



EVO Training Catalog September - October 2011



Dealership Training Solutions

Benefits of Training

Make the most of your ADP Dealer Management System (DMS) to drive business results - higher profits, happy customers and productive employees. You'll get maximum results from the software by training employees to take full advantage of its many features. When your employees are competent and confident with the software, you'll enjoy increased employee retention, higher employee morale, and maximized system use.

Training Options

It is difficult to maintain a staff that can fully utilize your DMS without continuing training efforts. We offer a number of classes for new dealerships, existing dealerships with new employees, or those who want to become more proficient with Lightspeed. In an effort to keep up with dealer needs, training options have been revised. We now offer distance-learning options via the internet. Virtual Classrooms allow you to stay in your dealership and join a class with a live instructor. We also offer self-paced, 24/7 classes through our e-Learning classes.

Virtual Classroom

This is a distance-learning alternative to the classroom and is offered in 1 to 1 1/2 hour sessions, allowing you to take classes based on your role in the dealership and the tasks you perform. This interactive, instructor-led training is brought to your dealership via the internet. Participants can ask the instructor questions and share ideas with others across the country.

e-Learning

ADP Lightspeed provides convenient, self-paced training via the internet. Courses are based on your role in the dealership and the tasks you perform. e-Learning is available 24/7 and allows you to work at your own pace. e-Learning provides step by step instructions, interactive simulations and knowledge checks. e-Learning is the perfect way to receive training without leaving the dealership.

Product Spotlights

A Product Spotlight is an online presentation accessed quickly and easily through the psdealer.com website. The presentations are used to introduce new concepts, benefits, or features of a new product release. Audio is included. The average viewing time for the Product Spotlight is three (3) minutes.

Training Levels

Level 1 - This skill level focuses on the essential daily activities per role in the dealership. This level is for new dealerships engaged in pre-installation training, new employees or employees new to their role. *Level 2* - This skill level focuses on enhancing the users knowledge to improve efficiency and productivity with the Lightspeed system.

To Register for Training

Visit www.psdealer.com/Training, Find a Class. Choose the class type, dates/times or by role in the dealership.

Virtual Class times are based on Mountain Time. Register Online. You will need internet access and a phone.

e-Learning is available 24/7. You will need internet access.

Product Spotlights are available 24/7, new videos are added frequently.

Advanced Training - Contact your sales representative, 800-521-0309.





EVO Dealer Training Schedule

September - October 2011

Class Times: All class times are Mountain Time.

Register For A Class: Log on to PSDealer.com.
Go to the Training Tab, click Find a Class.

Dealership Role & Course Name	Course Description	Level	Type	Duration	Class Date: September	Class Time: September	Class Date: October	Class Time: October
PARTS								
Inventory Control Specialist								
Parts Inventory	Discover how to add a part to inventory using Price Books or manual entry.	1	e-Learning		Self-paced - Available 24/7 (approximately 30 minutes)			
Parts Ordering	Determine how to order parts, review suggested orders, process critical orders, create purchase orders, and send electronically.	1	e-Learning		Self-paced - Available 24/7 (approximately 30 minutes)			
Parts Receiving	Understand how to receive, edit or cancel parts from a supplier. Update your inventory, print reports and labels.	1	e-Learning		Self-paced - Available 24/7 (approximately 30 minutes)			
Parts Counter & Cashier								
Parts Invoicing	Find out how to create and cashier invoices. Discover many functions that will help you increase efficiency and customer satisfaction.	1	Virtual Class	1.5 hours	8/30/2011 9/20/2011	9:00 am	10/4/2011 10/25/2011	9:00 am
Special Order Process	Discover how to create, pick up or refund a special order.	1	e-Learning		Self-paced - Available 24/7 (approximately 30 minutes)			
Internal Parts Sales Liaison								
Internal Parts Sales <i>*Included in the Virtual Class for Parts Invoicing</i>	Learn how to sell Parts to Service using Parts Invoicing and the Sell Parts button in Service	1	Virtual Class	1.5 hours	8/30/2011 9/20/2011	9:00 am	10/4/2011 10/25/2011	9:00 am
Parts Manager								
We recommend Parts Managers take all classes offered for Inventory Control, Parts Counter/Cashier and Internal Parts Sales.			Various		See Class schedules for available dates and times.			
Dealer Desktop for Parts <i>*Included in the Virtual Class for Parts Invoicing</i>	Learn how to monitor parts department functions from one screen.	1	Virtual Class	1.5 hours	8/30/2011 9/20/2011	9:00 am	10/4/2011 10/25/2011	9:00 am
Custom Reporting <i>*Optional</i>	Find out how to print the reports you need to manage invoicing, ordering transactions, parts inventory and more.	1	Virtual Class	1.5 hours	9/27/2011	2:00 pm	10/11/2011	2:00 pm
		1	Product Spotlight	Self-paced - Available 24/7				
System Preferences <i>*Optional</i>	Learn about the system default set ups for your department.	1	Virtual Class	1.5 hours	9/27/2011	9:00 am	10/11/2011	9:00 am
SERVICE								
Service Writer and Cashier								
Repair Order Process <i>*Virtual Class includes Service Scheduler</i>	Understand how to create, closeout and cashier customer, internal and warranty repair orders.	1	Virtual Class	1.5 hours	8/31/2011 9/21/2011	9:00 am	10/5/2011 10/26/2011	9:00 am
Repair Order Process - Customer Pay	Learn how to create, closeout and cashier customer pay repair orders.	1	e-Learning		Self-paced - Available 24/7 (approximately 30 minutes)			
Repair Order Process - Internal	Understand how to create, closeout and cashier an internal repair order.	1	e-Learning		Self-paced - Available 24/7 (approximately 25 minutes)			
Repair Order Process - Warranty	Learn how to create, closeout and cashier a warranty repair order.	1	e-Learning		Self-paced - Available 24/7 (approximately 30 minutes)			



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SERVICE								
Service Scheduler <i>*Included in the Virtual Class for Repair Order Processing</i>	The Service Scheduler allows you to create and place work tasks into available time slots using a simple visual interface	1	Product Spotlight		Self-paced - Available 24/7			
Warranty Specialist								
Warranty Claim Process	Find out how Lightspeed tracks your Warranty claims.	1	e-Learning		Self-paced - Available 24/7 (approximately 45 minutes)			
Service Manager								
We recommend Service Managers take all classes offered for Service Writer/Cashier and Warranty Clerk.			Various	See Class schedules for available dates and times.				
Dealer Desktop for Service <i>*Included in the Virtual Class for Repair Order Processing</i>	Learn how to monitor service department functions from one screen.	1	Virtual Class	1.5 hours	8/31/2011 9/21/2011	9:00 am	10/5/2011 10/26/2011	9:00 am
Custom Reporting <i>*Optional</i>	Find out how to print the reports you need to manage your repair orders, warranty claims, technicians, and service history.	1	Virtual Class	1.5 hours	9/27/2011	2:00 pm	10/11/2011	2:00 pm
		1	Product Spotlight	Self-paced - Available 24/7				
System Preferences <i>*Optional</i>	Learn about the system default set ups for your department.	1	Virtual Class	1.5 hours	9/27/2011	9:00 am	10/11/2011	9:00 am
SALES								
Salesperson								
Sales Deal Process	Discover how to create a sales deal for customers paying cash or being financed. Learn how to process a trade, enter back-end products and finalize the deal.	1	Virtual Class	1.5 hours	8/31/2011 9/21/2011	1:30 pm	10/5/2011 10/26/2011	1:30 pm
		1	e-Learning	Self-paced - Available 24/7 (approximately 55 minutes)				
Sales Administration								
Major Unit Inventory <i>*Virtual Class includes Boat, Motor, Trailer</i>	Learn how to add a unit into inventory and create the accounts payable invoice.	1	e-Learning	Self-paced - Available 24/7 (approximately 55 minutes)				
Boat, Motor, Trailer Functionality <i>*Included in Virtual Class for Major Unit Inventory</i>	A simple, convenient way to enter, track and sell multiple unit packages.	1	Product Spotlight	Self-paced - Available 24/7				
		1	e-Learning	Self-paced - Available 24/7 (approximately 55 minutes)				
Sales Deal Process	Discover how to create a sales deal for customers paying cash or being financed. Learn how to process a trade, enter back-end products and finalize the deal.	1	Virtual Class	1.5 hours	8/31/2011 9/21/2011	1:30 pm	10/5/2011 10/26/2011	1:30 pm
		1	e-Learning	Self-paced - Available 24/7 (approximately 55 minutes)				
Sales Manager								
We recommend Sales Managers take all classes offered for Salesperson and Sales Administration.			Various	See Class schedules for available dates and times.				
Dealer Desktop for Sales <i>*Included in the Virtual Class for Sales Deal Processing</i>	Learn how to monitor dealership activities from one screen.	1	Virtual Class	1.5 hours	8/31/2011 9/21/2011	1:30 pm	10/5/2011 10/26/2011	1:30 pm
Custom Reporting <i>*Optional</i>	Find out how to create and print the reports you need to manage your major unit inventory, sales deals, and sales personnel.	1	Virtual Class	1.5 hours	9/27/2011	2:00 pm	10/11/2011	2:00 pm
		1	Product Spotlight	Self-paced - Available 24/7				
System Preferences <i>*Optional</i>	Learn where the system default set ups are for your department.	1	Virtual Class	1.5 hours	9/27/2011	9:00 am	10/11/2011	9:00 am

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ACCOUNTING								
Accounts Payable Specialist								
Accounts Payable	Discover how to create new vendors, enter invoices, print checks and much more.	1	Virtual Class	1.5 hours	8/31/2011 9/21/2011	11:00 am	10/5/2011 10/26/2011	11:00 am
Major Unit Inventory <i>*Virtual Class includes Boat, Motor, Trailer</i>	Learn how to add a unit into inventory and create the accounts payable invoice.	1	e-Learning	Self-paced - Available 24/7 (approximately 55 minutes)				
Accounts Receivable Specialist								
Accounts Receivable	Manage your customer accounts, receive payments, and printing reports.	1	Virtual Class	1 hour	8/30/2011 9/20/2011	1:30 pm	10/4/2011 10/25/2011	1:30 pm
Accounting Manager / Controller								
We recommend Accounting Managers take all classes offered for Accounts Payable and Accounts Receivable.			Various	See Class schedules for available dates and times.				
General Ledger & Daily Close	Understand how to setup and modify the chart of accounts. Discover how to create, print and post journal entries.	1	Virtual Class	1.5 hours	8/30/2011 9/20/2011	11:00 am	10/4/2011 10/25/2011	11:00 am
End of Month Process	Learn how to close accounting records and print financial statements.	1	Virtual Class	1.5 hours	9/27/2011	11:30 am	10/11/2011	11:30 am
Dealer Desktop for Accounting <i>*Included in the Virtual Class for General Ledger & Daily Close</i>	Learn how to monitor dealership activities from one screen.	1	Virtual Class	1.5 hours	8/30/2011 9/20/2011	11:00 am	10/4/2011 10/25/2011	11:00 am
Custom Reporting <i>*Optional</i>	Find out how to print the reports you need to manage your company's finances.	1	Virtual Class	1.5 hours	9/27/2011	2:00 pm	10/11/2011	2:00 pm
		1	Product Spotlight	Self-paced - Available 24/7				
System Preferences <i>*Optional</i>	Learn where the system default set ups are for your dealership.	1	Virtual Class	1.5 hours	9/27/2011	9:00 am	10/11/2011	9:00 am
Payroll Plus <i>*Optional</i>	An online payroll product that leverages the knowledge and resources of ADP Employer Services and ADP Lightspeed.	1	Product Spotlight	Self-paced - Available 24/7				
Rental								
Rental Reservations	Join us to learn how to process a reservation.	1	Virtual Class	2 hours	9/28/2011	9:00 am	10/12/2011	9:00 am
		1	e-Learning	Self-paced - Available 24/7 (approximately 55 minutes)				
Rental Billing/Accounting	Learn about the Rental Billing and Accounting Process.	1	e-Learning	Self-paced - Available 24/7 (approximately 55 minutes)				
		1	Virtual Class	1 hour	9/28/2011	12:00 pm	10/12/2011	12:00 pm
New 5.0 Release								
New Look and Feel <i>*Optional</i>	Built using advanced technology, come and see the New Look and Feel of Evolution 5.0.	1	Product Spotlight	Self-paced - Available 24/7				
New and Enhanced Features <i>*Optional</i>	Come and see the New Look and Feel of Evolution 5.0.	1	Product Spotlight	Self-paced - Available 24/7				