



Software Education Department

Course Catalogue



The Reynolds and Reynolds Company

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REGULARLY SCHEDULED 'NET CLASSES

What are 'Net Classes?

Reynolds Software Education provides comprehensive Internet training for most ERA-IGNITE applications. Through live, interactive training sessions, you learn step-by-step procedures to help perform your job functions more efficiently. A live instructor can address your questions immediately. Participating in hands-on exercises helps you learn the material and software quickly.

Unless noted otherwise, all sessions are 90 minutes and cost \$117.00 CAD per computer logged in.

Each course contains sessions that cover specific topics. Sign up for the entire course or only for the sessions you need.

How do I enroll?

Send an email to SED@reyrey.com including your dealership name, your name, and what classes you want to attend. You can also log in to <http://www.reyrey.ca/training> and look for the ERA 'Net Quarterly Schedule.

For more information regarding administrative policies such as cancellations call Reynolds Software Education at 937-485-1700 or email SED@reyrey.com. For billing questions please refer to your invoice.

Prices are subject to change without prior notice. For current pricing information please contact your Reynolds representative or visit reyrey.ca.



Scan the QR Code with your mobile device to send us an email if you have any questions about our classes.

Accounting Office Classes

EIACC1 - ERA-IGNITE Accounting Daily Procedures

Prerequisites: None

EIACC101: Name File and Posting Controls

Learn the basics of creating new Name IDs for vendors and customers. Set up Accounts Payable (A/P) information for your vendors and control the update options for your journals.

EIACC102: Postings and Inquiries

Learn how to add vendor invoices to your A/P 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 Operations Control report (DOC).

EIACC103: Correcting Posting Errors

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

EIACC104: 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 claims remarks, inquire on warranty memos and accounts, and review the specifications that control warranty credits.

EIACC105: 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.

EIACC106: 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.

EIACC107: Cash Disbursements

Learn how to write cheques and issue Electronic Funds Transfers (EFT). Learn how to reverse and void cheques and EFTs. Review the reports available to track payments made to vendors.

EIACC2 - ERA-IGNITE Accounting Periodic Procedures

Prerequisites: None

EIACC201: Accounts Receivable

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

EIACC202: 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 Account Payable (A/P) cheques and issue Electronic Funds Transfers (EFT) through Accounts Payable screens, create EFT transfer files, print the A/P cheque register, void A/P cheques and EFTs, and process A/P reports.

EIACC203: Bank Reconciliation and Standard/Recurring Entries

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

EIACC204: Name Maintenance

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

EIACC205: Customizing the DOC

Learn how to set up and modify Daily Operating Control (DOC) report 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.

EIACC206: 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.

Front End Classes

ENSFI – Sales and F&I

Prerequisites: None

ENSFI101: Starting Retail Deals

Understand how F&I/Desking integrates 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.

ENSFI102: 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.

ENSFI104: 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.

ENSFI106: Desking Reports

Learn how to request standard F&I Management reports and customize the report contents. Also learn to use the Heat Sheet and Deal Activity Log reports, as well as Retail Management Intelligence (RMI) Dashboard modules.

Fixed Operations Classes

EISVC – ERA-IGNITE Basic Service

Prerequisites: None

EISVC101: 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.

EISVC102: 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.

EISVC103: Labour Time Guides and Warranty Claims

Learn how to retrieve warranty information directly from the manufacturers' Labour Time Guides and enter it onto a repair order for warranty claim submission. Learn how to create warranty claims and warranty invoices in ERA-IGNITE.

EISVC104: Handling Special Issues

Learn how to handle special issues like internal repair orders, comebacks, We Owe, Journal Prefix overrides, service contracts, inquiring on special order parts, and using Reservation Manager to track shop activity.

EISVC105: Service Price Guides

Learn to create Service Price Guides (SPG) 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.

ENSSC – Service Scheduling

Prerequisites: None

ENSSC101: Dispatching with Service Scheduling

Learn to use basic dispatching functions such as locating a vehicle, assigning a technician to work, and completing that work. In addition, you will learn how to keep track of the technicians' different jobs and monitor them using the Route Sheet.

ENSSC102: Technician Information

Learn how to set up a technician to work in your shop, keep track of that technician's work, and modify their hours and pay as necessary.

ENSSC103: Dispatching Reports and Specifications

Learn to print and analyze a variety of dispatching reports to monitor work flow and completion among advisors and technicians. Also, learn how to set up the Service Scheduling Specifications.

EISRPT – ERA-IGNITE Service Reports

Prerequisites: None

EISRPT: Service Reports

Learn how to use the ERA-IGNITE Service Reports and reporting tools to help you manage your service department. Learn to measure the performance of your advisors and technicians, and identify issues before they become a problem for your dealership.

EIPTI – ERA-IGNITE Parts Invoicing

Prerequisites: None

EIPTI101: 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*.

EIPTI102: 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*.

EIPTI103: 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 screen: *Counter Sales*.

EIPTI104: 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*.

EIPTI105: 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 and the Retail Management Intelligence application. This course covers the following screens: *Factory Master, Part Maintenance, Additional Information Setup, Counterperson Override List, Invoice Register* and RMI Parts Dashboard.

EIPTS – ERA-IGNITE Parts Inventory

Prerequisites: None

EIPTS101: 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 screens: *Parts Inquiry, Part Information, Factory Master, Parts Transactions/Detail Sales, and Special Order Inquiry.*

EIPTS102: 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, and Bin Change.*

EIPTS103: 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, Daily Order Entry – Line Items, Clear Orders, Order Transmission, and Purchase Orders.*

EIPTS104: Stock Orders

Learn how to create, review, adjust, and process a stock order. Learn how to arrive and receipt shipments. You 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, Purchase Order Number Change, Order Listing, Order Transmission, Order Arrival, Receipts Parts by Part, Order Sorting, Order Receipts, and Receipt Register Listing.*

EIPTS105: 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*.

EIPTS106: Specifications and Monthly Analysis

Learn how to perform the monthly maintenance procedures 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.

Systems Classes

ENDYR – Dynamic Reporting

Prerequisites: None

ENDYR101: 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.

ENDYR102: 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.

EISYS – ERA-IGNITE System Administration

Prerequisites: None

EISYS101: Maintain User Security

Learn about maintaining user security efficiently with user groups. Learn 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 assign user-specific permissions.

EISYS102: Advanced User Maintenance

Learn how to track security permissions and maintain security in a multiple-store setting. Learn about maintaining User IDs and user groups in multiple stores on the same server, comparing security access, and requesting security reports.

EISYS103: Print Management

Learn about maintaining printers and print jobs, as well as maintaining your data through backup procedures. Learn how to add printer assignments, modify print jobs, complete some pre-backup procedures, modify scheduled jobs, and review backup history logs.

EISYS104: System Director Utilities

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

CM – Contact Management

Prerequisites: None

CM101: Introduction to Contact Management

Learn the basics of Contact Management. This session discusses: navigating and customizing Contact Management, searching for and adding prospects to existing client records, and working with the My Clients screen.

CM102: Client Management

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

CM103: Desk and Activity Management

Learn how to perform daily tasks using 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.

CM104: Management Tools

Learn how to manage your sales team using Contact Management tools. These tools include: using Dashboard, Desk Log, and Reporting to keep up with day to day activities.

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.

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.

CM107: Managing Settings and Follow-Up

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

CM108: Collection and Campaign Management

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

CLASSROOM CLASSES

Besides the regularly scheduled 'Net Classes, Reynolds and Reynolds offers classroom classes that allow participants to learn away from their dealership and without distractions how to better use ERA-IGNITE and Contact Management to help their business.

To see where classes are offered please visit our website <http://www.reyrey.ca/training>.

How do I enroll?

Call Reynolds Software Education at 937-485-1700 or email SED@reyrey.com.

Unless noted otherwise, all classroom classes are a full day class with breakfast and lunch included and cost \$385.00 CAD per person per day.

For more information regarding administrative policies such as cancellations call Reynolds Software Education at 937-485-1700 or email SED@reyrey.com. For billing questions please refer to your invoice.

Prices are subject to change without prior notice. For current pricing information please contact your Reynolds representative or visit reyrey.ca.

EIAC – ERA-IGNITE Accounting and Control Course

Prerequisites: None

EIAC: ERA-IGNITE Accounting and Control

Classroom Instructed - 3 days

Learn how to use the ERA-IGNITE features to increase the integration between different departments in the dealership, reducing manual entries. Learn to effectively utilize the oversight and reporting features of your ERA-IGNITE system to improve security, profitability, accuracy, and compliance. Learn how to improve your dealership's bottom line by handling and even reducing accounting exceptions. Controllers and Office Managers can learn to use ERA-IGNITE Accounting (ACC), Retail Management Intelligence (RMI), and various Accounting Specifications (ACCC) to improve every day efficiency.

EISM – ERA-IGNITE Service Management Course

Prerequisites: None

EISM: ERA-IGNITE Service Management Course

Classroom Instructed - 2 days

Learn how to effectively utilize your ERA-IGNITE system to tune up your service department. Learn to use ERA-IGNITE Service to perform basic tasks like creating and managing appointments, writing repair orders, adding upsells, and creating and printing invoices. Use Retail Management Intelligence to learn how to analyze a variety of service reports, set up RMI Dashboard modules, and create custom reports in Dynamic Reporting to easily get performance and exception information at your fingertips. Fixed operations directors and Service managers can benefit from this hands-on training with a live instructor.

DLR – ERA-IGNITE Dealer Overview Course

Prerequisites: None

DLR: ERA-IGNITE Dealer Overview Course

Classroom Instructed - 2 days

Learn how to use your ERA-IGNITE Retail Management System to better manage your dealership's operations. Learn how to use ERA-IGNITE reports and the Retail Management Intelligence application to track performance, save more money, spot potential problems, and be more profitable across all ERA-IGNITE applications. Learn about best practices, keyboard shortcuts, RMI Dashboards, and how to build your own reports using Dynamic Reporting.

EIPM - ERA-IGNITE Parts Management

Prerequisites: None

EIPM: ERA-IGNITE Parts Management

Classroom Instructed - 2 days

Learn how your team can effectively utilize the Parts application 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. Students work through daily procedures such as writing front and back counter parts invoices, creating price quotes and credit memos, and ordering and receipting parts. Students have the opportunity to build custom reports to identify areas of opportunity including tracking lost sales, minimizing accounting discrepancies, and evaluating counterperson procedures.

This class gives Parts Managers and Fixed Operations Directors a chance to explore the following ERA-IGNITE applications: Parts, Retail Management Intelligence, and Security Maintenance. Some topics in the class may involve students working through additional applications.

CCM – Contact Management

Prerequisites: None

CCM101: Contact Management

Classroom Instructed - 3 days

Learn how to utilize Contact Management to work smarter and improve efficiency in your sales department. Contact Management can help you improve your overall customer experience by helping you build and maintain relationships while streamlining your process to make each customer interaction a quality interaction.

Learn how Contact Management can help you set and track goals for your sales team, as well as report on overall sales progress. Learn how to better manage internet leads and prospect follow-up with the use of Distribution Rules and Schedules. Contact Management can help you set your dealership apart from the rest with the use of targeted marketing using Client Collections. A great class for Sales Managers, General Managers, General Sales Managers, and BDC/Internet Managers.

EISA - ERA-IGNITE System Administrator Course

Prerequisite: None

EISA - ERA-IGNITE System Administrator Course

Classroom Instructed - 2 days

Learn about available administrative tools that can improve your dealership's security and efficiency, such as limiting user access to screens and actions in ERA-IGNITE Security Maintenance (SEC), reviewing and modifying specifications for printers, ERA Mail, individual stores, and the overall system in ERA-IGNITE System Administrator (SYS), and managing Computer Assisted Instruction training in ERA-IGNITE CAI Administration.

Learn how to maintain managerial oversight with reporting options and features, including adding Retail Management Intelligence Dashboards and creating user-defined reports with Dynamic Reporting. This class is best suited for personnel who perform system administrator tasks in the dealership; examples include sys admin, IT, controller, and/or office manager.

MANAGEMENT OVERVIEW SERIES

What are Management Overview Series classes?

Management Overview Series (MOS) classes are 'Net Classes designed to give new customers an overview of the system and key features that can help increase profits, improve management oversight, and reduce costs.

There are Management Overview Series classes for all areas at the dealership: Parts, Service, Accounting, Sales, and System Administration. These classes are 1 or 2 sessions long and each session lasts approximately 90 minutes. The cost per session is \$117.00 CAD per computer logged in.

For more information regarding administrative policies such as cancellations call Reynolds Software Education at 937-485-1700 or email SED@reyrey.com. For billing questions please refer to your invoice.

Prices are subject to change without prior notice. For current pricing information please contact your Reynolds representative or visit reyrey.ca.

EIMACC – ERA-IGNITE Accounting Management Overview

Prerequisites: None

EIMACC101: Retail Management Intelligence, Names and Accounting Journals

Learn the basics of the ERA-IGNITE Accounting application and the ERA Name File system. Learn how to use Accounting and User-Defined reports, the Daily Operating Control (DOC), and Retail Management Intelligence Dashboard to stay on top of your dealership's finances.

EIMACC102: Journals, Schedules, and Adjustments

Learn how to make cash disbursements via cheque or Electronic Fund Transfer, receipt payments from customers and record bank deposits. Learn how to process your various schedules and utilize the Accounting Adjustments journal.

EIMPTS – ERA-IGNITE Parts Management Overview

Prerequisite: None

EIMPTS101: Introduction and Parts Invoicing

Learn the basics of the ERA Parts system as well as how to invoice parts to retail and service tickets. Learn how to create quotes and how to look up repair order information from the parts sales screen.

EIMPTS102: Parts Inventory and Reports

Learn how to find detailed information about a parts record, create a parts order, receipt a parts order, and use Parts reports and the Retail Management Intelligence Dashboard to track your parts sales and stock.

EIMSVC – ERA-IGNITE Service Management Overview

Prerequisite: None

EMISVC101: Introduction to ERA-IGNITE Service

Learn how ERA can help advisors increase profits by selling additional repairs to each Repair Order, schedule a customer's next visit, and cut expenses when working with internal Repair Orders.

EMISVC102: Reservation Manager and Reporting

Learn how ERA can help managers monitor their service department more effectively by using Reservation Manager, powerful and customizable reporting functionality, and the Retail Management Intelligence dashboard.

EMSFI – Sales and F&I Management Overview

Prerequisite: None

EMSFI101: Sales and F&I Management Overview

Learn how to work retail and lease deals, present menus and deal proposals, instantly price and book contracts for additional products, and use F&I reports and the Retail Management Intelligence Dashboard to track your entire sales and F&I operation.

EMSYS – System Administration Management Overview

Prerequisite: None

EMSYS101: System Administration Management Overview

Learn how to update the software, maintain password security with user groups and User IDs, and utilize reports to stay on top of what employees have access to in your system.

ON-DEMAND 'NET CLASSES

What are On-Demand 'Net Classes?

Besides the regularly scheduled 'Net Classes, Reynolds and Reynolds offers On-Demand classes covering specific topics. You can request classes from the regular schedule to be taught at a time convenient for your dealership, or you can request on-demand classes that are not regularly scheduled.

Unless noted otherwise, all On-Demand 'Net Class sessions are 90 minutes and cost \$385.00 CAD per computer logged in.

How do I enroll?

Call Reynolds Software Education at 937-485-1700 or email SED@reyrey.com.

For more information regarding administrative policies, such as cancellations, call Reynolds Software Education at 937-485-1700 or email SED@reyrey.com. For billing questions please refer to your invoice.

Prices are subject to change without prior notice. For current pricing information please contact your Reynolds representative or visit reyrey.ca.

Accounting Office Classes

ENACC1 – Accounting Daily Procedures

Prerequisites: None

ENACC101: Name File and Posting Controls

Learn the basics of the ERA name file. Understand how to search for existing records and add new records. Learn the basics of the Accounting journal set ups and update options.

ENACC102: Postings and Inquiries

Learn how to post a general purchase and inquire on journal, general ledger, and schedule detail. Learn the basics of the Daily Operating Control (DOC), including adding new departments and copying lines.

ENACC103: Correcting Posting Errors

Learn how to correct errors on posted transactions, such as making modifications under the original reference number and deleting. Learn how to reverse or adjust an updated transaction and perform voids.

ENACC104: Parts, Service, and Warranty Accounting

Learn how to integrate, modify, and update parts and service transactions. 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.

ENACC105: Vehicle Purchases and Sales

Learn how to post new and used vehicle purchases, new and used vehicle sales and dealer trades, and review the specifications that control these journals.

ENACC106: Cash Receipts

Learn how to post cash receipts, maintain daily deposits, modify printed receipts, close and update deposits, and process reports.

ENACC107: Cash Disbursements

Learn how to write cheques and Electronic Fund Transfers (EFT), floorplan cheques and lien payoff cheques, how to void and inquire on cash disbursement cheques and EFTs, and review the specifications that control the cash disbursements journal.

ENACC2 – Accounting Periodic Procedures

Prerequisites: None

ENACC201: Accounts Receivable

Learn how to maintain receivable customers, prepare a past due analysis, process Account Receivables (A/R) schedules, post A/R adjustments, apply service charges, print statements, and process A/R reports.

ENACC202: Accounts Payable

Learn how to apply payments and discounts by cutoff date to vendors and invoices. Learn how to print Account Payable (A/P) cheques and issue Electronic Fund Transfers (EFT) through Accounts Payable programs, create EFT transfer files, print the A/P cheque register, void A/P cheques and EFTs, and process A/P reports.

ENACC203: Bank Reconciliation and Standard Entries

Learn how to cancel and reset cheques and deposits. Learn how to reconcile the bank statement and print cheque/deposit registers. Learn how to set up standard and recurring entry maintenance files. Learn how to post standard and recurring entries.

ENACC204: Name Maintenance

Learn where each department in the dealership can view Name File information and how to restrict sensitive customer information in the Accounting application. Learn to perform a name change audit and how to search for and combine duplicate names.

ENACC205: The Daily Operating Control (DOC) Report

Learn how to set up and modify DOC 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 create a custom DOC and how to add Custom Line Descriptions.

ENACC206: Accounting End of Month Process

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

ACCEOY – ERA-IGNITE Accounting End-of-Year

Prerequisites: None

ACCEOY: Accounting End-of-Year

Learn how to stay organized with an end-of-year checklist, post prior-year adjustments to an operating or balance sheet account, print year-to-date general ledger reports, produce your 13th month financial statement, and close the alternate year if you have an alternate end-of-year date at your dealership.

EIPUR – ERA-IGNITE Purchase Orders

Prerequisites: None

EIPUR101: Creating and Managing Purchase Orders

Learn about the basics of the ERA Purchase Order system, including purchase order types, purchase order statuses, and purchase order creation. Learn how to modify purchase orders to correct errors and how to use templates to save keystrokes and time.

EIPUR102: Authorizing, Integrating, and Controlling Purchase Orders

Learn how to mark purchase orders as ready to be paid in Accounting. Learn how system integration saves time and keeps your G/L up to date. Learn about the reports available to manage purchases and track changes to purchase orders. Learn about the options for setting up the Purchase Orders system at your dealership.

ENPUR – Purchase Orders

Prerequisites: None

ENPUR101: Creating and Managing Purchase Orders

Learn the basics of purchase order creation, statuses, and organization. Learn how to correct errors and create templates to save keystrokes and time.

ENPUR102: Authorizing, Integrating, and Controlling Purchase Orders

Learn how to integrate purchase orders into the Accounting application in order to keep your G/L up to date. Learn the options Purchase Order Specifications can offer your dealership.

Front End Classes

ENVMS – Vehicle Management System

Prerequisites: None

ENVMS101: Vehicle Maintenance

Learn how to add vehicles to inventory, add on-order vehicles, search for existing vehicle records, add accessories, and transmit orders to your manufacturer.

ENVMS102: Inquiries, Management Tools, and Reports

Learn how to find a vehicle for a customer, view repair orders, adjust inventory amounts, and interpret vehicle statuses. Learn how to request and analyze various reports including the Accounting/Sales Cost Comparison report, Inventory Summary report, and the Inventory Analysis report.

EIVMS ERA-IGNITE Vehicle Management System

Prerequisites: None

EIVMS101 - 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.

EIVMS102 - 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.

Fixed Operations Classes

ENPTS – Parts Inventory

Prerequisites: None

ENPTS101: 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. This session covers the following executables: 2021, 2022, 2026, 2024, 2028.

ENPTS102: Part Records and Parts Kits

Learn how to manually add, change, and delete parts from your inventory. Learn how to create and modify parts kits. This session covers the following executables: 2101, 2102, 2106, 2010, 2108.

ENPTS103: 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. Learn how to create and receipt purchase orders for parts as well as request purchase order reports. This session covers the following executables: 2041, 2052, 2048, 2372, 2710.

ENPTS104: Stock Orders

Learn how to create, review, adjust, and process a stock order. Learn how to arrive and receipt shipments. Learn how to create manual receipts for parts not on an ERA PO# and print receipt reports. This session covers the following executables: 2041, 2042, 2043, 2044, 2045, 2049, 2046, 2048, 2372, 2061, 2062, 2063, 2064.

ENPTS105: 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. Learn how to modify your part returns, clear and delete an entire return, and create a manual return. Learn how to run a factory master to update parts information in the system and perform supersessions. This session covers the following executables: 2081, 2082, 2083, 2084, 2086, 2087, 2161, 2163, 2164.

ENPTS106: Specifications and Monthly Analysis

Learn how parts are recommended for the stock order, as well as help you with ordering criteria. Learn how to set up parts pricing and other controls. Understand make codes and sources. Learn how to perform the monthly maintenance procedure for your Parts department. Learn how to access and interpret the Monthly Analysis report. This session covers the following executables: 2324, 2322, 2323, 2213.

ENPTI – Parts Invoicing

Prerequisites: None

ENPTI101: Front Counter Invoices

Learn how to create parts invoices and credit memos for front counter customers. Also learn how to record lost sales, add invoices, comments, and how to void and delete invoices. This course covers the following executables: 2525.

ENPTI102: 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 executables: 2525, 2530, 2532, 2541.

ENPTI103: Back Counter Sales

Learn how to bill parts and sublet charges to Service appointment and repair orders. This course covers the following executables: 2525.

ENPTI104: 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 executables: 2028, 2052, 2064, 2065, 2525, 2533.

ENPTI105: Invoicing Specifications and Reports

Learn how to create and modify price level codes, maintain password restrictions, create and modify credit codes, set up source overrides, and use Parts management reports. This course covers the following executables: 2565, 2564, 2321, 2382, 2566, 2571, 2570, 2569, 2542, 2211, 2543, 2212.

ENPBC – Parts Bar Code

Prerequisites: None

ENPBC101: Common Parts Bar Code Procedures

Learn how to receipt parts, change bins, and perform inquiries using the Parts Bar Code (PBC) scanner. Learn how to inquire on scans and maintain inventory from the PBC application. This course covers the following screens: *Parts Receipt, Parts Inquiry, Change Bin, Add Part Override, Create Parts List, Search, Claim Entry, and Manual Receipts.*

ENPBC102: Specifications, Labels, and Reports

Learn how to use the *Settings* screen to have your scanner and PBC application best fit your needs. Learn how to set up and use User Defined Labels. Learn how to utilize PBC reports. This course covers the following screens: *Settings, User Defined Labels, Label Printing, Bin Change Report, Special Order Parts Report, Employee Report, Over/Short Report, Employee Report, and Scanned Parts Report.*

ENPBCI – Parts Bar Code: Parts Physical Inventory

Prerequisites: None

ENPBCI: Parts Bar Code: Parts Physical Inventory

Learn about pre-inventory reporting and preparation, how to enter the counts using the Parts Bar Code scanner, how to handle “write-in” parts, how to find and modify variances, and process post-inventory reports and follow-ups.

EIPPI – ERA-IGNITE Parts Physical Inventory

Prerequisites: None

EIPPI101: Parts Physical Inventory

120 minutes

Learn how to perform the entire Physical Inventory process, from counts and write-ins to the post-inventory follow-up.

EISPG – ERA-IGNITE Service Price Guide

Prerequisites: None

EISPG101: Service Price Guide

Learn about the basics of mapping and learn how to use Service Price Guide (SPG) to add lines to repair orders, get detailed parts and labour information, and sell parts to a repair order. Learn about “best practices” when setting up SPG specifications.

ENSVC – Basic Service

Prerequisites: None

ENSVC101: Service Appointments

Learn how to create and modify service appointments for both new and existing customers. Learn how to use the system to help you schedule appointments.

ENSVC102: Create and Modify Repair Orders

Learn how to create and modify repair orders for customers with or without an appointment. Learn how to display service history and other important information when working with repair orders.

ENSVC103: Bill and Invoice Repair Orders

Learn how to flag, invoice, and accept payment on a repair order. Learn to enter additional charges, discounts, shop supplies, and sublets on a repair order.

ENSVC104: Labour Time Guides and Warranty Claims

Learn how to retrieve warranty information directly from the manufacturers' Labour Time Guides and enter it onto a repair order for warranty claim submission.

ENSVC105: Special Service Situations

Learn how to handle special issues like internal repair orders, adding Dealer Accessories, Comebacks, We Owe, inquiring on Special Order Parts, Journal Prefix Overrides, and transferring parts between jobs.

ENSVC106: Service Price Guide Procedures

Learn how to create Service Price Guide (SPG) estimates in both stand-alone and integrated modes, map SPG and ERA operation codes, expand and combine SPG operations, and perform SPG parts tasks.

EISSK – ERA-IGNITE Service Sales Kit

Prerequisites: None

EISSK101: Service Sales Kit

Learn how to create consistent repair orders more quickly using Service Sales Kit (SSK). SSK vehicle inspection and report card features can keep your service advisors and customers on the same page regarding vehicle condition and maintenance needs. Learn how to keep your customers satisfied and your service advisors organized with this session. This class covers creating repair orders, selecting maintenance options, upselling, and management options using Service Sales Kit.

ENSVC2 – Service Management

Prerequisites: None

ENASVC101: Service Personnel and Passwords

Learn to set up service technicians, service advisors, and teams in your system. Also, learn how to establish passwords to protect critical information and control who can perform sensitive tasks on the system.

ENASVC102: Service Operations Setup

Learn to set up base operation codes to group similar operations in the same category by creating and modifying codes for specific labour operations.

ENASVC103: Recommended Services and Campaigns Setup

Learn to set up recommended services and service campaigns, to help you increase profit on your service drive.

ENASVC104: Service Reports

Learn how to use Retail Management Intelligence (RMI) to review Service Reports and reporting tools to help you manage your service department. Learn to measure the performance of your advisors and technicians and identify issues before they become a problem for your dealership.

ENRND – Turning Declined Services into Profits

Prerequisites: None

ENRND101: Recommended Not Done

Learn about the different methods of handling declined services, and how Refusal Codes can help you identify the reasons why recommended services are being declined. Learn how to use Recommended Not Done (RND) services to generate more sales for your dealership in the future, and generate a list of customers that declined services to follow up on those services.

Systems Classes

ENSYS – System Administration

Prerequisites: None

ENSYS101: Introduction to the ERA System

Learn about ERA system basics, and Reynolds and Reynolds company structure. Learn how to load Software Manager.

ENSYS102: Maintain User Security

Learn how to maintain user security by creating User IDs, setting up User Groups, troubleshooting passwords, and requesting security reports.

ENSYS103: Print Management

Learn how to manage printers, maintain the printer queue, schedule jobs to run later, and create printer assignments.

ENSYS104: System Director Utilities

Learn how to schedule backups, display tape information, run software updates, manage Electronic Mail, display user system statistics, manage user level security locks, and set up the system's operational hours.

EIRMI – ERA-IGNITE Retail Management Intelligence

Prerequisites: None

EIRMI101: Retail Management Intelligence

Learn how to extract more information out of your ERA-IGNITE system by creating personalized dashboard modules and building user-defined reports in the Retail Management Intelligence (RMI) application. Learn how to easily create and manage your reports using instant on-screen displays with sortable columns to identify exceptions that need your attention.