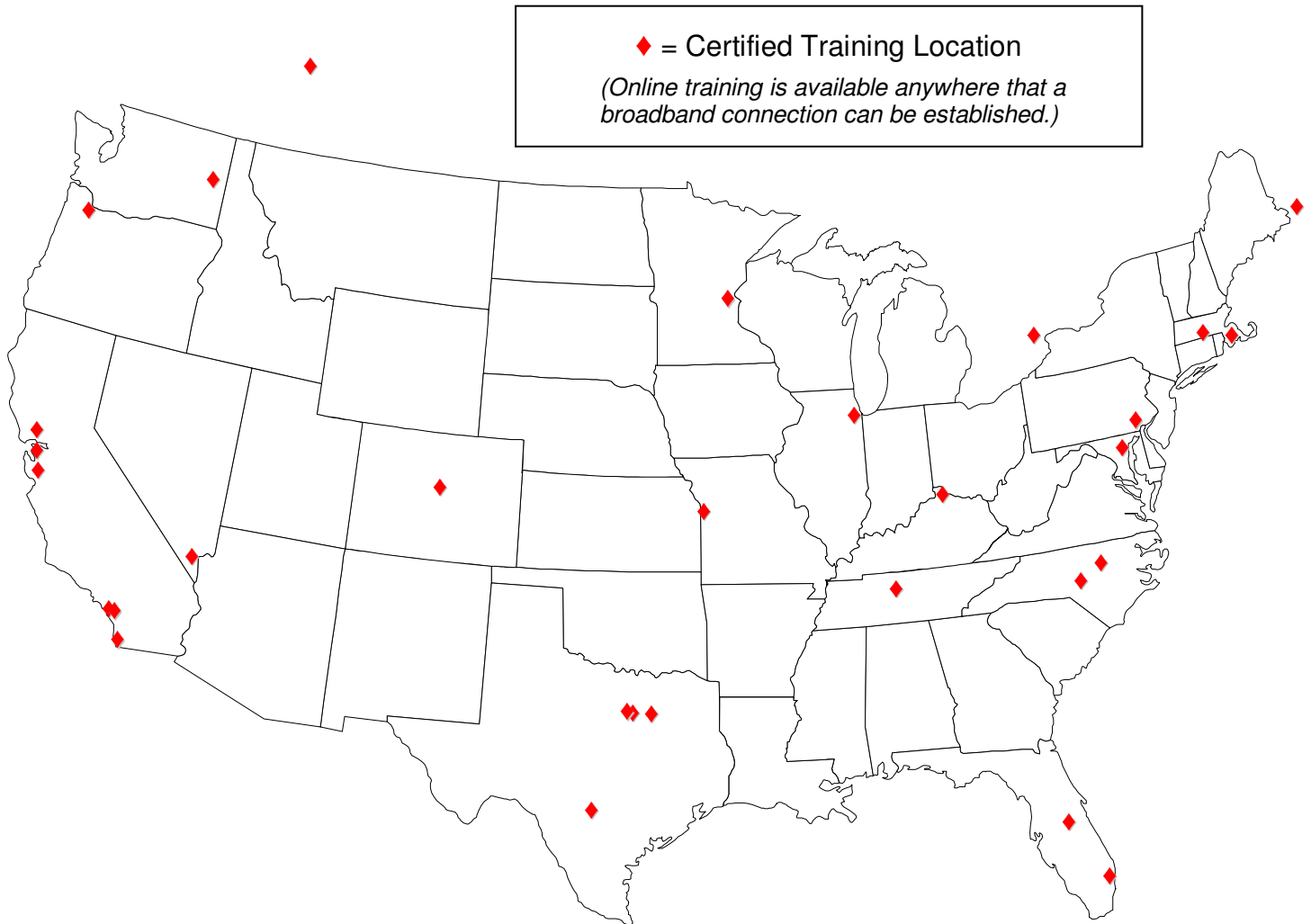## Mission Statement

The Gilbarco Veeder-Root Technical Training Department strives to provide our network of service technicians the highest quality, highly-accessible training so that our mutual customers will receive the best installation, start-up and service for their Gilbarco Veeder-Root, Veeder-Root, Gasboy and Red Jacket equipment.

Methodology

Gilbarco Veeder-Root offers manufacturer-authorized training using two distinct methods: online (self-paced home study courses) and classes taught by authorized and certified GVR Certified Trainers in various geographic locations in the US and Canada.

♦ = Certified Training Location

(Online training is available anywhere that a broadband connection can be established.)

(Reference the attached Certified Trainer Matrix for specific locations and contact information.)

2012 Certification Course Learning Objectives

	Certification Course Name	Installation	Startup / Programming	Repair / Service	Compliance Testing	Additional Learning Objectives	Course Length	Methodology
Gilbarco Veeder-Root Products	Dispensing Systems Technician with Payment Security for Dispensers (U.S. Version)	✘	✘	✘	✘ .	• Recognizing dangerous environments and safety concerns • Interacting with your customer • Installing dispenser options (color screen, FlexPay™ Encrypted Pinpad, etc.) • Installing and setting up security components • Obtaining equipment documentation and technical bulletins • Installing FlexPay™ Encrypted Pinpad • Injection and Key Mapping for SingleDES & TripleDES EPP • Troubleshooting EPP issues	6 hours online + 5 days hands-on	Certified Trainer
	Dispensing Systems Technician with EMV (Canadian Version)	✘	✘	✘	✘	• Recognizing dangerous environments and safety concerns • Interacting with your customer • Installing dispenser options (color screen, EMV, SPOT Activation etc.) • Installing and setting up security components • Obtaining equipment documentation and technical bulletins	20 hours online + 5 days hands-on	Certified Trainer
	Passport POS System Technician with Payment Security for GVR POS Systems	✘	✘	✘		• Recognizing the key considerations for pre-installation site evaluation • Recognizing hardware components of Passport and state their functions. • Setting up a forecourt in the Passport Manager Work Station. • Applying basic troubleshooting techniques and referring to the correct resources to troubleshoot Passport ***NOTE: Technician training does NOT include Passport Guide certification or training.***	10 hours online + 5 days hands-on	Certified Trainer
	Passport POS System User Guide		✘			• Preparing the cashier for day-to-day operations of the Passport system • Preparing the manager to properly set-up the manager work station and gather information from several reports	3 days hands-on	Certified Trainer
	Applause Media System Technician	✘	✘	✘		• Defining the functions and abilities of both the Applause Media System • Diagramming remote communication • Overview of the different methods of usage for the Applause Media System • Installation location, wiring and accessory requirements	4 hours	Online
	PAM5000 Technician	✘	✘	✘		• Defining PAM5000 components • Hardware overview and system installation • Site configuration & startup, BIR configuration • Troubleshooting and service procedures	2 hours	Online
	Diesel Exhaust Fluid (DEF) Dispensers	✘	✘	✘		• Nature of DEF, safety & environmental considerations • Installation of Encore DEF dispensers with DEF (retrofit or 1+1) • Programming and calibration for DEF dispensers • Troubleshooting	2 hours	Online
	Vaporvac Technician	✘	✘	✘	✘	• Overview of system features and benefits • Familiarization with system hardware • Start up procedures • Service/Troubleshooting Vaporvac	2 hours	Online
	GVR Fueling Site Safety					• Required for all GVR product certification • Personal protective gear for fueling site technicians • Barricading your site • Lock-out/Tag-out	30 minutes	Online

2012 Certification Course Learning Objectives

	Certification Course Name	Installation	Startup / Programming	Repair / Service	Compliance Testing	Additional Learning Objectives	Course Length	Methodology
Veeder-Root Products	TLS Installer (Level 1)	✖				• Identifying the importance of UL compliance • The nature of intrinsic safety • Wiring and potting requirements for probes and sensors • Load, resistance and temperature limits for sensors, probes and console (TLS-350 & -450) • Module location and accessory requirements	2-4 hours	Online
	TLS-350 Technician (Level 2/3) *All students in a TLS-350 class must also become TLS-450 certified (except CA).*		✖	✖	✖	• Identifying correct software version table for each type of console and application • Identifying switch functions and locations on all consoles & boards • Connecting & configuring remote communications cards for data collection • Identifying the significance/relationship of throughput & CSLD performance • Identifying the proper resistance values for given sensors in different alarm states, and validate values with console diagnostics and Ohmmeter • Identifying and programming Type A, B, Groundwater, Vapor and Smart sensors • Identifying the operation of PLLD & PLLD theory • Assigning sensor, tank, PLLD, smart sensor alarms to the appropriate relay for alarm activation • Listing the elements of and theory behind Secondary Containment Vacuum Sensing • Training customers to use their TLS-350 Console • Service procedures for TLS RF Wireless System	2-4 hours online + 3 days hands-on	Certified Trainer
	TLS-450 Technician		✖	✖	✖	• Defining differences between the TLS-350 TLS-450 • Identifying compatible probes and sensors • Identifying hardware components & their functions • Identifying LED and test points • Troubleshooting field issues • Training customers to use their TLS-450 • Programming / Startup functions • BIR & Accuchart II	4 hours online + 1 day hands-on	Certified Trainer
	VR Mag-XL Tall Tank Probe	✖	✖	✖	✖	• Measuring for the Mag-XL probe • Safety issues with tall tanks • Installation and programming procedures • Wireless I vs. Wireless II technology	2-3 hours	Online
	VR Vapor Products (including ISD, PMC, Carbon Canister Vapor Polisher & VR Wireless Vapor Products)	✖	✖	✖	✖	• Defining EVR/ISD, its requirements and options • ISD-PMC installation and troubleshooting • Identifying and installing all requirements for the system into the TLS • Recognizing system components and their respective installation/setup procedures • Recognizing ISD Warnings/Alarms and their standard works • Performing all hardware operability tests	1 day hands-on + online VR Vapor Products course	Certified Trainer

2012 Certification Course Learning Objectives

	Certification Course Name	Installation	Startup / Programming	Repair / Service	Compliance Testing	Additional Learning Objectives	Course Length	Methodology
Red Jacket Products	Red Jacket Products Technician	✖	✖	✖		• Overview of Submersible Turbine Pumping systems & flow in retail fueling systems • Red Jacket Pump models and specifications (Red Jacket, New Red Jacket, Maxxum, Quantum & BigFlo) • Application and troubleshooting for the Variable Speed Controller, IQ controllers, Isotrol • Installation & testing of mechanical line leak detectors	1 day hands-on	Certified Trainer
	Mechanical Line Leak Detectors Technician	✖			✖	• Overview of the functions of an MLLD and its importance for compliance • How to test an MLLD using three approved methods	2 hours	Online
Gasboy Products	Atlas DEF Dispenser	✖	✖	✖	✖	• Nature of DEF, safety & environmental considerations • Installation of Atlas DEF dispensers • Purging, programming and calibration for Atlas DEF dispensers • Troubleshooting	2 hours	Online
	CFN II/III & Profit Point Technician	✖	✖	✖		• Overview of system features and benefits • Familiarization with system hardware • Start up procedures / system commands • Troubleshooting & service procedures	10 hours online + 4 days hands-on	Certified Trainer
	Fleet Systems Technician	✖	✖	✖		• System features, benefits / system optional features, review of system commands • Mag card, Cardless, Fleetkey system / key encoding • Overview of TopKat system / reports & diagnostics • 9800 Electronic Register, 8800 Atlas Pump • Gasboy PC software packages • Fuel Point system	5 days hands-on	Certified Trainer
	Fleet PLUS Systems Technician	✖	✖	✖		• System features, benefits / system optional features, comparison to 1000 system • Mag card, Cardless, Fleetkey system / key encoding, HID system, MiFare Tags • Overview of Fleet Plus System • Wiring Electrical and Pump Communication • Programming the site setup • Programming the transactional info and restrictions • Troubleshooting components, connections and programming • Training Site Personnel/ Reports and Diagnostics	5 days hands-on	Certified Trainer

Learning Management System

GVR employs the use of an online Learning Management System (LMS) to administer, assess and track all training courses and certifications. All students must be able to access the Internet via a broadband connection and a Windows-based PC. The computer should meet the following minimum specifications:

- 500 MHz processor
- Internet Explorer 6+ connected <u>via a LAN cable</u> (not wireless)
- 1024 X 768 screen running at true color resolution
- Sound card & multimedia speakers (or headphones) with adjustable volume
- Firewall and browser adjusted to allow all content from http://wise.gilbarco.com – user must configure anti-spyware & ad-blocking programs (Norton, Google, Yahoo, etc.) to accept content from (wise.gilbarco.com).
- Attached printer (if printing certificates)

All students must have a current & valid personal email address. The Training Department will communicate with the student directly with course instructions and administrative matters. Students without an email address can easily obtain a free email address through online services such as Yahoo, MSN & Hotmail. The Training Department does not officially endorse or recommend any particular service.

All North American technicians should have an LMS technician number beginning with "A" or "B", followed by a 5-digit number. This technician number will reference ALL of the technician's training records across all product lines. The technician will use this number when calling Technical Support or the Training Department. Any technician who does not know their technician # may request it via email (technicaltraining@gilbarco.com). New students may request a technician # via the registration portal (https://www.gilbarco.com/trnorder/start.cfm).

Regardless of the course into which a student is enrolled, he must have a current GVR Fueling Site Safety Certificate before his enrollment will be processed. This is a free online course that must be completed yearly.

The student will receive a randomized test for each course consisting of questions which cover the learning objectives of the course. If a reset is allowed for a test, it is likely that the student will receive an entirely different set of questions than those on his original exam. Some courses allow no review of missed questions.

The student will be solely responsible for the following with regard to the GVR Learning Management System:

- Keeping a current email address in their LMS profile
- Having their Service Manager notify the Training Department when changing employment (student may not change this themselves in the LMS)
- Printing their own certifications (the Training Department does not mail certification diplomas or cards). The technician's number appears on each certificate.
- Maintaining certification (nearly all GVR products require some type of recertification –see Recertification section below)

Tuition

All self-paced courses will require that tuition be paid in advance of the course. For these courses, all necessary electronic documentation and online fees are included in the tuition amount. Because of state tax requirements, some online coursework may require an additional fee (which will be taxed according to the location of the student). See online course ordering page for current pricing.

Registration and payment may be made via credit card by logging in to our secure ordering site https://www.gilbarco.com/trnorder/start.cfm.

Gilbarco Veeder-Root does not regulate tuition costs for its authorized field trainers. Tuition for CT courses may vary according to the geographic location of the trainer or other factors. See the attached CT Matrix and contact them directly for tuition amounts or scheduling information. Tuition for CT courses will be sent directly to the Certified Trainer.

Blended Coursework

Most GVR courses require that the student complete an online module prior to attending the training event. If this is required, the student MAY NOT attend the instructor-led session until the online course has been completed, regardless of the distance traveled. No refunds will be made for students who do not successfully complete the online coursework.

It is also important to note that new security protocol requires each Certified Trainer to confirm the identity of every student via a government-issued photo I.D. Where allowed by law, the trainer may store a portion of the I.D. number or make a photocopy of it for his records.

Recertification

Most GVR courses require the technician to periodically recertify via online testing or other method. The recertifications and methods are as follows:

Gilbarco Veeder-Root Product Line – Available <u>ONLY</u> to technicians working for Gilbarco Veeder-Root Authorized Service Contractors (ASCs), Customer-Specified Contractors (CSCs) or Self-Service Contractors (SSCs) or Distributor-Sponsored Subcontractors (DSSs).

Certification	Length of Certification	Method of Recertification	Cost
Dispensing Systems: Advantage, Encore 300, 500 S, 700 S (includes Payment Security for Dispensers)	1 year	Online course / testing	$75
Passport POS Technical Training (includes Payment Security for GVR POS)	1 year	Online course / testing	$75
Applause	2 years	Online course / testing	$50
GVR DEF Dispensers	2 years	Online course / testing	$50
PAM5000	2 years	Online course / testing	$25

Veeder-Root Product Line

Certification	Length of Certification	Method of Recertification	Cost
VR Vapor Products: ISD, PMC & CCVP, & Wireless Vapor	2 years	Online testing	$50
TLS Technician (formerly Level 4)	2 years	Online or Instructor-led	$225 (online) or **
TLS Technician for lapsed VR Technician certification	2 years	Online	$275

** Contact a CT for course tuition amount.

Gasboy Product Line

Certification	Length of Certification	Method of Recertification	Cost
Fleet PLUS Systems	2 years	Online testing	$25
Fleet Systems	2 years	Online testing	N/C
CFN / Profit Point POS	2 years	Online testing	$25

Red Jacket Product Line

Certification	Length of Certification	Method of Recertification	Cost
Red Jacket Products	2 years	Online testing	N/C
Mechanical Line Leak Detection	2 years	Online course / testing	N/C

To recertify in all <u>free or fee-based</u> coursework please log in to the online secure ordering portal (https://www.gilbarco.com/trnorder/start.cfm) and fill out the form. Free courses will be noted as such.

Important recertification notes:

- If the technician cannot pass any recertification exam on the second attempt, he must return to the original method of certification, even if that method involves tuition and/or travel to an instructor-led event.
- Any technician allowing their certification to lapse for more than 3 years will be removed from the technician database and must certify in that product again.
- A student may request the recertification course no more than 6 months prior to expiration date.

Communication

All inquiries regarding GVR Technical Training should be addressed to technicaltraining@gilbarco.com or technicaltraining@veeder.com or

Gilbarco Inc.	Lewis Bell, Technical Training Manager
Technical Training	Jennifer Bergeron, Technical Training Registrar
Mail Stop F-43	
7300 West Friendly Ave.	
Greensboro, NC 27410	

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