



DOING IT RIGHT: TOP SHOP APPRECIATION

2020 was a tough year for our industry, and we want our network to come back stronger than ever. This year, we are recognizing shops that are Doing It Right and bringing our top certified shops to Nashville for a rewards trip! These shops are:

- ✓ Investing in advanced training, tools, and equipment to properly repair INFINITI vehicles.
- ✓ Referencing OEM repair procedures for each and every repair.
- ✓ Performing a post-repair scan on vehicles as required to help ensure all DTCs are resolved.
- ✓ Maximizing OEM parts usage.
- ✓ And more!

Over the next eight months, earn points for activities you're already performing today!

This program is about performing quality repairs based on OEM procedures and taking care of the client. By Doing It Right, you help ensure the future crashworthiness of the vehicle and provide an exceptional client experience.

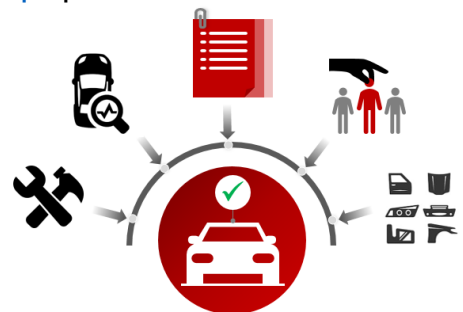
We have shops of all sizes and capacity in our networks. To level the playing field, all shops will be grouped into one of three categories based on overall shop size as reported in your Assured Performance profile. The top 20 shops from each group will attend a rewards trip to Nashville as we celebrate the top shops in the network! Will we see you in Nashville achieving this honor? *See p. 2 for more details.*

Top Shop Points Earning Period: August 1, 2021 – March 31, 2022 (point-earning opportunities for webinars only start July 27, 2021)

Tracking: Track your points and ranking in your [ShopOps](#) portal!

Rewards Trip: May 2022 in Nashville, TN

See the [Top Shop Appreciation Program Rules](#) for full details and disclaimers.





MAY 2022 REWARDS TRIP DETAILS

THE BEST NASHVILLE HAS TO OFFER

60 shops will win a rewards trip for two to Nashville in May 2022 to celebrate with the INFINITI Certified Collision team! Prepare for a trip full of live music, excursions, and activities that are uniquely Nashville. We're excited to show you our hometown!

This is *not* a conference, and there are *no* presentations. We simply want to reward our shops who are committed to INFINITI Certification and invested in Doing It Right!

Winners: The top 20 shops from each group will attend the rewards trip. Top Shops will be notified in April 2022. This will be a group event trip where Top Shops and their guests will come to Nashville. We will meet up and experience Nashville together!

Covered Expenses:

- \$500 travel allowance for each person (2 per shop, \$1000 total)
- One double-occupancy hotel room (3 nights)
- Planned excursions
- Transportation for excursions and trip destinations
- Group meals: Day 1 – Welcome Reception; Day 2 – Breakfast, Lunch, Dinner; Day 3 – Brunch, Happy Hour

NOTE: The trip will include additional down time for winners to explore Nashville on their own. Shops will be responsible for transportation to and from Nashville, including to and from the airport; down-time activities; and non-group meals as desired.





DOING IT RIGHT METRICS

BASIC QUALIFIERS

- ✓ Maintain Certification through May 2022
- ✓ Install Assured Performance Network dataMANAGER to provide repair information
- ✓ Use RepairDOC, APN's documentation tool, to record your repair details
- ✓ Use Overall Parts Solutions (OPSTrax) for parts orders with retailers

These tools allow INFINITI to validate program metrics and accurately credit shops with points. Only repairs using these tools can be validated and will count toward the measured KPIs. *See p. 10 for additional details.*

KPIs

Shops will have the potential to receive points for the following activities on all INFINITI and Nissan repairs. asTech post-repair scans are automatically credited; a repair docket must be created in RepairDOC for a shop to earn all other repair-related reward points. INFINITI reserves the right to audit and validate KPIs throughout the program period.

METRIC	DOCUMENTATION METHOD	POINTS
Create Repair Docket	Manual (RepairDOC)	5
Repair Procedures*	Manual (RepairDOC)	Max 25 per repair (100% = 25.0 pts)
Pre-Repair Scan*	Automatic (asTech, AirPro) or Manual (RepairDOC)	10
OEM Parts Usage Percentage*	Automatic (OPS)	Max 10 per repair (100% = 10.0 pts)
Post-Repair Scan	Automatic (asTech, AirPro*) or Manual (RepairDOC)	25
Fully Documented Repair*	Manual (RepairDOC)	30
Online Training Module Completion and Webinar Attendance	Automatic (NNA, APN)	25
Recall Notices	TBD	10-100 (<i>see p. 7</i>)

*Requires creation of a repair docket to receive points.



DEFINITION OF POINT EARNING OPPORTUNITIES

CREATE REPAIR DOCKET

A repair docket within RepairDOC* is an electronic folder that houses all information related to the repair. Creating a docket is the first step to documenting the repair. In RepairDOC, under "Available Dockets," shops select the correct VIN/client and click "Create" and then "Save/Close" or "Save" on the following screen.

RepairDOC must be used and a repair docket created to receive points for all repair-related KPIs; only asTech post-repair scans are credited automatically. Points that rely on creating a docket include: uploading repair procedures, pre-repair scans, OEM parts usage percentage, post-repair scans (except asTech), and a fully documented repair.

Earn 5 points per docket created.

REPAIR PROCEDURES

Shop must access and utilize the OEM repair procedures** for the repair. Accessed repair procedures must be documented within RepairDOC to demonstrate repair procedures were utilized. If a repair operation does not have repair procedures, operation must be noted as "N/A."

Earn a maximum of 25.0 points per repair with repair procedure documentation attached to 100% of labor line items; 82% documentation earns 20.5 points.

*For questions regarding RepairDOC or to schedule a refresher webinar to review the tool, please contact doingitright@assuredperformance.net.

**All certified shops have complimentary access to OEM repair procedures through [INFINITI TechInfo](https://www.infiniti.com/techinfo). If you need help accessing your account, please contact NNACollisionRepairNetwork@nissan-usa.com.



DEFINITION OF POINT EARNING OPPORTUNITIES (cont.)

PRE-REPAIR SCAN

A pre-repair diagnostic scan is recommended for all INFINITI and Nissan vehicles. Shops using the asTech remote diagnostic device or AirPro diagnostic device will have their scans automatically reported to INFINITI. Shops using the CONSULT OEM scan tool must manually upload documentation into RepairDOC. CONSULT and asTech are valid for all INFINITI and Nissan vehicles, but AirPro is valid **only for MY18 and newer vehicles**. No other scanning or diagnostic tools are approved at this time.

Earn 10 points per validated repair conducted. Make sure the docket is created to receive points from automatically or manually reported scans.

OEM PARTS USAGE PERCENTAGE

This measures the final OEM parts used in the vehicle repair, calculated as a percentage of the total parts sales dollars. Parts must be ordered through OPSTrax to be validated; orders placed through other parts ordering tools will not count toward the shops point totals.

Earn a maximum of 10.0 points per repair with 100% OEM parts usage; 94% OEM parts usage will earn a shop 9.4 points. Make sure the docket is created to receive points from parts orders placed through OPSTrax.



DEFINITION OF POINT EARNING OPPORTUNITIES (cont.)

POST-REPAIR SCAN

A post-repair diagnostic scan is required for all 2008 and newer INFINITI and Nissan vehicles and recommended for all 2007 and older INFINITI and Nissan vehicles. Shops using the asTech remote diagnostic device or AirPro diagnostic device will have their scans automatically reported to INFINITI. Shops using the CONSULT OEM scan tool must manually upload documentation into RepairDOC. CONSULT and asTech are valid for all INFINITI and Nissan vehicles, but AirPro is valid **only for MY18 and newer vehicles**. No other scanning or diagnostic tools are approved at this time.

Earn 25 points per validated repair conducted. Only asTech post-repair scans are credited automatically. Make sure the docket is created to receive points from automatically reported AirPro scans or manually reported CONSULT scans.

FULLY DOCUMENTED REPAIR

This is a bonus point opportunity. Shops will receive points for the individual categories noted in the KPIs and earn 30 points for fully documenting the repair in RepairDOC*. Full documentation includes documenting parts, repair procedures, repair operations, technician training, and scanning. This documentation does not need to be shared with the client. This is validation of how the shop repaired the vehicle for INFINITI to see.

Earn 30 points per validated repair conducted.



DEFINITION OF POINT EARNING OPPORTUNITIES (cont.)

ONLINE TRAINING MODULE COMPLETION AND WEBINAR ATTENDANCE

Throughout the year, INFINITI will host webinars or make available online training modules to provided added value to our certified shops. We will clearly indicate which training modules and webinars are eligible for earning points.

Earn 25 points per training module completed or webinar attended. Points are awarded per individual.

RECALL NOTICES

Shops will be alerted to open recalls on the client's vehicle during the repair process. Shops will earn points for notifying the client and if the client completes the recall within the designated period. Vendor for deploying recall notices to the shops will be announced shortly.

Earn 10 points per client notified of their open recall. Earn 100 points per client who completes their recall within 30 days.



PROGRAM-END BONUS POINTS

Shops will be awarded bonus points at the end of the Top Shop Appreciation points-earning period.

METRIC	DOCUMENTATION METHOD	POINTS
Fully Completed Shop Locator Listing	Automatic (APN)	1000
BodyShop Booster Enrollment (full or lite version)	Automatic (BodyShop Booster)	2000
Maintain I-CAR Gold Class	Automatic (I-CAR)	1000
Complete Collision Estimating Essentials	Automatic (NNA)	2000
Complete Scanning & ADAS Calibrations Course	Automatic (NNA)	2500
Install Entegral EMS Data Connector	Automatic (Entegral)	1000

FULLY COMPLETED SHOP LOCATOR LISTING

Your shop profile information in [ShopOps](#) populates the INFINITI Certified Collision shop locator. A complete locator listing must include shop name, address, phone number, website URL, and hours of operation.

Earn 1000 points for completed shop locator listing on March 31, 2022.

BODYSHOP BOOSTER ENROLLMENT

Clients can submit vehicle photos directly from the shop locator to shops enrolled in BodyShop Booster (full or lite version). Shops can enroll in the complimentary BodyShop Booster lite version at [OEMbooster.com](#).

Earn 2000 points for enrollment in full or lite version of BodyShop Booster on March 31, 2022.



PROGRAM-END BONUS POINTS (cont.)

MAINTAIN I-CAR GOLD CLASS

I-CAR Gold Class is a requirement of INFINITI Certification.

Earn 1000 points for being I-CAR Gold Class on March 31, 2022.

COMPLETE COLLISION ESTIMATING ESSENTIALS

Collision Estimating Essentials is a requirement of INFINITI Certification. At least one person at each shop must have completed the in-person or virtual course; the course can be completed before or during the promotion period. Individuals can register at [CRNtraining.com](https://www.crntraining.com).

Earn 2000 points for meeting this requirement on March 31, 2022. Points are awarded per shop, not per individual

COMPLETE SCANNING & ADAS CALIBRATIONS COURSE

This in-person course is optional for INFINITI certified shops and is not required for certification. Shops that have at least one person complete this course when the program closes will receive these points. The course can be completed before or during the promotion period. Individuals can register at [CRNtraining.com](https://www.crntraining.com).

Earn 2500 points for meeting this requirement on March 31, 2022. Points are awarded per shop, not per individual.

INSTALL ENTEGRAL EMS DATA MANAGER

The Entegral EMS Data Manager provides a second validation point for INFINITI and Nissan repairs. To install, call the Entegral Contact Center at (888) 850-2767, Option 1 then 3 to speak to an agent from the Entegral technical team when you are ready to have the EMS Data Manager installed. Installations typically take less than 15 minutes.

Earn 1000 points for meeting this requirement on March 31, 2022.



MEETING THE BASIC QUALIFIERS

INSTALL ASSURED PERFORMANCE dataMANAGER

The Assured Performance dataMANAGER should already be installed as a requirement of INFINITI Certification. If not, please contact doingitright@assuredperformance.net to complete the installation.

USE RepairDOC

RepairDOC is a turnkey repair documentation system offered through Assured Performance that allows you to record efficient electronic proof of how the vehicle was repaired. RepairDOC is available through [ShopOps](#). RepairDOC must be used and a repair docket created to receive points for all repair-related KPIs; only asTech post-repair scans are credited automatically.

For questions regarding RepairDOC or to schedule a refresher webinar to review the tool, please contact doingitright@assuredperformance.net.

USE OVERALL PARTS SOLUTIONS (OPSTrax)

If you're not already using the OPSTrax parts ordering tool, [download OPSTrax](#) to order parts from INFINITI Retailers. Contact OPS Support at 877-873-8729 if you need assistance.



DOING IT RIGHT FAQ

Why do I need to use the tools INFINITI specifies?

These tools allow INFINITI to validate program metrics and accurately credit shops with points. Only repairs using these tools can be validated and will count toward the measured KPIs to earn points toward being recognized as a top shop within the network.

What if I don't want to participate or use the specified tools?

Shops are not required to participate in this shop recognition program. Shops that do participate are not required to use the specified tools, but repairs not using these tools cannot be validated and will not allow shops to earn points.

Why do I need to create a repair docket for every repair?

A repair docket within RepairDOC is an electronic folder that houses all information related to the repair. Creating a docket is the first step to documenting the repair and earning repair-related reward points. Manual documentation for KPIs can then be uploaded into the docket. Only asTech post-repair scans can be automatically credited to your shop; all other automatically documented KPIs can only be credited to a repair by creating a repair docket.

Which scan tools are approved for this program?

Shops can use the following approved tools: CONSULT OEM scan tool or asTech remote diagnostic device on all INFINITI and Nissan vehicles, or AirPro remote diagnostic device **on MY18 and newer vehicles only**. Shops scanning with asTech or AirPro have the data automatically sent to INFINITI and will have their points updated accordingly. Shops scanning with CONSULT must now upload all scanning documentation in RepairDOC. The team is no longer accepting scanning documentation via email.

I don't think my points are accurately showing in ShopOps. What do I do?

Contact Assured Performance at doingitright@assuredperformance.net. The team can verify the information they're receiving and help diagnose any issues, such as the dataMANAGER connector being down.

I have additional questions. Who do I contact?

For general questions about the program or your certification, contact the Certified Collision team at NNACollisionRepairNetwork@nissan-usa.com. For questions about ShopOps, RepairDOC, or your points, contact Assured Performance at doingitright@assuredperformance.net.