



InstallerNet Fleet Certification

Use this document in preparation for the Fleet Certification test for the InstallerNet installation network.

What is Fleet Certification?

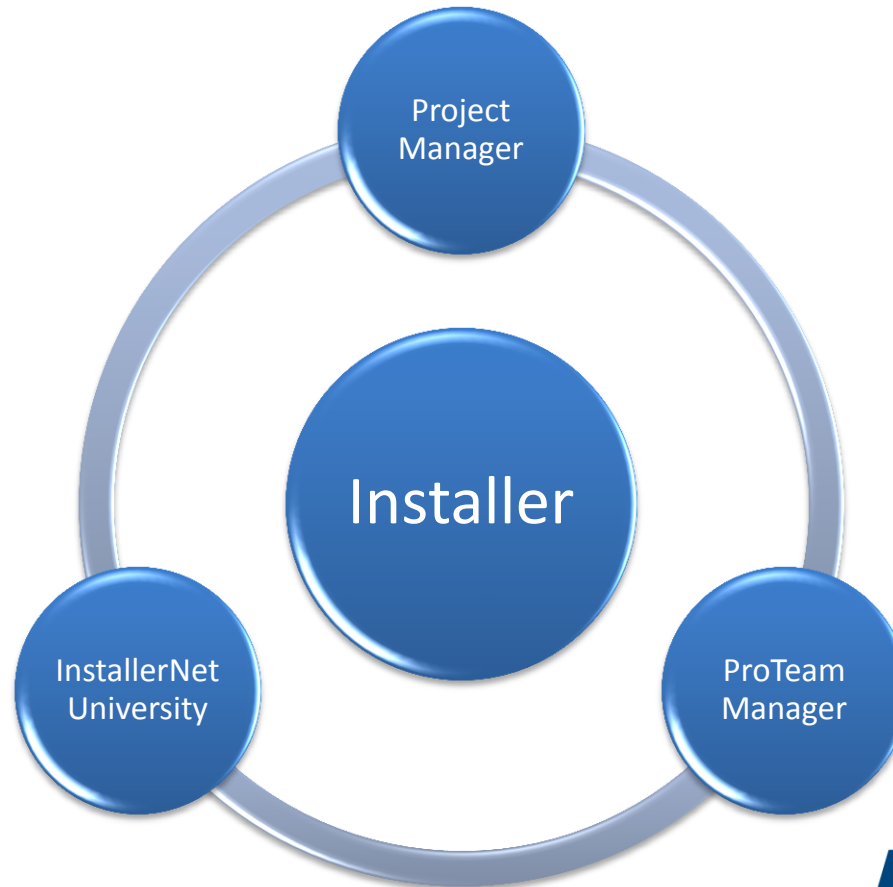
- Fleet Certification ensures that the participating installers understand the unique procedures, expectations, and techniques required to properly fulfill fleet work
- Certifying each individual installer verifies that each participant is aware of these elements and knows how to execute them properly
- To become Fleet Certified, each participant must review the information within this packet and pass the Fleet Certification test with a 90% or higher.
- Fleet policies and procedures are subject to change. Any changes will be communicated to current Fleet Certified installers who will be required to incorporate those changes into any future installation work
- Before starting any fleet projects, every participating installer **must** become certified.

How Fleet and InstallCard work differs

- Almost 98% of Fleet work is at the client's worksite. You must be able to travel fully equipped for installation work to the site to perform the work.
- All work must be documented and verified before payment can be issued. Be sure all paperwork is properly filled out and signed by the appropriate parties and submitted as soon as possible.
- Becoming Fleet Certified is required for **ALL** Fleet work, and some clients or projects may require additional product or safety training , or additional certification.
- Fleet Certification and assignment is based upon many factors including availability, location, crew size, certification requirements, and other factors. It is not related to the amount of InstallCard work performed.

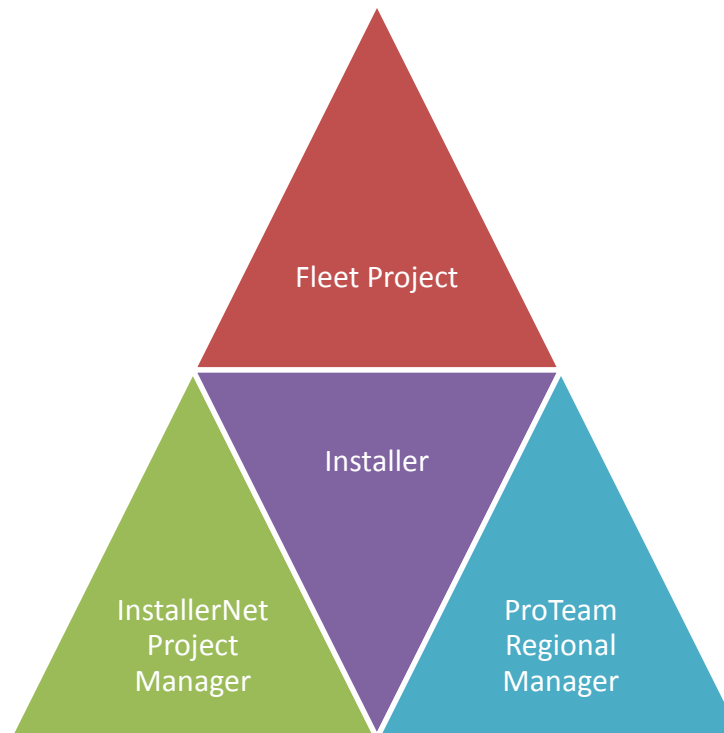
How do you fit in?

- As a Fleet Certified network installer, you are a critical component of our projects.
- The different divisions of our company support you in your effort to perform these installations on our behalf.



Fleet Projects

- To assist you, the fleet project will be coordinated by an InstallerNet Project Manager, a ProTeam Regional Manager, or a combination of both. This ensures you always have a contact point to assist you with anything you need.



Support – Project Manager



Contact this manager for:

- Site information
- Contact information
- Product logistics information
- Vehicle lists
- Updates on vehicle completion

The Project Manager controlling your project plays a key role in ensuring efficiency and standards compliance during your work.

Site information, as well as contact points on-site, will be provided via this manager. Vehicle checklists and billing information will be passed between you and this manager frequently during the project.

It is important to communicate regularly with your project manager so the client can arrange for vehicles to be available, to ensure you have enough product on-hand, and to submit your project updates for payment.

Support – ProTeam Manager



Contact this manager for:

- Product specific training
- Site access or contact assistance
- Troubleshooting assistance
- MECP test proctoring
- Software demonstrations

The ProTeam Manager can assist you with product specific training to ensure your installation goes smoothly and the installations is reliable

You can receive assistance from the ProTeam to gain access to certain job sites, to help with product location, or to manage the relation and workload of you and other installers on the job site for large projects.

The ProTeam product and installation knowledge can aid in troubleshooting errant installs or bad product. All ProTeam Regional Managers can proctor MECP tests at your store location for a fee.

Support – InstallerNet University



Contact this team for:

- Product Tech Sheets
- Technical troubleshooting steps
- Product training seminars
- MAID database subscriptions
- Submitting vehicle tips/suggestions

InstallerNet University is the platform with which InstallerNet delivers training, product information, and technical data subscriptions to network installers

The University team evaluates new products to structure the pricing for their installation, as well as managing test and pilot installs of the products to ensure full documentation is developed for our Tech Sheets.

Our MAID database subscription gives you access to more than 22,000 vehicles, tracking more than 3,600 data points per vehicle. Subscribing to this ensures you will have the latest wiring, sizing, and placement information available for the cars you are working on.

Getting started on a project

- Once Fleet Certified, your account in our Installation Control Engine (ICE) will designate you as a fleet installer in your general area.
- When one of our programs requires fleet installations, our project managers will search your area and contact you to verify your availability and to share pertinent information about the job with you.
- InstallerNet may request you visit the worksite to review the vehicles, environment, and installation procedures before assigning you to the project.
- You should not commit to the project unless you:
 - Have passed the InstallerNet Fleet Certification test
 - Can meet the installation guidelines and standards contained in this presentation
 - Follow the project specific Tech Sheet, complete all aspects of the installation, and complete it within the timeline desired.
- Once you are committed, details about the vehicles, products, and site location and contact information will be given to you.
- If applicable, product will be shipped, and training will be performed either online or by a ProTeam Regional Manager.
- Once all training and education has been performed, you will report back to your project manager with your proposed schedule and begin execution of the project.

Fleet Project Workflow



Site Preparation

- Contact the site manager to confirm vehicle availability and access times to the site two days before the project is due to begin.
- You are required to be on time to start the work day as specified by the site manager and/or our client. If you are late you risk being charged for missed installs and being terminated from the project. If you do not show, you will be terminated from the project.
- Maintain a professional appearance in clothing and mannerisms.
- Understand who you represent on your project. In all cases you are representing InstallerNet, but you are also representing the client you are performing the installations for. Proper representation is important and should be reviewed before being on-site each day.
- Carry all documentation with you at all times to verify installation requirements and to properly track progress
- Update the site manager regularly to help maintain a consistent work flow of vehicles to work on.
- Follow all rules regarding smoking, parking, and any safety related protocol.
- Document yourself and any other personnel you are responsible for at the site regarding arrival and departure times.
- Document any delay or stoppage in work due to vehicle availability, inability to access the vehicle(s), etc that prevent you from completing the job. The site manager should initial this to enable reimbursement for your time.

Documentation

- The following documentation should be carried with you at all times while on-site:
 - P.O. or Work Order
 - This details the required installation specifics
 - Vehicle Checklist
 - This provides the list of vehicles for installation and must be filled out accurately to ensure prompt payment for work – in some cases this sheet must be signed by the site manager to confirm installation or satisfaction
 - Tech Sheet
 - This sheet provides installation procedures, troubleshooting tips, and activation procedures as needed for the product.

InstallerNet Fleet P.O. Example



Attn: Installer
Confidential InstallerNet Purchase Order: 0000
 MemberID: DXXXXXXXX
 12/31/2009

As a member of InstallerNet, this is your authorization to perform the work as described below. If you have any questions, please contact installerNet at 866-476-3765 or fleet@InstallerNet.com.

Customer Details

Name:
 Phone:
 Cell/Work:
 IP Code:
 Schedule Options:
 InstallCard #: 2410-2026-XXXX (ecard) (Auto/Fleet)
 Authorized Reseller: A & L Distributing
 Type of Install:
 Vehicle Make:
 Vehicle Model:
 Vehicle Year:
 Vehicle Type:
 TIN:
 ** Mobile Installation ***
 Address:
 23 Main Street
 Newtown, ST 12345

Getting Paid

- Go to www.InstallerNet.com/installers and login using your email address and password.
- Click on "Open Purchase Orders" in the menu on the left to see a list of your open purchase orders.
- Please submit by fax this properly completed PO to InstallerNet Fleet Dept. at 978-867-6734.
- Once the submitted PO is reviewed by the Fleet Project Manager they will submit your payment via ExpressPay.
- Your installation will be processed and paid faster than ever before.
- InstallerNet will pay \$XXXX.XX for the work described above. If you can't get online to use the Installer Only tools, please use the "Forgot my password" feature or call 877-496-5193.

Description of Work

YOU MUST COMPLETE THE REQUIRED PRE-POST INSTALLATION INSPECTION SHEET FOR EVERY INSTALL. SEE INSTALLERNET RULES BELOW. Standard Car Stereo installation. No additional parts/labor will be authorized. Advise customer of any additional costs in advance.
 *any of the customer's parts are defective please call InstallerNet ASAP at 877-496-5193 before telling the customer anything.

Results for Today: Check appropriate boxes

- NO INSTALLATIONS WERE PERFORMED TODAY
- SOME, NOT ALL, INSTALLATIONS WERE COMPLETED (See List Page 3)
- ALL INSTALLATIONS WERE COMPLETED (See List Page 3)
- ALL TROUBLE SHOOTING COMPLETED DEVICE OPERATING (See List page 3)
- ALL REMOVALS WERE COMPLETED (See List Page 3)

Reasons for Delay or Interruptions:
 Installations Were Delayed or Prevented for NO SHOW reasons.
 Installations Were Delayed or Prevented due to WEATHER.

TODAY'S DATE: _____

AUTHORIZED NAME (Please Print): _____

AUTHORIZED SIGNATURE: _____

INSTRUCTIONS:

Contact the Key Contact above to confirm your scheduled arrival time, availability of vehicles prior to traveling to the location. Also ask whether you will need to bring your insurance certificate to show on the site.

You must have the Key Contact or Authorized Representatives sign the PO form, whether you are able to complete installations or not, before you depart the premises. This signed form must be faxed to InstallerNet to receive payment for work performed. One PO form per trip to each location must be properly completed, signed and submitted to InstallerNet.

TERMS AND CONDITIONS

- No Shows – If the installer waits on site for a total of 30 minutes or more to do the installations, they are permitted to depart the premises if the following conditions are met:
 - a. Installer must have contacted the key contact provided on this work order and contacted InstallerNet, to inform them of his intentions to install, and that the time limit is expiring.
 - b. The reasons for delay must be beyond the control of the installer despite their reasonable attempts to rectify the situation, such as: No vehicle available, Site inaccessible, Etc.
- Weather – If the installer has not been provided with a location with protection from the elements and the weather makes it impossible to install safely or with reasonable comfort despite waiting a total of at least 30 minutes they are permitted to depart the premises.
 - a. If the weather was already extreme or inclement before traveling to the installation site the installer contacted their on-site Key Contact and contacted InstallerNet to inform them of this weather-waiting disclaimer, giving them the opportunity to reschedule the appointment. **OR**
 - b. If the weather became extreme or inclement after arriving the installer must have informed their on-site Key Contact and contacted InstallerNet allowing them the opportunity to provide a location out of the weather.

InstallerNet Rules of Engagement

Never tell the customers what we pay you (the Installer).
 Never tell the customer to return a product and then purchase from you or suggest that the product they have is bad or inferior to products you sell.
 If additional charges are required: Please check the Work Description above for any restrictions on charging the customer directly. If allowed, you must advise the customer of the charges in advance of starting work.
 Always perform the REQUIRED pre/post install inspection steps that can be found at http://installers.installer.net.com/images/PrePost_CheckSheet.pdf; the customer is ALWAYS right...if you don't have it...you will be at fault.
 Always submit your properly completed PO including sign off from the customer and vehicle list; this is required in order to get paid (this is important to us and you). We cannot process any payments for you unless you provide the properly completed PO; it is proof that you did the work.

When a tech sheet is available for this installation, it must be followed or payment could be withheld.
 Always involve InstallerNet if there is a disagreement on what is covered by the InstallCard or issues that come up during installation.

Important Notice

As an essential company accounting policies, it has always been necessary for InstallerNet to mandate the use of Purchase Orders from InstallerNet members before performing any work on a vehicle. If you perform an install of which you had not previously obtained a Purchase Order, you are risking NOT RECEIVING PAYMENT for that job.
 When a customer arrives at your shop and you do not have a Purchase Order from us, you can quickly and easily reprint a copy of the Purchase Order for or check all work assigned to you. The preferred method is to simply enter into your account at www.installer.net.com, click "Installers", and click on the "Members Login" area. Your user name is your email on file and if you have forgotten your password, you may click "Forgot Your Password?" An email will then be sent to you with a new temporary password. Once within your account you will have Purchase Order information and all the other abilities available to you! Alternatively (without having to Login), you may quickly see if the Work Order has been assigned to you by selecting "ExpressPay", then clicking "Forgot Your PO?". At that point, type in the InstallCard # and if that job has been assigned to your shop, you can resend the Purchase Order to yourself. If it has not been assigned to your shop, DO NOT PROCEED WITH THE INSTALL. Please instruct the customer to contact us directly for further assistance. Thank you in advance for adhering to InstallerNet's accounting procedures and for being a part of the InstallerNet Network!

ISIT YOUR PO? Go to <http://www.InstallerNet.com/installers> and login to see a copy of all your open and closed purchase orders.



InstallerNet Tech Sheet Example

These sheets **MUST** be read and followed as they contain:

- Specific product installation instructions
- Product activation or initialization procedures
- Warnings about product mounting and placement

Warning!

Repair work or multiple trips to complete the installation due to a failure to follow the Tech Sheet will **NOT** be reimbursed and are your responsibility.



Sample

TechSheet:
Rev.:
Date:
Model:
Manufacturer:

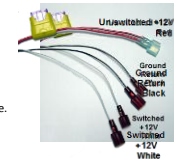
1) Install Antenna

- Locate a suitable mounting spot inside of or on top of the vehicle's dash. The antenna needs to have a clear view of the sky that is not blocked by metal. It can, however, be covered by plastic and glass. **The most typical location is in the center of the dashboard, accessible with the radio removed.**
- The black plastic side needs to face up. If not mounting on metal, double stick tape the antenna down to avoid movement.
- Route cables to mounting location of the main unit.



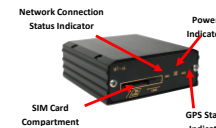
2) Wiring Connections

- Locate a source for un-switched power, switched ignition or accessory, and ground.
- Splice the fused red wire from the harness into the constant wire and splice the white wire from the harness into the switched wire. Ground the black wire. (T-taps and/or scotch locks, even though provided in the kit, are not acceptable connection techniques by InstallerNet).



3) Connecting the Unit (order must be followed to avoid damage)

- Connect the two antenna plugs
- Plug in the main power cable.



4) Final check, registration, and mounting

- With the unit connected and the ignition key ON, the power LED should be solid red and the green GSM status LED should start blinking. Once linked up the GSM LED will go solid (this may take a few minutes and be sure the vehicle is outside).
- The GPS status indicator will go on solid once a good GPS fix has been achieved.
- < VERY IMPORTANT! > Once all three LED's are solid, contact GetiSight customer support at 877.900.4744 to verify proper operation.
- Mount the unit in a moisture free, concealed location using foam tape and/or cable (zip) ties. Do not secure/support the unit by the wiring.
- Additional installation information, including troubleshooting, is included with the unit.



Caution should be taken when mounting this unit. Do not place near any sensitive vehicle electronics (i.e. Radio, Factory Security System, BCM, ECM, PCM).



Personal Requirements

- **You must be equipped with a digital camera and be capable of emailing or uploading pictures for documentation and evaluation.**
 - 4MP or higher (actual, non-interpolated), flash
 - 3X optical zoom or higher, macro capable for close shots
- **You are responsible for products and supplies sent to you until it is confirmed as 'installed'.**
 - You may be required to return unused product
 - InstallerNet may debit your account for the costs of any lost or stolen units and the pass-thru rate (usually between \$150 - \$500).
- **You are responsible for documenting out-of-scope work.**
 - *Extra Work Must Be Approved*
 - We can only pay you for the work we get paid for. Contact your PM immediately if the installation requires work the PO does not indicate, including extra devices or connections.
 - *Extra Work Must Be Documented*
 - Work and installation supplies outside the normal scope for work for the project must be fully documented with pictures and receipts for proper reimbursement.
- **You are responsible for clean-up**
 - All trash, installation supplies, and cut/drill debris must be removed before leaving

Installation Standards

- **You must use the best installation methods possible to ensure a trouble-free install and reduced troubleshooting or maintenance.**
 - Proper protection of the vehicle from scratches, drilling, and other damage.
 - Use fender covers or blankets to protect body panels
 - Be sure ladders or other equipment used to access parts of the vehicle do not contact the vehicle
 - Use care when drilling and be sure to check both sides of any panel or compartment beforehand
 - Soldering all wire connections unless specified otherwise in the Tech Sheet.
 - Properly insulating all connections using tape or heat shrink.
 - Use the appropriate tape for the environment the installation will be in – different tape has different qualities for various temperatures

Tools For All Fleet Projects

- Basic installation tools
- Digital Multi Meter – NO TEST LIGHTS
- Wire fishing tools
- Cordless soldering iron
- Cutters, pliers, crimpers, snips
- Extension cord and power strip
- Extra primary wire and speaker wire
- Fuses of common amperages and types
- Additional project specific tools may be required

Tools For Large Vehicles

- Ladders for access to roof of trailers or box trucks (exterior and/or interior)
- Specialty hardened drill bits for stainless steel drilling or chassis mounting
- Sheet metal screws, nuts and bolts
- Tin snips, hood or door prop
- Weatherproof caulking
- Corded and cordless drills and impact drivers
- Large sockets and wrenches

Exceptions to the rule

- **Weather**
 - You may request your PM reschedule the work if the weather prevents a good installation and no shelter is provided.
- **Vehicle Availability**
 - You may request your PM reschedule the work if vehicles are not available to work on.
- **Product Availability**
 - You may request your PM reschedule the work if the product being installed is not available.

Fleet Work FAQ

- Only Fleet Certified installers may work on fleet projects.
- Specific projects or products may require additional certification.
- Region size may vary based on the availability of other installers in your area, regional features, or your ability to travel.
- The most common product and installation issues are a result of not reading the Tech Sheet thoroughly.
- All work not detailed on the PO must be approved by your Project Manager before you perform it.

Important Information

- **For the project management team:**
1-866-476-3765
Fleet@InstallerNet.com
- **For install troubleshooting call:**
1-800-790-6234
- **For Tech Sheets and product manuals visit:**
www.InstallerNet.com/Installers
- **CLICK THE FOLLOWING LINK TO TAKE THE TEST!**
<http://www.installernetu.com/pages/Exams/Exams.aspx>

