



Fixed Operations

Service Pricing Guide

SPG101: Estimates, Reservations, and Repair Orders

Learn estimates, reservations, and repair orders. Learn how to create estimates, look up operation codes, and select operation codes. Learn how to sell parts to the repair order, and how to add SPG parts to a repair Order.

1/17/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
2/13/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
3/27/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session

SPG102: Adding Estimates without a VIN and Diagnostic Estimates

Learn how to do and create estimates without a VIN, and how to use diagnostic estimates.

1/17/2018	2:30 PM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
2/13/2018	2:30 PM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
3/27/2018	2:30 PM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session

SPG103: Dealer Operation Codes and Reports

Learn how to add operation codes, add supplements, and change operation codes.

1/18/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
2/14/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
3/28/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session

SPG104: SPG Pricing and Controls

Learn how to use Service Pricing Guide reports and controls.

1/18/2018	2:30 PM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
2/14/2018	2:30 PM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
3/28/2018	2:30 PM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session

Technician Electronic Control

TEC101: Technician Functions

Topics covered in this session include an overview of the Technician Electronic Control (TEC) application, the process used to begin a repair order, using the Service Department Scheduling (SDS) application to find and complete jobs, displaying a vehicle's service history, and ordering parts from the Parts department.

1/24/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
2/15/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
3/22/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session

TEC102: Electronic Mail, Final Flagging and Invoicing Options

Topics covered in this session include sending and reviewing emails, flagging repair orders by verifying flagging information entered in the SDS application, and setting up printing technician times when a repair order is invoiced.

1/24/2018	2:30 PM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
2/15/2018	2:30 PM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
3/22/2018	2:30 PM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session

TEC103: Daily Technician Time Card, Reports, and TEC Control Programs

Topics covered in this session include maintaining and overriding technician times, requesting and reviewing reports, and customizing your TEC application.

1/25/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
2/16/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
3/23/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session

POWER Fixed Operations

PFOM: POWER Fixed Operations Management

Learn how to streamline Service processes to make more money, analyze reports and recognize problem areas. Determine ways to fine-tune pricing and control discounts and policy adjustments to improve profitability, and increase efficiency and productivity by reviewing and managing Service controls.

3/13/2018	9:00 AM	CST	Class Format	Classroom	Cost \$963.00	Per Person	Register for Session
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Retail
Management
System

Variable Operations

docuPAD System

PAD101: 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 option packages. Instantly identify which forms need to be signed and printed, and make sure nothing is overlooked before closing a deal.

2/13/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
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Contact Management

CM101: Introduction to Contact Management

Get an introduction to Contact Management. This introduction includes: navigating and customizing Contact Management and working with the My Clients screen.

3/13/2018	10:00 AM	CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
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Retail
Management
System

CM102: Client Management

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

3/13/2018 2:30 PM CST **Class Format** Net Class **Cost** \$97.00 Per PC Logged in [Register for Session](#)

CM103: Desk and Activity Management

Learn how to perform daily tasks using New 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.

3/14/2018 10:00 AM CST **Class Format** Net Class **Cost** \$97.00 Per PC Logged in [Register for Session](#)

CM104: Management Tools

Learn how to manage your sales team using New Contact Management tools. These tools include: using Dashboard, Desk Log, and Reporting to keep up with day to day activities. This session has an additional prerequisite of ENCM103.

3/14/2018 2:30 PM CST **Class Format** Net Class **Cost** \$97.00 Per PC Logged in [Register for Session](#)

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. This session has an additional prerequisite of ENCM104.

3/15/2018 10:00 AM CST **Class Format** Net Class **Cost** \$97.00 Per PC Logged in [Register for Session](#)

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. This session has an additional prerequisite of ENCM105.

3/15/2018 2:30 PM CST **Class Format** Net Class **Cost** \$97.00 Per PC Logged in [Register for Session](#)

CM107: Managing Settings and Follow-Up

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

3/16/2018 10:00 AM CST **Class Format** Net Class **Cost** \$97.00 Per PC Logged in [Register for Session](#)

CM108: Collection and Campaign Management

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

3/16/2018 2:30 PM CST **Class Format** Net Class **Cost** \$97.00 Per PC Logged in [Register for Session](#)

Contact Management - Classroom

CM100: New Contact Management

Learn how to effectively utilize the New Contact Management to work smarter and transform the customer experience. Learn how the New Contact Management can help you manage your internet leads by setting up prospect distribution rules, improve your processes and make customer follow-up more seamless with the use of Schedules, and target marketing pieces using Client Collections.

2/13/2018	9:00 AM CST	Class Format	Classroom	Cost \$963.00	Per Person	Register for Session
3/20/2018	9:00 AM CST	Class Format	Classroom	Cost \$963.00	Per Person	Register for Session

Add on Auto

AOA101: Deals, Orders, and Account Information

Learn how to import deals into AddOnAuto (AOA) from the 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.

2/8/2018	10:00 AM CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
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AOA102: Customizing the Accessories Department

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

2/8/2018	2:30 PM CST	Class Format	Net Class	Cost \$97.00	Per PC Logged in	Register for Session
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Accounting/Systems

Reynolds Integrated Telephone System

RITS: 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.

1/19/2018	10:00 AM	CST	Class Format	Net Class	Cost Free	Register for Session
1/19/2018	2:30 PM	CST	Class Format	Net Class	Cost Free	Register for Session
1/24/2018	10:00 AM	CST	Class Format	Net Class	Cost Free	Register for Session
1/24/2018	2:30 PM	CST	Class Format	Net Class	Cost Free	Register for Session
2/2/2018	10:00 AM	CST	Class Format	Net Class	Cost Free	Register for Session
2/2/2018	2:30 PM	CST	Class Format	Net Class	Cost Free	Register for Session
2/7/2018	10:00 AM	CST	Class Format	Net Class	Cost Free	Register for Session
2/7/2018	2:30 PM	CST	Class Format	Net Class	Cost Free	Register for Session
2/16/2018	10:00 AM	CST	Class Format	Net Class	Cost Free	Register for Session
2/16/2018	2:30 PM	CST	Class Format	Net Class	Cost Free	Register for Session
2/21/2018	10:00 AM	CST	Class Format	Net Class	Cost Free	Register for Session
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