycle	18
EIPAY103: Payroll Specifications	18
Front End Classes	19
AOA –AddOnAuto	19
AOA101 – Deals, Orders, and Account Information	19
AOA102 – Customizing the Accessories Department	19

CM – Contact Management	20
CM101: Introduction to Contact Management	20
CM102: Client Management	20
CM103: Desk and Activity Management	20
CM104: Management Tools	20
CM105: User Security	20
CM106: Documents and Distribution Rules	20
CM107: Managing Settings and Follow-Up	21
CM108: Collection and Campaign Management	21
ENPAD – docuPAD® System Essentials	22
ENPAD: docuPAD® System Essentials	22
ENSFI – Sales and F&I	23
ENSFI101: Starting Retail Deals	23
ENSFI102: Deal Subscreens	23
ENSFI103: Starting Lease Deals	23
ENSFI104: Negotating With the Customer	23
ENSFI105: Completing the Deal	23
ENSFI106: Desking Reports	23
Fixed Operations Classes	24
EISVC – ERA-IGNITE Basic Service	24
EISVC101: Service Appointments and Repair Orders	24
EISVC102: Flagging and Invoicing Repair Orders	24
EISVC103: Labor Time Guides and Warranty Claims	24
EISVC104: Handling Special Issues	24
EISVC105: Service Price Guides	24
ENSSC – Service Scheduling	25
ENSSC101: Dispatching with Service Scheduling	25
ENSSC102: Technician Information	25
ENSSC103: Dispatching Reports and Specifications	25
EIPTI – ERA-IGNITE Parts Invoicing	26
EIPTI101: Front Counter Invoices	26
EIPTI102: Advanced Invoicing Procedures	26
EIPTI103: Back Counter Sales	26
EIPTI104: Special Orders	26
EIPTI105: Invoicing Specifications and Reports	26
EIPTS – ERA-IGNITE Parts Inventory	27

EIPTS101: Basic Part Inquiries	27
EIPTS102: Part Records and Parts Kits	27
EIPTS103: Daily Orders	27
EIPTS104: Stock Orders	27
EIPTS105: Returns and Factory Master Update	27
EIPTS106: Specifications and Monthly Analysis	28
Systems Classes	29
ENDYR – Dynamic Reporting	29
ENDYR101: Building Custom Dynamic Reports	29
ENDYR102: Advanced Dynamic Report Settings and Security	29
EISYS – ERA-IGNITE System Administration	30
EISYS101: Maintain User Security	30
EISYS102: Advanced User Maintenance	30
EISYS103: Print Management	30
EISYS104: System Director Utilities	30
ENRITS – Reynolds Integrated Telephone System	31
RITS101 – Reynolds Integrated Telephone System	31
 CLASSROOM CLASSES	 32
EIAC – ERA-IGNITE Accounting and Control Course	33
EIAC: ERA-IGNITE Accounting and Control	33
EISM – ERA-IGNITE Service Management Course	34
EISM: ERA-IGNITE Service Management Course	34
DLR – ERA-IGNITE Dealer Overview Course	35
DLR: ERA-IGNITE Dealer Overview Course	35
EIPM - ERA-IGNITE Parts Management	36
EIPM: ERA-IGNITE Parts Management	36
CCM – Contact Management	37
CCM101: Contact Management	37
EISA - ERA-IGNITE System Administrator Course	38
EISA - ERA-IGNITE System Administrator Course	38
 MANAGEMENT OVERVIEW SERIES	 39

EIMACC – ERA-IGNITE Accounting Management Overview	40
EIMACC101: Retail Management Intelligence, Names and Accounting Journals	40
EIMACC102: Journals, Schedules, and Adjustments	40
EIMPTS – ERA-IGNITE Parts Management Overview	41
EIMPTS101: Introduction and Parts Invoicing	41
EIMPTS102: Parts Inventory and Reports	41
EIM SVC – ERA-IGNITE Service Management Overview	42
EMISVC101: Introduction to ERA-IGNITE Service	42
EMISVC102: Reservation Manager and Reporting	42
EMSFI – Sales and F&I Management Overview	43
EMSFI101: Sales and F&I Management Overview	43
EMSYS – System Administration Management Overview	44
EMSYS101: System Administration Management Overview	44
ON-DEMAND ‘NET CLASSES	45
Business Office Classes	46
ACCEOY – ERA-IGNITE Accounting End-of-Year	46
ACCEOY: Accounting End-of-Year	46
EIBR - ERA-IGNITE Bank Reconciliation	47
EIBR - Bank Reconciliation	47
EIPO - Managing Purchase Orders	48
EIPO - Managing Purchase Orders	48
ENACC1 – Accounting Daily Procedures	49
ENACC101: Name File and Posting Controls	49
ENACC102: Postings and Inquiries	49
ENACC103: Correcting Posting Errors	49
ENACC104: Parts, Service, and Warranty Accounting	49
ENACC105: Vehicle Purchases and Sales	49
ENACC106: Cash Receipts	49
ENACC107: Cash Disbursements	50
ENACC2 – Accounting Periodic Procedures	51
ENACC201: Accounts Receivable	51
ENACC202: Accounts Payable	51
ENACC203: Bank Reconciliation and Standard Entries	51

ENACC204: Name Maintenance	51
ENACC205: The Daily Operating Control (DOC) Report	51
ENACC206: Accounting End of Month Process	51
NMNG - Names Management	52
NMNG - Names Management	52
MVP - Managing Vehicle Profits	53
MVP - Managing Vehicle Profits	53
EIPUR – ERA-IGNITE Purchase Orders	54
EIPUR101: Creating and Managing Purchase Orders	54
EIPUR102: Authorizing, Integrating, and Controlling Purchase Orders	54
ENPUR – Purchase Orders	55
ENPUR101: Creating and Managing Purchase Orders	55
ENPUR102: Authorizing, Integrating, and Controlling Purchase Orders	55
ENPAY – Payroll	56
ENPAY101: Setting Up Payroll Employees	56
ENPAY102: Processing a Payroll Cycle and Troubleshooting	56
ENPAY103: Modifying Paychecks and Payroll Specifications	56
ENPAY104: Miscellaneous Payroll Solutions	56
VSI - ERA-IGNITE Vehicle Sales Integration	57
VSI - Vehicle Sales Integration	57
Front End Classes	58
ENF&I – Finance and Insurance	58
ENF&I101: Starting Retail Deals	58
ENF&I102: Lease Deals and Negotiating Payment	58
ENF&I103: Review, Recap, and Reports	58
ENVMS – Vehicle Management System	59
ENVMS101: Vehicle Maintenance	59
ENVMS102: Inquiries, Management Tools, and Reports	59
EIVMS ERA-IGNITE Vehicle Management System	60
EIVMS101 - Vehicle Profile, Vehicle Inquiries, and Management Tools	60
EIVMS102 - Vehicle Management System Reports	60
ENMCF – Marketing and Customer Follow-Up	61
ENMCF101: Marketing and Customer Follow-Up in Contact Management	61

ENIPRB – ERA-IGNITE Product Rating and Booking	62
ENIPRB: Product Rating and Booking	62
ENFIM – F&I Menu Presenter	63
ENFIM101: F&I Menu Presenter	63
Fixed Operations Classes	64
ENPTS – Parts Inventory	64
ENPTS101: Basic Part Inquiries	64
ENPTS102: Part Records and Parts Kits	64
ENPTS103: Daily Orders	64
ENPTS104: Stock Orders	64
ENPTS105: Returns and Factory Master Update	64
ENPTS106: Specifications and Monthly Analysis	65
ENPTI – Parts Invoicing	66
ENPTI101: Front Counter Invoices	66
ENPTI102: Advanced Invoicing Procedures	66
ENPTI103: Back Counter Sales	66
ENPTI104: Special Orders	66
ENPTI105: Invoicing Specifications and Reports	66
ENPBC – Parts Bar Code	67
ENPBC101: Common Parts Bar Code Procedures	67
ENPBC102: Specifications, Labels, and Reports	67
ENPBCI – Parts Bar Code: Parts Physical Inventory	68
ENPBCI: Parts Bar Code: Parts Physical Inventory	68
ENPPI – Parts Physical Inventory	69
ENPPI101: Parts Physical Inventory	69
EIPPI – ERA-IGNITE Parts Physical Inventory	70
EIPPI101: Parts Physical Inventory	70
EIASVC - ERA-IGNITE Advanced Service	71
ASVC101 - Technician Dispatching & Report Card	71
ASVC102 - Pending Services	71
ASVC103 - Advanced Service Reports & Specifications	71
EISPG – ERA-IGNITE Service Price Guide	72
EISPG101: Service Price Guide	72
ENSVC – Basic Service	73

ENSVC101: Service Appointments	73
ENSVC102: Create and Modify Repair Orders	73
ENSVC103: Bill and Invoice Repair Orders	73
ENSVC104: Labor Time Guides and Warranty Claims	73
ENSVC105: Special Service Situations	73
ENSVC106: Service Price Guide Procedures	73
EISSK – ERA-IGNITE Service Sales Kit	74
EISSK101: Service Sales Kit	74
EISRPT – ERA-IGNITE Service Reports	75
EISRPT: Service Reports	75
ENSVC2 – Service Management	76
ENASVC101: Service Personnel and Passwords	76
ENASVC102: Service Operations Setup	76
ENASVC103: Recommended Services and Campaigns Setup	76
ENASVC104: Service Reports	76
ENRND – Turning Declined Services into Profits	77
ENRND101: Recommended Not Done	77
Systems Classes	78
ENSYS – System Administration	78
ENSYS101: Introduction to the ERA System	78
ENSYS102: Maintain User Security	78
ENSYS103: Print Management	78
ENSYS104: System Director Utilities	78
EIRMI – ERA-IGNITE Retail Management Intelligence	79
EIRMI101: Retail Management Intelligence	79
RMIF - RMI Report Features	80
RMIF - RMI Report Features	80



CPE Credits

Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. There are a variety of classes available in the Accounting, Auditing, Management Services, and Computer Software and Applications fields of study.

When looking at this catalog, look for the CPE disclaimer on those classes for which credits are awarded. Credits are awarded after the first full credit is earned (50 minutes of instruction).

Code	Session Title	Total Credits
EIAC	ERA-IGNITE Accounting and Control	21.5
IACC1	ERA-IGNITE Accounting Daily Procedures	12.5
IACC2	ERA-IGNITE Accounting Periodic Procedures	10.5
EIMACC	ERA-IGNITE Accounting Management Overview Series	3.5
EIPAY	ERA-IGNITE Payroll	5.0
EIPUR	ERA-IGNITE Purchase Orders	3.5
ACCEOY	Accounting End of Year	1.5
EIBR	ERA-IGNITE Bank Reconciliation	1.5
EISA	ERA-IGNITE System Administrator	14.0
ISYS	ERA-IGNITE System Administrator	7.0
EIPO	ERA-IGNITE Managing Purchase Orders	1.5
VSI	ERA-IGNITE Vehicle Sales Integration	1.5
DYR	Dynamic Reporting	3.5
MVP	ERA-IGNITE Managing Vehicle Profits	1.5
NMNG	ERA-IGNITE Names Management	1.5
RMIF	Retail Management Intelligence Report Features	1.5
EIMSYS	ERA-IGNITE Systems Management Overview Series	1.5

For details on prerequisites, fields of study, delivery method and program level, please see individual classes.

REGULARLY SCHEDULED 'NET CLASSES

What are 'Net Classes?

Reynolds Software Education provides comprehensive Internet training for most ERA-IGNITE applications. Through live, interactive training sessions, you learn step-by-step procedures to help perform your job functions more efficiently. A live instructor can address your questions immediately. Participating in hands-on exercises helps you learn the material and software quickly.

Unless noted otherwise, all sessions are 90 minutes and cost \$97.00 USD per computer logged in.

Each course contains sessions that cover specific topics. Sign up for the entire course or only for the sessions you need.

How do I enroll?

Send an email to SED@reyrey.com including your dealership name, your name, and what classes you want to attend. You can also log in to <http://www.reyrey.com/support/training/eranet.asp> and look for the ERA 'Net Quarterly Schedule.

For more information regarding administrative policies such as cancellations call Reynolds Software Education at 937-485-1700 or email SED@reyrey.com. For billing questions please refer to your invoice.

Prices are subject to change without prior notice. For current pricing information please contact your Reynolds representative or visit reyrey.com.



Scan the QR Code with your mobile device to send us an email if you have any questions about our classes.

Business Office Classes

EIACC1 - ERA-IGNITE Accounting Daily Procedures

*CPE Credits: 12.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of study: Accounting, Auditing, Computer Software and Applications

EIACC101: Name File and Posting Controls

Learn the basics of creating new Name IDs for vendors and customers. Set up Accounts Payable (A/P) information for your vendors and control the update options for your journals.

EIACC102: Postings and Inquiries

Learn how to add vendor invoices to your A/P schedule in General Purchases. Learn how to make journal entries, as well as inquire on journal, general ledger, and schedule detail. Learn the basics of the Daily Operations Control report (DOC).

EIACC103: Correcting Posting Errors

Learn about correcting posting entries in the journal and General Ledger (G/L) using journal entry screens. Create Accounting Adjustments entries to make other corrections to your G/L.

EIACC104: Parts, Service, and Warranty Accounting

Learn how to integrate, modify, and update parts and service transactions to Accounting. Learn how to create warranty credit memos, add and view warranty claims remarks, inquire on warranty memos and accounts, and review the specifications that control warranty credits.

EIACC105: Vehicle Purchases and Sales

Learn how to post vehicle purchases, vehicle sales, and dealer trades. Learn how to add dealer installed accessories to update the vehicle inventory value.

EIACC106: Cash Receipts

Learn how to create deposits and cash receipts. Learn how to correct printed cash receipts. Learn about the different reports available to you for Cash Receipts.

EIACC107: Cash Disbursements

Learn how to write checks and issue Electronic Funds Transfers (EFT). Learn how to reverse and void checks and EFTs. Review the reports available to track payments made to vendors.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

EIACC2 - ERA-IGNITE Accounting Periodic Procedures

*CPE Credits: 10.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of study: Accounting, Auditing, Computer Software and Applications

EIACC201: Accounts Receivable

Learn how to maintain receivable customers, prepare a past due analysis, process Account Receivable (A/R) schedules, post A/R adjustments, apply service charges, print or email A/R statements and process reports.

EIACC202: Accounts Payable

Learn how to apply payments by cutoff date, vendor, and invoice. Adjust payments made to vendors or invoices and place payments on hold. Learn how to print Account Payable (A/P) checks and issue Electronic Funds Transfers (EFT) through Accounts Payable screens, create EFT transfer files, print the A/P check register, void A/P checks and EFTs, and process A/P reports.

EIACC203: Bank Reconciliation and Standard/Recurring Entries

Learn how to complete the bank reconciliation process. Learn how to cancel and reset checks and deposits. Learn how to reconcile the bank statement and print check/deposit registers. Learn how to set up standard and recurring entries maintenance files and how to post a standard and recurring entry.

EIACC204: Name Maintenance

Learn options available for working with name records. Restrict sensitive names information. Create user defined fields. Search for and combine duplicate names.

EIACC205: Customizing the DOC

Learn how to set up and modify Daily Operating Control (DOC) report lines and departments, how to enter forecast amounts and forced amounts, and how to print/view the DOC. Learn how to determine accounts that are missing from the DOC. Learn how to copy and move a range of lines in the DOC and how to prefix your DOC. Learn how to create custom DOC views and how to set custom line descriptions.

EIACC206: Accounting End Of Month Process

Learn how to prepare for and close the Accounting month, where to gather month-end statistical data, and how to prepare the Financial Statement.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

EICLK – ERA-IGNITE Timekeeping and Attendance

Prerequisites: None

EICLK101: Time Keeping and Attendance

Learn how to use Time and Attendance, Time Clock and Personnel Locator applications to keep track of employee clock hours. Learn how to set up employees in Time Clock and add an employee work schedule. Learn how to manage, modify, delete, and approve time cards.

EICLK102: Reports and Specifications

Learn how to review Timekeeping reports to controls costs. Learn how to set up specifications to manage work schedules and supervisor access.

EIPAY – ERA-IGNITE Payroll

*CPE Credits: 5.0**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of study: Auditing, Computer Software and Applications

EIPAY101: Setting Up Payroll Employees

Learn how to add new hires, modify existing employee records, and terminate or rehire employees.

EIPAY102: Processing a Payroll Cycle

Learn about the steps needed to process a payroll cycle. Learn how to create a payroll cycle and worksheet, review check registers, modify paychecks, calculate the checks on a cycle, print paychecks, and post details to the general ledger accounts in Accounting.

EIPAY103: Payroll Specifications

Learn how to handle different payroll situations, how to use the Payroll Detail Report, and how to set up and maintain your dealership's payroll specifications.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

Front End Classes

AOA –AddOnAuto

Prerequisites: None

AOA101 – Deals, Orders, and Account Information

Learn how to import deals into AddOnAuto (AOA) from the Dealership Management System (DMS), create a deal presentation within AOA, and then import sold accessories back into the DMS. Learn how to create and track parts orders within AOA and run essential reports to monitor dealership accessory sales.

AOA102 – Customizing the Accessories Department

Learn how to create a parts catalog in AddOnAuto (AOA). Learn how to hide or make parts visible within sales presentations and how to determine their pricing within AOA. Learn how to edit, clone, and delete accessories in AOA.

CM – Contact Management

Prerequisites: None

CM101: Introduction to Contact Management

Learn the basics of Contact Management. This session discusses: navigating and customizing Contact Management, searching for and adding prospects to existing client records, and working with the My Clients screen.

CM102: Client Management

Learn how to work with clients from within Contact Management. These tasks include: adding new clients and searching vehicle inventory.

CM103: Desk and Activity Management

Learn how to perform daily tasks using Contact Management. These tasks include: working with the Prospects and Messages screens, working with the Daily Work Plan, using the Calendar, and working with mailings.

CM104: Management Tools

Learn how to manage your sales team using Contact Management tools. These tools include: using Dashboard, Desk Log, and Reporting to keep up with day to day activities.

CM105: User Security

Learn how to review dealership information and work with users. These tasks include: adding and modifying Roles and User Permissions, reassigning clients and activities, and working with User Visibility.

CM106: Documents and Distribution Rules

Learn how to add and maintain document templates and to work with internet leads using Contact Management. These tools include: creating documents, viewing internet leads, and disputing internet leads.

CM107: Managing Settings and Follow-Up

Learn how to manage and automate your customer follow-up using tools in Contact Management. These tools include: working with schedules and business unit setting.

CM108: Collection and Campaign Management

Learn how to send bulk marketing documents and manage their success using tools in Contact Management. These tools include: creating and maintaining client collections, generating bulk mail jobs, and setting up automated birthday follow-up.

ENPAD – docuPAD® System Essentials

Prerequisites: None

ENPAD: docuPAD® System Essentials

Learn how to effectively present option packages to your customers. Learn how to guide your customers through available products and services and actively engage your customers in the buying process. Learn how you can help your customers personalize their options packages. Instantly identify which forms need to be signed and printed, and make sure nothing is overlooked before closing a deal.

ENSFI – Sales and F&I

Prerequisites: None

ENSFI101: Starting Retail Deals

Understand how F&I/Desking integrates with other ERA applications. Learn how to begin a new retail deal, search for existing deals, vehicles, and customers, view alerts and important deal information, and store a deal. Also learn how to request a credit inquiry and review completed credit inquiries.

ENSFI102: Deal Subscreens

Learn what information resides in each subscreen, how to enter aftermarket items, trade-ins, insurances, warranties, rebates, taxes, and fees into a deal. Also learn how to use Vehicle BookOut to retrieve values of a used, traded-in, and non-inventory vehicle.

ENSFI103: Starting Lease Deals

Learn how to create a lease deal, convert retail deals to lease deals, calculate the lease payment, enter residual details, allocate equity, and work balloon deals. Also learn how to use Automated Rates and Residuals to pull current bank rates and residual values into a deal.

ENSFI104: Negotiating With the Customer

Learn how to use the Quick Quote tool to quickly calculate monthly payments for a customer. Learn how to use the Roll feature to find vehicles, change the payment, increase the profit, or change the amount financed in a deal. Also covers Multiple Scenarios and Customer Proposals.

ENSFI105: Completing the Deal

Learn how to add employees to a deal and calculate their commissions. Learn how to print forms, close a deal, and reverse a deal. Also learn how to create and submit a new Credit Application, and request and review an AutoCheck® Plus History Report.

ENSFI106: Desking Reports

Learn how to request standard F&I Management reports and customize the report contents. Also learn to use the Heat Sheet and Deal Activity Log reports, as well as Retail Management Intelligence (RMI) Dashboard modules.

Fixed Operations Classes

EISVC – ERA-IGNITE Basic Service

Prerequisites: None

EISVC101: Service Appointments and Repair Orders

Learn how to create and modify service appointments and Repair Orders for new and existing customers. Learn how to use the system to help you schedule appointments. Learn how to display service history, add recommended services, and other important information when working with repair orders.

EISVC102: Flagging and Invoicing Repair Orders

Learn how to flag and invoice a repair order. Learn how to enter additional charges, discounts, shop supplies, transfer parts, and create sublets on a repair order.

EISVC103: Labor Time Guides and Warranty Claims

Learn how to retrieve warranty information directly from the manufacturers' Labor Time Guides and enter it onto a repair order for warranty claim submission. Learn how to create warranty claims and warranty invoices in ERA-IGNITE.

EISVC104: Handling Special Issues

Learn how to handle special issues like internal repair orders, comebacks, We Owe, Journal Prefix overrides, service contracts, inquiring on special order parts, and using Reservation Manager to track shop activity.

EISVC105: Service Price Guides

Learn to create Service Price Guides (SPG) estimates in both standalone and integrated modes, map SPG and ERA operation codes, view SPG operation details, add notes, part numbers, and combine SPG operations.

ENSSC – Service Scheduling

Prerequisites: None

ENSSC101: Dispatching with Service Scheduling

Learn to use basic dispatching functions such as locating a vehicle, assigning a technician to work, and completing that work. In addition, you will learn how to keep track of the technicians' different jobs and monitor them using the Route Sheet.

ENSSC102: Technician Information

Learn how to set up a technician to work in your shop, keep track of that technician's work, and modify their hours and pay as necessary.

ENSSC103: Dispatching Reports and Specifications

Learn to print and analyze a variety of dispatching reports to monitor work flow and completion among advisors and technicians. Also, learn how to set up the Service Scheduling Specifications.

EIPTI – ERA-IGNITE Parts Invoicing

Prerequisites: None

EIPTI101: Front Counter Invoices

Learn how to create parts invoices and credit memos for front counter customers. Also learn how to record lost sales, add invoice comments, and how to void and delete invoices. This course covers the following screens: *Counter Sales, Name Profile, Add Record, and Search/Change*.

EIPTI102: Advanced Invoicing Procedures

Learn how to use the *Counter Sales* screen to obtain detailed part number information, sell parts with cores, create price quotes, and create parts invoices for internal departments. Learn how to accept payment while invoicing, change the payment methods for closed invoices, and how to prepare to reconcile the cash drawer. This course covers the following screens: *Counter Sales, Part Information, Parts Inquiry, Accept Payments, and Cash Acknowledgement*.

EIPTI103: Back Counter Sales

Learn how to bill parts to Service appointments and repair orders. Also, learn how to transfer parts when sold to the wrong line on a repair order. Learn to bill parts for Service Pricing Guide operations. This course covers the following screen: *Counter Sales*.

EIPTI104: Special Orders

Learn how to perform the special orders process from the point of sale through the delivery of the parts and the closing of the special order record. This course covers the following screens: *Counter Sales, Special Order Entry, Receipt Register Listing, Special Order Inquiry, and Clear Special Orders*.

EIPTI105: Invoicing Specifications and Reports

Learn how to create and modify price level codes, create and modify credit codes, set up source overrides, and use Parts management reports and the Retail Management Intelligence application. This course covers the following screens: *Factory Master, Part Maintenance, Additional Information Setup, Counterperson Override List, Invoice Register* and RMI Parts Dashboard.

EIPTS – ERA-IGNITE Parts Inventory

Prerequisites: None

EIPTS101: Basic Part Inquiries

Learn about Parts Inventory overview and integration. Learn how to perform basic part number inquiries, search for multiple part numbers at one time, and recall factory master part number information. The session covers the following screens: *Parts Inquiry, Part Information, Factory Master, Parts Transactions/Detail Sales, and Special Order Inquiry.*

EIPTS102: Part Records and Parts Kits

Learn how to manually add, change, and delete parts from your inventory. You will also learn how to create and modify parts kits. The session covers the following screens: *Part Maintenance, Post Transactions, and Bin Change.*

EIPTS103: Daily Orders

Learn how to request and review reports that help with ordering parts, create, modify, and cancel a daily order, as well as prepare and transmit a daily order. You will also learn how to create and receipt purchase orders for parts as well as request purchase order reports. The session covers the following screens: *Special Order Entry, Daily Order Entry – Line Items, Clear Orders, Order Transmission, and Purchase Orders.*

EIPTS104: Stock Orders

Learn how to create, review, adjust, and process a stock order. Learn how to arrive and receipt shipments. You also learn how to create manual receipts for parts not on an ERA PO# and print receipt reports. The session covers the following screens: *Force Order Entry, Suggested Stock Order Creation, Suggested Stock Order Review, Suggested Stock Order Confirmation, Special Order Entry, Purchase Order Number Change, Order Listing, Order Transmission, Order Arrival, Receipts Parts by Part, Order Sorting, Order Receipts, and Receipt Register Listing.*

EIPTS105: Returns and Factory Master Update

Learn how to perform the pre-parts return tasks and prepare a suggested list of parts to return to a supplier or manufacturer based on selected criteria. You will also learn how to modify your part returns, clear and delete an entire return, and create a manual return.

Also, run a factory master to update parts information in the system and perform supersessions. The session covers the following screens: *Parts Returns*, and *Parts Exception Listing*.

EIPTS106: Specifications and Monthly Analysis

Learn how to perform the monthly maintenance procedures for your Parts department and how to access and interpret the Monthly Analysis report. Learn how parts are recommended for the stock order, as well as help you with ordering criteria. Learn to set up parts pricing and other controls. Understand make codes and sources. Also see how to access Retail Management Intelligence and set up Parts Inventory dashboard modules.

Systems Classes

ENDYR – Dynamic Reporting

*CPE Credits: 3.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Interned Based

Field of study: Auditing, Computer Software and Applications

ENDYR101: Building Custom Dynamic Reports

Learn how to use ERA Dynamic Reporting to create customized reports that contain the data you need to help you analyze statistics, trends and activities throughout your dealership.

ENDYR102: Advanced Dynamic Report Settings and Security

Learn how to create custom fields within data sets and use them on a custom report. Learn how easy it is to combine data from multiple stores or to export your dynamic reports. Learn how to secure access both to dynamic reports and to data sets.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

EISYS – ERA-IGNITE System Administration

*CPE Credits: 7.0**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of study: Auditing, Computer Software and Applications (General)

EISYS101: Maintain User Security

Learn about maintaining user security efficiently with user groups. Learn how to create and modify user groups, create User IDs and add them to a user group, modify a User ID by modifying the user group, and assign user-specific permissions.

EISYS102: Advanced User Maintenance

Learn how to track security permissions and maintain security in a multiple-store setting. Learn about maintaining User IDs and user groups in multiple stores on the same server, comparing security access, and requesting security reports.

EISYS103: Print Management

Learn about maintaining printers and print jobs, as well as maintaining your data through backup procedures. Learn how to add printer assignments, modify print jobs, complete some pre-backup procedures, modify scheduled jobs, and review backup history logs.

EISYS104: System Director Utilities

Learn how to handle incoming software updates, how to use additional administrative tools available through the Computer Assisted Instruction (CAI) Administration and System Administrator applications, and how to communicate using ERA-IGNITE.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

ENRITS – Reynolds Integrated Telephone System

Prerequisites: None

RITS101 – Reynolds Integrated Telephone System

Learn how to utilize features of the Reynolds Integrated Telephone System (RITS), use communication tools available within the RITS Desktop Application (RDA), handle customer calls, and customize the RDA to better meet your needs.

CLASSROOM CLASSES

Besides the regularly scheduled 'Net Classes, Reynolds and Reynolds offers classroom classes that allow participants to learn away from their dealership and without distractions how to better use ERA-IGNITE and Contact Management to help their business.

To see where classes are offered please visit our website <http://www.reyrey.com/support/training/eranet.asp>.

How do I enroll?

Call Reynolds Software Education at 937-485-1700 or email SED@reyrey.com.

Unless noted otherwise, all classroom classes are a full day class with breakfast and lunch included and cost \$321.00 USD per person per day.

For more information regarding administrative policies such as cancellations call Reynolds Software Education at 937-485-1700 or email SED@reyrey.com. For billing questions please refer to your invoice.

Prices are subject to change without prior notice. For current pricing information please contact your Reynolds representative or visit reyrey.com.

EIAC – ERA-IGNITE Accounting and Control Course

*CPE Credits: 21.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Live

Field of study: Accounting, Auditing, Management Services, Computer Software and Applications

EIAC: ERA-IGNITE Accounting and Control

Classroom Instructed - 3 days

Learn how to use the ERA-IGNITE features to increase the integration between different departments in the dealership, reducing manual entries. Learn to effectively utilize the oversight and reporting features of your ERA-IGNITE system to improve security, profitability, accuracy, and compliance. Learn how to improve your dealership's bottom line by handling and even reducing accounting exceptions. Controllers and Office Managers can learn to use ERA-IGNITE Accounting (ACC), Retail Management Intelligence (RMI), and various Accounting Specifications (ACCC) to improve every day efficiency.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

EISM – ERA-IGNITE Service Management Course

Prerequisites: None

EISM: ERA-IGNITE Service Management Course

Classroom Instructed - 2 days

Learn how to effectively utilize your ERA-IGNITE system to tune up your service department. Learn to use ERA-IGNITE Service to perform basic tasks like creating and managing appointments, writing repair orders, adding upsells, and creating and printing invoices. Use Retail Management Intelligence to learn how to analyze a variety of service reports, set up RMI Dashboard modules, and create custom reports in Dynamic Reporting to easily get performance and exception information at your fingertips. Fixed operations directors and Service managers can benefit from this hands-on training with a live instructor.

DLR – ERA-IGNITE Dealer Overview Course

Prerequisites: None

DLR: ERA-IGNITE Dealer Overview Course

Classroom Instructed - 2 days

Learn how to use your ERA-IGNITE Retail Management System to better manage your dealership's operations. Learn how to use ERA-IGNITE reports and the Retail Management Intelligence application to track performance, save more money, spot potential problems, and be more profitable across all ERA-IGNITE applications. Learn about best practices, keyboard shortcuts, RMI Dashboards, and how to build your own reports using Dynamic Reporting.

EIPM - ERA-IGNITE Parts Management

Prerequisites: None

EIPM: ERA-IGNITE Parts Management

Classroom Instructed - 2 days

Learn how your team can effectively utilize the Parts application to perform daily operations, take an in-depth look at the ways your system specifications can be customized to best meet the needs of your business, and get hands on experience with tools and reports to help you monitor department performance indicators. Students work through daily procedures such as writing front and back counter parts invoices, creating price quotes and credit memos, and ordering and receipting parts. Students have the opportunity to build custom reports to identify areas of opportunity including tracking lost sales, minimizing accounting discrepancies, and evaluating counterperson procedures.

This class gives Parts Managers and Fixed Operations Directors a chance to explore the following ERA-IGNITE applications: Parts, Retail Management Intelligence, and Security Maintenance. Some topics in the class may involve students working through additional applications.

CCM – Contact Management

Prerequisites: None

CCM101: Contact Management

Classroom Instructed - 3 days

Learn how to utilize Contact Management to work smarter and improve efficiency in your sales department. Contact Management can help you improve your overall customer experience by helping you build and maintain relationships while streamlining your process to make each customer interaction a quality interaction.

Learn how Contact Management can help you set and track goals for your sales team, as well as report on overall sales progress. Learn how to better manage internet leads and prospect follow-up with the use of Distribution Rules and Schedules. Contact Management can help you set your dealership apart from the rest with the use of targeted marketing using Client Collections. A great class for Sales Managers, General Managers, General Sales Managers, and BDC/Internet Managers.

EISA - ERA-IGNITE System Administrator Course

*CPE Credits: 14.0**

Program level: Basic

Prerequisite: None

No advanced preparation is required.

Delivery method: Group Live

Field of study: Auditing, Management Services, Computer Software and Applications

EISA - ERA-IGNITE System Administrator Course

Classroom Instructed - 2 days

Learn about available administrative tools that can improve your dealership's security and efficiency, such as limiting user access to screens and actions in ERA-IGNITE Security Maintenance (SEC), reviewing and modifying specifications for printers, ERA Mail, individual stores, and the overall system in ERA-IGNITE System Administrator (SYS), and managing Computer Assisted Instruction training in ERA-IGNITE CAI Administration.

Learn how to maintain managerial oversight with reporting options and features, including adding Retail Management Intelligence Dashboards and creating user-defined reports with Dynamic Reporting. This class is best suited for personnel who perform system administrator tasks in the dealership; examples include sys admin, IT, controller, and/or office manager.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

MANAGEMENT OVERVIEW SERIES

What are Management Overview Series classes?

Management Overview Series (MOS) classes are 'Net Classes designed to give new customers an overview of the system and key features that can help increase profits, improve management oversight, and reduce costs.

There are Management Overview Series classes for all areas at the dealership: Parts, Service, Accounting, Sales, and System Administration. These classes are 1 or 2 sessions long and each session lasts approximately 90 minutes. The cost per session is \$97.00 USD per computer logged in.

For more information regarding administrative policies such as cancellations call Reynolds Software Education at 937-485-1700 or email SED@reyrey.com. For billing questions please refer to your invoice.

Prices are subject to change without prior notice. For current pricing information please contact your Reynolds representative or visit reyrey.com.

EIMACC – ERA-IGNITE Accounting Management Overview

*CPE Credits: 3.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of study: Accounting, Auditing, Computer Software and Applications

EIMACC101: Retail Management Intelligence, Names and Accounting Journals

Learn the basics of the ERA-IGNITE Accounting application and the ERA Name File system. Learn how to use Accounting and User-Defined reports, the Daily Operating Control (DOC), and Retail Management Intelligence Dashboard to stay on top of your dealership's finances.

EIMACC102: Journals, Schedules, and Adjustments

Learn how to make cash disbursements via check or Electronic Fund Transfer, receipt payments from customers and record bank deposits. Learn how to process your various schedules and utilize the Accounting Adjustments journal.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

EIMPTS – ERA-IGNITE Parts Management Overview

Prerequisite: None

EIMPTS101: Introduction and Parts Invoicing

Learn the basics of the ERA Parts system as well as how to invoice parts to retail and service tickets. Learn how to create quotes and how to look up repair order information from the parts sales screen.

EIMPTS102: Parts Inventory and Reports

Learn how to find detailed information about a parts record, create a parts order, receipt a parts order, and use Parts reports and the Retail Management Intelligence Dashboard to track your parts sales and stock.

EIMSVC – ERA-IGNITE Service Management Overview

Prerequisite: None

EMISVC101: Introduction to ERA-IGNITE Service

Learn how ERA can help advisors increase profits by selling additional repairs to each Repair Order, schedule a customer's next visit, and cut expenses when working with internal Repair Orders.

EMISVC102: Reservation Manager and Reporting

Learn how ERA can help managers monitor their service department more effectively by using Reservation Manager, powerful and customizable reporting functionality, and the Retail Management Intelligence dashboard.

EMSFI – Sales and F&I Management Overview

Prerequisite: None

EMSFI101: Sales and F&I Management Overview

Learn how to work retail and lease deals, present menus and deal proposals, instantly price and book contracts for additional products, and use F&I reports and the Retail Management Intelligence Dashboard to track your entire sales and F&I operation.

EMSYS – System Administration Management Overview

*CPE Credits: 1.5**

Program level: Basic

Prerequisite: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of study: Auditing, Computer Software and Applications

EMSYS101: System Administration Management Overview

Learn how to update the software, maintain password security with user groups and User IDs, and utilize reports to stay on top of what employees have access to in your system.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

ON-DEMAND 'NET CLASSES

What are On-Demand 'Net Classes?

Besides the regularly scheduled 'Net Classes, Reynolds and Reynolds offers On-Demand classes covering specific topics. You can request classes from the regular schedule to be taught at a time convenient for your dealership, or you can request on-demand classes that are not regularly scheduled.

Unless noted otherwise, all On-Demand 'Net Class sessions are 90 minutes and cost \$321.00 USD per computer logged in.

How do I enroll?

Call Reynolds Software Education at 937-485-1700 or email SED@reyrey.com.

For more information regarding administrative policies, such as cancellations, call Reynolds Software Education at 937-485-1700 or email SED@reyrey.com. For billing questions please refer to your invoice.

Prices are subject to change without prior notice. For current pricing information please contact your Reynolds representative or visit reyrey.com.

Business Office Classes

ACCEOY – ERA-IGNITE Accounting End-of-Year

*CPE Credits: 1.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of study: Accounting, Auditing

ACCEOY: Accounting End-of-Year

Learn how to stay organized with an end-of-year checklist, post prior-year adjustments to an operating or balance sheet account, print year-to-date general ledger reports, produce your 13th month financial statement, and close the alternate year if you have an alternate end-of-year date at your dealership.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

EIBR - ERA-IGNITE Bank Reconciliation

*CPE Credits: 1.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of Study: Accounting

EIBR - Bank Reconciliation

Learn how to import Bank Administration Institute (.bai) files to automate bank reconciliation, use check or deposit registers to keep an eye on outstanding transactions, verify outstanding checks and reconcile cash-in-bank. It will also show you how to cancel deposits or checks individually or by a range of numbers and reset cancelled transactions.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

EIPO - Managing Purchase Orders

*CPE Credits: 1.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of study: Accounting, Auditing, Computer Software and Applications

EIPO - Managing Purchase Orders

Learn how the Purchase Orders application can help you track purchases made throughout your dealership. Learn how to review the types of purchase orders available, create templates to save time and stay on top of purchases with reports. Learn how to control who has access to Purchase Order features.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

ENACC1 – Accounting Daily Procedures

Prerequisites: None

ENACC101: Name File and Posting Controls

Learn the basics of the ERA name file. Understand how to search for existing records and add new records. Learn the basics of the Accounting journal set ups and update options.

ENACC102: Postings and Inquiries

Learn how to post a general purchase and inquire on journal, general ledger, and schedule detail. Learn the basics of the Daily Operating Control (DOC), including adding new departments and copying lines.

ENACC103: Correcting Posting Errors

Learn how to correct errors on posted transactions, such as making modifications under the original reference number and deleting. Learn how to reverse or adjust an updated transaction and perform voids.

ENACC104: Parts, Service, and Warranty Accounting

Learn how to integrate, modify, and update parts and service transactions. Learn how to create warranty credit memos, add and view warranty claim remarks, inquire on warranty memos and accounts, and review the specifications that control warranty credits.

ENACC105: Vehicle Purchases and Sales

Learn how to post new and used vehicle purchases, new and used vehicle sales and dealer trades, and review the specifications that control these journals.

ENACC106: Cash Receipts

Learn how to post cash receipts, maintain daily deposits, modify printed receipts, close and update deposits, and process reports.

ENACC107: Cash Disbursements

Learn how to write checks and Electronic Fund Transfers (EFT), floorplan checks and lien payoff checks , how to void and inquire on cash disbursement checks and EFTs, and review the specifications that control the cash disbursements journal.

ENACC2 – Accounting Periodic Procedures

Prerequisites: None

ENACC201: Accounts Receivable

Learn how to maintain receivable customers, prepare a past due analysis, process Account Receivables (A/R) schedules, post A/R adjustments, apply service charges, print statements, and process A/R reports.

ENACC202: Accounts Payable

Learn how to apply payments and discounts by cutoff date to vendors and invoices. Learn how to print Account Payable (A/P) checks and issue Electronic Fund Transfers (EFT) through Accounts Payable programs, create EFT transfer files, print the A/P check register, void A/P checks and EFTs, and process A/P reports.

ENACC203: Bank Reconciliation and Standard Entries

Learn how to cancel and reset checks and deposits. Learn how to reconcile the bank statement and print check/deposit registers. Learn how to set up standard and recurring entry maintenance files. Learn how to post standard and recurring entries.

ENACC204: Name Maintenance

Learn where each department in the dealership can view Name File information and how to restrict sensitive customer information in the Accounting application. Learn to perform a name change audit and how to search for and combine duplicate names.

ENACC205: The Daily Operating Control (DOC) Report

Learn how to set up and modify DOC lines and departments, how to enter forecast amounts and forced amounts, and how to print/view the DOC. Learn how to determine accounts that are missing from the DOC. Learn how to create a custom DOC and how to add Custom Line Descriptions.

ENACC206: Accounting End of Month Process

Learn how to close the Accounting month, where to gather month end statistical data, and how to prepare the Financial Statement.

NMNG - Names Management

*CPE Credits: 1.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of study: Auditing, Computer Software and Applications

NMNG - Names Management

Learn how to use the ERA-IGNITE Names application to control common dealership problems such as duplication and accidental changes. Learn how Security Maintenance and Name specifications can be used to enforce dealership policies for name records.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

MVP - Managing Vehicle Profits

*CPE Credits: 1.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of study: Accounting, Auditing, Computer Software and Applications

MVP - Managing Vehicle Profits

Learn about the difference between the gross profit in a deal recap versus the gross profit you see in the accounting application. Learn how the applications are set up to calculate gross profit and how to set them up to match.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

EIPUR – ERA-IGNITE Purchase Orders

*CPE Credits: 3.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of study: Accounting, Auditing, Management Services, Computer Software and Applications

EIPUR101: Creating and Managing Purchase Orders

Learn about the basics of the ERA Purchase Order system, including purchase order types, purchase order statuses, and purchase order creation. Learn how to modify purchase orders to correct errors and how to use templates to save keystrokes and time.

EIPUR102: Authorizing, Integrating, and Controlling Purchase Orders

Learn how to mark purchase orders as ready to be paid in Accounting. Learn how system integration saves time and keeps your G/L up to date. Learn about the reports available to manage purchases and track changes to purchase orders. Learn about the options for setting up the Purchase Orders system at your dealership.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

ENPUR – Purchase Orders

Prerequisites: None

ENPUR101: Creating and Managing Purchase Orders

Learn the basics of purchase order creation, statuses, and organization. Learn how to correct errors and create templates to save keystrokes and time.

ENPUR102: Authorizing, Integrating, and Controlling Purchase Orders

Learn how to integrate purchase orders into the Accounting application in order to keep your G/L up to date. Learn the options Purchase Order Specifications can offer your dealership.

ENPAY – Payroll

Prerequisites: None

ENPAY101: Setting Up Payroll Employees

Learn how to add new hires and modify existing payroll employee setup records.

ENPAY102: Processing a Payroll Cycle and Troubleshooting

Learn about the steps required to process a payroll cycle. Learn how to create a payroll cycle and worksheet, how to review check registers, and how to calculate checks on a cycle. Learn how to finish a payroll cycle by printing paychecks, creating transaction records in Accounting, and posting paycheck entries to the general ledger.

ENPAY103: Modifying Paychecks and Payroll Specifications

Learn how to modify payroll checks to handle multiple scenarios and set up and maintain your dealership's payroll specifications.

ENPAY104: Miscellaneous Payroll Solutions

Learn how to terminate and rehire employees, troubleshoot payroll cycle, make payroll adjustments, and utilize the Payroll Download Report.

VSI - ERA-IGNITE Vehicle Sales Integration

*CPE Credits: 1.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery Method: Group Internet Based

Fields of Study: Accounting, Computer Software and Applications

VSI - Vehicle Sales Integration

Learn about ERA-IGNITE features that can help you post deals seamlessly including Vehicle Sales Setup, Enhanced Accounting Integration, and Field Dependencies. Learn how to make modifications after a deal has been integrated into accounting.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*

Front End Classes

ENF&I – Finance and Insurance

Prerequisites: None

ENF&I101: Starting Retail Deals

Learn how to start a new retail deal, enter customer and vehicle information, enter trade-in vehicles, enter insurance and aftermarket information, add employees, and save and close the deal.

ENF&I102: Lease Deals and Negotiating Payment

Learn how to start a lease deal, allocate equity, print forms, and negotiate with the customer.

ENF&I103: Review, Recap, and Reports

Learn how to recap a deal, calculate commissions, review deal summary, view the heat sheet, display the F&I summary, request additional F&I reports, and request F&I utility reports.

ENVMS – Vehicle Management System

Prerequisites: None

ENVMS101: Vehicle Maintenance

Learn how to add vehicles to inventory, add on-order vehicles, search for existing vehicle records, add accessories, and transmit orders to your manufacturer.

ENVMS102: Inquiries, Management Tools, and Reports

Learn how to find a vehicle for a customer, view repair orders, adjust inventory amounts, and interpret vehicle statuses. Learn how to request and analyze various reports including the Accounting/Sales Cost Comparison report, Inventory Summary report, and the Inventory Analysis report.

EIVMS ERA-IGNITE Vehicle Management System

Prerequisites: None

EIVMS101 - Vehicle Profile, Vehicle Inquiries, and Management Tools

Learn about the basics of vehicle records, such as adding, modifying and deleting records. Learn how to run inquiries to find vehicles matching specific criteria, as well as how to utilize various management tools.

EIVMS102 - Vehicle Management System Reports

Learn about the reports available in the VMS application, as well as reports and tools related to VMS found in Retail Management Intelligence.

ENMCF – Marketing and Customer Follow-Up

Prerequisites: None

ENMCF101: Marketing and Customer Follow-Up in Contact Management

Learn how to create schedules for prospects, sold clients, service and client care. In addition, you will learn how to create effective client collections, distribute bulk emails and letters, as well as how to monitor your campaigns to evaluate their effectiveness.

ENIPRB – ERA-IGNITE Product Rating and Booking

Prerequisites: None

ENIPRB: Product Rating and Booking

Learn how to register your dealership with the Provider Exchange Network and how to utilize the Product Rating and Booking (PRB) system. Learn how controls are set up to include your dealership's markups and to speed up the process of rating and booking F&I products. Understand how to sell warranties, maintenance plans, GAP insurance, and aftermarket items using the system.

ENFIM – F&I Menu Presenter

Prerequisites: None

ENFIM101: F&I Menu Presenter

Learn how to access and sell standard and customized menu packages to deals in the F&I/Desking application. Learn how to adjust selling price and other information in the menu package to give you extra flexibility while negotiating with your customers.

Fixed Operations Classes

ENPTS – Parts Inventory

Prerequisites: None

ENPTS101: Basic Part Inquiries

Learn about Parts Inventory overview and integration. Learn how to perform basic part number inquiries, search for multiple part numbers at one time, and recall factory master part number information. This session covers the following executables: 2021, 2022, 2026, 2024, 2028.

ENPTS102: Part Records and Parts Kits

Learn how to manually add, change, and delete parts from your inventory. Learn how to create and modify parts kits. This session covers the following executables: 2101, 2102, 2106, 2010, 2108.

ENPTS103: Daily Orders

Learn how to request and review reports that help with ordering parts, create, modify, and cancel a daily order, as well as prepare and transmit a daily order. Learn how to create and receipt purchase orders for parts as well as request purchase order reports. This session covers the following executables: 2041, 2052, 2048, 2372, 2710.

ENPTS104: Stock Orders

Learn how to create, review, adjust, and process a stock order. Learn how to arrive and receipt shipments. Learn how to create manual receipts for parts not on an ERA PO# and print receipt reports. This session covers the following executables: 2041, 2042, 2043, 2044, 2045, 2049, 2046, 2048, 2372, 2061, 2062, 2063, 2064.

ENPTS105: Returns and Factory Master Update

Learn how to perform the pre-parts return tasks and prepare a suggested list of parts to return to a supplier or manufacturer based on selected criteria. Learn how to modify your part returns, clear and delete an entire return, and create a manual return. Learn how to run a factory master to update parts information in the system and perform supersessions. This session covers the following executables: 2081, 2082, 2083, 2084, 2086, 2087, 2161, 2163, 2164.

ENPTS106: Specifications and Monthly Analysis

Learn how parts are recommended for the stock order, as well as help you with ordering criteria. Learn how to set up parts pricing and other controls. Understand make codes and sources. Learn how to perform the monthly maintenance procedure for your Parts department. Learn how to access and interpret the Monthly Analysis report. This session covers the following executables: 2324, 2322, 2323, 2213.

ENPTI – Parts Invoicing

Prerequisites: None

ENPTI101: Front Counter Invoices

Learn how to create parts invoices and credit memos for front counter customers. Also learn how to record lost sales, add invoices, comments, and how to void and delete invoices. This course covers the following executables: 2525.

ENPTI102: Advanced Invoicing Procedures

Learn how to use the *Counter Sales* screen to obtain detailed part number information, sell parts with cores, create price quotes, and create parts invoices for internal departments. Learn how to accept payment while invoicing, change the payment methods for closed invoices, and how to prepare to reconcile the cash drawer. This course covers the following executables: 2525, 2530, 2532, 2541.

ENPTI103: Back Counter Sales

Learn how to bill parts and sublet charges to Service appointment and repair orders. This course covers the following executables: 2525.

ENPTI104: Special Orders

Learn how to perform the special orders process from the point of sale through the delivery of the parts and the closing of the special order record. This course covers the following executables: 2028, 2052, 2064, 2065, 2525, 2533.

ENPTI105: Invoicing Specifications and Reports

Learn how to create and modify price level codes, maintain password restrictions, create and modify credit codes, set up source overrides, and use Parts management reports. This course covers the following executables: 2565, 2564, 2321, 2382, 2566, 2571, 2570, 2569, 2542, 2211, 2543, 2212.

ENPBC – Parts Bar Code

Prerequisites: None

ENPBC101: Common Parts Bar Code Procedures

Learn how to receipt parts, change bins, and perform inquiries using the Parts Bar Code (PBC) scanner. Learn how to inquire on scans and maintain inventory from the PBC application. This course covers the following screens: *Parts Receipt, Parts Inquiry, Change Bin, Add Part Override, Create Parts List, Search, Claim Entry, and Manual Receipts.*

ENPBC102: Specifications, Labels, and Reports

Learn how to use the *Settings* screen to have your scanner and PBC application best fit your needs. Learn how to set up and use User Defined Labels. Learn how to utilize PBC reports. This course covers the following screens: *Settings, User Defined Labels, Label Printing, Bin Change Report, Special Order Parts Report, Employee Report, Over/Short Report, Employee Report, and Scanned Parts Report.*

ENPBCI – Parts Bar Code: Parts Physical Inventory

Prerequisites: None

ENPBCI: Parts Bar Code: Parts Physical Inventory

Learn about pre-inventory reporting and preparation, how to enter the counts using the Parts Bar Code scanner, how to handle “write-in” parts, how to find and modify variances, and process post-inventory reports and follow-ups.

ENPPI – Parts Physical Inventory

Prerequisites: None

ENPPI101: Parts Physical Inventory

120 minutes

Learn how to perform the entire Physical Inventory process, from counts and write-ins to the post-inventory follow-up.

EIPPI – ERA-IGNITE Parts Physical Inventory

Prerequisites: None

EIPPI101: Parts Physical Inventory

120 minutes

Learn how to perform the entire Physical Inventory process, from counts and write-ins to the post-inventory follow-up.

EIASVC - ERA-IGNITE Advanced Service

Prerequisites: None

ASVC101 - Technician Dispatching & Report Card

Learn how to use the *Dispatching* screen to perform tasks like starting and finishing work, putting jobs on hold, adding new jobs to the Pending Services screen or directly to the repair order. Learn more advanced tasks like mapping jobs with Service Price Guide (SPG), sending parts requests, and selling previous recommendations.

ASVC102 - Pending Services

Learn how to use the *Pending Service* screen to do daily tasks like sending estimates to the parts department or service advisor. Learn how to combine and approve diagnostic lines, approve sold items, and mark declined items as recommended not done. Learn how to see estimate information, set service flags, and update promise times.

ASVC101 is recommended before taking this class.

ASVC103 - Advanced Service Reports & Specifications

Learn how to run and analyze the Upsell Analysis, Upsell from Declined Services, and Advanced Service Cycle times Reports. Learn how to set up report card notifications, service flag specifications, pending services specifications, and the My Procedures navigation folder.

EISPG – ERA-IGNITE Service Price Guide

Prerequisites: None

EISPG101: Service Price Guide

Learn about the basics of mapping and learn how to use Service Price Guide (SPG) to add lines to repair orders, get detailed parts and labor information, and sell parts to a repair order. Learn about “best practices” when setting up SPG specifications.

ENSVC – Basic Service

Prerequisites: None

ENSVC101: Service Appointments

Learn how to create and modify service appointments for both new and existing customers. Learn how to use the system to help you schedule appointments.

ENSVC102: Create and Modify Repair Orders

Learn how to create and modify repair orders for customers with or without an appointment. Learn how to display service history and other important information when working with repair orders.

ENSVC103: Bill and Invoice Repair Orders

Learn how to flag, invoice, and accept payment on a repair order. Learn to enter additional charges, discounts, shop supplies, and sublets on a repair order.

ENSVC104: Labor Time Guides and Warranty Claims

Learn how to retrieve warranty information directly from the manufacturers' Labor Time Guides and enter it onto a repair order for warranty claim submission.

ENSVC105: Special Service Situations

Learn how to handle special issues like internal repair orders, adding Dealer Accessories, Comebacks, We Owe, inquiring on Special Order Parts, Journal Prefix Overrides, and transferring parts between jobs.

ENSVC106: Service Price Guide Procedures

Learn how to create Service Price Guide (SPG) estimates in both stand-alone and integrated modes, map SPG and ERA operation codes, expand and combine SPG operations, and perform SPG parts tasks.

EISSK – ERA-IGNITE Service Sales Kit

Prerequisites: None

EISSK101: Service Sales Kit

Learn how to create consistent repair orders more quickly using Service Sales Kit (SSK). SSK vehicle inspection and report card features can keep your service advisors and customers on the same page regarding vehicle condition and maintenance needs. Learn how to keep your customers satisfied and your service advisors organized with this session. This class covers creating repair orders, selecting maintenance options, upselling, and management options using Service Sales Kit.

EISRPT – ERA-IGNITE Service Reports

Prerequisites: None

EISRPT: Service Reports

Learn how to use the ERA-IGNITE Service Reports and reporting tools to help you manage your service department. Learn to measure the performance of your advisors and technicians, and identify issues before they become a problem for your dealership.

ENSVC2 – Service Management

Prerequisites: None

ENASVC101: Service Personnel and Passwords

Learn to set up service technicians, service advisors, and teams in your system. Also, learn how to establish passwords to protect critical information and control who can perform sensitive tasks on the system.

ENASVC102: Service Operations Setup

Learn to set up base operation codes to group similar operations in the same category by creating and modifying codes for specific labor operations.

ENASVC103: Recommended Services and Campaigns Setup

Learn to set up recommended services and service campaigns, to help you increase profit on your service drive.

ENASVC104: Service Reports

Learn how to use Retail Management Intelligence (RMI) to review Service Reports and reporting tools to help you manage your service department. Learn to measure the performance of your advisors and technicians and identify issues before they become a problem for your dealership.

ENRND – Turning Declined Services into Profits

Prerequisites: None

ENRND101: Recommended Not Done

Learn about the different methods of handling declined services, and how Refusal Codes can help you identify the reasons why recommended services are being declined. Learn how to use Recommended Not Done (RND) services to generate more sales for your dealership in the future, and generate a list of customers that declined services to follow up on those services.

Systems Classes

ENSYS – System Administration

Prerequisites: None

ENSYS101: Introduction to the ERA System

Learn about ERA system basics, and Reynolds and Reynolds company structure. Learn how to load Software Manager.

ENSYS102: Maintain User Security

Learn how to maintain user security by creating User IDs, setting up User Groups, troubleshooting passwords, and requesting security reports.

ENSYS103: Print Management

Learn how to manage printers, maintain the printer queue, schedule jobs to run later, and create printer assignments.

ENSYS104: System Director Utilities

Learn how to schedule backups, display tape information, run software updates, manage Electronic Mail, display user system statistics, manage user level security locks, and set up the system's operational hours.

EIRMI – ERA-IGNITE Retail Management Intelligence

Prerequisites: None

EIRMI101: Retail Management Intelligence

Learn how to extract more information out of your ERA-IGNITE system by creating personalized dashboard modules and building user-defined reports in the Retail Management Intelligence (RMI) application. Learn how to easily create and manage your reports using instant on-screen displays with sortable columns to identify exceptions that need your attention.

RMIF - RMI Report Features

*CPE Credits: 1.5**

Program level: Basic

Prerequisites: None

No advanced preparation is required.

Delivery method: Group Internet Based

Field of study: Computer Software and Applications

RMIF - RMI Report Features

Learn how to use Retail Management Intelligence (RMI) to manage any report available in ERA-IGNITE. Learn how to request frequently used reports faster, customize report layouts, and utilize other RMI tools to help you manage your dealership more effectively.

**Reynolds and Reynolds is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.*