

Canada Class Schedule

Effective Date: 6/6/2018

Regularly Scheduled Classes



Variable Operations

Sales and F&I

SFI101: Starting Retail Deals

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

9/18/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

SFI102: Deal Subscreens

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

9/18/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

SFI103: Starting Lease Deals

Learn how to create a lease deal, convert retail deals to lease deals, calculate the lease payment, enter residual details, allocate equity, and work balloon deals. Also learn how to use Automated Rates and Residuals to pull current bank rates and residual values into a deal. This session has an additional prerequisite of ENSFI101 and ENSFI102.

9/19/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

SFI104: Negotiating with the Customer

Learn how to use the Quick Quote tool to quickly calculate monthly payments for a customer. Learn how to use the Roll feature to find vehicles, change the payment, increase the profit, or change the amount financed in a deal. Also covers Multiple Scenarios and Customer Proposals. This session has an additional prerequisite of ENSFI101 and ENSFI102.

9/19/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

SFI105: Completing the Deal

Learn how to add employees to a deal and calculate their commissions. Learn how to print forms, close a deal, and reverse a deal. Also learn how to create and submit a new Credit Application, and request and review an AutoCheck® Plus History Report. This session has an additional prerequisite of ENSFI101 and ENSFI102.

9/20/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

SFI106: Desking Reports

Learn how to request four different standard reports and create custom rows and columns. Also learn how to customize and personalize search results to find the information you are looking for.

9/20/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

Vehicle Management System

IVMS101: Vehicle Profile, Vehicle Inquiries, and Management Tools

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

9/13/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

IVMS102: Vehicle Management System Reports

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

9/13/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

Fixed Operations

Basic Service

SVC101: Service Appointments and Repair Orders

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

7/10/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

9/11/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

SVC102: Flagging and Invoicing Repair Orders

Learn how to flag and invoice a repair order. Learn how to enter additional charges, discounts, shop supplies, transfer parts, and create sublets on a repair order. This session has an additional prerequisite of EISVC101.

7/10/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

9/11/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

SVC103: Labor Time Guides and Warranty Claims

Learn how to retrieve warranty information directly from the manufacturers' Labor Time Guides and enter it onto a repair order for warranty claim submission. This session has an additional prerequisite of EISVC102.

7/11/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

9/12/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

SVC104: Handling Special Issues

Learn how to handle special issues like internal repair orders, comebacks, We Owe, Journal Prefix overrides, service contracts, or inquiring on special order parts. This session has an additional prerequisite of EISVC103.

7/11/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

9/12/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

SVC105: Service Price Guides

Learn to create Service Price Guide estimates in both standalone and integrated modes, map SPG and ERA operation codes, view SPG operation details, add notes, part numbers, and combine SPG operations. This session has an additional prerequisite of EISVC104.

7/12/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

9/13/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

Parts Invoicing

PTI101: Front Counter Invoices

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

7/31/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

PTI102: Advanced Invoicing Procedures

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

7/31/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

PTI103: Back Counter Sales

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

8/1/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

PTI104: Special Orders

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

8/1/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

PTI105: Invoicing Specifications and Reports

Learn how to create and modify price level codes, create and modify credit codes, set up source overrides, and use Parts management reports, including RMI Parts Dashboard. This course covers the following screens and executables: Factory Master, 2323, Part Maintenance, 2565, 2321, 2568, 2571, Additional Information Setup, 2569, Counterperson Override List, Invoice Register, 2212, and RMI Parts Dashboard.

8/2/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

Parts Inventory

PTS101: Basic Part Inquiries

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

7/10/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

9/11/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

PTS102: Part Records and Parts Kits

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

7/10/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

9/11/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

PTS103: Daily Orders

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

7/11/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
9/12/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

PTS104: Stock Orders

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

7/11/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
9/12/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

PTS105: Returns and Factory Master Update

Learn how to perform the pre-parts return tasks and prepare a suggested list of parts to return to a supplier or manufacturer based on selected criteria. You will also learn how to modify your part returns, clear and delete an entire return, and create a manual return. Also, run a factory master to update parts information in the system and perform supersessions. The session covers the following screens: Parts Returns and Parts Exception Listing.

7/12/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
9/13/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

PTS106: Specifications and Monthly Analysis

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

7/12/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
9/13/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

ERA-IGNITE Parts Management

EIPM: ERA-IGNITE Parts Management

Learn how your team can effectively utilize the Parts application in order to perform daily operations, take an in depth look at the ways your system specifications can be customized to best meet the needs of your business, and get hands on experience with tools and reports to help you monitor department performance indicators.

9/20/2018	9:00 AM	Class Format	Classroom	Cost \$788.00	Per Person	Register for Session
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ERA-IGNITE Service Management

EISM: ERA-IGNITE Service Management

Learn how to effectively utilize your ERA-IGNITE system to tune up your service department. Guided by a live instructor you will perform basic service tasks, see how to manage user security, and analyze a variety of reports and displays screens to easily get performance and exception information at your fingertips. This course is held on a Reynolds and Reynolds campus.

9/18/2018	9:00 AM	Class Format	Classroom	Cost \$788.00	Per Person	Register for Session
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Accounting/Systems

System Administration

SYS101: Maintain User Security

Learn how to maintain user security efficiently with user groups. This session discusses how to create and modify user groups, create User IDs and add them to a user group, modify a User ID by modifying the user group, and assigning user-specific permissions. Recommended Prerequisite(s): INTR1

8/8/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

SYS102: Advanced User Maintenance

Learn what additional tools are available to track security permissions and maintain security in a multiple-store setting. This session discusses User IDs and user groups in multiple stores on the same server, comparing security access, and security reports. Recommended Prerequisite(s): INTR1, EISYS101

8/8/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

SYS103: Print Maintenance

Learn what tools are available for maintaining your printers and print jobs, as well as maintaining your data through backup procedures. This session discusses adding printer assignments, modifying print jobs, completing some pre-backup procedures, modifying scheduled jobs, and backup history logs. Recommended Prerequisite(s): INTR1

8/9/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

SYS104: System Director Utilities

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

8/9/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

Accounting Daily Procedures

ACC101: Names Application and Posting Controls

Learn the basics of creating new Name IDs for vendors and customer. Set up Accounts Payable information for your vendors and control the update options for your journals.

7/17/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

9/18/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

ACC102: Postings and Inquiries

Learn how to add vendor invoices to your Accounts Payable schedule in General Purchases. Learn how to make journal entries, as well as inquire on journal, general ledger, and schedule detail. Learn the basics of the Daily Operating Control.

7/17/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

9/18/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

ACC103: Correcting Posting Errors

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

7/18/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

9/19/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

ACC104: Parts, Service, and Warranty Accounting

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

7/18/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
9/19/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

ACC105: Vehicle Purchases and Sales

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

7/19/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
9/20/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

ACC106: Cash Receipts

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

7/19/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
9/20/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

ACC107: Cash Disbursements

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

7/20/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
9/21/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

Accounting Periodic Procedures

ACC201: Accounts Receivable

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

8/14/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
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ACC202: Accounts Payable

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

8/14/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
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ACC203: Bank Reconciliation and Standard/Recurring Entries

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

8/15/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
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ACC204: Name Maintenance

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

8/15/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

ACC205: Customizing the DOC

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

8/16/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

ACC206: Accounting End of Month Process

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

8/16/2018 3:30 PM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

Dealer Overview

DLR: Dealer Overview

Learn to use ERA-IGNITE to improve your dealership's results in every area of performance. Work with an experienced instructor to develop your own Dashboard and "favorite" reports geared to your role as the dealer principal or general manager. Use these tools to spot trends or exceptions, and then drill down into the details to see what's really happening in your stores.

8/7/2018 9:00 AM **Class Format** Classroom **Cost** \$788.00 Per Person [Register for Session](#)

ERA-IGNITE System Administrator

EISA: ERA-IGNITE System Administrator

Learn to fully utilize available ERA-IGNITE administrative tools to improve your dealership's security and efficiency. In addition, learn how to maintain managerial oversight with reporting options and features. This course is held on a Reynolds and Reynolds campus.

8/21/2018 9:00 AM **Class Format** Classroom **Cost** \$788.00 Per Person [Register for Session](#)



Accounting/Systems

Building Custom Dynamic Reports

DYR101: Building Custom Dynamic Reports

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

7/19/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

8/17/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)

9/18/2018 11:00 AM EDT **Class Format** Net Class **Cost** \$120.00 Per PC Logged in [Register for Session](#)



Advanced Dynamic Report Settings and Security

DYR102: Advanced Dynamic Report Settings and Security

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

7/19/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
8/17/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
9/18/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session



Variable Operations

Contact Management

CM101: Introduction to Contact Management

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

7/17/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
8/7/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

CM102: Client Management

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

7/17/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
8/7/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

CM103: Desk and Activity Management

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

7/18/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
8/8/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

CM104: Management Tools

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

7/18/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
8/8/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session



CM105: User Security

Learn how to review dealership information and work with users. These tasks include: adding and modifying Roles and User Permissions, reassigning clients and activities, and working with User Visibility. This session has an additional prerequisite of ENCM104.

7/19/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
8/9/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

CM106: Documents and Distribution Rules

Learn how to add and maintain document templates and to work with internet leads using Contact Management. These tools include: creating documents, viewing internet leads, and disputing internet leads. This session has an additional prerequisite of ENCM105.

7/19/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
8/9/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

CM107: Managing Settings and Follow-Up

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

7/20/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
8/10/2018	11:00 AM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

CM108: Collection and Campaign Management

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

7/20/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session
8/10/2018	3:30 PM EDT	Class Format	Net Class	Cost \$120.00	Per PC Logged in	Register for Session

Contact Management - Classroom

CM100: New Contact Management

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

8/14/2018	9:00 AM	Class Format	Classroom	Cost \$1,182.00	Per Person	Register for Session
9/11/2018	9:00 AM	Class Format	Classroom	Cost \$1,182.00	Per Person	Register for Session

Free Webinars



Variable Operations

ERA® to ERA-IGNITE

E2EI: ERA® to ERA-IGNITE

Learn how to navigate between stores in ERA-IGNITE, set up the ERA-IGNITE Home Page, set up custom colors to identify ERA-IGNITE stores/branches, identify commonly used ERA® screen equivalents in ERA-IGNITE, and get help from within the system.

7/18/2018	3:30 PM EDT	Class Format	Webinar	Register for Session
8/2/2018	3:30 PM EDT	Class Format	Webinar	Register for Session
9/6/2018	3:30 PM EDT	Class Format	Webinar	Register for Session

ERA-IGNITE Sales and F&I Essentials

EIFE: ERA-IGNITE Sales and F&I Essentials

Learn how to identify commonly used ERA® screen equivalents in ERA-IGNITE Desking, navigate in ERA-IGNITE, and get help from within the system.

7/19/2018	3:30 PM EDT	Class Format	Webinar	Register for Session
8/15/2018	11:00 AM EDT	Class Format	Webinar	Register for Session
9/13/2018	3:30 PM EDT	Class Format	Webinar	Register for Session

Fixed Operations

We-Owes

SSWO: Sales to Service We-Owes

The Sales to Service We Owes webinar details how the Sales department marks we owes and how they are then tracked and completed in Service. Topics covered include how to mark we-owes in ERA-IGNITE F&I, and how to track and complete we-owes in ERA-IGNITE Service.

9/5/2018	11:00 AM EDT	Class Format	Webinar	Register for Session
9/25/2018	3:30 PM EDT	Class Format	Webinar	Register for Session

Service Shortcuts

SVKEY: Service Shortcuts

Learn tips, tricks, and tidbits that help limit keystrokes, mouse clicks, and unnecessary window hopping within the Service Application. Also learn how to customize your Service Application to fit your specific needs.

9/20/2018	3:30 PM EDT	Class Format	Webinar	Register for Session
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Parts Keyboarding and Shortcuts

PTKEY: Parts Keyboarding and Shortcuts

This webinar demonstrates tips and tricks to help minimize keystrokes and improve efficiency within the Parts application. Topics include setting up the main page, creating shortcuts, and customizing report criteria.

8/28/2018 11:00 AM EDT **Class Format** Webinar

[Register for Session](#)

ERA-IGNITE Service Essentials

EISE: ERA-IGNITE Service Essentials

Learn how to identify commonly used ERA® screen equivalents in ERA-IGNITE Service, navigate in ERA-IGNITE, and get help from within the system.

7/26/2018 3:30 PM EDT **Class Format** Webinar

[Register for Session](#)

8/7/2018 11:00 AM EDT **Class Format** Webinar

[Register for Session](#)

9/11/2018 3:30 PM EDT **Class Format** Webinar

[Register for Session](#)

ERA-IGNITE Parts Essentials

EIPE: ERA-IGNITE Parts Essentials

Learn how to identify commonly used ERA® screen equivalents in ERA-IGNITE Parts, navigate in ERA-IGNITE, and get help from within the system.

7/30/2018 3:30 PM EDT **Class Format** Webinar

[Register for Session](#)

8/16/2018 3:30 PM EDT **Class Format** Webinar

[Register for Session](#)

9/25/2018 11:00 AM EDT **Class Format** Webinar

[Register for Session](#)

Accounting/Systems

Integrated Document Management

INDM: Introduction to IDM

Learn to install the IDM Viewer Application from Software Manager, how to perform basic functions in the IDM Viewer Application, and basic IDM security features.

8/9/2018 3:30 PM EDT **Class Format** Webinar

[Register for Session](#)

8/24/2018 11:00 AM EDT **Class Format** Webinar

[Register for Session](#)

ERA-IGNITE Reporting Options

EIRO: ERA-IGNITE Reporting Options

Learn how to export reports into email or PDF and customize ERA-IGNITE grid reports using options such as grouping, filtering, adding/removing columns, and applying report/group totals and averages.

7/24/2018 11:00 AM EDT **Class Format** Webinar

[Register for Session](#)

8/6/2018 3:30 PM EDT **Class Format** Webinar

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9/12/2018 11:00 AM EDT **Class Format** Webinar

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Introduction to ERA-IGNITE

EIIN: Introduction to ERA-IGNITE

This webinar introduces users to signing in to ERA-IGNITE, launching applications, and using keyboard navigation. Participants also learn where to find more information about using the system through the help file, videos, and Computer Assisted Instruction courses.

7/13/2018	3:30 PM EDT	Class Format	Webinar	Register for Session
7/25/2018	11:00 AM EDT	Class Format	Webinar	Register for Session
8/10/2018	11:00 AM EDT	Class Format	Webinar	Register for Session
8/22/2018	3:30 PM EDT	Class Format	Webinar	Register for Session
9/14/2018	3:30 PM EDT	Class Format	Webinar	Register for Session
9/26/2018	11:00 AM EDT	Class Format	Webinar	Register for Session

Accounting Tools and Shortcuts

ACKEY: Accounting Tools and Shortcuts Webinar

Learn how to set up and use specific shortcuts such as Accounting hot keys and defaulting journal screens to posting mode. Learn how to set up links to common tasks, searches, and reports, as well as how to save report criteria using variable dates and quickly find information on a schedule.

7/26/2018	3:30 PM EDT	Class Format	Webinar	Register for Session
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ERA-IGNITE Accounting Essentials

EIAE: ERA-IGNITE Accounting Essentials

Learn how to identify commonly used ERA® screen equivalents in ERA-IGNITE Accounting, navigate in ERA-IGNITE, and get help from within the system.

7/11/2018	11:00 AM EDT	Class Format	Webinar	Register for Session
8/8/2018	3:30 PM EDT	Class Format	Webinar	Register for Session
9/5/2018	11:00 AM EDT	Class Format	Webinar	Register for Session

ERA®

Accounting/Systems

Getting Started With Dynamic Reporting

GETDYR: Getting Started with Dynamic Reporting

Learn how to start using Dynamic Reporting by setting up the ERA Communications Manager and importing existing Report Generator Reports.

7/17/2018	3:30 PM EDT	Class Format	Webinar	Register for Session
8/23/2018	11:00 AM EDT	Class Format	Webinar	Register for Session
9/19/2018	3:30 PM EDT	Class Format	Webinar	Register for Session
