



# SSG Offerings Book

February 2017



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**Table of Contents**

---

<b>1. Equipment Information</b> .....	<b>1</b>
Dell PowerEdge T430 Server Package .....	1
Dell OptiPlex 7040 Graphic Workstation .....	3
OptiPlex 3040 with Solid State Drive.....	4
Point of Sale Scanners .....	5
Dell S2830dn Small Laser Printer .....	7
Dell S5830dn Large Laser Printer .....	8
Point of Sale Cash Printer.....	9
Dell 3465dnf Multi-Function Laser Printer .....	10
Network Switch.....	11
Store System Accessories .....	11
Xerox Documate 5445 Scanner .....	13
Xerox Documate 5460 Scanner .....	14
Pricing Pole LV4000U Description .....	15
PAYware Mobile.....	17
TAMS/RPM Integrated Payment Card Feature.....	19
RPM Multi-Store Server Worry-Free Guarantee.....	20
<b>2. NAPA PROLink Features / Store Console Setup</b> .....	<b>21</b>
The NAPA PROLink Store Console .....	22
<b>3. TAMS Remote Access Options</b> .....	<b>28</b>
<b>4. TAMS Monthly Fees</b> .....	<b>30</b>
TAMS Support Fee.....	30
TAMS Multi-Store Support Fee .....	30
Catalog Support Fee .....	30
VPN Support Fee (NAPA WAN).....	30
<b>5. Optional TAMS Fees</b> .....	<b>31</b>
ROSA (Remote Office Secure Access) Support Fee .....	31
IPC Monthly Fee.....	31
Server Farm Fee .....	31
<b>6. TAMS II Document Imaging Service</b> .....	<b>32</b>
Document Imaging Sale Extended to 3/31/17 .....	35
<b>7. Financing</b> .....	<b>36</b>
Section 179 Tax Info.....	37

---

**Table of Contents**

---

<b>8. Getting to Know RPM</b> .....	<b>38</b>
RPM – Frequently Asked Questions .....	39
Store Workstation (Minimum) Requirements/Checklist .....	44
Store Server System Requirements/Checklist for RPM .....	46
<b>9. NAPA SafePAY+ Program Options</b> .....	<b>48</b>
<b>10. Integrated Payment Card (IPC)</b> .....	<b>49</b>
Please Swipe Card Instructions .....	53
<b>11. PartsPRO SE 2.0</b> .....	<b>54</b>
Process to See PartsPRO SE 2.0 Features for 'Locked Stores Only' .....	58
<b>12. NAPA WAN Security Improvement Mandate</b> .....	<b>59</b>
Leader Talking Points .....	61
Frequently Asked Questions .....	62
<b>13. Store Support &amp; Vendor Contacts</b> .....	<b>65</b>
<b>14. Customer Satisfaction Survey</b> .....	<b>66</b>

# 1. Equipment Information

## Dell PowerEdge T430 Server Package



**DC Bulletin**

The new Dell™ PowerEdge T430™ server provides NAPA Auto Parts Stores with a powerful and reliable hardware platform, delivering maximum performance today while meeting future RPM needs for years to come. If you've been waiting to replace outdated equipment, now is the time to call your Store Systems Representative and ask about the new Dell server package!

### The Dell PowerEdge T430 Server package includes:

- Intel® Xeon® E5 processor, Quad Core 3.0 GHz
- 16GB RDIMM, single rank, 1333 MT/s
- Two 300GB, 15K RPM SAS 12GBps hot-swappable RAID drives
- One DVD+/-RW Optical Drives
- USB Keyboard & Mouse
- Seven Kingston USB memory keys with 5 ft. USB cable
- APC 750 Smart-UPS
- TAMS In-Store Server Software Bundle (not perpetual)
- 5-year **Dell ProSupport**, 24x7x365 online/phone support with **4-Hour Response, Same Business Day Service**



The new Dell PowerEdgeT430 server is a perfect balance of technology and performance. We are offering this professional quality Dell Server package, designed specifically for your NAPA store business needs, for \$10,261.

If your store servers are nearing their service contract expiration, now is the time to consider replacing the hardware. With today's competitive business environment, it's hard to imagine *not* being able to place factory or DC orders, or checking on-hand availability between branch and main stores, other stores, or the DC. What could be worse than your PROLink customers' inability to place orders at one of our NAPA stores because the server went down and those sales going to the competition?

If your store servers are no longer under warranty and covered by a service contract, they risk being offline for an extended period of time. With a new server replacement, stores enjoy the peace of mind that a **5-year Dell ProSupport warranty** provides – 24x7x365 online/phone service and **4-Hour Response, Same Business Day Service**, ensuring your business is a priority for both you and your customers.

## Dell PowerEdge T430 Server Package



*DC Bulletin*

### **The RPM TAMS II Server Worry-Free Guarantee**

- ✓ If your TAMS II server is less than 5 years old and can no longer be used with RPM, we will buy back your TAMS II server, issuing pro-rated credit for the remainder of the 60-month service agreement period.

\*For example, if your TAMS Server originally cost \$10,000 and it has been in service for 24 months at the time of conversion (service begins at the date of purchase), you have 36 months of credit remaining or \$6,000.

If you have additional questions concerning the new Dell server package or other hardware, contact your Store Systems Representative (SSR) for details.

## Dell OptiPlex 7040 Graphic Workstation



**DC Bulletin**

**NOW AVAILABLE FOR IMMEDIATE DELIVERY**

The new Dell 7040 workstation with Windows 10 License provides NAPA Auto Parts Stores with a powerful and reliable hardware platform that delivers maximum performance today and meets your future RPM needs for years to come.

The 7040 features a 500GB solid-state hybrid drive that delivers the performance of solid-state drives at a fraction of the cost. Hybrid drives combine the capacity of a traditional hard drive with the speed of a solid-state drive.

Hybrid drives optimize performance by learning which software or data files are used more frequently and stores them on the faster solid-state portion of the hybrid drive.

Prices below include **5-year ProSupport with Next Business Day On-Site service.**

**All Dell 7040 Workstations include:**



- OptiPlex 7040, Quad Core 3.4 GHz, I7 Intel processor
- 8GB, 2133MHz DDR3, Non-ECC memory
- 500GB Solid State Hybrid Drive
- 8X DVD+/-RW Optical Drive
- Small Form Factor Chassis
  - (W 11.5", H 3.75", D 11.5")
- USB Keyboard & Mouse



**Note:** Dell no longer offers the Ultra-Small Form Factor chassis that we have used for the past 8 years. The Small Form Factor (pictured above) is the only option available with the DVD burner.

We are offering this professional quality Dell workstation at the same price as the previous 9020 model:

**OptiPlex 7040 – \$1,173**

The new Dell 7040 Workstation is a perfect balance of technology and performance. If your workstations are nearing their service contract expiration, now is the time to consider replacements to keep your equipment current.

Please see the sample Store communication below. If you have additional questions concerning the new Dell workstation or other hardware, contact your Store Systems Representative (SSR) for details.

## OptiPlex 3040 with Solid State Drive



**OptiPlex 3040**

**AVAILABLE NOW**  
**\$873**  
**\$1223.99 W/ 19" MONITOR**  
**AND 650VA UPS**

*Call Your Store Systems Representative to Place Your Order*

*Prices do not include tax, handling, or installation.*

**BIG SPEED  
SMALL SIZE**



**INTRODUCING THE NEW  
OPTIPLIX 3040  
WITH SOLID STATE DRIVE**

- Purpose Built for the Counter
- Micro Form Factor PC (7" x 1.5" x 7")
- 2.5GHz Quad Core Intel Core i5 6500T
- 8GB DDR3 1600MHz
- 128GB Solid State Drive
- USB Keyboard and Mouse Included

**NAPA RPM**  
REAL-TIME PARTS MANAGEMENT

**NAPA TAM II**  
TOTAL AUTOMOTIVE MANAGEMENT SYSTEM

Point of Sale Scanners



<b>Point of Sale Scanner Deals</b>		
<b><i>GREATEST FLEXIBILITY</i></b>	Symbol Cobra LI-4278 (as pictured) USB; Cordless Bluetooth bar code scanner, 50-foot range gives you greater maneuverability	<b>\$599</b> 3 Year Warranty
<b><i>VALUE OPTION</i></b>	Symbol Cobra LS-2208 (as pictured) USB or PS2; with stand and cable	<b>\$237</b> 5 Year Warranty
<b>ADVANCE EXCHANGE WARRANTY</b> <i>gets you back to serving your customer quickly!</i>		

**Call for Details on Upgrading to  
NEW Motorola POS Scanners TODAY!**



**RF Scanner Pricing**



<b>RF Scanner Pricing</b>		
<b>RF Scanner</b>	Symbol MC92n – Includes: • Charging cradle • 110v power source • Battery Pack** • Staging and Configuration *Includes 3 Years Advance Exchange Warranty **Battery is not covered under Maintenance contract	<b>\$2,350</b> 3 Year Warranty
<b>Access Point</b>	<b>Cisco Wireless Access Point</b>	<b>\$1,075</b>
<ul style="list-style-type: none"> <li>• Save time on Freight Check-in!</li> <li>• Save payroll performing cycle counts and validating inventory on-hands!</li> <li>• Quickly verify Sales Floor pricing!</li> <li>• Generate bin labels while on the Sales Floor!</li> </ul>		
<b>Total RF Scanner Package: \$3,425</b>		
<b>ADVANCE EXCHANGE WARRANTY</b> <i>gets you back to serving your customer quickly!</i>		

**Call for Details on Maximizing Your Efficiency with a new Motorola RF Scanner TODAY!**

Dell S2830dn Small Laser Printer



Dell Smart Printer | S2830dn

*Reliable Performance, Affordable Price!*

**Fast Print Speeds** – Prints up to 40 pages per minute (letter) with up to 1200x1200 dpi resolution

**No Waiting** – 800MHz dual core processor and 256MB of onboard memory enable fast data processing

**Reduce Paper Usage** – Two sided printing helps you stay **GREEN!**

<b>Dell S2830dn Pricing</b>		
<i><b>Performance and Value</b></i>	<ul style="list-style-type: none"> <li>• 80K pages per month Duty Cycle</li> <li>• 5-Year Next Day Business Advanced Exchange Warranty</li> </ul> <p>(550 sheet tray available separately for \$157)</p>	<b>\$349</b>

**Call for Details on the  
New Dell Laser Printer TODAY!**

## Dell S5830dn Large Laser Printer



### Dell Smart Printer | S5830dn

**Reliable Performance, Affordable Price!**

**Fast Print Speeds** – Prints up to 63 pages per minute (letter) with up to 1200x1200 dpi resolution

**No Waiting** – 800MHz dual core processor and 512MB of onboard memory enable fast data processing

**Reduce Paper Usage** – Two-sided printing helps you stay **GREEN!**

(45K page toner cartridges available)



## Dell S5830dn Laser Printer Pricing

<p><b>Workhorse Performance - Exceptional Value</b></p>	<ul style="list-style-type: none"> <li>• 275K pages per month Duty Cycle</li> <li>• Standard 550-Sheet Tray</li> <li>• Includes 10K page toner cartridge</li> <li>• 5-Year Next Day Business Advanced Exchange Warranty</li> </ul>	<p><b>\$1,199</b></p>
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**Call for Details on the New Dell Laser Printer TODAY!**

## Point of Sale Cash Printer



**Only  
\$324.00**



### **TM-T88V POS Thermal Printer**

- RPM and TAMSII Approved
- Fast printing for both text and graphics
  - (up to 300mm (11.8")/second)
- Auto-adjustment for smoother printing, margin and line reduction functions
- Industry-first 16-levels of grayscale printing to ensure crisp, clear graphics
- Dual interfaces (USB and Ethernet)
- 59mm and 80mm paper roll capacity
- Drop-in paper loading and extended auto-cutter life of 2 million cuts
- Best-in-class reliability among competitive printers
- The first POS printer to be ENERGY STAR qualified, uses up to 89% less power than competitive printers in its class

**Dimensions** 5.71" x 7.68" x 5.83" (W x D x H)

**Color** Epson Dark Gray

**Price** **\$324.00** (includes a 4-Year Epson ExtendedCare™ Warranty)

**ExtendedCare™ highlights include:**

- Coverage for all failures due to defects in materials and workmanship for 4 years
- Repairs completed within 3 business days
- Service completed by Epson Customer Care Centers, backed up by Epson parts and the Fast Turn Depot®

**Call for Details on a NEW  
POS Thermal Printer TODAY!**

## Dell 3465dnf Multi-Function Laser Printer



### **Dell 3465dnf Multi-Function Laser Printer**

- *Print, copy, scan, or fax at speeds up to 50 pages per minute(ppm)*
- *Scan and save documents to USB, network destination or directly to email*
- *7 inch color touch screen and built in Duplex Automatic Document Feeder*
- *Windows 8 and RT compatible*
- *TAMS II and RPM compatible*
- *550 sheet input tray*
- *5 years Next Business Day (NBD) onsite maintenance included*
- *Dell part number B3465DNF*



**High performance multifunction printer offering fast speeds, network capability and document management!**

## Network Switch



### **DELL™ PowerConnect™ Gigabit Network Switches**



- 10/100/1000 Base-T auto-sensing Ethernet switching ports
- Incredible Performance, Value and Power Savings
- Network Rack mounting hardware included
- *Built to take the abuse of a business environment, unlike consumer-grade network switches!*

***Call for Details on a NEW  
DELL Network Switch TODAY!***

## Store System Accessories



- APC 750 Smart-UPS (Recommended UPS for TAMS Servers): \$314.00
- DELL under-monitor speakers for workstations
  - Save valuable counter/desk space and hear your PROLink & JOE! messages: \$29.00
- Dell N242F Keyboard Covers: \$15.99
- Dell KB212-B Slim-line Keyboard Covers: \$15.99
- Wall Bracket for GX780/GX790 workstations: \$39.00
- Complete USB Backup Kits for DELL Servers (Comes with the correct restore media disk "Crash Kit"): \$160.00
- DustFreePC replacement filters: \$63.00 per case of 12 filters.
- Temperature Gauge for DustFreePC cabinet: \$40.00
- DustFreePC cabinet Roller Base: \$162.00
- DustFreePC cabinet Stand: \$299.00
- DustFreePC cabinet silencer kit: \$138.00
- DustFreePC cabinet thermostatically Controlled Power Cord: \$45.00
- DustFreePC Cabinet w/ internal network rack and roller base: \$1,495.00
- Digital Persona U.are.U 510 Fingerprint Reader - RPM Only: \$99.00



## Xerox Documate 5445 Scanner



### **Xerox Documate 5445 Scanner**

- 45 ppm/90 ipm
- *Reliable paper feed mechanism with double-feed prevention*
- *On-Board Acuity image processing*
- *75 page ADF capacity*
- *One button scanning*
- *Batch scanning of mixed paper and ID cards*
- *Connected to workstation via USB*
- *5-Year Advanced Exchange warranty*
- *Dell part number A7649096*

**Advanced high-output workgroup scanner capable of scanning a variety of documents which will greatly boost the efficiency of your office!**





## Xerox Documate 5460 Scanner



### **Xerox Documate 5460 Scanner**

- 60 ppm/120 ipm
- *Reliable paper feed mechanism with double-feed prevention*
- *On-Board Acuity image processing*
- *75 page ADF capacity*
- *One button scanning*
- *Batch scanning of mixed paper and ID cards*
- *Connected to workstation via USB*
- *5 year Advanced Exchange warranty*
- *Dell part number A7664455*

**Advanced high-output workgroup scanner capable of scanning a variety of documents!**



## Pricing Pole LV4000U Description

Current price: \$217.00



### Smart Features

- LCD display with LED backlight
- Optimal display resolution 800 x 600
- No ventilation hole design
- Light weight, only 1.5lb physically for display without the pole and base.
- VESA 75 x 75 mm wall mount standard
- True flat panel screen



# LV4000U

### LCD Pole Display

Bematech LV4000U is a true flat LCD customer display with compact and ecological design. The power consumption is only 2.5W with LED backlight. It can deliver multi-media messages and transaction information at the same time.



[bematechus.com](http://bematechus.com)

## LV4000U SPECIFICATION

<b>Color</b>	Black
<b>Display size</b>	8"
<b>Display Area</b>	162.0 x 121.5 mm
<b>Optimal Resolution</b>	800 x 600
<b>Brightness</b>	250 cd/m <sup>2</sup> (typ)
<b>Contrast Ratio</b>	500:1 (typ)
<b>Response Time</b>	25 ms (typ)
<b>LCD Viewing Angle</b>	140 degrees (H) 120 degrees (V)
<b>Input signal connector</b>	USB Type B
<b>Input Frequency</b>	Horizontal: 31.5-60.2 kHz
<b>Power consumption</b>	Vertical : 56.3Hz~75Hz
<b>Power supply</b>	500mA/2.5W DC 5V +/- 5%
<b>Temperature</b>	Operating : 0°C~40°C Storage : -10°C~50°C
<b>Humidity</b>	Operating : 20%~80% Storage : 10%~90%
<b>Weight</b>	3.0 lb
<b>Physical Dimension</b>	15.75"H x 7.9"W x 5.9"D
<b>Approvals</b>	CE, FCC
<b>Wall Mount</b>	VESA 75 x 75 mm
<b>Stand Base</b>	7" pole + Base



bematechus.com  
sales@bematech.com  
516.248.0400

PAYware Mobile

PAYWARE MOBILE

ACCEPT CARD PAYMENTS ANYWHERE



TAKE CHARGE OF YOUR BUSINESS AND IN YOUR BUSINESS

It's the complete payment solution that transforms smart devices into secure payment portals. With VeriFone's PAYware Mobile, you'll never miss a sale. Simply swipe a card, capture a signature and enjoy the convenience of payments wherever, whenever. With PAYware Mobile, merchants have the ultimate in convenience and security. In addition, the secure audio reader can lower the cost of accepting credit cards. PAYware Mobile. Accept credit cards anywhere.



## ACCEPT CARD PAYMENTS ANYWHERE

### Empower Your Shoppers

- Designed to meet PA-DSS requirements for the highest security
- Protects customer data and greatly reduces the liability of risk from fraud
- Makes signature capture easy and instantly emails receipts
- VeriFone's thirty years of payment expertise offers welcome peace of mind
- Allows account administrators to activate, manage and even deactivate gateway access of devices that are lost or stolen

### Made For Small Business

- Credit transactions are posted almost immediately, providing fast access to funds
- Transaction geo-tagging helps resolve disputes and analyze sales trends
- Real-time reporting includes extensive search capabilities to find specific transactions and gives robust summaries to enable quick and easy balancing



### The Ultimate Convenience

- Accommodates the many customers who want to use credit cards
- Helps on the cost of accepting credit cards by eliminating card-not-present fees
- Speeds transactions and eliminates manual-entry errors by swiping cards
- Increases purchase amounts up to 16% by offering customers a preferred payment method
- Reduces cash, decreasing risk of theft and simplifying cash handling and reconciliation

### Stay In Control

- Works in conjunction with VeriFone's hosted gateway service, PAYware Connect, and offers transaction detail, post-settlement and transaction search
- PAYware Mobile is perfect for smart devices, compatible with Apple, Android and Blackberry operating systems
- Emails receipts to customers with customized layouts and fields to highlight promotions
- Merchant account required to accept credit cards



## TAMS/RPM Integrated Payment Card Feature

### ***NOW AVAILABLE FOR IMMEDIATE DELIVERY***

We are pleased to announce the addition of the new IPC (Integrated Payment Card) feature to the TAMS II Point of Sale system!

#### **Secure, Confident Transactions!**

The new TAMS II IPC solution complies with PCI (Payment Card Industry) data security standards, an industry set of guidelines developed for organizations that accept branded credit cards such as Visa, MasterCard, American Express, and more.

With IPC, employees never touch the customer's credit card during the tendering process. The customer can use any card configured within TAMS II including Visa, Master Card, American Express, Discover, NAPA gift cards, and debit cards. The system utilizes built-in debit card detection, so it only prompts the customer for a PIN (Personal Identification Number) when a debit card is swiped.

#### **Hardware and Installation**

The IPC solution uses state-of-the-art VeriFone MX915 signature capture credit card devices which are "chip and PIN" (EMV) capable.

In addition, the solution also utilizes the following components:

- In-store payment switch hosted on a fully PCI-compliant Redbox appliance.
- Credit card devices are powered by Power Over Ethernet (POE) network switches – no additional 120-volt outlets required!
- Cardholder Data Environment (CDE) security is provided by a lockable Tripp Lite network enclosure which securely houses all IPC hardware.
- Each workstation that tenders credit cards requires a VeriFone MX915 signature capture device.



The MX915s include all software and encryption technology plus a swivel mounting stand.

Professional installation of the security cabinet, plus any low-voltage Ethernet cabling to connect the credit card devices, is provided by Converging Networks, Inc.

The solution costs \$5,810 and includes four MX915s, installation and cabling. Additional MX915s are available for \$586 each plus installation and cabling.

A monthly software support fee of \$64 covers management of the logs as required by the PCI council and hardware maintenance for the Redbox payment switch appliance.

Please contact your SSR for details.

## RPM Multi-Store Server Worry-Free Guarantee



**Date:** March 8, 2013  
**To:** All NAPA Multi-Store Owners  
**From:** TAMS Support  
**Subject:** ***The RPM Multi-Store Server Worry-Free Guarantee***

As we approach the rollout of RPM over the next few years, we highly recommend that you continue upgrading your hardware as your systems reach end-of-life to ensure optimal performance. This is especially important for your Multi-Store (MS) server, which is the mainstay of your multi-store operation.

We understand the tough decision related to upgrading your MS server as your service agreement nears expiration. As an extension of our partnership, we are excited to announce a new program that protects your TAMS II MS server investment while still under its service agreement up to the time of RPM conversion.

### **The RPM Multi-Store Server Worry-Free Guarantee**

- ✓ *Using the **RPM Pre-Conversion Checklist**, we will evaluate the complete inventory of store system hardware across your store group. At the time of conversion, **all hardware** including the TAMS MS server, must be covered under a service agreement of no less than **9 months**.*
- ✓ *If your Multi-Store server cannot be repurposed within your store group, we will buy back your MS server, issuing pro-rated credit for the remainder of the 60-month service agreement period.*

*\*For example, if your MS Server originally cost \$10,000 and it has been in service for 24 months at the time of conversion (service begins at the date of purchase), you have 36 months of credit remaining or \$6,000.*

**The Road Ahead Looks Bright...**and now with the **RPM Multi-Store Server Worry-Free Guarantee** you can rest assured your investment in store system hardware is not only the right operational decision but also the right investment decision for your business.

## 2. NAPA PROLink Features / Store Console Setup



- Display of on hand inventory balances at up to 10 secondary NAPA store locations.
- Display on hand inventory balances at 2 additional NAPA DCs along with messaging which may be used to indicate order cutoff times, shipping charges, etc.
- Lost sale tracking as reported by all the stores PROLink users.
- Display / print a report showing lost sales for all PROLink users.
- The new NAPA PROLink Store Console which will allow you to setup and manage all the new features described above.

**NAPA Find-It**

Searching for: UP1515  
Wheel Cylinder Kit - Rear Qty: 1  
Search Again

My NAPA Stores	Qty	Cart Qty
NAPA Brunswick (Current) 4256 center Road	0	<input type="checkbox"/>
NAPA Strongsville	0	<input type="checkbox"/>
NAPA Berea	0	<input type="checkbox"/>
NAPA Medina	0	<input type="checkbox"/>
CPI Warehouse	0	<input type="checkbox"/>
GN Warehouse	0	<input type="checkbox"/>

NAPA Channel	Qty	Cart Qty
ColumbusDC (Primary) Order Cutoff: 5:00 PM EST	2	<input type="checkbox"/>
CarrolltonDC Order Cutoff: 11:00 AM EST	2	<input type="checkbox"/>
IndianapolisDC Order Cutoff: 12:00 Noon EST	2	<input type="checkbox"/>

Other NAPA DCs 163

NAPA Supplier 243

Report Lost Sale Cancel Add To Cart

Accessing the new NAPA PROLink Store console is accomplished by logging into the NAPA Storefront website using your Storefront user ID and password.

Once you have logged in, select the "Store Admin" option. **NOTE:** You must have either a "Store User" or "DC District Store Admin" user role to select and use this option.

**NAPA Storefront** Exactly What You Need, When You Need It

Order Processing Accounting Promotions Publications Store Admin Miscellaneous

User: store owner Site: FW280 - Fort Wayne, IN User Logged In: 08/19/2010 05:48:50 PM

Return Requests

Store Admin menu items:

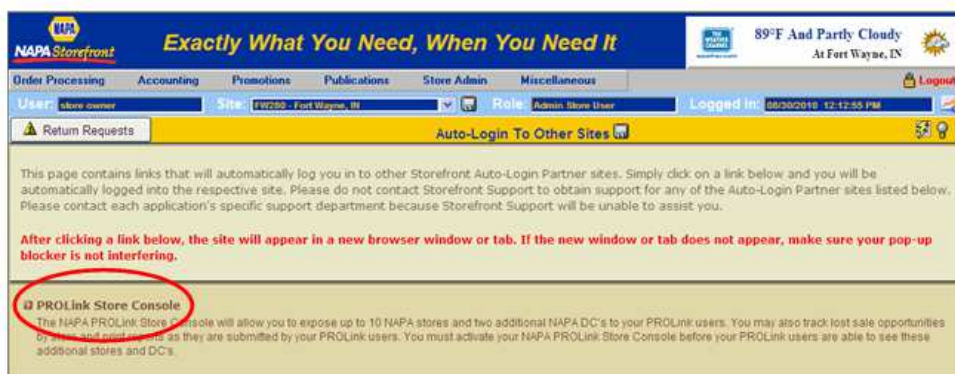
- Create User Account
- User Store Assignments
- User Status Maintenance
- User Password Reset
- Auto-Login To Other Sites

Storefront Home Page

Once you access the Store Admin menu, select the "Auto-Login to Other Sites" option.

After you select the Auto-Login To Other Sites option, you will be taken to a page containing the PROLink Store Console.





Next, click on the PROLink Store Console option.

**IMPORTANT NOTE:** Should you have questions or are unable to log into NAPA Storefront, please do **NOT** call NAPA PROLink support as they will be unable to assist you.

All NAPA Storefront Support calls should be directed to 770-541-7008 or email - storefront\_support@genpt.com.

## The NAPA PROLink Store Console

The Store Console allows you to manage the NAPA stores that your PROLink customers see, along with several other new features. **Before your customers may view on-hand quantities at other locations, you must first set up your NAPA PROLink store console.**

Store Console	Welcome
<ul style="list-style-type: none"> <li>Home</li> <li>Lost Sales</li> <li>View Find-It Stores</li> <li>Add Find-It Store</li> <li>Manage DCs</li> <li>Store Preferences</li> </ul> <p>Current: 700001002 Change Store</p>	<p>Welcome to the NAPA PROLink store management console. From this console, NAPA AUTO PARTS Stores may:</p> <ol style="list-style-type: none"> <li>Expose on-hand quantities at more NAPA store locations for your PROLink users.</li> <li>You may now setup and allow your PROLink users to view quantities at up to 10 NAPA locations on the same screen. These locations may be independent jobbers, Districts, COJ's or a combination of all three. PROLink users will only be able to view on-hand quantities at these locations but not order from them.</li> <li>Present on-hand quantities at two additional NAPA DC's along with order cutoff messaging.</li> <li>View lost sale opportunities by customer as they are reported by PROLink users.</li> <li>Change store preferences which will hide NAPA national promotions.</li> <li>We strongly encourage you to view the NAPA PROLink Store Console training / setup video below before you attempt to activate your store console. Should you have questions or need help after you have viewed the video, please feel free to contact PROLink Support at 888-SET-NAPA (738-6272) Mon - Sat.</li> </ol> <p>Now Playing : New Store Console</p> <div style="text-align: center;"> </div> <p style="text-align: center;">Download Full Video (WMV)</p>

Once you setup your store console, all customers serviced out of your NAPA store will be able to:

- View on-hand quantities at up to 10 NAPA store locations on the same screen. Locations may be Independent jobbers, Districts, COJ's or a combination of the three if needed.

- PROLink users will only be able to view on-hand quantities at these locations and not order from them. If the customer wishes to submit orders to these locations, you will need to setup the customer in the TAMS ACCESS phone file as you normally would.
- View on-hand quantities at two additional NAPA DCs and view order messaging by location such as order cutoff times.
- Immediately report lost sale opportunities to your store after a part search.
- View and print reports containing all lost sales as reported by your stores PROLink users.
- Turn off the lost sale reporting functionality.
- Change store preferences which will allow you to hide NAPA national promotions should you need.

## **Setting up Your NAPA PROLink Store Console**

NAPA PROLink **will only be activated** after you setup your NAPA PROLink Store Console as described below.

***We strongly encourage you to view the training video available on the Store Console which will instruct you on how to setup stores & DCs.*** The video also shows how this new functionality works for PROLink users as well.

### **Step #1 – Watch the Store Console Setup Video**

The store setup training video is located on the Store Console – (see the second screen shown on the previous page). Click the play button to start the video.

### **Step #2 - Adding Find-It Associate Stores**

The “Add Find-It Store” option allows you to add up to 10 NAPA stores and store aliases which will be seen by your PROLink users. All TAMS Store ID’s are the 9 digit TAMS store number and identify your store. If you do not know the store number for other NAPA Store locations, it may be found on any TAMS invoice in the “NAPA Store Number” section.

Click the “Add Find-It Store” option from the store console and enter the 9 digit store number and click “GO” to get started.



**Add Find-It Store**

TAMS Store Id:   ex: 700001995

Next confirm the store location and address is for the correct store. You may also enter a store alias which will help PROLink users better identify (or mask) the store location.

**Add Find-It Store**

Store Name: PROLINK DEMO SYSTEM

Address: 222 CHASTAIN MEADOWS CT.

TAMS DC: Atlanta

Alias:  \* ex: Main Street NAPA

Alias: This is the name of the store(s) your customer will see.  
[View how this will appear in PROLink](#)

You may add up to 10 NAPA locations in the “Add Find-It Store” option. NAPA store locations may be independent jobbers or company owned stores.

You may also change the display order of the stores at any time without deleting and re-entering each store.

TAMS Store ID	Alias	Display Order	
100001864	<input type="text" value="NAPA Strongsville"/>	1	<input type="button" value="Remove"/>
100003144	<input type="text" value="CPI Warehouse"/>	2	<input type="button" value="Remove"/>
100001270	<input type="text" value="NAPA Brunswick"/>	3	<input type="button" value="Remove"/>

**IMPORTANT NOTE:**

**Associate store accounts will not need to be setup in TAMS** with an AR or ACCESS account to use this functionality since they are only viewing part availability and not submitting orders to them. If you only want to provide the customer with the ability to submit orders only to their primary servicing store, you may want to consider deleting the ACCESS account in all but the primary NAPA stores TAMS system.

My NAPA Stores	Qty	Cart Qty
NAPA AUTO PARTS BRUNSWICK (Current) 4256 CENTER RD. NAPA Strongsville	0	<input type="text"/>
NAPA Berea	0	
NAPA Medina	0	
CPI Warehouse	0	

New PROLink accounts will still need to register at [www.napaprolink.com](http://www.napaprolink.com) and be setup in their primary stores TAMS system with an AR and ACCESS account since they will be submitting orders to this location.

**Step #3 - Manage DCs**

The “Manage DCs” option allows you to select two additional NAPA DCs you want to “show” to your PROLink users. These users will only be able to view quantity on-hand at these DCs but not place orders directly with them. You will also be able to add a message which will be displayed for the user and may be used to indicate order cutoff times, shuttle cutoff times, shipping charges, etc.

Manage DCs		
DC	Distribution Center	User Message
Primary DC	Atlanta	Shuttle order cutoff: 8:30. ex: Order cutoff: 2:00
Additional DC 1	Sylvester	Order cutoff - 12:00
Additional DC 2	Knoxville	Order cutoff - 12:00

## Step #4 - Store Preferences

“Store Preferences” allows you to turn off NAPA National promotions that appear in PROLink “Special Offers” section.

You may also elect to turn off the Lost Sale messaging which is sent to TAMS instantly as an ACCESS message with line code, part number, price and reason for the lost sale. If this flag is disabled, lost sale data is still accumulated in the Lost Sale report (shown on page #3) and the TAMS terminals will not beep to notify the store each time a lost sale is reported by a PROLink user.

## Step #5 - Save the Sale!

Your PROLink users now have the ability to instantly report lost sales to your NAPA store. The “Report Lost Sale” button appears at the bottom of each PROLink Find-It search results page.

My NAPA Stores	Qty	Cart Qty
NAPA AUTO PARTS BRUNSWICK (Current) 4256 CENTER RD. NAPA Strongsville	0	<input type="text"/>
NAPA Berea	0	<input type="text"/>
NAPA Medina	0	<input type="text"/>
CPI Warehouse	0	<input type="text"/>

NAPA Channel	Qty	Cart Qty
Servicing NAPA DC (Columbus)	2	<input type="text"/>
Associated DC (Carrollton)	1	<input type="text"/>
Associated DC (Detroit)	8	<input type="text"/>

Other NAPA DCs	Qty	Cart Qty
Other NAPA DCs	92	<input type="text"/>
NAPA Supplier	262	<input type="text"/>

Customers may select the reason for the lost sale from a dropdown – price, availability or a text box may also be used to enter other lost sale messages.

## SSG Offerings

When the customer clicks submit, the NAPA store instantly receives a message from the customer indicating line code, part number and reason for the lost sale.

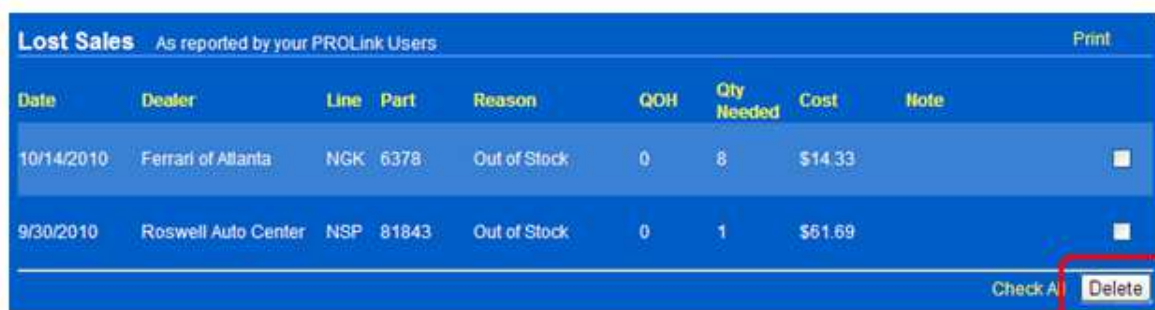


Customer: 1313 B2B Test      Date: 08/19/2010      Time: 04:33 PM

Customer Number:       Search [F3]

Seq #	Line	Part #	Description	Requested Quantity	Status	Available Quantity	Invoice Quantity	Price Quoted
1)		PO# Lost Sale						
2)	DFP	FG0250	FUEL PUMP	1.00	Not on file	0.00	0.00	306.4500
3)		Lost Sale:OutOfStock						

The store may then immediately call the customer if they have a suitable substitute part available or want to match price to try and save the sale. If the store is not successful in saving the sale or does not have the item they should log the lost sale in TAMS as they normally would.



**Lost Sales** As reported by your PROLink Users Print

Date	Dealer	Line	Part	Reason	QOH	Qty Needed	Cost	Note
10/14/2010	Ferrari of Allanta	NGK	6378	Out of Stock	0	8	\$14.33	<input type="checkbox"/>
9/30/2010	Roswell Auto Center	NSP	81843	Out of Stock	0	1	\$61.69	<input type="checkbox"/>

Check All

Lost sales for all users out of the store are rolled up and presented in the “Lost Sale” option from the PROLink console. You may view, print and delete lost sales data from this screen for your store(s).

## 3. TAMS Remote Access Options

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# Store Bulletin

### Now TAMS Provides Stores With Two Options For Remote Store Connectivity!

NAPA Auto Parts Store owners now have two options when it comes to running your NAPA Store Business from remote locations. Choose from a simple Internet based application accessible from [www.mystores.genpt.com](http://www.mystores.genpt.com) or a complete remote extension of your TAMS network with ROSA. Either way, you can maintain your productivity and stay in touch while away from the store.

#### **Option 1 - TAMS Remote Access** - ([mystores.genpt.com](http://mystores.genpt.com)):

TAMS Remote Access is for TAMS users who need access to daily sales data and do not need extensive remote processing or printing capabilities. TAMS Remote Access provides a secure way for owners, managers, and other authorized personnel to remotely connect to their store(s) from anywhere with the use of a PC with an Internet connection.

- Always on, always available
- Requires a PC with Internet access
- Secure
- Internet Explorer Browser based – times out after 30 minutes of inactivity
- No remote print capabilities (reprint archived reports from TAMSII Dashboard at your location using a PC-attached printer)
- No cost
- Run all TAMS options remotely

There is no cost for stores wishing to use TAMS Remote Access.

#### **Option 2 - ROSA** – (Remote Office Secure Access):

ROSA also uses a secure Internet connection but is an extension of your stores TAMS network. ROSA provides NAPA Auto Parts Store owners and managers access to their stores TAMS system and functionality including full manager rights. ROSA also provides remote report and statement printing capabilities.

- Always on, always available
- Requires a PC with Internet access
- Windows 7 or minimal XP recommended, PC must be JAVA compatible.
- Static Internet Protocol (IP) connection at the ROSA location required. ROSA is an extension of the stores network to a remote office facility and is not transportable.
- Secure
- Uses TAMS terminal emulation – no timeout and better than Remote Access for running jobs requiring long processing times such as min / max reviews, order editing, etc.
- Run any TAMS option remotely.
- Contains remote location print capabilities
- Will work with TAMS II
- Self-installable – usually in 5 minutes
- For store groups containing 8 or fewer stores, call for details if you need access to more than 8 stores
- Necessary for TAMS II Remote Access

## SSG Offerings

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ROSA is for TAMS “power users” who need access to full TAMS functionality, processing and printing capabilities. ROSA has a one-time \$200 setup **per remote location** and is only \$30 per month.

Remote Access and ROSA may both be deployed and used depending on the task you are attempting to accomplish.

Features	Remote Access	ROSA
Available 24 X 7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Secure	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Browser Based	<input checked="" type="checkbox"/>	
Terminal Emulation		<input checked="" type="checkbox"/>
Store must be on the NAPA WAN	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Static Internet Protocol (IP) connection at the remote location(s)		<input checked="" type="checkbox"/>
May be accessed anywhere via the Internet	<input checked="" type="checkbox"/>	
Provides TAMS access rights for “light” TAMS processing	<input checked="" type="checkbox"/>	
Provides TAMS “power user” processing capabilities - items such as min/max review, order editing, etc.		<input checked="" type="checkbox"/>
Provides full TAMS print capabilities at remote location		<input checked="" type="checkbox"/>
Both ROSA and Remote Access may be deployed at the same store	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Requires additional hardware		<input checked="" type="checkbox"/>
Initial cost for hardware (per location)	None	\$200
Monthly cost	None	\$30

**Comments from Lewis Sims, Owner of Tem Tex Auto Parts in Temple, TX:**

***“This is the best thing since sliced bread! Access to my remote locations and remote printing is much more reliable than ever before. We love being able to receive payroll and other store reports at our remote office. Long story short, my wife would leave me if I took it away”.***

Ready to get started? ***Simply contact your SSR today!***





## 4. TAMS Monthly Fees

### TAMS Support Fee

**\$300.00 per month – effective 1/1/2014 (Billed the month service occurs)**

Includes the following services:

- Store Support Center assistance (Toll-free)
- 6:00 a.m. to 9:00 p.m. (Eastern Time) 7 days a week support hours
- All TAMS software updates
- Pricing support for special sale prices (i.e. “Real Deals”, retail and commercial promos, etc.)
- Nightly polling and sending of orders and stock receipts
- Automated JOEI callbacks, including classification support and updates
- Custom pricing profile updates (participation request needed; not applicable to international customers)
- Inventory updates (i.e. factory order table updates, part number changes, supersede updates, etc.)
- TAMS Informers — communications informing stores of important issues whenever needed

### TAMS Multi-Store Support Fee

**\$377.00 per month (in addition to TAMS Support fee) – effective 8/1/2011 (Billed the month service occurs)**

Includes the following services:

- All M-S software updates
- WebEx training sessions
- Store Support Center assistance (Toll-free)

### Catalog Support Fee

**\$200.00 per month – effective 1/1/2016 (Billed the month after service occurs)**

**Billed the month after the service occurs**

Includes the following services:

- **New Look and Feel** – Tabbed format includes a Google styled search box that accepts keywords, part numbers, etc.
- **Nightly Refresh** – New part data is transmitted every night; corrections updated within 48 hours.
- **Bilingual Searches** – Change between English and Spanish at any time.
- **Drop-In Invoicing** – PartsPRO SE 2.0 offers a seamless flow from Catalog to Point of Sale: Shopping cart contents are automatically added to the invoice. No more Import PPSE Cart button.
- **Find It Button** – The new stock check Find It button appears on the search results screen for fast access to parts availability from other stores and DCs.
- **Jump Start Typing** – No need to type out the complete name, saving you time and avoiding typos. Type the letters FO and the name Ford appears. Contains more than 50,000 common part names.
- **Sharpened Interchange Functionality** – NAPA product line abbreviation is no longer required. Includes multi-product competitor and NAPA interchange numbers, along with old supersede numbers, OE numbers, and more.
- **Search by Part Attributes** – No application needed; i.e. Search for a brake drum by diameter, bolt circle, height, etc.

### VPN Support Fee (NAPA WAN)

**\$259.00 per month – effective 1/1/2015**

**Billed the month after service occurs; Customer supplies the broadband connection**

Includes the following services:

- |                                   |                                       |                                    |
|-----------------------------------|---------------------------------------|------------------------------------|
| • Store Network Support           | • Network Engineering & Configuration | • Content Filtered Internet Access |
| • ROSA Remote Access              | • Hub & Spoke Connectivity            | • Firewall Infrastructure          |
| • Store VPN Infrastructure        | • Multi-Store Connectivity            | • Proactive Network Monitoring     |
| • New Store Infrastructure Set-Up | • Network Reporting & Billing         | • RPM Network Infrastructure       |

## 5. Optional TAMS Fees

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### **ROSA (Remote Office Secure Access) Support Fee**

Initial setup fee of \$200; then, \$30 per month for support.

### **IPC Monthly Fee**

\$64 per month.

### **Server Farm Fee**

*No longer available.*

## 6.TAMS II Document Imaging Service

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### *DC Bulletin*

#### TAMS II Document Imaging Program

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TAMS II Document Imaging is an affordable, web-based software application that enables NAPA Auto Parts stores to capture, manage and share customer invoices, statements and other business documents in an easily accessible and secure central repository. Document Imaging provides daily automated invoice reconciliation with the store's TAMS II system which ensures all invoices are accounted for each day. Once the store subscribes to the service, customers can easily access their invoices and statements online via **NAPA PROLink** or e-mail.

We've seen what a successful Document Imaging program can do for a store:

- **Reduce the costs associated with monthly customer billing**
  - Labor – reduce the time it takes to process statements and respond to customer invoice requests by as much as 80%
  - Postage – reduce the need to mail statements and invoices
  - Storage – free up space for storing parts, not documents
- **Provide superior customer service**
  - PROLink customers may view invoices and statements online 24/7
- **Increase Security**
  - Data is only available to the store and their customer
  - Provides an affordable method of disaster recovery

#### Automated Email Feature Now Available!

Document Imaging users can automatically email their customer invoices and statements. Benefits of the new feature include:

- Customers automatically receive scanned invoices and statements to their designated email address.
- Stores can assign multiple email addresses to customer accounts.
- Invoices and statements are emailed shortly after being processed by DART.
- Emailed invoices and statements are still accessible through NAPA PROLINK.

Customers who have faster access to their invoices and statements tend to pay their account balances sooner.

## SSG Offerings

### Document Imaging Pricing:

*One Time Setup Fee* = \$199.00 applicable to each store with a scanner. If you have a three store group scanning from a single location, the set-up fee for the group is \$199.00. If each store in the group has its own scanner, the set-up fee for the group will be \$597.00 (\$199.00 per store).

### Monthly Fees:

*Base Fee* = The per store base fee is determined by the number of stores in the group:

Number of Stores in Group	Base Fee (per store)
1 to 4	\$75.00
5 to 9	\$55.00
10 to 19	\$45.00
20 to 29	\$40.00
30 to 39	\$35.00
40 or more	\$25.00

*Invoice/Statement Image Fee* = \$.015 per invoice/statement. 2000 invoices scanned = \$30.00

*Storage Fee* = \$3.85 per GB of storage used. The amount of images in a GB varies depending on the size of the image, typically between 16,000-18,000 images per GB.

*\*Exception Fee* = \$.12 per exception fixed. 100 exceptions fixed = \$12.00 exception fee

*Automated Email Fee* = \$.002 per invoice/statement image emailed. 1000 invoices/statements automatically emailed = \$2.00 email fee

\* Exceptions are invoices which must be manually indexed due to the fact they cannot be automatically matched with the corresponding TAMS invoice data.

### Pricing Examples using 2000 invoices scanned, 200 statements, .5gb of storage, 100 exceptions, 1000 invoices/statements emailed:

Pricing Model	Base Fee	Invoice Charge	Statement Charge	Storage Charge	Exception Charge	Email Charge	Total Monthly Fee
Single Store	\$75.00	\$30.00	\$3.00	\$1.93	\$12.00	\$2.00	\$123.93
Multi-Store(10-19 stores)	\$45.00	\$30.00	\$3.00	\$1.93	\$12.00	\$2.00	\$93.93**

\*\* Per store charge

**What NAPA Store Owners Are Saying:**

**“It’s amazing! We love it. It has been a great efficiency tool for us.** Our customers are able to access their invoices online and it saves us money with postage. We’ve been anxiously awaiting electronic statements, so we’ll be happy to have that option.”

***Eric Roweton, Owner, NAPA The Parts Store, Temecula, CA***

**“This is a wonderful business tool.** The majority of our customers are industrial accounts and we get calls for invoices daily. In about 15 seconds, we can bring up an invoice and have it sent. It has even speeded up our accounts receivables a bit. Before, we would have to dig out an invoice, make a copy, fax it and put everything away. It’s a tremendous time-saver.”

***Doug Hinerman, Hinerman Auto Parts, Waynesburg, PA***

**“It benefits my customers on PROLink tremendously.** They can access their invoices instead of calling us for a copy. If my other store needs a copy of an invoice, they don’t have to call and have us dig through a box. They can just go in and print it out, so it’s a huge time-saver. Before, I was keeping charges for several years. Now, I only keep them for several months because I have faith in this system.”

***Mark Doll, Owner of two NAPA Auto Parts Stores, Great Falls, MT***

**Ready to Subscribe? *Contact your SSR today!***

**Document Imaging Sale Extended to 3/31/17**



***DC Bulletin***

**TO: All NAPA Distribution Centers**

General Managers  
Sales Managers  
District Managers  
Territory Sales Managers  
TAMS CSRs & SSRs

**RE: Document Imaging Sale Extended to 3/31/17!**

**Save \$400 on our Document Imaging Sale!**

Xerox is offering to waive the Document Imaging setup fee and Dell is sweetening the deal with a \$200 reduction in the cost of the Dell 3465dn Multi-Function printer.



**ACT NOW - Supplies of the Dell MFP are limited!**

Once we have exhausted the supply of these specially priced printers, we will be unable to fill orders at this discounted price!

The Document Imaging solution is available for immediate delivery. Additional information and pricing is available from your serving SSR, NAPA CONNECT, or by emailing [Doc\\_Imaging@genpt.com](mailto:Doc_Imaging@genpt.com). If you have any questions concerning the information provided, please do not hesitate to contact me.

Best Regards,

Bruce Richards  
Director, In Store Technology

## 7. Financing



### Pay for your technology as you use it, not up front!

100% financing | Own up-to-date hardware and software for TAMS, RPM, and more

# 5 FUNDAMENTALS OF FINANCING

#### 1. QUICK AND EASY APPLICATION PROCESS

- Fully integrated with STARS for easy application
- Get approval in ONE hour!

#### 2. OWN THE EQUIPMENT

- \$1 buyout at end of term
- YOU OWN the equipment at end of term

#### 3. FLEXIBLE TERMS MATCH WARRANTIES

- Up to 60 month contracts, matching warranties on most equipment

#### 4. PRESERVE CASH FLOW

- No down payment
- Freight, installation, setup, and training can all be included in the monthly payment
- Fixed monthly payments

#### 5. POTENTIAL TAX BENEFITS

- Take advantage of the "Section 179" tax benefit. Consult your tax advisor for details

[www.commodorefinancial.com](http://www.commodorefinancial.com)

Austen Bernhardt  
National Account Manager  
800.487.6262  
NAPA@CommodoreFinancial.com

Section 179 Tax Info



## SPRING SAVINGS ARE IN FULL BLOOM

Springtime is a great time to buy equipment and Get Big Tax Breaks!

FINANCED ITEM COST	IMMEDIATE* TAX DEDUCTION	TAX SAVINGS* (35% TAX BRACKET)
\$25,000	\$25,000	\$8,750
\$55,000	\$55,000	\$19,250

\*Assuming your use of the equipment/software qualifies it for bonus depreciation and /or IRC Section 179 deduction

### Section 179

Many business owners are unaware that the acquisition of equipment under a \$1 purchase option lease or Equipment Finance Agreement (EFA) qualifies for the tax break provided under Section 179 of the Internal Revenue Code. Subject to limitations, **Section 179 allows taxpayers to take an outright deduction equal to the full purchase price of qualifying equipment** purchased during the tax year, and a \$1 purchase option lease or EFA is considered a purchase under the Internal Revenue Code.

The limitations on the deduction for tax years that begin in 2013 include:

- (a) an aggregate cap on the Section 179 deduction of \$500,000
- (b) a dollar-for-dollar reduction in that cap to the extent that the cost of qualifying equipment placed by the taxpayer during the tax year exceeds \$2 million
- (c) the deduction cannot reduce taxable income below \$ -0-
- (d) other applicable limitations

Contact your tax advisor to confirm how you may benefit from this tax break.

**NOTE:** The above is promotional material. It does not affect the terms of any contract with us. It is not intended to and does not constitute tax advice. It is based on assumptions that may not apply in your situation. You should contact your own tax advisors to confirm how applicable tax rules apply to your business and your equipment/software acquisition.



[www.commodorefinancial.com](http://www.commodorefinancial.com)

NAPA Section 179 TAMS 032913



## 8. Getting to Know RPM



## Get to Know RPM

### Why RPM is the Store System for Our Future

- One single, unified store system for the entire NAPA organization
- Reduces complexity, allowing single store or multi-store management with one system
- Robust core system, empowering autonomy of NAPA Store Owners
- Provides the basis for easily integrating additional software packages such as Loyalty, Customer Relationship Management, Sales Incentive programs and many more
- Our partnership with Tomax, a leading Software as a Service (SaaS) vendor, enables us to provide the best possible solution for our stores, while benefiting from their other customers' enhancements as well

### Key Advantages RPM Offers

- Real-time Information**
- In-Store Redundancy – You can always serve your customer!
  - RPM backs-up real-time, all day (no need for daily/nightly back-ups)
    - Should you lose network connectivity, you have the in-store back-up until connectivity is restored
      - All transaction activity is stored and then updated when connection is restored
    - Should your server go off-line, you have the ability to run off the network back-up until your server issue is resolved
      - All transaction activity is stored and then updated when the server is on-line
- Centralized Data Management
- Feature-rich Back Office tools give you flexibility
- Simplified Point of Sale – fewer key strokes means less time per transaction

### What Stays the Same?

- Store System Hardware – All currently supported hardware can be repurposed (*exception: dot matrix printers*)
- Support – You'll be talking to the same, familiar voices, not a 3<sup>rd</sup> party vendor
- Data from your current system will be converted
- Customer information including customer history will be converted
- Critical reports from TAMS will go-forward
- Fully Integrated PartsPRO SE for your primary catalog
- Major functionality from TAMS is in RPM
- Core tracking
- MIC integration
- SCORE integration (*company stores only*)

### What Changes?

- Stock Receipts, Price Changes, Catalog Updates and more – all in **REAL TIME – No more DVDs!**
- Redesigned POS screens for improved employee/customer experience and fewer keystrokes
- Dashboard Reporting/Alerts and the capability to export Back Office reports in multiple formats
- Promotions/Deals (BOGO; Buy this, Get that; Buy this, get 20% off that, etc.)
- Integrated Cash Management and Credit Card processing
- EOD processing is simplified; fewer steps, no nightly back-ups
- Multi-Store functionality without the additional multi-store expense (no separate MS server required!)
- Access all stores within a store group with a single log-on
- Centralized Returns Authorization for all stores within a store group
- Velocity-based Forecasting
- Many other new features and benefits will be a change, simplifying our current processes!

## RPM – Frequently Asked Questions



# RPM FAQs

### Reasons

- **Why are we going to this system?** RPM will provide a real-time view of our business across the organization, as well as comprehensive management tools enabling us to manage all aspects of the business more efficiently, especially for multi-store management. RPM also provides a software platform for easily adding new features such as mobile, loyalty and Customer Relationship Management and other value-added programs.

Overall, our vision for RPM is as follows:

- Provide a single real-time view of the business, improving capabilities/strategic decision making
- Provide advanced tools for managing key business data across store groups (customers, pricing, inventory, cash, etc.)
- Reduce complexity, simplifying processes and reducing keystrokes
- Empower the autonomy of NAPA store owners
- Provide a consistent customer experience
- Enhance the NAPA brand
- Increase our competitive edge

To learn more about what RPM has to offer, please visit [NAPAStore.net>RPM>RPM Advantages](http://NAPAStore.net>RPM>RPM Advantages).

### Changes

- **What are the Top 10 Changes we will see when converting from TAMS II to RPM?**
  - Stock Receipts, Price Changes, Catalog Updates, etc. – All in REAL-TIME – **No more DVDs!**
  - Redesigned POS screens for improved employee/customer experience and fewer keystrokes
  - Dashboard Reporting, with the capability to export reports in multiple formats
  - Promotions/Deals (BOGO; Buy this, Get that; Buy this, Get 20% off that, etc.)
  - Integrated Cash Management and Credit Card processing
  - EOD processing is simplified; fewer steps, no nightly back-ups
  - Multi-Store functionality without the additional multi-store expense (no separate MS server required)!
  - Access all stores within a store group with a single log-on
  - Centralized Returns Authorization for stores within a store group
  - Velocity-based forecasting
    - As well as many other features and benefits!
- **Will RPM replacing the existing TAMS II software?** Yes, RPM is a new system with all the capabilities of TAMS/TAMSII/TAMS Multi-Store plus much more.
- **Will stores still use TAMS Multi-Store with RPM?** TAMS Multi-Store will no longer be used once RPM is fully implemented across an ownership. RPM can handle single-store and multi-store functions with one system.
- **Do I have to change to RPM?** Yes, all stores will be changing to RPM.
- **If my store is on TAMS Legacy, can I go straight to RPM?** Stores will be required to go to TAMS II prior to converting to NAPA RPM.
- **What process improvements should we expect?** RPM offers significant improvements over TAMSII and TAMS Multi-Store. Please refer to the **RPM Advantages** document on [NAPAStore.net](http://NAPAStore.net) for a list of the highlights. More information will be available about the specific feature advantages as we begin training and rollout.
- **How will RPM change our current business processes?** Most notably, RPM will do a better job of providing the information you need, when you need it (in real-time), for a single store or for groups of stores. Please refer to the **RPM Advantages** document for a list of the top features RPM offers.

### What Stays the Same

- **What are the Top 10 items that will stay the same when we convert from TAMS II to RPM?**
  - Store System Hardware - If your hardware is currently supported, it can be repurposed for RPM with the exception of dot matrix printers.
  - Support – You'll be talking to the same, familiar voices, not a 3<sup>rd</sup> party vendor
  - Data from your current system will be converted
  - Customer information including customer history will be converted
  - Critical reports from TAMS will go-forward
  - Fully Integrated PartsPRO SE 2.0 for your primary catalog
  - Major functionality from TAMS is in RPM
  - Core tracking
  - MIC integration
  - SCORE integration (*company stores only*)
- **Will our historical data be transferred to the new system?** Yes, all historical data will be converted using an automated process for data transfer.
- **Will we be able to use our existing hardware or will we have to buy new hardware?** All TAMS supported hardware, with the exception of dot matrix printers, will work for RPM. The TAMS Multi-Store server will no longer be necessary but can be repurposed to use for a branch store server.
- **Will all of our existing equipment (credit card terminals, printers, etc.) work with the new system?** All printers will be laser (no dot matrix); new peripherals for user login at point of sale (fingerprint reader or badge swipe) will be necessary.

### Actions Needed

- **My server will reach end-of-life soon, should I hold off replacing it until RPM?** Your TAMS server is the lifeblood of your business! As it nears its end-of-service life and is no longer covered under a maintenance contract, you should replace it with the same sense of urgency as you do today to avoid the risk of downtime.

### Benefits

- **Will RPM be as good as our competition or will GPC have an advantage?** RPM offers many advantages over competitive store systems and we will continue to partner with Tomax to maintain a Best in Class system to meet the needs of the business going forward.
- **Will RPM help me manage my inventory investment more efficiently?** Yes, features like automatic Min/Max updates and the use of "Velocity Codes" will provide more precision in inventory management.
- **How will RPM impact profitability?** RPM will improve efficiencies in several areas including Ordering, Returns, Point of Sale, Pricing and Promotions. It will also improve management decision-making by providing updates on Key Metrics in real-time across all stores via alerts and dashboard reports on pricing analysis, inventories, sales and other items. RPM has a role-based security system that allows the right authority to the right employee based on their responsibilities, as well as a comprehensive set of Loss Prevention reports that will assist you in early fraud detection.

### Functionality

#### Backoffice

- **Will RPM have good management tools (flexible reporting, etc.)** Yes, there are a number of additional reports that will be available with RPM including dashboards, alerts and built-in Loss Prevention tools.
- **Will we have the same reports that we have in Legacy?** RPM has a core set of reports that offer multiple views of key business functions. We also worked with the Owners Advisory Group to determine the reports critical to NAPA business needs and incorporated those into RPM, redesigning and making improvements wherever possible. Dashboard reports are a new addition to our report offering, which display key performance indicators (KPIs), compiling information typically found on multiple individual reports, saving you significant time.
- **Can we customize reports?** Existing reports cannot be changed, however there is a tool similar to Data Review that will allow for limited custom reports.

#### Catalog

- **Will the catalog be improved?** The catalog itself is not part of RPM, but rather an outside system that connects to RPM. PartsPRO SE 2.0 is being improved now for TAMS and we will be taking advantage of those changes. Some of the changes to look forward to include:
  - **New Look and Feel** – The tabbed format includes a search box at top that accepts keywords, part numbers, and Google styled entries such as “Mustang brake rotor.”
  - **Nightly Refresh** – New part data is transmitted every night; corrections within 48 hours.
  - **Bilingual Searches** – Change between English and Spanish at any time.
  - **Drop-In Invoicing** – PartsPRO SE 2.0 offers a seamless flow from Catalog to Point of Sale: Shopping cart contents are automatically added to the invoice. No more Import PPSE Cart button.
  - **Find It Button** – The new stock check Find It button appears on the search results screen for fast access to parts availability from other stores and DCs.
  - **Jump Start Typing** – No need to type out the complete name, saving you time and avoiding typos. Type the letters FO and the name Ford appears. Contains more than 50,000 common part names.
  - **Sharpened Interchange Functionality** – NAPA product line abbreviation is no longer required. Includes multi-product competitor and NAPA interchange numbers, along with old supersede numbers, OE numbers, and more.
  - **Search by Part Attributes** – No application needed. For example, search for a brake drum by diameter, bolt circle, height, and so forth. Your customer’s home-built trailer rolls again!

#### Commercial Delivery

- **Will we have dispatch tracking and monitoring?** Yes, but mobile is not included in Phase 1 of the rollout.

#### Customer Relationship Management (CRM) and Loyalty Programs

- **Is there a way to track retail customer purchases so we can re-market to these customers?** This is not current RPM functionality. We’ll have to make a business decision on this enhancement for a future release.
- **Can we use loyalty programs to market to our customers?** This is not included in the initial rollout, but will be added in the future.

#### Dashboards, Alerts

- **Can we get alerts if customers are not buying from us?** This alert is not part of the initial RPM release, however during pilot we will be evaluating what types of alerts will be needed by the business.

#### General System Functionality

- **Is RPM designed for corporate store needs only?** No, RPM is designed for both independent jobbers and company owned stores.

## SSG Offerings

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- **Will DVDs go away?** Yes, RPM provides real-time updates for new product and catalog information as well as price changes.
- **Will we still have “bolt on” features, like Call Manager?** Yes, we have been working with the managers who support these initiatives today. Support Center personnel will be engaged in our process workshops and internal testing as a lead-in to pilot and rollout.

### Inventory Management

- **How will we manage MIC?** MIC resides outside of TAMS but the process will be very similar to what we have today, with some changes due to the new merchandise hierarchy, etc.

### Loss Prevention

- **What Loss Prevention features are included in RPM?** Tomax has an extensive Loss Prevention offering including reports and dashboard views. We are also engaging in policy and procedure workshops to develop a set of best practices for Loss Prevention in RPM.

### Network/Connectivity

- **Will the system go down like it does today?** Network down-time is always a possibility, but with data resident in the store, the impact will be less noticeable because your point-of-sale and catalog will not be interrupted. We can also redirect a store to the cloud if the in-store server is off-line for any reason. In both cases, all applications will sync when the network connection is restored.

### POS

- **Can we check inventories between stores of different ownerships?** Yes, in most cases without having to navigate away from the invoice screen.
- **Will RPM have integrated POS credit card processing?** Yes, there will be an integrated credit card offering with customer facing PIN Pads and signature capture.

### Pricing and Promotions

- **How will RPM handle custom pricing?** RPM will handle custom pricing better than TAMS II, especially for multi-store ownerships. Functionally, RPM will have the current custom pricing capabilities, along with new features that will simplify pricing management. When changing the pricing for the multi-store group, and the entire group has the change – no more sending files and batch updates.

### Remote Access/Ordering

- **Will my customers be able to order electronically with RPM?** Yes, all electronic ordering will continue with no disruption.
- **Can Store Managers get reports when they are outside the store?** Yes, as long as they can connect to the GPC network (VPN).

### Schedule / Rollout

- **How will the RPM rollout work?** Details are still to be determined, but our aim is to have a rollout process that converts a store overnight, where training has taken place in advance and the store experiences minimal interruption to the business. We are investing a significant amount of time and effort to make the transition go smoothly, with the least possible disruption to your customers.
- **Will a few stores be converted to RPM at one time or will all stores be converted to RPM at once?** Stores will be converted over a period of time, not converted all at once.
- **How long will it take to convert a store?** Our goal is to convert a store overnight, so you are up and running on RPM the next morning. As long as the pre-conversion checklist has been completed which includes necessary training, this is a reasonable expectation.
- **Will all stores in a multi-store ownership have to be converted at one time?** While our goal is to convert all stores in a multi-store ownership as quickly as possible, we can systematically handle end-of-month procedures for multi-store owners with stores running both TAMS and RPM during the conversion process.
- **How long will it take to convert all of our stores?** We are still working on schedules, however it is our intent to complete rollout in as short a time as possible.

## SSG Offerings

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- **What role will the DC staff have in the rollout?** DC Staff will be trained in RPM and they will be part of the overall business transition to RPM. Specific roles for DC staff members will be defined as we get closer to rollout.
- **When can we see a demo of the system?** A demo system will be available for converting stores in advance of the changeover.

### Support

- **Who will stores call for support?** You will continue to call the NAPA Store Support Center for system-related questions.
- **Will stores still have TAMS Reps to help them?** Yes, the SSRs will be fully-trained on RPM functionality and will be ready to assist you with your RPM questions.
- **Will our Support Center be able to support two platforms during conversion?** Yes, we have been working with Store Support Center management throughout the project. Support Center personnel will be engaged in our process workshops and internal testing as a lead-in to pilot and rollout.
- **Can we make changes to the system when necessary?** Requests for new functionality will be prioritized according to the business value they represent and then scheduled to be released to RPM.
- **How quickly will “fixes” be implemented?** Defects will be corrected on a scheduled basis and all stores will see these fixes at the same time.

### Training

- **Who will be installing and training the stores on the new system?** As always, your SSR will be a big part of the implementation and training process, but we also plan to offer other forms of information and training (including WebEx sessions) in advance of the change so that you can be fully prepared when it is time to convert your store(s).
- **Will the Store Support Center be trained on RPM?** Absolutely; we plan to have the Support Team completely trained and ready to take calls from RPM stores upon start of the rollout.

### Cost

- **What will RPM cost?** While specific cost is not known at this point, hardware and software costs are targeted to be neutral (*worst case*) or lower (*best case*). The monthly support fee has not yet been determined; however, RPM will not have a multi-store fee which will reduce the total monthly support expense for many owners. In the end, our goal is to have a powerful new business tool that provides a strong return on investment for our stores.

## Store Workstation (Minimum) Requirements/Checklist

**\*\* GPC supplied systems currently under manufacture warranty will meet the requirements for RPM\*\***

Hardware NAPA Provisioned Workstations - Dell OptiPlex Model Numbers: OP7040, GX780, GX790, OP7010 & OP9020		Action Steps	Activity Lead Time	Comments
<input type="checkbox"/> OS	Windows 7 Professional			
<input type="checkbox"/> CPU	1 CPU, minimum 2GHz			
<input type="checkbox"/> Memory	4GB RAM installed, 650MB RAM available (Windows 7 requires at least 4GB memory installed to operate effectively)			
<input type="checkbox"/> Disk	May have Diskless or small capacity HDD			
<input type="checkbox"/> USB Ports	Should have a minimum of 2 ports			
<input type="checkbox"/> Networking	1000Mb Ethernet recommended			
Software				
<input type="checkbox"/> OS	Windows 7 Professional			
<input type="checkbox"/> Browser	Internet Explorer 9+ on Win 7 <ul style="list-style-type: none"> <li>• If Win 7, IE 9 may be the default browser. <i>Preferable that if a change in default browser is needed, setup process should present the user with an explanation of required browser and ask if they want to change default browser.</i> <ul style="list-style-type: none"> <li>○ We must limit browser revision and not install updates until they have been approved by Tomax/APG to the latest approved version (currently IE 9).</li> <li>○ <b>As of Feb. 2014 IE 11 is currently not supported.</b></li> </ul> </li> </ul>			
<input type="checkbox"/> Java Runtime Environment	Java Runtime Environment version 1.6.0_29 should be installed. <ul style="list-style-type: none"> <li>• Public default JRE and Browser Plugin</li> <li>• We must limit JRE revision to the currently accepted revision and not install updates until they have been approved by Tomax/APG (currently 1.6.0_29)               <ul style="list-style-type: none"> <li>• JAVA compatibility issue: Java 1.7 is not compatible with the current version or Oracle forms being used by Tomax and JAVA 1.6 is known to have security issues.</li> </ul> </li> </ul>			
<input type="checkbox"/> Adobe Acrobat	Latest version (10 or higher) of Adobe Acrobat Reader should be installed.			

### SSG Offerings

<input type="checkbox"/> User accounts	Should have permission to download/install java applets and webstart applications via the web browser.			
<input type="checkbox"/> Pre-made shortcuts for RPM Applications	System needs to have shortcuts on the desktop that link to java web start applications for Point of Sale and an Internet Shortcut URL to the RPM Portal Home page for Back Office: <ol style="list-style-type: none"> <li>1. POS Client             <ol style="list-style-type: none"> <li>a. "javaws http:// &lt;store-server-name&gt;:8080/gpccxa/gpccxa.jnlp"</li> </ol> </li> <li>2. POS Client in Fail-up Mode             <ol style="list-style-type: none"> <li>a. "javaws http:// apps.us.naparpm.com:8680/gpccxa/gpccxa.jnlp"</li> </ol> </li> <li>3. Back Office Client Portal site</li> </ol>			
<input type="checkbox"/> Drivers	<ul style="list-style-type: none"> <li>• Printer drivers for all supported printers should be pre-installed on workstation.</li> <li>• Scanner drivers for all supported scanner devices should be pre-installed on workstation.</li> </ul>			
<input type="checkbox"/> NTP	<ul style="list-style-type: none"> <li>• Client workstation should use centralized NTP server to synchronize clock (see store networking requirements)</li> </ul>			
<b>Local Area Network:</b>				
<input type="checkbox"/> Networking	<ul style="list-style-type: none"> <li>• Standard TCP/IP internet connection to GPC WAN VPN as defined below:</li> <li>• Hostname not specified, but must be unique. Current names are based on MAC address or Service tag: DCXXXXXXXXXXXX, or W7-{service tag} – schema already in place.</li> <li>• Retain existing network settings.</li> </ul>			
<b>TAMSII System</b>				
<input type="checkbox"/> If the workstation was previously used as a TAMSII client	<ul style="list-style-type: none"> <li>• Remove desktop shortcut to TAMSII and / or TAMS Legacy</li> <li>• Remove any "startup" options specific to TAMSII and/or TAMS Legacy.</li> <li>• Require an automated way of getting from a TAMSII workstation configuration to RPM configuration on or before the first use after conversion to RPM. Installation should take 2 minutes.</li> <li>• Set correct time zone during setup.</li> <li>• The existing modified time zone files need to be defaulted to current Windows time zone files.</li> <li>• Leave TAMSII Remote Access if it already exists.</li> <li>• Leave the T drive samba share, read-only, used to update the workstation.</li> </ul>			



## Store Server System Requirements/Checklist for RPM

**\*\* GPC supplied systems currently under manufacture warranty will meet the requirements for RPM\*\***




<b>Hardware</b>	
<b>NAPA Provisioned Servers - Dell Power Edge T-430, T-300, T-310, T-320</b>	
<input type="checkbox"/> OS	Red Hat Enterprise Linux 5.8
<input type="checkbox"/> CPU	1 CPU, Dual Core, minimum 3.0 GHz For Large Stores with 25 or more workstations: 1 CPU, Quad Core, minimum 2.93GHz
<input type="checkbox"/> Memory	4GB Ram For Large Stores with 25 or more workstations: 6GB Ram
<input type="checkbox"/> Disk	80GB usable, Caching RAID Controller with minimum 2 HDDs recommended, RAID 1 For Large Stores with 25 or more workstations: 100GB useable, Caching RAID controller with minimum 2 HDDs recommended, RAID 1
<input type="checkbox"/> USB Ports	Should have a minimum of 2 ports
<input type="checkbox"/> Networking	100/1000Mb Ethernet recommended
<b>Software</b>	
<input type="checkbox"/> OS	Red Hat Enterprise Linux 5.8
<input type="checkbox"/> RPM	RPM Software installed – RPM installation will install all software required beyond Red Hat installation, including Java software. Tomax will provide us with an installation package that we will add to system install package.
<b>Network:</b>	
<input type="checkbox"/> Networking	<ul style="list-style-type: none"> <li>• Static IP address</li> <li>• Hostname based on store number plus domain information: 1234.US.NAPASTORE.NET</li> <li>• Retain existing network settings from Solaris system and automatically apply.</li> <li>• The NAPA Distribution Center with Main Counters require Main Counter TAMS server connections to the Local TAMS stores</li> <li>• TAMS Multi-store systems require store to store network connections                             <ul style="list-style-type: none"> <li>○ The NAPA WAN VPN Network is an Internet based network using Juniper router/firewall products to create a secure VPN network. Using the router/firewall as an IPSec appliance, secure tunnels encrypted the data to transmit through the Internet.</li> </ul> </li> </ul>
<b>Printers</b>	
<input type="checkbox"/> Laser	All Laser printer currently in use at the store including Dell, Xerox and Lexmark
<input type="checkbox"/> Strip Printers	<ul style="list-style-type: none"> <li>• Ithaca Network connected (including those connected with MarkNet print servers)</li> <li>• Epson TI88 printers</li> <li>• NO Printers connected serially with Perle Term servers</li> </ul>

**SSG Offerings**

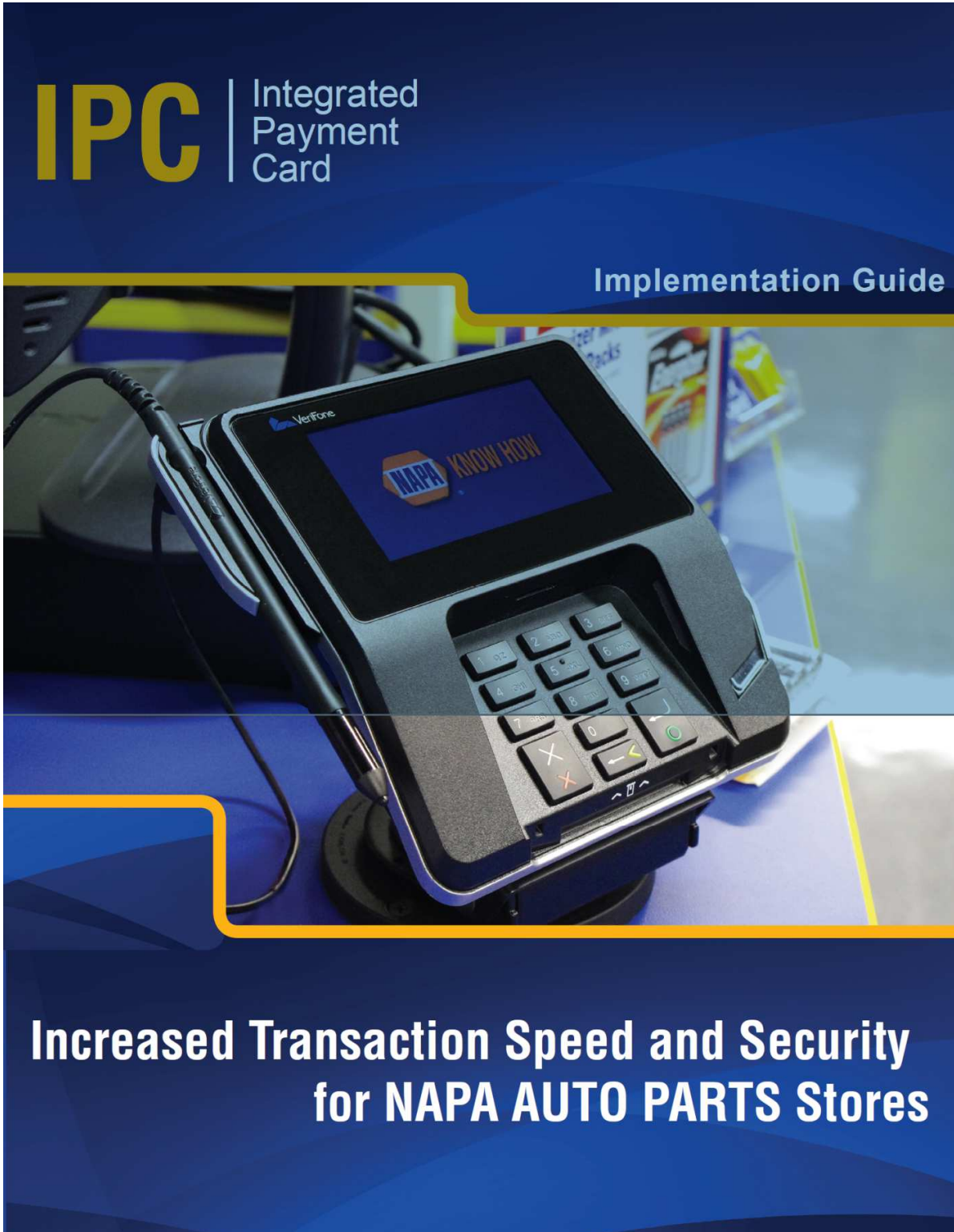
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<b>Symbol RF</b>	
<input type="checkbox"/> Access Point	AP5131/AP6532
<input type="checkbox"/> RF Devices	MC70 MC9090 MC3190 MC3191 MC9190 MC92n
<b>NAPA WAN (Wide Area Network):</b>	
<input type="checkbox"/> Networking	<ul style="list-style-type: none"><li>• Dynamic or Static IP address</li><li>• NAPA WAN Hardware using one of the following Juniper models:<ul style="list-style-type: none"><li>○ SRX100</li><li>○ SRX100H</li><li>○ SRX100B</li><li>○ SRX210POE</li><li>○ SRX220</li></ul></li></ul>

## 9.NAPA SafePAY+ Program Options

			
		Option A <u>Partially Integrated</u>	Option B <u>Fully Integrated</u>
<b>Feature Comparison</b>	End to End Credit Card Security/Encryption	Yes	Yes
	Tokenization	Yes	Yes
	PIN Entry for Debit Cards	Yes	Yes
	Visa, MasterCard, Discover, American Express Acceptance	Yes	Yes
	Voyager and WEX Fleet Card Acceptance	Yes	Yes
	NAPA Gift Cards	Yes	Yes
	NAPA EasyPay Instant Credit	Yes	Yes
	Lower Card Acceptance Costs	Yes	Yes
	Level III Transaction Data (Lower cost)	Yes	Yes
	Dial Connectivity	Yes	No
	Electronic Signature Capture	No	Yes
	Customer Facing Terminal	No	Yes
	Customer Swipes Their Card	No	Yes
	Automated Response to Chargeback	No	Yes
Improved Counterperson Efficiency	No	Yes	
<b>Equipment Required</b>	Minimum Requirements:	 1 Terminal per Store	 Available Early 2014 1 Terminal per TAMS Workstation 1 Isolated Payment Appliance 1 - 8 port Network Switch 1 IPA Security Lockbox Network Wiring for each Workstation
	<b>Cost</b>		\$450 for one Terminal \$450 for additional terminals

## 10. Integrated Payment Card (IPC)



**IPC** | Integrated Payment Card

Implementation Guide

**Increased Transaction Speed and Security  
for NAPA AUTO PARTS Stores**

# IPC | Integrated Payment Card

## INCREASED SPEED, SECURITY, AND SAVINGS

### WHY IPC?

Now integrated with TAMS II and NAPA Rewards, NAPA's new IPC (Integrated Payment Card) feature provides faster and safer payment card processing for NAPA AUTO PARTS stores.

With IPC, customers retain control of their credit card during a transaction. The counterperson no longer takes the card from the customer to process it through a phone line connected to the payment card device.

NAPA Rewards will be available in TAMS II to all independent store owners in early Q2 of 2016. Details of the new NAPA Rewards integration will be announced in February. NAPA Rewards is currently being rolled out to all company-owned TAMS II stores.

IPC eliminates some of the timely inconveniences that may occur during a transaction like waiting in line to use the credit card machine, or having to remember the total of the transaction. With IPC there is an accurate information exchange between POS and payments.

IPC processes payment card requests quickly, usually in less than a second, improving customer experience while meeting all current Payment Card Industry (PCI) compliance mandates. IPC can also process EMV Chip Cards to help prevent fraud from cloned or counterfeit cards attempted to be used in your store.

Customers can use any card configured within TAMS II including Visa, Master Card, American Express, Discover, NAPA gift cards, and debit cards.

With IPC time in lane is greatly decreased because the payment card never leaves the customer's hand.

### DO I QUALIFY FOR IPC?

Before implementing IPC, your store must meet the following qualifications:

- **Your store uses NAPA SafePAY+.** *If you are not currently on NAPA SafePAY+, visit [NAPAPayments.com](http://NAPAPayments.com) to get started.*
- **Your store must have a dial-up terminal available for Fleet Cards and disaster recovery.**
- **Your store must have a routable, public, static IP address for the in-store payment switch.**



"We're seeing a lot more debit transactions than credit now that the customer is swiping the card at the reader. We like debit transactions because they're less expensive to process."

- Gary Ellinger, president, Colorado Motor Parts

## HOW MUCH WILL IPC COST?

Each store is unique, so total IPC cost will vary based on the number of devices and installation.



### Hardware Cost Breakdown

IPC requires every store to have an In-Store payment switch. However, each owner may vary in the number of desired pin pads. Cost breakdowns for IPC hardware are listed below.

Redbox In-Store Payment Switch	\$1,010.88 for the Redbox + \$64 per month for third party management and maintenance fee
Netgear 8 Port Power Over Ethernet (POE) Network Switch	<b>\$79</b> per POE switch, typically 3 per store
MX915 Pin Pad	<b>\$616.78</b> per Pin Pad + installation

Assuming your store has a secure PCI compliant rack available, the minimum cost for a store that uses one RedBox, one POE, and one Pin Pad is **\$1,706.66**

### Cost Example with Installation

NAPA estimates approximately \$5,810 for a store that implements IPC with four pin pads and **professional installation**. The estimate includes:

- **One RedBox In-Store Payment Switch**
- **One Network Rack**  
*Includes shelving, exhaust fan, power distribution unit, cable management, three Netgear Switches (one for the public network interface and two for the PIN pads), 11 patch cables of various lengths and colors to connect the network gear inside the enclosure.*
- **Four MX915 Pin Pads**  
*Includes the four MX915 pin pads, Power Over Ethernet connection block, key injection, and swivel stand.*
- **Professional Installation**  
*The installation estimate includes back board for securing rack to the wall, four cable runs for the pin pad devices, installation of the four MX915 pin pads, verification that the solution is up and ready to be implemented.*

**NOTE:** Not included in the estimate are additional services that could be unique to your installation such as scissor lifts for overhead cable runs, trenching for cable runs, and travel to your store location for professional installation.

**GET STARTED** →

**IPC** | Integrated Payment Card



**OK, I'M CONVINCED. HOW DO I GET IPC?**

It takes approximately six weeks to implement IPC. It all begins with contacting your SSR.

<b>QUALIFICATION</b>	Your SSR will work with you to verify that your store uses NAPA SafePAY+, has a dial-up terminal available for Fleet Cards and disaster recovery, and meets all network requirements.
<b>PREPARATION</b>	If your store is in need of hardware rack installation and cabling, a site survey will be conducted with a third party vendor of the store's choice. This vendor will run cables, install counter mounts, secure pin pads to mount, and install a wall-mount rack. The store owner is responsible for the scheduling and the costs associated with the work, as well as PCI compliance. Network equipment must be isolated from the in-store networking gear and the gear must remain in a locked environment.
<b>PROCUREMENT</b>	The NAPA IPC Implementation Team will create all the tickets needed to have the RedBox configured, built, and shipped. Your SSR will handle the procurement of the pin pad devices and the lock box.
<b>PROFESSIONAL INSTALLATION</b>	The SSR completes the pre-implementation tasks outlined in the "TAMSII Integrated Payment Card Installation Guide" prior to your go-live date. The NAPA IPC Implementation team will certify the store for activation.
<b>SUPPORT</b>	<p>Ongoing support will be provided by NAPA Store Support. NAPA Customer Service Representatives (CSRs) in the Norcross and Dallas support centers have been trained on IPC and can assist you with any questions or issues you may have.</p> <p style="text-align: center;">Atlanta: 800-472-8267 Dallas: 800-258-8267</p> <p>Your local SSR is also available for any additional assistance/training you may need.</p>

**CONTACT YOUR SSR TODAY TO GET STARTED ON IPC!**

## Please Swipe Card Instructions

August 2, 2016  
Bulletin #APG-012-16

To: All GMs, DMs and DVPs

From: Bruce Richards, Director In-Store Technology

Subject: *"Please Swipe" Card Instructions for Credit and Debit Card Customers*

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The enclosed "Please Swipe" cards were created to help you streamline communication to the customer regarding NAPA's current payment process.

We are currently adapting TAMS II to accept EMV chip cards. This upgrade will be available in 2017, enabling stores with IPC to utilize the EMV chip card reader.

Meanwhile, customers must continue to swipe their credit or debit cards. Inserting this "Please Swipe" card into the EMV chip reader (indicated in the picture below) helps avoid confusion during the payment process. The card also frees the counterperson to focus on the customer instead of explaining to swipe the card.

We believe that these temporary cards will help speed retail credit and debit transactions. Please contact the IPC rollout team with any questions regarding their use at: [ipc\\_rollout@genpt.com](mailto:ipc_rollout@genpt.com)

Insert "Please Swipe" card in the chip card slot at each workstation.





## 11. PartsPRO SE 2.0

The **KNOW HOW** to Find the **RIGHT PART!**

GETTING STARTED WITH

**NAPA** *Parts* **PRO SE 2.0** <sup>SM</sup>

PPSE 2.0  
IMPLEMENTATION  
GUIDE

# The **KNOW HOW** to Find the **RIGHT PART!**

## WHY PARTSPRO SE 2.0?

The latest version of NAPA's online parts catalog, PartsPRO SE 2.0, offers an intuitive, robust set of productivity features that help NAPA stores remain competitive leaders in the automotive aftermarket.

The PartsPRO SE 2.0 catalog works seamlessly with both TAMS II and RPM and offers more than 400,000 parts that cover cars, mowers, chainsaws, forklifts, airport tugs, and more.

With PartsPRO SE 2.0 you'll have up-to-date access to the universe of NAPA parts. No more monthly DVDs. New part data is automatically transmitted every night with corrections from suppliers applied within 48 hours.

## NEW & ENHANCED FEATURES:

<b>NEW LOOK AND FEEL</b>	The tabbed format includes a search box at the top of the page that accepts keywords, part numbers, and entries such as "Mustang brake rotor."
<b>JUMP START TYPING</b>	No need to type out the complete name, saving you time and avoiding typos. Type the letters FO and the name Ford appears.
<b>¿HABLAS ESPAÑOL?</b>	Change between English and Spanish at any time. Translations in our catalog are reviewed by native Spanish speakers with automotive aftermarket experience.
<b>DROP-IN INVOICING</b>	Seamless flow from Catalog to Point of Sale: Shopping cart contents are automatically added to the invoice. No more Import PPSE Cart button!
<b>FIND IT BUTTON CASTS A WIDE NET</b>	The new stock check Find It button appears on the search results screen for fast access to parts availability from other stores and DCs.
<b>SHARPENED INTERCHANGE FUNCTIONALITY</b>	The NAPA product line abbreviation is no longer required. PartsPRO SE 2.0 includes multi-product competitor and NAPA interchange numbers, along with old superseded numbers, OE numbers, and more.
<b>PRODUCT SPECIFICATION LOOK UP</b>	Search by part attributes; no application needed. For example, search for a brake drum by diameter, bolt circle, height, and so forth.

"My team and I are BIG fans of PPSE 2.0.  
We recommend switching over  
as soon as you can..."



- Brent Crosser  
Owner, Grand Canyon Auto Supply



## HOW DO I QUALIFY FOR PARTSPRO SE 2.0?

Before implementing PartsPRO SE 2.0 your store must meet the following qualifications:

### SERVER REQUIREMENTS

Must be a T310 or newer.

### WORKSTATION REQUIREMENTS

Must be 790 or newer and running on Windows 7.

### NETWORK SWITCH REQUIREMENTS

All network switches must be 1GB Dell Switches.

### INTERNET BROWSER REQUIREMENTS

Must be Internet Explorer 9, Google Chrome 28, Firefox 22 or greater.  
Browser compatibility mode must be turned off.

### INTERNET PERFORMANCE REQUIREMENTS

Internet bandwidth is dependent upon how busy your store is, other applications that are used (such as video streaming), and what speeds are available in your area. We'll work with you to make sure you understand what is needed to run PPSE 2.0 successfully!

**GET STARTED** →

## I'M READY TO GET STARTED... WHAT'S NEXT?

It takes approximately two weeks to implement PartsPRO SE 2.0 once your store is qualified.



### QUALIFICATION

Your SSR will work with you to verify that your store hardware meets the PartsPRO SE 2.0 qualifications listed on the previous page.

Once your store hardware is qualified, your SSR will notify the PartsPRO SE 2.0 Implementation team to verify your bandwidth and coordinate training and activation.



### TRAINING

A PartsPRO SE 2.0 eLearning course that includes hands-on exercises is available on the NAPA Training website ([napatraining.com](http://napatraining.com)). This is required for at least two key counter personnel and the store manager. They will then be able to train others.

Completing the online training course is required for the activation process. We want to make sure you and your store employees have the KNOW HOW to leverage the new catalog's powerful features before activation.



### ACTIVATION

The PartsPRO SE 2.0 Implementation team will contact you directly to ensure all training has been completed BEFORE activation.

Once it's been confirmed that training is complete, the Implementation team will complete the steps necessary to turn on PartsPRO SE 2.0 in your store.



### SUPPORT

Ongoing support will be provided by NAPA Store Support. NAPA Customer Service Representatives (CSRs) in the Norcross and Dallas support centers have been trained on PartsPRO SE 2.0 and can assist you with any questions or issues you may have.

Atlanta: 800-472-8267 Dallas: 800-258-8267

Your local SSR is also available for any additional assistance/training you may need.

## CONTACT YOUR SSR TODAY TO GET STARTED ON PARTSPRO SE 2.0!



## Process to See PartsPRO SE 2.0 Features for 'Locked Stores Only'

Recently, there have been some enhancements made to PartsPRO SE 2.0 that are available only to stores that use PartsPRO SE 2.0 exclusively (they have PartsPRO SE 'locked' as the Catalog Preference in Invoicing Controls under System Management > Invoicing). As a result, some stores that already have access to PartsPRO SE 2.0 have taken the initiative to set this flag on their own. Unfortunately, the store does not see these new features immediately after setting this flag.

We want to make sure all PartsPRO SE 2.0 users understand the process to see these new features, as well as the process to begin using PartsPRO SE 2.0.

1. All NAPA AUTO PARTS stores should work with their local SSR prior to having PartsPRO SE 2.0 activated for their store.
  - a. This will get the PartsPRO SE 2.0 IMPLEMENTATION TEAM involved. That team works with the local SSR to verify that the store has the proper TAMS II hardware and Internet performance to run PartsPRO SE 2.0 satisfactorily.
2. Store employees should go through the PartsPRO SE 2.0 eLearning course on the NAPA Training website.
  - a. The PartsPRO SE 2.0 IMPLEMENTATION TEAM can assist in getting that course assigned to the appropriate individuals in the store.
3. Once all hardware and network requirements have been met, the store should work with the PartsPRO SE 2.0 IMPLEMENTATION TEAM to set a date for the store to be set to use PartsPRO SE 2.0 as the 'default' catalog lookup method. This will set TAMS II to bring up PartsPRO SE 2.0 when the F9 button is selected on the invoicing screen. The store should run in this mode for preferably a 2 week period to give counter staff an opportunity to 'practice' with PartsPRO SE 2.0 prior to being set to use PartsPRO SE 2.0 exclusively. The existing catalog (DVD) will still be available for use by the store during this period.
4. Working with the PartsPRO SE 2.0 IMPLEMENTATION TEAM, a date should be selected to set the store to use PartsPRO SE 2.0 exclusively. The implementation team can make sure the appropriate flag in TAMS II is set overnight, as well as to ensure that the store performs End of Day.
5. The following day, around mid-morning, the new features for stores using PartsPRO SE 2.0 exclusively would be available to the store.

For stores that have already been using PartsPRO SE 2.0, but not using it exclusively, and are wanting to see the PartsPRO SE 2.0 features for 'locked stores only', the last 2 steps (steps 4 and 5) are recommended, so that the store knows when to expect to see these new features.

We thank you for your continued support of PartsPRO SE 2.0. Watch for more information as new features become available. Please let us know if you have any other questions.

## 12. NAPA WAN Security Improvement Mandate

**TO:** All NAPA Stores  
**DATE:** 1/13/15  
**FROM:** Greg Miller, Chief Financial Officer  
Karen Kreider, Chief Information Officer  
**SUBJECT:** NAPA Wide Area Network (“WAN”) Security Improvement Mandate

### Cyber Attacks on US Retailers Rise

The rate and severity of cyber-attacks on U.S. companies continue to escalate. According to a recent PwC Security Survey, 2014 security incidents were up 48% from 2013. As we have seen, retailers are often the target of smarter, well-funded, and more persistent professional hackers. In just 2014, U.S. retailer cyber-attacks have included:

- **Target** – 70 million shopper credit card data compromised; source was vulnerability in the point of sale system.
- **Home Depot** – 109 million records leaked, 56 million credit card records were hacked, and 56 million emails addresses leaked; source was a third-party vendor working on their system which led to malware attack at point of sale.
- **Neiman Marcus** – 350,000 payment card data “scraped” from software installed on their systems.
- **Jimmy John’s** – Credit and debit card information collected at 216 locations; source was remote access to point of sale systems at corporate and franchised locations.
- **Michael’s Stores** – 3 million customer debit and credit cards stolen; source was a malware attack.
- **Dairy Queen** – 400 stores breached and customer credit card numbers, names, and expirations dates stolen; source was “Backoff” malware.

In recent weeks some independent and company-owned NAPA store computers have been impacted by common viruses, malware, and ransomware requiring workstations to be reimaged. We have also seen an instance of an independent store’s Wi-Fi network being accessed from the parking lot outside the store and messages sent to the local store printer.

### Cyber Attacks Impact Bottom Line, Reputation, and Customer Brand Confidence

According to numerous studies, the financial impact of a cyber-attack most often includes loss of customers, decline in revenues, and litigation and fines. These are in addition to the cost of investigating, notifying customers, and controlling future breaches. The same studies indicate the intangible and longer lasting impact on business is damage to the brand image and reputation, loss of customer confidence, and loss of intellectual property. Specifically to the

brand, it was highlighted that “Customers have long memories and word of mouth is an extremely powerful weapon.”

### **NAPA Responds to Elevated Cyber Attack Risks**

NAPA is investing in new network security, monitoring tools, and related resources to address these ever-changing risks and cyber threats to your stores, our business, and the NAPA brand. In addition, NAPA institute new IT policies for all stores in 2015.

Upcoming WAN network improvements include the ongoing implementation, monitoring, and management of both store VPN hardware and Wireless devices. The current in-store VPN hardware refresh will be completed in 2015 and will provide increased store security. The VPN hardware refresh will implement the latest hardware and software security firewall standards, configurations, and patches.

A Wi-Fi refresh will upgrade stores to the latest wireless encryption standards. In addition, network intrusion detection and continuous penetration testing of network systems will be instituted to monitor and assess vulnerability to various cyber-attacks.

### **NAPA Increasing WAN Fee to Support Significant Security Investments**

To support these required efforts for security improvements and a must for brand protection, NAPA will increase the monthly NAPA Wide Area Network (WAN) Fee by \$50. This increase will appear on January 2015 statements. The increase represents only the second time since 2000 that the WAN Fee has been raised. There will be no increase in the store support fees for TAMS, Multi-store servers, or the Catalog.

The monthly NAPA WAN Fee also encompasses many other components, including:

- Store Network Support
- ROSA Remote Access
- Store VPN Infrastructure
- New Store Infrastructure Set-Up
- Network Engineering & Configuration
- Hub & Spoke Connectivity
- Multi-Store Connectivity
- Network Reporting & Billing
- Content Filtered Internet Access
- Firewall Infrastructure
- Proactive Network Monitoring

Additional investment benefits include improved performance and increased security at NAPA stores for applications like NAPA Online, PROLink, TAMS, PartsPRO Search Engine (PPSE), and NAPA StoreFront, among other business critical systems and websites.

We know an increase in fees for support of our NAPA Network is never popular. However, we all know the damage a security breach would do to the NAPA brand and every NAPA store.

### **Upgrade Your Obsolete TAMS Workstations by June 30, 2015**

Microsoft no longer supports Windows XP and there are significant network security risks with continuing to operate out-of-date TAMS workstations.

Please contact your SSR and make plans to schedule replacement of your old TAMS workstations. New TAMS workstations may easily be added to your current lease for under \$25.00 a month (depending on which model you select). New workstations can be easily installed by NAPA store personnel without an SSR visit.

To avoid putting your NAPA store at risk or in the headlines this needs to be completed by June 30, 2015. We appreciate your help in getting this done and look forward to maintaining the most secure network for all NAPA stores that we possibly can.

### **Thank You for Keeping NAPA Secure**

We truly appreciate your cooperation with our efforts to ensure a secure environment for the NAPA Enterprise. Please continue to encourage your employees to follow conservative practices to prevent introducing any malware to our environment. You can be assured we stand behind our long-term commitment to your business success while sustaining continued investments in Store System improvements and support tools.

We thank you for your business. Please feel free to contact us should you have any questions.

### **Leader Talking Points**

Use the following helpful talking points when fielding questions or calls about the WAN Security Improvements and the associated WAN Support Fee increase:

- The rate and severity of cyber-attacks on U.S. companies, including high-profile credit card breaches at retailers like Michaels, Home Depot and Target, continue to escalate. We are also seeing attacks on smaller retail stores and independently owned business models like NAPA such as Jimmy John's, Michael's, and Dairy Queen.
- These ever-changing and escalating cyber-attacks represent a very real threat to NAPA's reputation, customer brand confidence, and financial bottom line.
- NAPA is making a significant investment in the security of our network and IT systems. In addition, NAPA will be instituting new IT policies for all stores in 2015, like the mandate to upgrade workstations from Windows XP.
- WAN network improvements include the ongoing implementation, monitoring, and management of both store VPN hardware and Wireless devices.
- The current in-store VPN hardware refresh will implement the latest hardware and software security firewall standards, configurations, and patches.



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## SSG Offerings

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- A planned Wi-Fi refresh will upgrade stores to the latest wireless encryption standards. In addition, network intrusion detection and continuous penetration testing of network systems will be instituted to monitor and assess vulnerability to various cyber-attacks.
- Additional investment benefits include improved performance and increased security at NAPA stores for applications like NAPA Online, PROLink, TAMS, PartsPRO Search Engine (PPSE), and NAPA StoreFront, among other business critical systems and websites.
- Microsoft no longer supports Windows XP. There are significant network security risks with continuing to operate out-of-date TAMS workstations. Please contact your SSR as soon as possible to replace old TAMS workstations.
- To support these required efforts for security improvements and a must for brand protection, NAPA will increase the monthly NAPA Wide Area Network (WAN) Fee by \$50. This increase will appear on January 2015 statements.
- The increase represents only the second time since 2000 that the WAN Fee has been raised. There will be no increase in the store support fees for TAMS, Multi-store servers or the Catalog.
- We know an increase in fees for support of our NAPA Network is never popular. However, we all know the damage a security breach would do to the NAPA brand and every NAPA store.
- We truly appreciate your cooperation with helping us ensure a secure environment for NAPA.

## Frequently Asked Questions

### Q: Why are these fees going up?

**A:** NAPA is responding to ever-changing and growing cyber-attack threats on U.S. retailers and making a significant investment in upgrading security for all stores. Investments include new network security, monitoring tools and related resources. We will also be increasing our cyber security team.

### Q: Are fees going to keep going up in the future?

**A:** Our fees are determined by our costs. We look for opportunities to reduce these costs, and make thoughtful investments for security and other purposes, and then determine the required fees each year.

Although the \$50 increase is a 24% increase on previous WAN fees (\$209 to \$259), we were able to hold all other technology fees flat. As such, depending on the ownership structure (multi-store vs. TAMS only) the average total technology fees increase is 7.4% from last year.

**Q: With a \$50 increase in WAN fees per month for 5,000 independently owned stores, that is \$3 million of additional fees for APG annually. What and how are you spending all that money?**

**A:** Historically, these fees have covered the cost of operating the network, including standard network infrastructure improvements and upgrades on a “fix as fail” basis.

Starting in 2014, along with the increasing occurrences of breaches through the network of other companies, we started to invest into the security components of the hardware, software and related applications of the network.

However, with these breaches occurring more often and the related negative impact we are seeing on other businesses (as noted in our letter), we are mandated to increase the resources focused on network security, including speeding up the investments into upgrading the network infrastructure as well as investing in proactive, daily monitoring tools and resources.

The investments required over the next couple of years are more than five times the increase in the annual fees and our ongoing costs to operate will continue to increase as an important response to this increasing business challenge.

**Q: What exactly does the Network fee include?**

**A:** In addition to the upgraded network security, monitoring and staffing planned for 2015, the monthly WAN Fee covers Store Network Support; ROSA Remote Access; Store VPN Infrastructure; New Store Infrastructure Set-Up; Network Engineering & Configuration; Hub & Spoke Connectivity; Multi-Store Connectivity; Network Reporting & Billing; Content Filtered Internet Access; Firewall Infrastructure; and Proactive Network Monitoring.

**Q: How secure do you feel our system is now? Should I be concerned?**

**A:** As our business and IT systems grow and become more complex, so does our security exposure. While we can never be sure we are immune to the latest advances in cyber-attacks, NAPA continues to make the right investments in our IT systems, security, people and policies to address known issues. Good cyber security is not a one-time effort, and is something that we will continue to invest in and embed into our culture. As we evolve our IT security policies we will be requiring more stringent IT practices at all company-owned and independent NAPA stores.

**Q: What are we doing to make sure we don't become like Target or Home Depot? How well is this investment going to protect the NAPA brand from attacks?**

**A:** Through this investment we are significantly raising the bar and taking the necessary steps to increase our monitoring and adopt the most current security encryption and firewall standards – which are ever changing. It's going to be an ongoing effort to keep up with current cyber-crime threats.

NAPA is also augmenting an additional 10-12 member cyber-security team that will be focused on the ongoing and continuous.

Cyber-security is not just about headquarters deploying the latest protection. Security extends to our culture and our IT policies, and making sure that all of our employees and store owners do their part in keeping our hardware and software current and follow full PCI compliance as well as conservative network and Internet practices to prevent attacks from entering the NAPA enterprise.

**Q: When am I getting my Wi-Fi access point?**

**A:** NAPA will begin first with company-owned stores, which is the prudent approach in order to vet the new systems and processes. Once we have verified and completed company stores, we will begin deployment of our Independent stores later in 2015.

**Q: I don't care if I have my data stolen; why should I opt in?**

**A:** While we are flexible in other parts of the company, due to the risks of negative impacts, this is not an optional program.

Our independent stores aren't just responsible for and affected by security issues on their own devices and network: they are part of and connected to the larger NAPA ecosystem involving partners and customers. While you may not be concerned about your data, a security breach into your systems could result in a complete system failure for an extended period.

Independent stores access and use business critical systems like our online PartsPRO SE catalog and our soon to be cloud-based RPM point-of-sale and back office system, which all live on a network. So it's not necessarily a threat involving data, but rather a threat to critical systems exposure to and control by outside entities.

**Q: What are the fees going to be for RPM?**

**A:** While the cost remains unknown at this point, hardware and software costs are targeted to be neutral (worst case) or lower (best case). The monthly support fee has not been determined. However, RPM will not have a multi-store fee, reducing the total monthly support expense for many owners. We want to create a powerful new business tool that provides a strong return on investment.

## 13. Store Support & Vendor Contacts

<b>Store Support Contact Information</b>		
<b>Norcross Support Center</b>	1-800-472-8267	Hours: 6 a.m. – 9 p.m.
<b>Dallas Support Center</b>	1-800-258-8267	Hours: 6 a.m. – 9 p.m.
<b>Store Systems Representative</b>		
<b>Vendor Contact Information</b>		
<b>Commodore</b>	1-800-487-6262	Store System Financing
<b>Dell Platinum Support</b>	1-866-916-3355	Server Support
<b>Dell Gold Support</b>	1-866-876-3355	Workstation Support
<b>Dell Support</b>	1-877-671-3355	Printer Support
<b>Dell Warranty Upgrade</b>	1-800-247-4618	Then select Option 2, Option 2 <a href="http://www.dell.com/napa">www.dell.com/napa</a> for ink and other supplies
<b>Decision One</b>	1-800-369-9887	
<b>Digi Boxes</b>	1-732-928-1000	Thomas Cross, ext. 204
<b>Epson Printers</b>	1-888-377-6644	
<b>Ithaca Printers</b>	1-800-243-8941	Select Option 1 <a href="http://www.transactsupplies.com/store.home.php">www.transactsupplies.com/store.home.php</a>
<b>Kingston USB Backup Sticks</b>	1-800-337-3719	Part # DTI/8GB
<b>Lexmark Printers</b>	1-866-653-3356	PIN# 50264892 (have serial # ready) <a href="https://www.shop.lexmark.com/napa">https://www.shop.lexmark.com/napa</a> for ink and other printer supplies
<b>Moore/Wallace/RRDonley</b>	1-800-280-9448	ext. 3257
<b>NAPA PROLink</b>	1-800-742-3578	
<b>Reliant Support</b>	1-646-666-7510	
<b>Royal Business Forms</b>	1-800-255-9303	Invoices and Statements
<b>Specialized Printing</b>	1-888-254-4940	(Fresno area) Invoices and Statements
<b>Source Management</b>	1-888-980-8010	DVDs, Ink, Tapes
<b>Stratix RF Scanners</b>	1-770-326-7583 1-770-326-7589	DOA Units
<b>Stratix Repairs</b>	1-770-582-4267	Speak to Gerry
<b>Verifone Help Desk</b>	1-888-295-4989	Option 1 to re-program terminals for \$35
<b>Xerox</b>	1-800-835-6100	<a href="http://www.xeroxdirect.com/gpcnapa">www.xeroxdirect.com/gpcnapa</a> for ink and other supplies

## 14. Customer Satisfaction Survey

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**1. Did the presenter greet you upon arrival?**

- Strongly Agree
- Moderately Agree
- Slightly Agree
- Not at all

Other (please specify)

**2. Did the presenter keep the meeting flowing at a pace that the audience could keep up with?**

- Strongly Agree
- Moderately Agree
- Slightly Agree
- Disagree

Other (please specify)

**3. Did the presenter present the topics in a “real-world” manner with “real world” examples?**

- Strongly Agree
- Moderately Agree
- Slightly Agree
- Slightly Disagree
- Strongly Disagree

Other (please specify)

**4. Did the presenter allow ample time for open discussion and/or questions?**

- Strongly Agree
- Moderately Agree
- Slightly Agree
- Slightly Disagree
- Strongly Disagree

Other (please specify)

**5. The material was presented in a clear and logical fashion?**

- Strongly Agree
- Moderately Agree
- Slightly Agree
- Slightly Disagree
- Strongly Disagree

Other (please specify)

**6. Was the material covered in a way that was easy to understand?**

- Extremely easy
- Very easy
- Easy
- Had difficulty
- Did not understand

Other (please specify)

**7. Were there handouts that could be taken back to help implement what you learned?**

	Low	2	3	4	5	6	7	8	9	High	N/A
User Friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequately covered topic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well Formatted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

**8. Do you feel you were able to come away with 1 or 2 new ideas that can be used or implemented in your operation, to increase sales, or better manage that operation?**

Yes

No

Other (please specify)

**9. Was the meeting location convenient?**

Yes

No

Other (please specify)

**10. Was the meeting room layout conducive for your learning experience?**

Yes

No

Other (please specify)