



How-to-Guide

ShopOps is the new platform to manage your OEM Certifications. Completing your business profile, assessment, adding new OEM programs, accessing your Marketing Tools, and easy access Technical Resources will all be available in your ShopOps online management tool.



Contents

ShopOps Overview	3
Accessing ShopOps	4
ShopOps Features:	
Dashboard	5
Overview	6
Communications	6
Business Profile	7
Contact Certified Collision Care	7
Contact Manager	8
Business Certification	9
Business Profile	10
Third Party Programs	10
Shop Certification Options & Applications	11
Certification Assessment	12
Tips and Tricks	17
Certification Score & Evaluation	18
Deficiency Report & To-Do	19
Marketing	20
Certification Signs	21
Microsites	21
Press Release	22
Certification Logos	24
Business Improvement	25
Business Profile	26
Third Party Programs	27
WP Dealerships	28
Business Improvement Program and Pro Forma	29
Training Manager – Coming Soon!	30
Technical Resources – NEW!	31
Repair Procedures	32
Document Manager	33
HR & Skills Setup	34
Employee Management	35
Skills Inventory	37
Skills Roster	38
Deficiency Report	39
Job Description Management	40
ShopOps User Log	41

ShopOps Overview

ShopOps is the electronic business "toolbox" filled with key features that help manage your body shop certifications. All resources are available in French and English.

Resources include:

- Certification Management
- OEM Technical Resource Access
- Marketing and Certified promotional tools
- Business and Employee Management resources

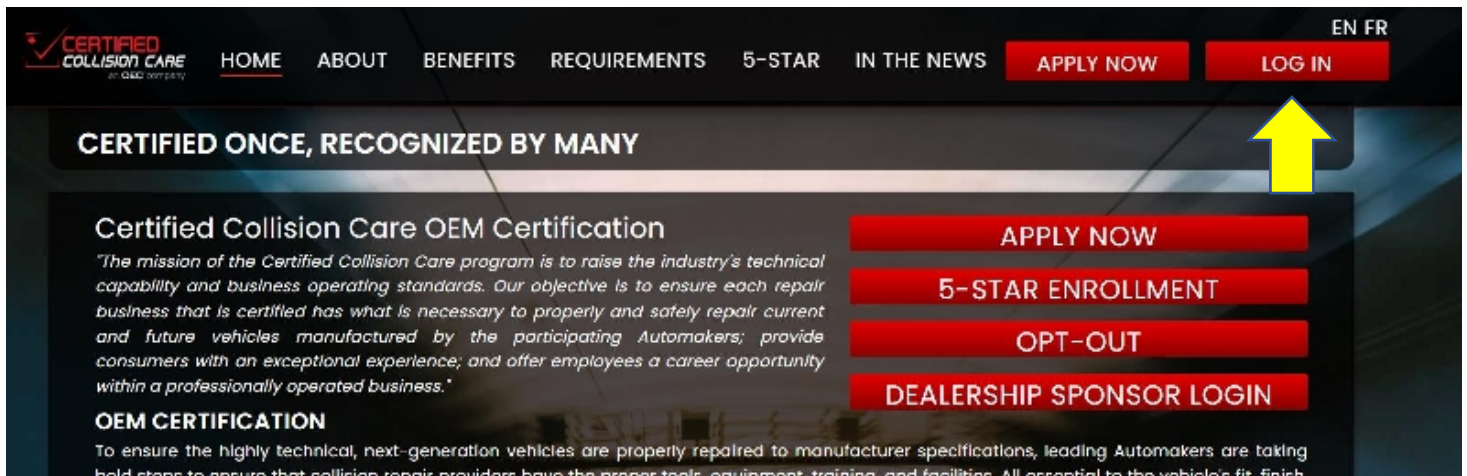
NOTE: ShopOps is cloud-based, password protected, and accessible online. More features, functions, and content will be added over time.

NOTE: ShopOps incorporates and replaces the existing feature functionality of "certifmyshop.com" into a secure application available at your fingertips. The login credentials you need to access your new "ShopOps" application are the same as you have used to log-in in the past.

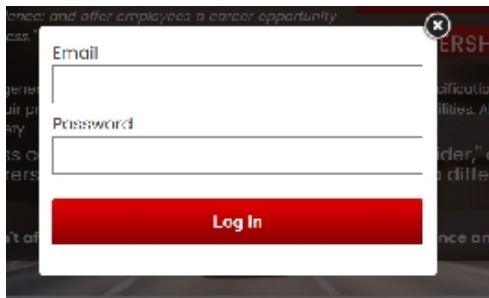
Accessing ShopOps

To access ShopOps:

- Go to: www.certifiedcollisioncare.ca - Click the red 'login' button at the top of the screen:



- Login using your existing Certified Collision Care log in credentials



NOTE: If you need assistance with login information to start using your new ShopOps, just call your Account Manager. Your Account Manager can send a temporary password to the e-mail address on file

- Click the top red bar titled: **'NEW!! ShopOps Website for Certification & Business Improvement'**.



ShopOps Features – Dashboard

Your ShopOps Dashboard is custom to you and will provide insight into features in your Certified Collision Care profile. ShopOps will open to show your Dashboard.

- Overview
- Communications
- Business Profile
- Contact Certified Collision Care

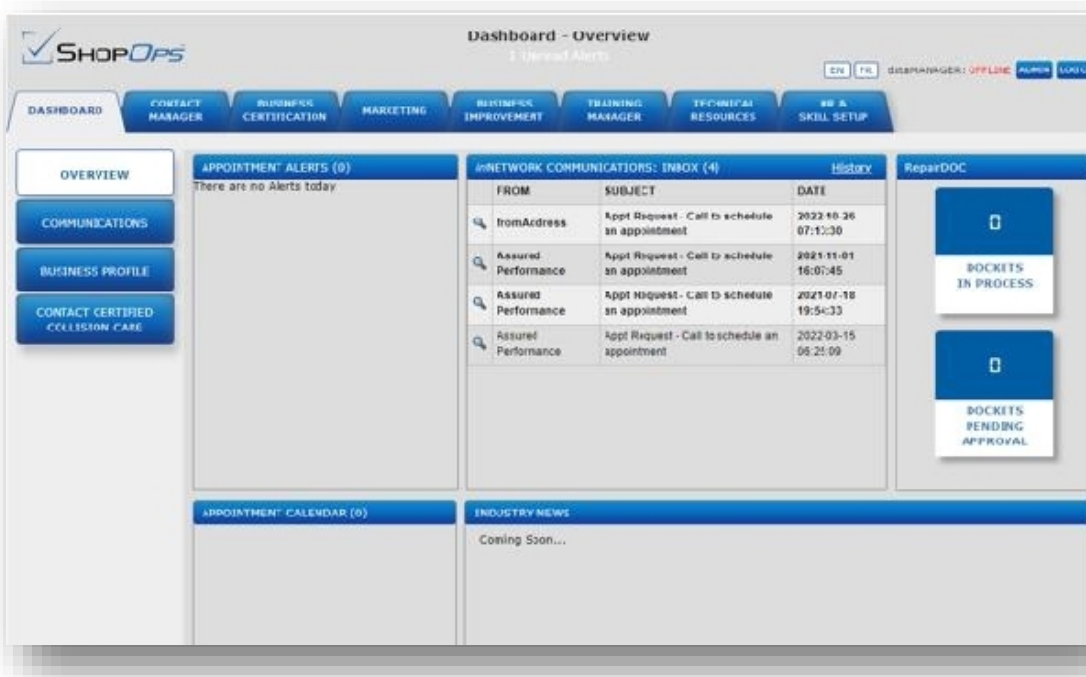
The screenshot displays the ShopOps Dashboard - Overview page. The interface includes a top navigation bar with tabs for DASHBOARD, CONTACT MANAGER, BUSINESS CERTIFICATION, MARKETING, BUSINESS IMPROVEMENT, TRAINING MANAGER, TECHNICAL RESOURCES, and HR & SKILL SETUP. The left sidebar contains buttons for OVERVIEW, COMMUNICATIONS, BUSINESS PROFILE, and CONTACT CERTIFIED COLLISION CARE. The main content area is divided into several sections:

- APPOINTMENT ALERTS (0)**: A section indicating there are no alerts today.
- inNETWORK COMMUNICATIONS: INBOX (4)**: A table showing communication history.
- RepairDOC**: Two buttons labeled "POCKETS IN PROCESS" and "POCKETS PENDING APPROVAL".
- APPOINTMENT CALENDAR (0)**: A section for appointment scheduling.
- INDUSTRY NEWS**: A section for industry updates.

FROM	SUBJECT	DATE
fromAddress	Appt Request - Call to schedule an appointment	2022-10-26 07:13:30
Assured Performance	Appt Request - Call to schedule an appointment	2021-11-01 16:07:45
Assured Performance	Appt Request - Call to schedule an appointment	2021-07-18 19:56:33
Assured Performance	Appt Request - Call to schedule an appointment	2022-03-15 06:21:09

Dashboard: Overview

Your Dashboard Overview will give you at-a-glance information on activity on your profile, including: inNetwork Communications and Industry News.



Dashboard - Overview
1 Unread Alerts

Dashboard | CONTACT MANAGER | BUSINESS CERTIFICATION | MARKETING | BUSINESS IMPROVEMENT | TRAINING MANAGER | TECHNICAL RESOURCES | HR & SKILL SETUP

OVERVIEW

APPOINTMENT ALERTS (0)
There are no Alerts today

inNETWORK COMMUNICATIONS: INBOX (4)

FROM	SUBJECT	DATE
fromAddress	Appt Request - Call to schedule an appointment	2022-10-26 07:12:30
Assured Performance	Appt Request - Call to schedule an appointment	2021-11-01 16:07:45
Assured Performance	Appt Request - Call to schedule an appointment	2021-07-18 19:54:33
Assured Performance	Appt Request - Call to schedule an appointment	2022-03-15 06:25:09

APPOINTMENT CALENDAR (0)

INDUSTRY NEWS
Coming Soon...

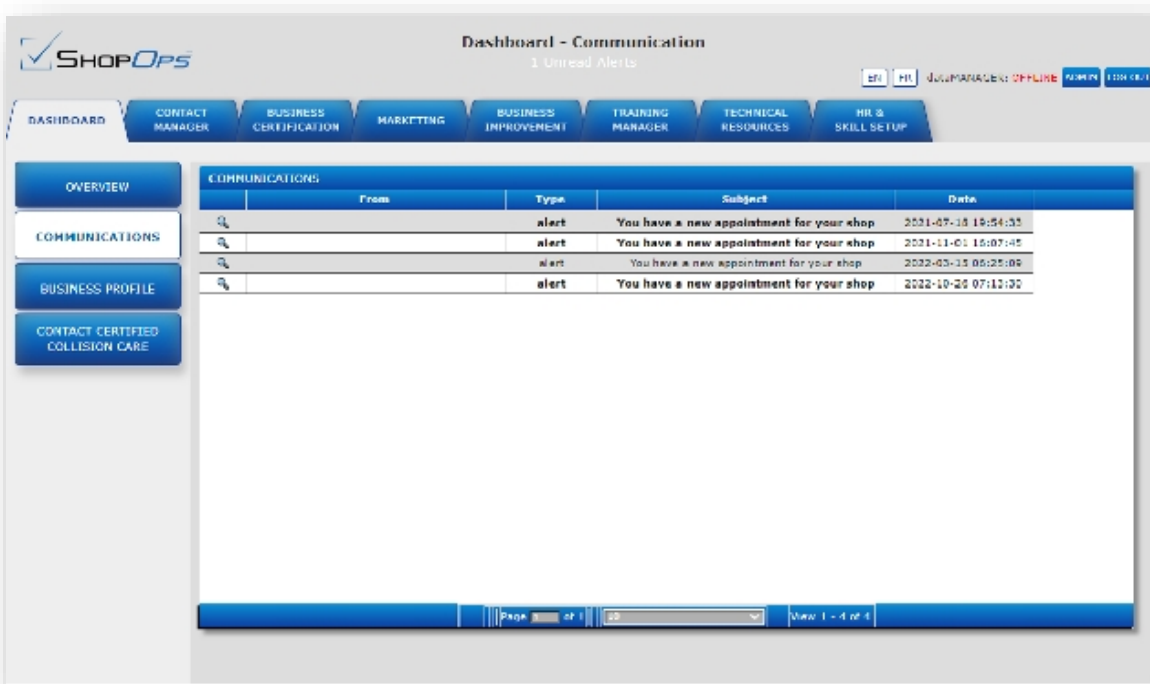
RepairDOC

POCKETS IN PROCESS

POCKETS PENDING APPROVAL

Dashboard: Communications

Once Certified, your Communications tab will show Customer Appointment email Alerts received from your online locators.



Dashboard - Communication
1 Unread Alerts

Dashboard | CONTACT MANAGER | BUSINESS CERTIFICATION | MARKETING | BUSINESS IMPROVEMENT | TRAINING MANAGER | TECHNICAL RESOURCES | HR & SKILL SETUP

OVERVIEW

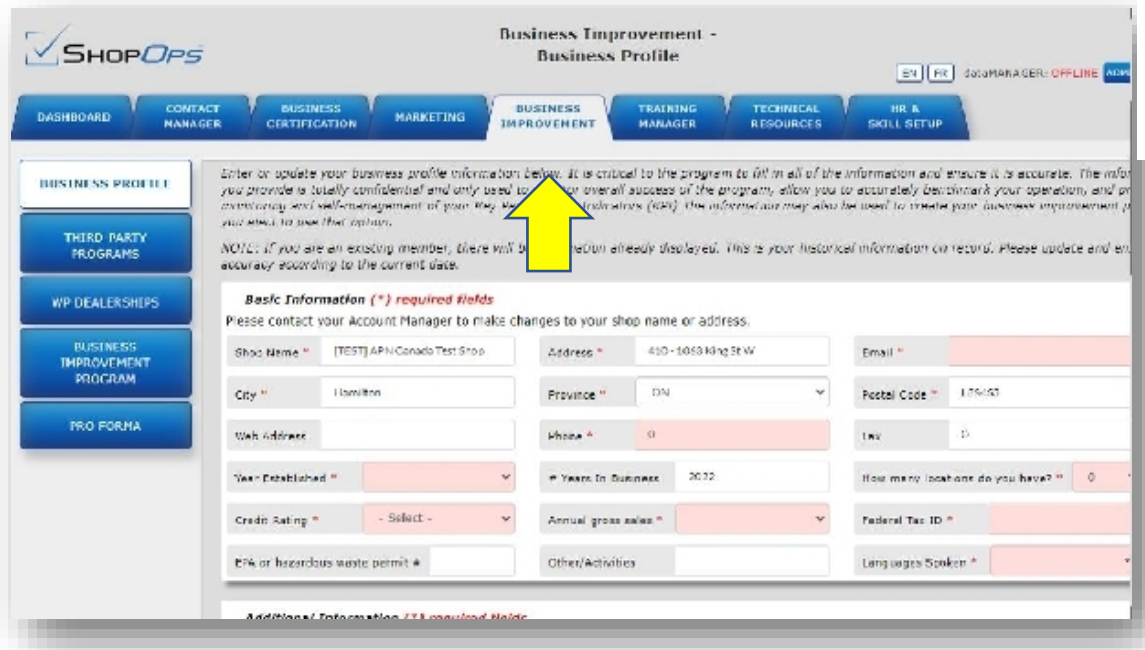
COMMUNICATIONS

From	Type	Subject	Date
	alert	You have a new appointment for your shop	2021-07-18 19:54:33
	alert	You have a new appointment for your shop	2021-11-01 16:07:45
	alert	You have a new appointment for your shop	2022-03-15 06:25:09
	alert	You have a new appointment for your shop	2022-10-26 07:12:30

Page 1 of 1 | 20 | View 1 - 4 of 4

Dashboard: Business Profile

Quick Access to your Business Profile – this will move you away from the Dashboard and into your ‘Business Improvement – Business Profile’ tab.



SHOPOPS Business Improvement - Business Profile

EM PR dataMANAGER: OFFLINE

DASHBOARD **CONTACT MANAGER** **BUSINESS CERTIFICATION** **MARKETING** **BUSINESS IMPROVEMENT** **TRAINING MANAGER** **TECHNICAL RESOURCES** **HR & SKILL SETUP**

BUSINESS PROFILE

Enter or update your business profile information below. It is crucial to the program to fill in all of the information and ensure it is accurate. The information you provide is totally confidential and only used to ensure overall success of the program, allow you to accurately describe your operation, and on occasion, self-management of your key business areas (KBA). The information may also be used to create your business improvement plan, which you will be able to see later on.

NOTICE: If you are an existing member, there will be information already displayed. This is your historical information on record. Please update and ensure accuracy according to the current date.

Basic Information (*) required fields

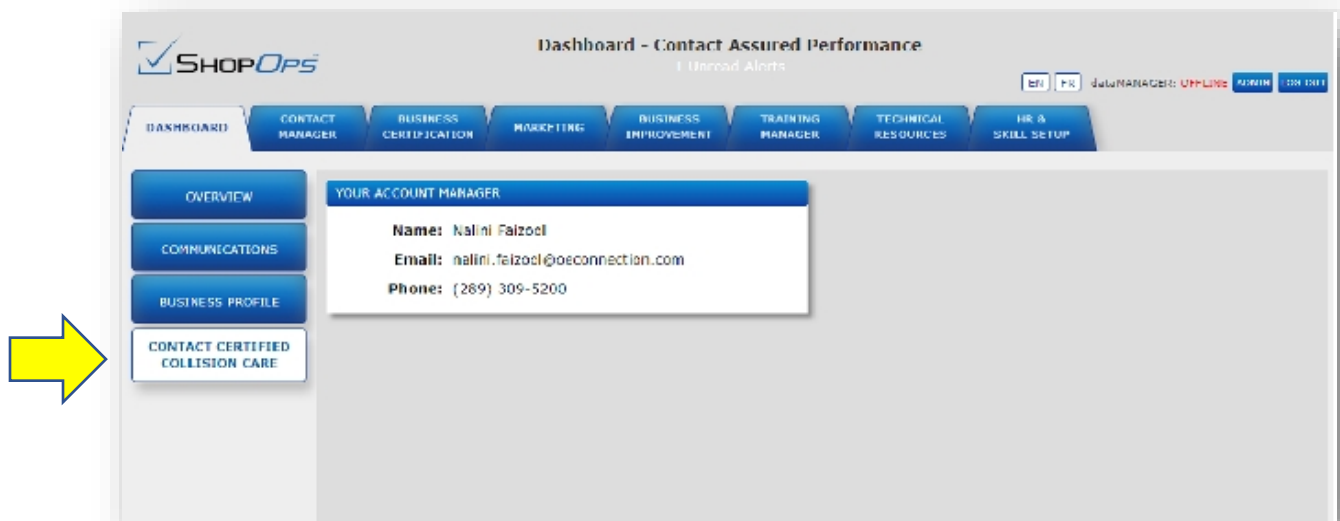
Please contact your Account Manager to make changes to your shop name or address.

Shop Name *	(TEST) APN Canada Test Shop	Address *	410-1053 King St W	Email *	
City *	Hamilton	Province *	ON	Postal Code *	L7S 0T7
Web Address		Phone *	0	Tax ID	0
Year Established *		# Years In Business	2022	How many locations do you have? *	0
Credit Rating *	- Select -	Annual gross sales *		Federal Tax ID *	
EPA or hazardous waste permit #		Other Activities		Languages Spoken *	

Additional Information (X) required fields

Dashboard: Contact Certified Collision Care

Quick Access to the contact information for your Account Manager and their contact information



SHOPOPS Dashboard - Contact Assured Performance

1 Unread Alerts

EM PR dataMANAGER: OFFLINE

DASHBOARD **CONTACT MANAGER** **BUSINESS CERTIFICATION** **MARKETING** **BUSINESS IMPROVEMENT** **TRAINING MANAGER** **TECHNICAL RESOURCES** **HR & SKILL SETUP**

OVERVIEW **YOUR ACCOUNT MANAGER**

COMMUNICATIONS

BUSINESS PROFILE

CONTACT CERTIFIED COLLISION CARE

Name: Nalini Faizool
Email: nalini.faizool@oeconnection.com
Phone: (289) 309-5200

ShopOps Features – Contact Manager

Your ShopOps Contact Manager is a contact management tool. This tool will allow you to manage your customer database right inside ShopOps. As additional features, functions, and content will be added to ShopOps this will become a valuable addition to your business management.

- Find Customer
- Add Customer
- Upload CSV list to add new customer data

NOTE: This tool will be used for future features within ShopOps. No action is required in this tab today.

ShopOps Contact Manager - Find Customer

FN PR dataMANAGER: OFFLINE ADMIN LOG OUT

DASHBOARD CONTACT MANAGER BUSINESS CERTIFICATION MARKETING BUSINESS IMPROVEMENT TRAINING MANAGER TECHNICAL RESOURCES HR & SKILL SETUP

FIND CUSTOMER

ADD

UPLOAD

Search By :

First Name: ex: John Last Name: ex: Doe Email: ex: john.doe@domain.com Phone: ex: 1234567890

Address: ex: 123 Street name City: ex: Laguna Hills State: -Select State- Zip: ex: 92604

Type: -Select-

☐ All Results Search Reset

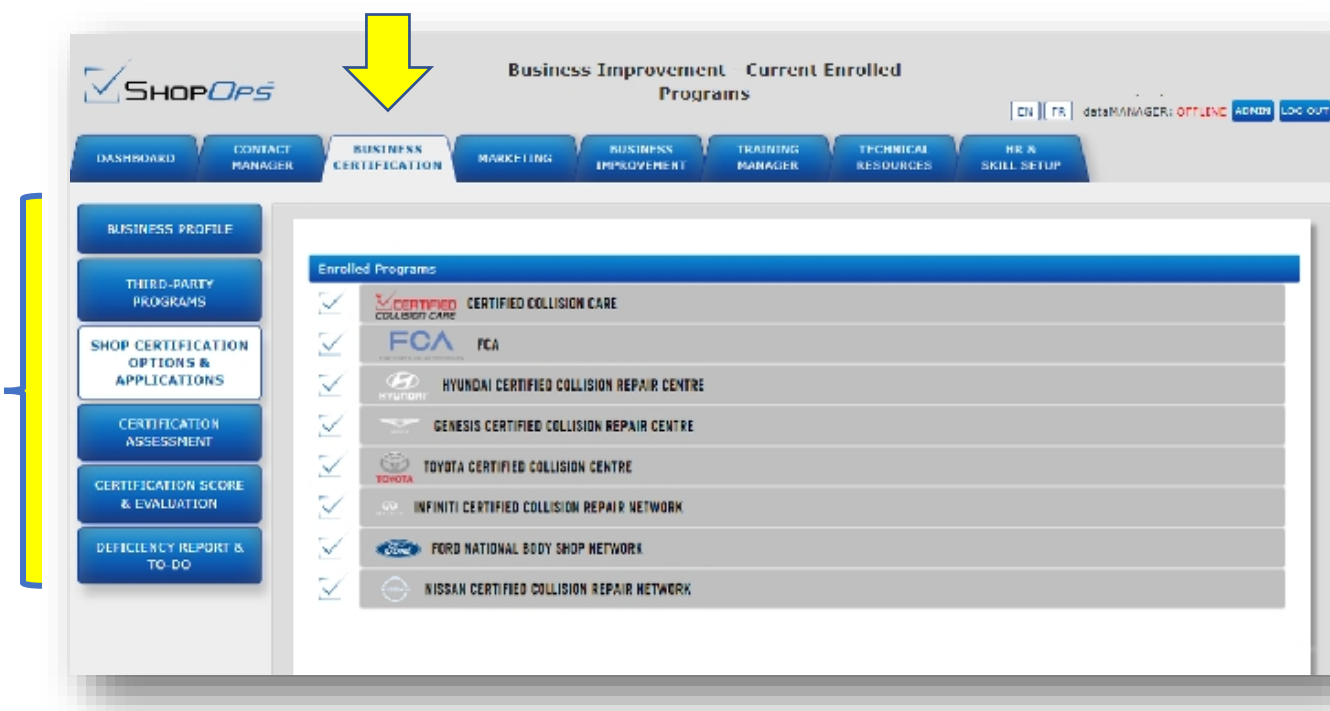
Type	First Name	Last Name	Address	City	State	ZIP/Postal C	Phone	Email
------	------------	-----------	---------	------	-------	--------------	-------	-------

ShopOps Features – Business Certification

Your ShopOps Business Certification section will be your go-to section for managing your OEM Certification programs. You will be able to access your:

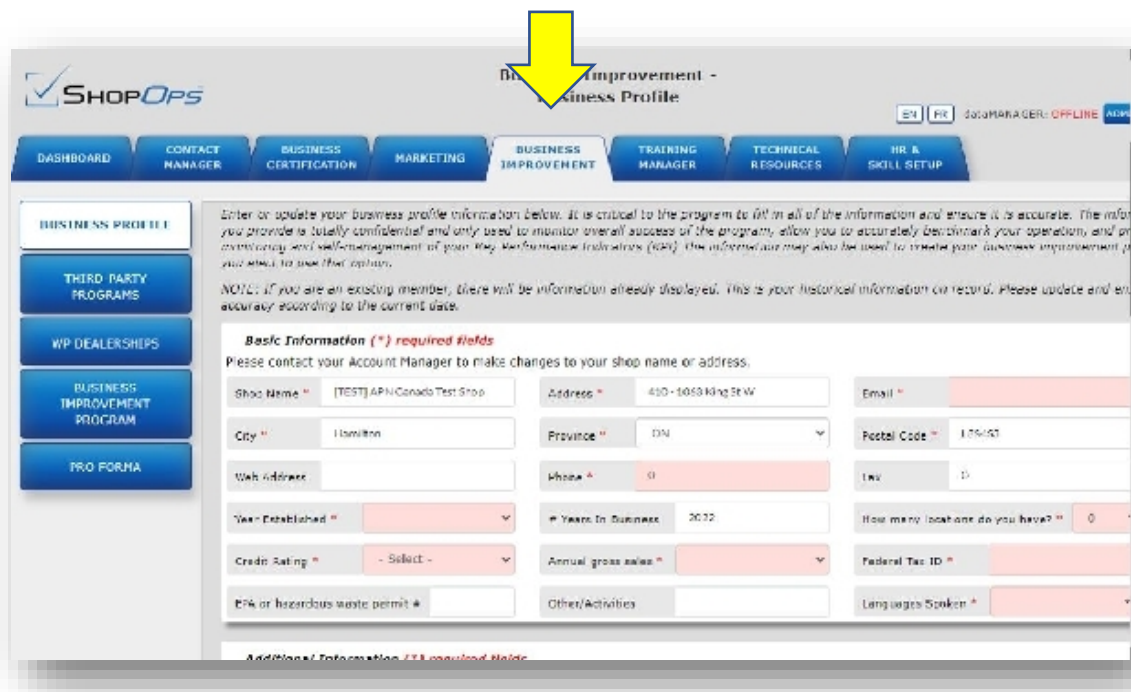
- Business Profile
- Third Party Programs
- Shop Certification Options & Applications
- Certification Assessment
- Certification Score & Evaluation
- Deficiency Report & To Do List

NOTE: The ShopOps features you will use most often are in the Business Certification Section.



Business Certification: Business Profile

Quick Access to your Business Profile – will move you away from the Dashboard and into your 'Business Improvement – Business Profile' tab.



SHOPOPS Business Improvement - Business Profile

EN FR SUPERMART: OFFLINE ADMIN

DASHBOARD CONTACT MANAGER BUSINESS CERTIFICATION MARKETING BUSINESS IMPROVEMENT TRAINING MANAGER TECHNICAL RESOURCES HR & SKILL SETUP

BUSINESS PROFILE

Enter or update your business profile information below. It is critical to the program to fill in all of the information and ensure it is accurate. The information you provide is totally confidential and only used to monitor overall success of the program, allow you to accurately benchmark your operation, and provide monitoring and self-management of your Key Performance Indicators (KPI). The information may also be used to create your Business Improvement plan and to see that plan.

NOTE: If you are an existing member, there will be information already displayed. This is your historical information on record. Please update and ensure its accuracy according to the current date.

Basic Information (*) required fields

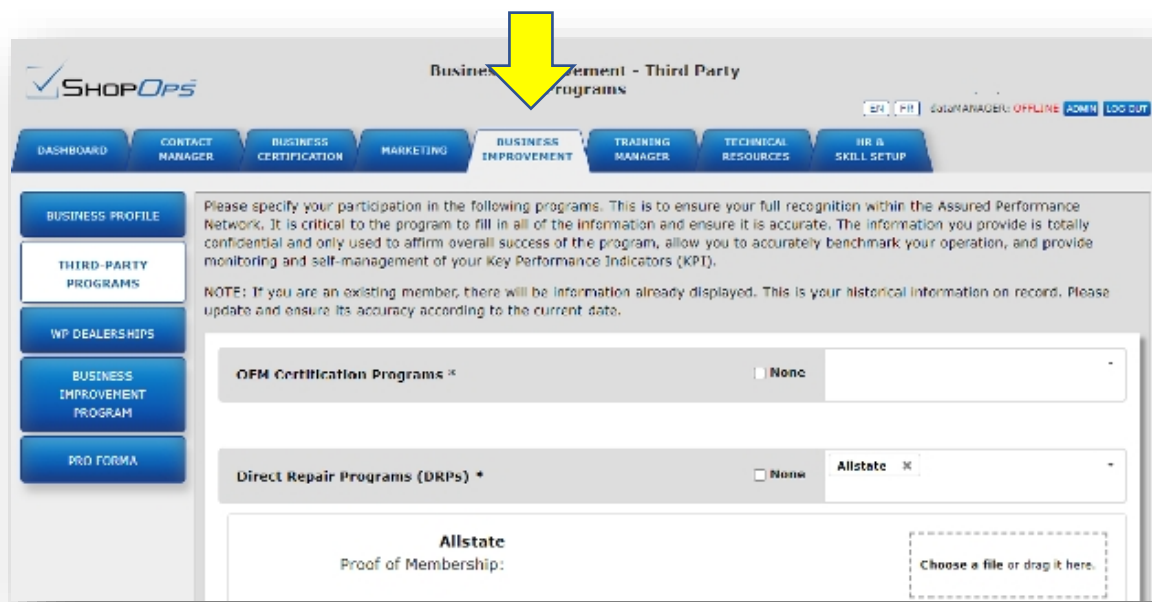
Please contact your Account Manager to make changes to your shop name or address.

Shop Name *	(TEST) APN/Canada Test Shop	Address *	400 - 1050 King St W	Email *	
City *	Hamilton	Province *	ON	Postal Code *	L7N 1A7
Web Address		Phone *	0	Fax	0
Year Established *		# Years In Business	2022	How many locations do you have? *	0
Credit Rating *	- Select -	Annual gross sales *		Federal Tax ID *	
CPA or hazardous waste permit *		Other/Activities		Languages Spoken *	

Additional Information (*) required fields

Business Certification: Third Party Programs

Quick Access to your Business Profile – will move you away from the Dashboard and into your 'Business Improvement – Third-Party Programs' tab.



SHOPOPS Business Improvement - Third Party Programs

EN FR SUPERMART: OFFLINE ADMIN LOG OUT

DASHBOARD CONTACT MANAGER BUSINESS CERTIFICATION MARKETING BUSINESS IMPROVEMENT TRAINING MANAGER TECHNICAL RESOURCES HR & SKILL SETUP

THIRD-PARTY PROGRAMS

Please specify your participation in the following programs. This is to ensure your full recognition within the Assured Performance Network. It is critical to the program to fill in all of the information and ensure it is accurate. The information you provide is totally confidential and only used to affirm overall success of the program, allow you to accurately benchmark your operation, and provide monitoring and self-management of your Key Performance Indicators (KPI).

NOTE: If you are an existing member, there will be information already displayed. This is your historical information on record. Please update and ensure its accuracy according to the current date.

OFM Certification Programs * ☐ None

Direct Repair Programs (DRPs) * ☐ None ☒ Allstate

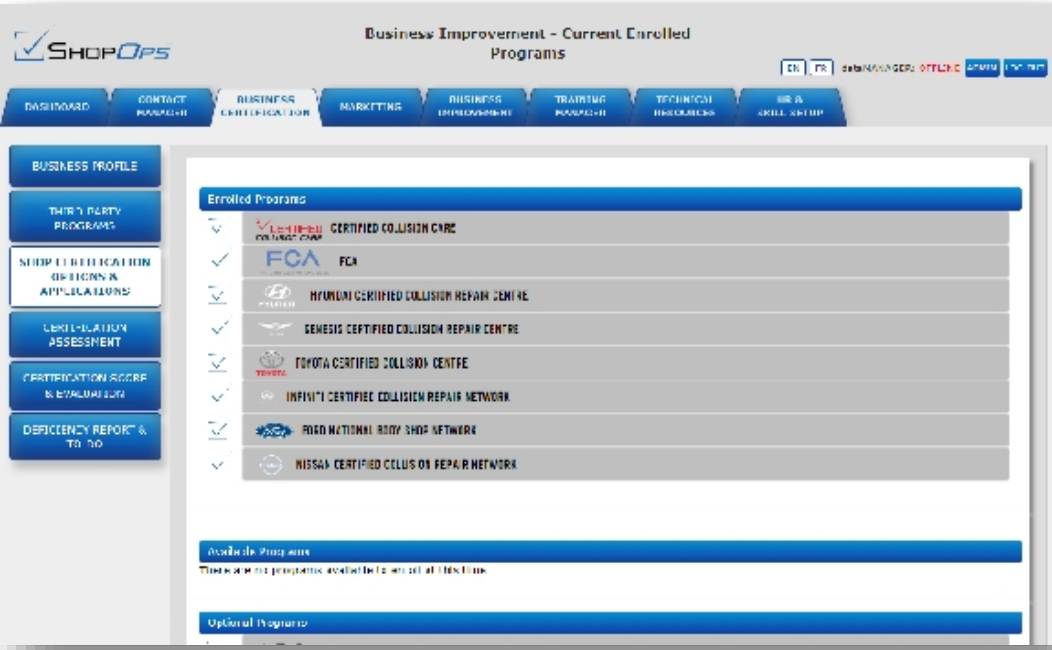
Allstate
Proof of Membership:

Choose a file or drag it here.

Business Certification: Shop Certification Options & Applications

Quick view of what OEM Programs you are Enrolled into and view the other programs Certified Collision Care offers that you may be interested in.

NOTE: If you are interested in additional OEM programs, reach out to your Account Manager for information on next steps.



SHOP OPS Business Improvement - Current Enrolled Programs

EN FR DATA/ANALYTICS OFFERINGS SUPPORT

DASHBOARD CONTACT ROADSIDE BUSINESS CERTIFICATION MARKETING BUSINESS DEVELOPMENT TRAINING ROADSIDE TECHNICAL RESOURCES HR & SKILL SET UP

BUSINESS PROFILE
THIRD PARTY PROGRAMS
SHOP CERTIFICATION OPTIONS & APPLICATIONS
LEGISLATION ASSESSMENT
CERTIFICATION SCORE & EVALUATION
DEFICIENCY REPORT & TO DO

Enrolled Programs

- ✓ **FCA** FCA
- ✓ **HYUNDAI CERTIFIED COLLISION REPAIR CENTRE**
- ✓ **GENESIS CERTIFIED COLLISION REPAIR CENTRE**
- ✓ **TOYOTA CERTIFIED COLLISION CENTRE**
- ✓ **INFINITI CERTIFIED COLLISION REPAIR NETWORK**
- ✓ **FORD NATIONAL BODY SHOP NETWORK**
- ✓ **NISSAN CERTIFIED COLLISION REPAIR NETWORK**

Available Programs

There are no programs available for you at this time.

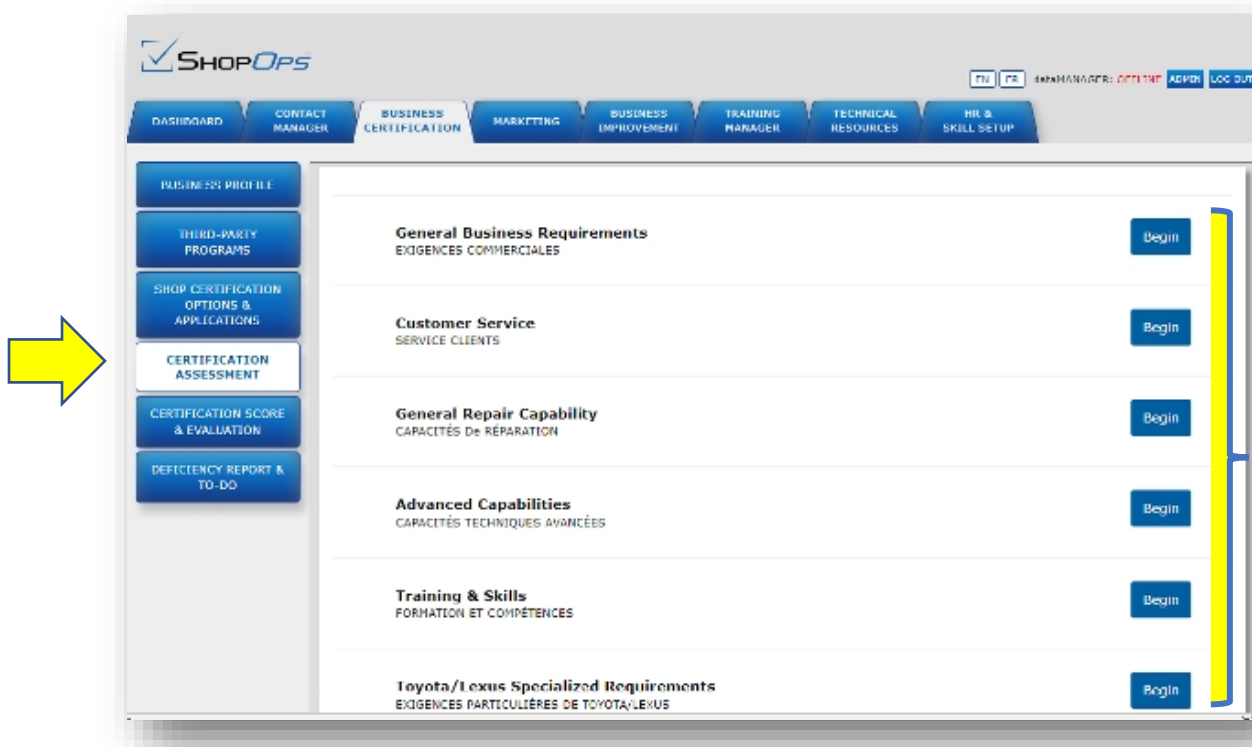
Optional Programs

Business Certification: Certification Assessment

Your Certification Assessment tab is where you will upload all proof of compliance for the Certification programs. Each program area is accessible:

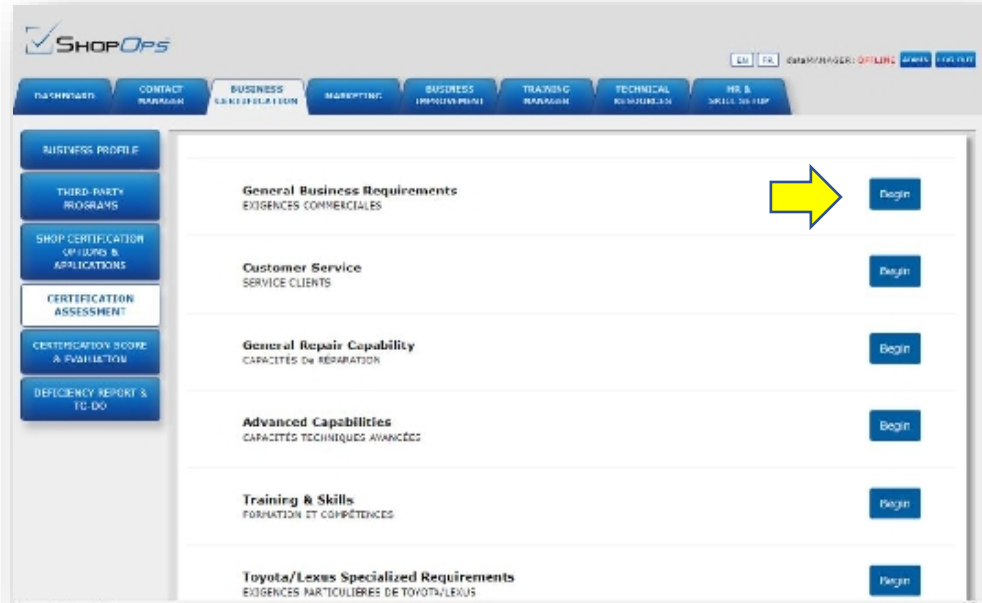
- General Business Requirements
- Customer Service
- General Repair Capability
- Advanced Capability
- Training & Skills
- Toyota/Lexus Specialized Requirements
- ProFirst Specialized Requirements
- Ford Specialized Requirements
- Nissan/INFINITI Specialized Requirements
- Subaru Specialized Requirements

NOTE: If you are interested in additional OEM programs, reach out to your Account Manager for more information on next steps.



Business Certification: Certification Assessment...continued

STEP ONE: Click on the blue 'Begin' beside one of the program areas



STEP TWO: Your Assessment will open into the selected category. The additional program areas will be available across the top of your screen to quickly switch to a different program area.

STEP THREE: Each question in that section will be numbered. The question will be clearly identified.

General Business Requirements

1. Be in business for a minimum of (5) years, or possess verifiable credit rating and service history

☐ Yes

☒ No

Proof Required:

A copy of the business license, Tax ID, or business entity report.

Applies to the following program:

Certified Collision Care, Fiat Chrysler, Ford, Nissan, INFINITI, Kia, Toyota, Lexus, Honda & Acura ProFirst, Hyundai, Genesis, Subaru

Proof of Compliance:

Note:

Work through your assessment:

- a) Answer Questions - any area marked as 'No' in blue is a question requiring action.

NOTE: You will move the question to Yes once you have completed the proof required. If you do not have the proof required, skip the question – the 'no' will show on your deficiency report as a question you will need to go back to complete.

☐ Yes

☒ No

- b) The 'Proof Required' section will identify which photo/document is required to complete that question. Once you have the document 'Drag & Drop' it into the box or click the box to find the file on your computer.

Proof Required:
A copy of the business license, Tax ID, or business entity report.

Proof of Compliance:

Click Here To Select -or- Drag & Drop Files Here

Submit

- c) Provide all needed photo/document into box (you can click 'remove file' if needed). Once done click 'Submit' to complete the uploads.

Proof of Compliance:

62.1 KB

1.2 MB

Remove file Remove file

Submit

- d) You will be able to see the documents you have uploaded. PDF will show a PDF symbol, photos will show a thumbnail. Click the blue 'Remove' box to remove a document or click the text box to add a file name.

1. Be in business for a minimum of (5) years, or posses veritable cr

☐ Yes ☒ No

Proof Required:
A copy of the business license, Tax ID, or business entity report.

Proof of Compliance:

Click Here To Select -or- Drag & Drop Files Here

Submit

 	 	
Remove	Remove	Remove

- e) The left side of each section will show which OEM programs this question is required for and contains a note box which will allow your Account Manager to leave you notes, or you can leave notes for your Account Manager.

General Business Requirements

1. Be in business for a minimum of (5) years, or posses verifiable credit rating and service history

☐ Yes ☒ No

Proof Required:
A copy of the business license, Tax ID, or business entity report.

Proof of Compliance:

Click Here To Select -or- Drag & Drop Files Here

Submit

 	 	
Remove	Remove	Remove

Applies to the following program:
Certified Collision Care, Fiat Chrysler, Ford, Nissan, INFINITI, Kia, Toyota, Lexus, Honda & Acura ProFirst, Hyundai, Genesis, Subaru

Note:

optional

- f) Once you have uploaded the proof required for each question, change the 'No' box to 'Yes' by clicking on the 'Yes' box circle. This will identify to yourself and to your Account Manager that you feel you have completed this section. Any 'No's in your file will also show on your Deficiency Report.

☒ Yes ☐ No

- g) Keep working down each question in a section. At the top of the screen, you can move to a different program area or at the bottom of the screen click 'Continue' will move you automatically into the next program area.

General Business Requirements

Customer Service

General Repair Capability

Advanced Capabilities

Training & Skills

General Business Requirements

1. Be in business for a minimum of (5) years, or possess verifiable credit rating and service history

☒ Yes
 ☐ No

Proof Required:
A copy of the business license, tax ID, or business entity report.

Proof of Compliance:

Applies to the following program:
Certified Collision Care, Fiat Chrysler, Ford, Nissan, INFINITI, KIA, Toyota, Lexus, Honda & Acura ProFirst, Hyundai, Genesis, Subaru

Note:

Continue

Business Certification: Certification Assessment – Tips and Tricks

TIPS AND TRICKS

- The first four sections are CORE programming and required for every OEM program. Including: General Business Requirements, Customer Service, General Repair Capability, Advanced Capabilities.
- Training & Skills tab is required for all shops that are NOT ICAR Gold Class – this section has its own instructions and documentation required – reach out to your Account Manager for the list of instructions for this section
- OEM Specialized Requirement sections may require a dealer sponsorship to be enrolled – reach out to your Account Manager for more information.
- Boxes that say 'Written Proof' are for entering text as the proof required:

2. Utilize a preferred rental car provider or provide complimentary customer transportation

☒ Yes ☐ No

Proof Required:
Provide name and address of rental provider

Written Proof:
1. Enterprise 1090 Speers Rd Oakville, ON 2. Discount Car & Truck Rentals
4050 South Service Rd W. Oakville, ON

Applies to the following program:
Certified Collision Care, Fiat Chrysler, Ford, Nissan, INFINITI, Kia, Toyota, Lexus, Honda & Acura ProFirst, Hyundai, Genesis, Subaru

Note:
1. Enterprise 1090 Speers Rd Oakville, ON 2. Discount Car & Truck Rentals
4050 South Service Rd W. Oakville, ON

- All equipment requirements will need clear images of equipment (including accessories) and images of the make/model/serial number. You will also have a 'drop down' to complete. You need to also complete the drop downs and text boxes to provide the make, model, and serial number of your equipment

Equipment with 180 Amp or greater output

Please provide a clear image of the equipment here.

Applies to the following program:
Certified Collision Care, Fiat Chrysler, Ford, Nissan, INFINITI, Kia, Toyota, Lexus, Honda & Acura ProFirst, Hyundai, Genesis, Subaru

Make:
-Select-

Model:
-Select-

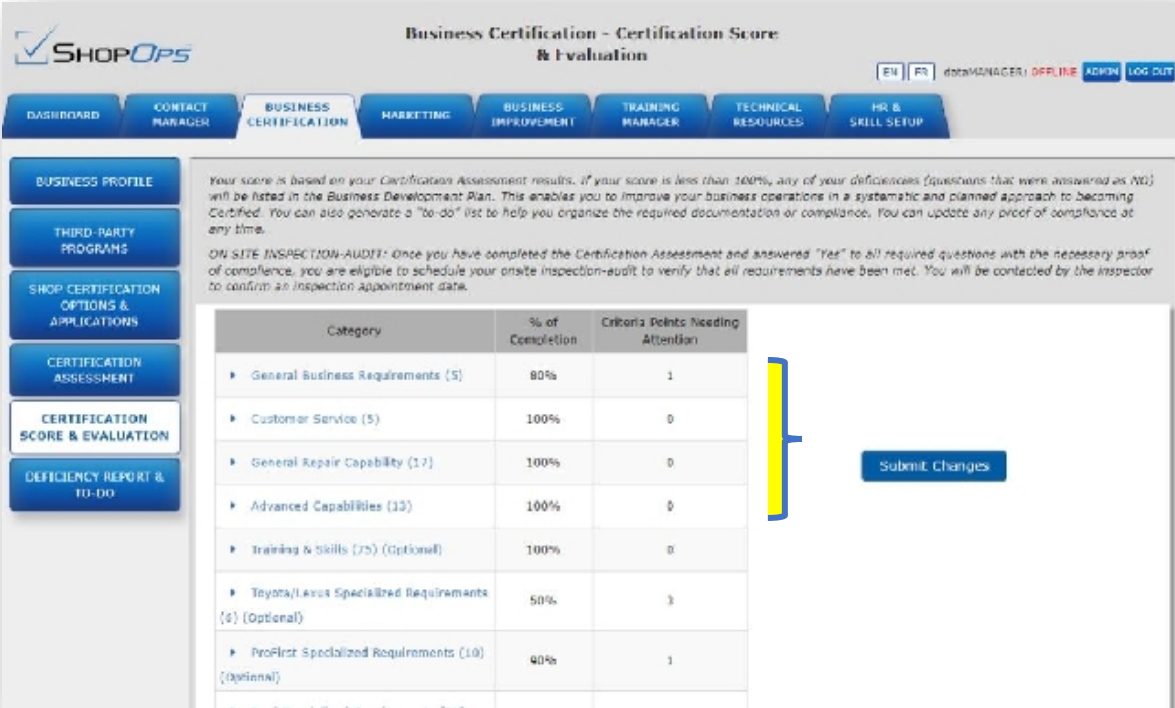
Serial:
[Text Box]

Add More

Note:
optional

Business Certification: Certification Score & Evaluation

Review your progress in the 'Certification Score and Evaluation' Tab. You can see your score in each program section and identify 'Criteria Points Needing Attention'. Once the top four sections (CORE Programming) are completed your file is ready to move to inspection – contact your Account Manager for next steps.



SHOPOPS Business Certification - Certification Score & Evaluation

EN PR dataMANAGER: OFFLINE ADMIN LOG OUT

BUSINESS CERTIFICATION

BUSINESS PROFILE

THIRD PARTY PROGRAMS

SHOP CERTIFICATION OPTIONS & APPLICATIONS

CERTIFICATION ASSESSMENT

CERTIFICATION SCORE & EVALUATION

DEFICIENCY REPORT & TO-DO

Your score is based on your Certification Assessment results. If your score is less than 100%, any of your deficiencies (questions that were answered as NO) will be listed in the Business Development Plan. This enables you to improve your business operations in a systematic and planned approach to becoming Certified. You can also generate a "to-do" list to help you organize the required documentation or compliance. You can update any proof of compliance at any time.

ON SITE INSPECTION-AUDIT: Once you have completed the Certification Assessment and answered "Yes" to all required questions with the necessary proof of compliance, you are eligible to schedule your onsite inspection-audit to verify that all requirements have been met. You will be contacted by the inspector to confirm an inspection appointment date.

Category	% of Completion	Criteria Points Needing Attention
▶ General Business Requirements (5)	80%	1
▶ Customer Service (5)	100%	0
▶ General Repair Capability (17)	100%	0
▶ Advanced Capabilities (12)	100%	0
▶ Training & Skills (75) (Optional)	100%	0
▶ Toyota/Lexus Specialized Requirements (4) (Optional)	50%	3
▶ ProFirst Specialized Requirements (10) (Optional)	90%	1

[Submit Changes](#)

NOTE: Clicking the blue link in the program area will take you to the selected program area for review

Business Certification: Deficiency Report & To-Do

Refer to the Deficiency Report & To-Do to access a printable to-do list of the final items needed in your profile (any questions still marked as 'No').

NOTE: Click 'Summary' or 'Print' to access different versions of the to-do list.

Business Certification - Deficiency Report & To-Do

Print SUMMARY VERSION

Completed	#	Category	Questions	Status	Action
☐	1	General Business Requirements	A1. Provide proof of Garage Keepers Liability insurance with a minimum of \$2M policy limit.	Answer No n/a any Variance	Current Insurance Policy Declarations Page or the standard certificate of insurance (showing Business name, Address, Date of Coverage, and Policy Limit)
☐	2	Ford Specialized Requirements	6. Have a work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs - separation can be a separate room or curtain system and suggested to be a minimum 9' Height and 27' Length	Answer No n/a any Variance	Image(s) of work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs - separation can be a separate room or curtain system and should be a minimum 9' Height and 27' Length
☐	3	Ford Specialized Requirements	7. Have a designated set of hand/special tools specifically for aluminum vehicles to prevent from cross contamination with steel body vehicles. The inventory must contain all required hand tools per manufacturer recommendations. (see Rotunda list for Ford requirements)	Answer No n/a any Variance	Image(s) of separate aluminum tools. The inventory must contain all required hand tools per manufacturer recommendations
☐	4	Ford Specialized Requirements	8. Utilize a 220v Pulse MIG welder specifically for aluminum vehicles	Answer No n/a any Variance	Image(s) of 220v Pulse MIG Welder. Please provide the make, model, serial number and upload copy of purchase invoice.

ShopOps Features – Marketing

Once you are Certified you will have access to Marketing Tools to promote your business! Your Marketing Tab is where you have access to these marketing resources.

There are four sections to access:

- Certified Signs
- Microsites
- Press Releases
- Certification Logos

ShopOps Marketing - Certified Signs

LN FR dataMANAGER: OFFLINE ADMIN LOCK EDIT

DASHBOARD CONTACT MANAGER BUSINESS CERTIFICATION **MARKETING** BUSINESS IMPROVEMENT TRAINING MANAGER TECHNICAL RESOURCES HR & SKILL SETUP

CERTIFIED SIGNS

MICROSITES

PRESS RELEASES

CERTIFICATION LOGOS

Once your business is officially Certified, you will receive official OEM Certification signage according to which OEM Certification program for which you are qualified and have selected to participate. The standard sign size is 14" X 18". Please allow 4 - 6 weeks for sign production and delivery.

Please Note: A Certified Collision Care Sign is included in your enrollment fee. OEM Signs and additional Certified Collision Care signs are available to purchase for \$95 each.

Personalizing Your Sign:

Please enter your "Business Name" below as you would like it to appear on your Certification signage. In the space provided below, please enter your business name EXACTLY as you want it to appear on the final sign. NOTE: You are solely responsible for the correct spelling of the business name to be printed on your signs. Any errors that require reproduction will result in a 100% reprinting fee to correct.

CANADA SHOP

View View View View View View View View

Marketing: Certification Signs

Once your business is officially Certified, you will have access to official OEM Certification signage to display in the lobby of your facility. A Certified Collision Care sign is included in your enrollment fee. OEM Signs and additional Certified Collision Care signs are available to purchase. You will have access to order signs for any program you are enrolled into, but signs will only go into production once you are Certified with that program.

Marketing - Certified Signs

Once your business is officially Certified, you will receive official OEM Certification signage according to which OEM Certification program for which you are qualified and have selected to participate. The standard sign size is 14" X 18". Please allow 4 - 6 weeks for sign production and delivery.

Please Note: A Certified Collision Care Sign is included in your enrollment fee. OEM Signs and additional Certified Collision Care signs are available to purchase for \$90 each.

Personalizing Your Sign:

Please enter your "Business Name" below as you would like it to appear on your Certification signage. In the space provided below, please enter your business name EXACTLY as you want it to appear on the final sign. NOTE: You are solely responsible for the correct spelling of the business name printed on your signs. Any errors that require reproduction will result in a 100% reprinting fee to correct.

CANADA SHOP

Enter shop name exactly as you want it to appear on your signs

View View View View View View View View

Ordering Signs: Review your order - Confirm Physical Address of shop and Billing Address of credit card
Click 'Credit Card' – then complete credit card information and click 'ORDER'. You will receive a confirmation email with your order that includes a link to your purchase invoice. Signs are custom made and will ship in 6-12 weeks.

NOTE: If you need assistance with sign ordering, please reach out to your Account Manager.

Additional And Optional Certification Signage

Additional Certification signs are available in various sizes and can be ordered here in the shopping cart below. Please allow 4 - 6 weeks for sign production and delivery.

Size	Qty	Price	Total
14" x 18"	1	\$90.00	\$90.00
14" x 18"	1	\$90.00	\$90.00
14" x 18"	1	\$90.00	\$90.00

Your Cart

Canadian Toyota Certified

Item: Canadian Toyota Certified

Qty: 1

Price: \$90.00

Subtotal: \$90.00

Order Total: \$90.00

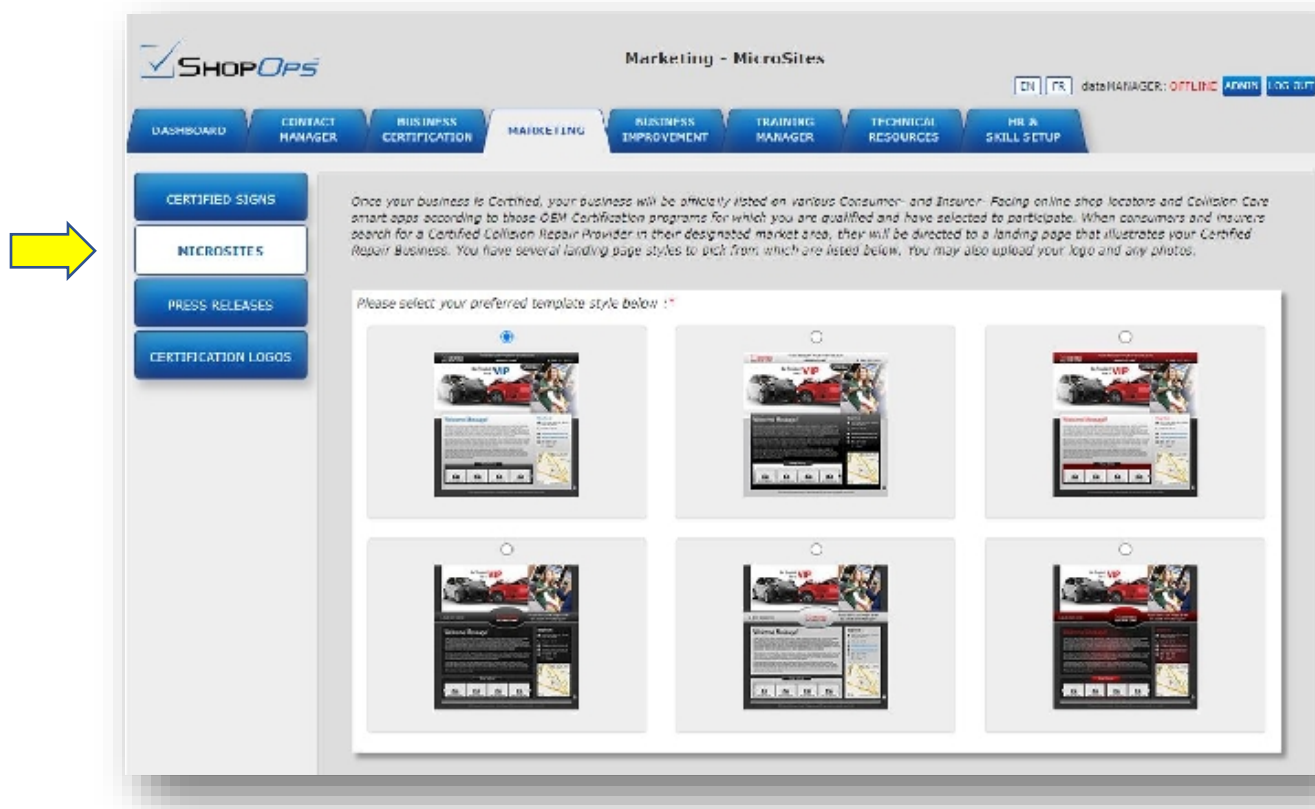
Proceed to Checkout

Marketing: Microsites

Once your business is officially Certified, you will be featured on multiple OEM consumer websites and locators. Within the locator we provide your shop with a complementary mini website (Micro-site). Your Microsite tab in your Marketing allows you to customize and update your business information. The information you provide is displayed to consumers and insurers on Shop Locators.

Important! Select and update your micro-site as soon as you are certified! Don't lose a good lead by having an incomplete micro-site, plan to update this a few times a year.

NOTE: Customers can locate a certified shop and make an appointment using the locators



Customize your locator and microsite:

STEP 1 – Choose one of the six templates for the design of your microsite.

STEP 2 – Scroll down to upload your Shop Logo and Shop photos

STEP 3 - Scroll down to add Shop Hours, a personalized Welcome Message, enter an appointment email, and link your website and social media accounts

STEP 4 - Click "Save and Continue"

Save & Continue

NOTE: You can update your Microsite anytime.

Once you click Save and Continue all updates go live on all locators

Marketing: Press Release

Certified Collision Care will send out a Press Release upon your first certification and every year after your renewal. This Press Release will go out to media contacts in your marketing area. First there is a few steps that need completed in your Marketing tab under 'Press Release'

SHOP OPS Marketing - PRESS RELEASES

EN FR 001204/4-06/1 OFFLINE ADMIN LOG OUT

DASHBOARD CONTACT MANAGER BUSINESS CERTIFICATION **MARKETING** BUSINESS IMPROVEMENT TRAINING MANAGER TECHNICAL RESOURCES HR & SKILL SETUP

CERTIFIED SIGNS
MICROSITES
PRESS RELEASES
CERTIFICATION LOGOS

To make the public relations process efficient, please complete the following form and fill in all required fields. Accuracy of the information is critical since it will be published in your local area press. In the space provided below, please enter your business information to appear on your official press release.

Once your press release is approved the Marketing Department develops the press release to make sure it is in your area as well as your local Chamber of Commerce. Once the press release is deployed you will receive a copy of the press release as well as the media contacts that the press release was sent to. Make sure to place a copy of your PR on your website, where on social media, and also and display service features.

NOTE: You are solely responsible for the accuracy of the information for your business and the quotes to be used.

Official Shop Name *
CANADA SHOP

Year Established *
2016

Owner's Information (this will be used for press release quote)

Name * **Title *** **Phone *** **Email ***
CONOR D RABO DANE IL

Preferred Media Contact

Name * **Title *** **Phone *** **Email ***

Now that you've achieved certification, what do you have to say? *

☐ "We are thrilled to have achieved this new certification and official industry recognition. This certification further underscores the high standards of safety we maintain for our customers."

☐ "We strive to provide the highest quality repairs for our customers. Our state-of-the-art facility and properly trained technicians enabled us to achieve this certified status."

☐ "This certification supports our reputation for serving our community with superior customer service. We believe in providing our customers with the peace of mind that their vehicles are being repaired properly by highly trained professionals who genuinely care about them."

☐ "We are thrilled to have achieved this certification and industry recognition. This certification tells our customers that they're dealing with highly trained professionals who genuinely care about them, and will assure that their vehicle is repaired properly to ensure its safety and performance."

Steps for completing your press release:

STEP ONE - Verify the Shop name as you would like it to appear in the release

STEP TWO - Fill out the owner and media contact information (even if the same person, complete both sections in full)

STEP THREE – Click, 'View & Approve' for a preview of the Press Release, then click, 'Approve & Save'

STEP FOUR - When finished click, 'Continue'

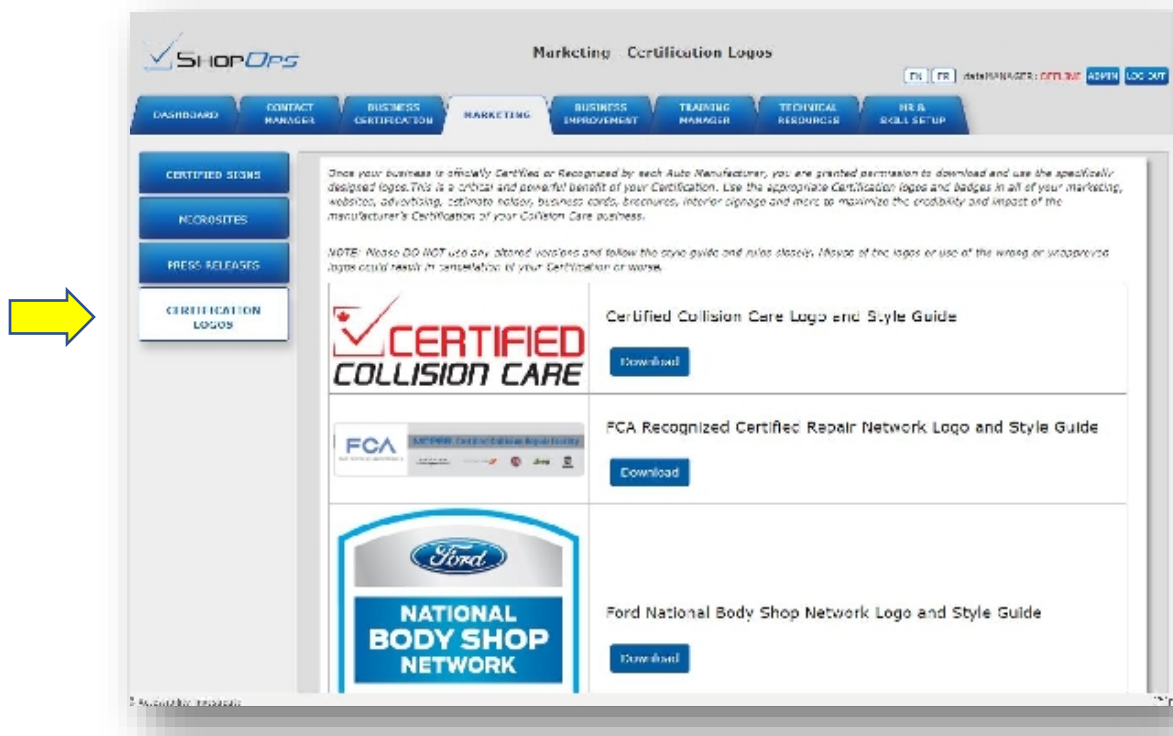
STEP FIVE - Email your Account Manager to request your press release be submitted to our PR dept.

View & Approve **Continue**

Marketing: Certification Logos

Once your business is officially Certified by each Auto Manufacturer, you are granted permission to download and use the specifically designed Certification logos. This is a critical and powerful benefit of your Certification. Use the appropriate Certification logos in all your marketing to maximize the credibility and impact of the manufacturer's Certification of your collision business. In your Marketing under 'Certification Logos' you will have access to download the certification logos for the OEM Programs for which you are certified.

NOTE: You will be required to agree to the Terms and Conditions for each logo. Only use provided logos, do not alter logos and follow the style guide and rules closely.



STEP ONE - Click on the Download button for each asset you want to download

STEP TWO - Agree to the Terms and Conditions by checking the Agree box and clicking Download

STEP THREE – Once the download is completed it will show at the bottom of your computer screen as a zip file

STEP FOUR - Open and save the zip file. There will be different versions of the logos.

You will have access to Print/Web, Black and White/Colour, French/English versions of logos provided by the manufacturers.

NOTE: These logos are not authorized for use outside of buildings or outward facing windows or shuttle vehicles.

NOTE: SEND ANY OUTSIDE ADVERTISING FOR ADVANCE APPROVAL BY OEMS by emailing the request to your Account Manager

ShopOps Features – Business Improvement

The Business Improvement tab is where you provide and update your business profile information. It is critical for the Certification program that you fill in all the information and maintain it to ensure accuracy.

NOTE: If you are an existing member, there will be information already displayed. This is your historical information on record. Please update and ensure its accuracy according to the current date.

There are five sections within the Business Improvement tab:

- Business Profile
- Third-Party Programs
- WP Dealerships
- Business Improvement Program
- Pro Forma

ShopOps Business Improvement - Business Profile

Basic Information (*) required fields

Please contact your Account Manager to make changes to your shop name or address.

Shop Name: JPS (APR) auto tuning Address: 410 West 8th W City: Hamilton Province: ON Postal Code: L8S 9C1 Email: Phone: Fax: Web Address: Year Established: # Years In Business: 2022 Annual gross sales: # of locations: 1

Additional Information (*) required fields

Average repair order dollar amount: Average number of vehicles repaired: Average number of vehicles returned: Primary shop location: Primary contact company: Primary contact name: Primary contact phone:

Business Improvement: Business Profile

Your Business Profile tab is where you provide and update your business profile information. It is critical for the Certification program that you fill in all the information and maintain it to ensure it is accurate.

NOTE: If you are an existing member, there will be information already displayed. This is your historical information on record. Please update and ensure its accuracy according to the current date.

SHOPOps Business Improvement - Business Profile

Basic Information (*) required fields

Please contact your Account Manager to make changes to your shop name or address.

Shop Name: [Text Field] Address: [Text Field] Email: [Text Field]

City: [Text Field] Province: [Text Field] Postal Code: [Text Field]

Web Address: [Text Field] Phone: [Text Field] Fax: [Text Field]

Year Established: [Text Field] # Years In Business: [Text Field] How many locations do you have?: [Text Field]

Collision Rating: [Text Field] Annual gross sales: [Text Field] Belong to a club?: [Text Field]

Other services made possible: [Text Field] Other Activities: [Text Field] Languages spoken: [Text Field]

Additional Information (*) required fields

Are you a member of a trade association?: [Text Field] Primary contact email address: [Text Field]

Are you a member of a trade association?: [Text Field] Primary contact company: [Text Field]

Other services made possible: [Text Field] Other Activities: [Text Field]

Upload Shop Images: (*) required fields

Interior Picture Upload *

Exterior Picture Upload *

Certification Sign Picture Upload :

Choose a file or drag it here.

Choose a file or drag it here.

Choose a file or drag it here.

Save

Scroll down to fill in all required fields and upload Interior and Exterior photos of your Collision Centre. Once Certified you will be prompted to upload photos of your Certification signs display.

NOTE: Once you have uploaded information or made any changes click the blue 'Save' button at the bottom of the screen.

Who in your company handles Parts Purchasing? *

- Select - Create New Contact

Upload Shop Images: (*) required fields

Interior Picture Upload *

Exterior Picture Upload *

Certification Sign Picture Upload :

Choose a file or drag it here.

Choose a file or drag it here.

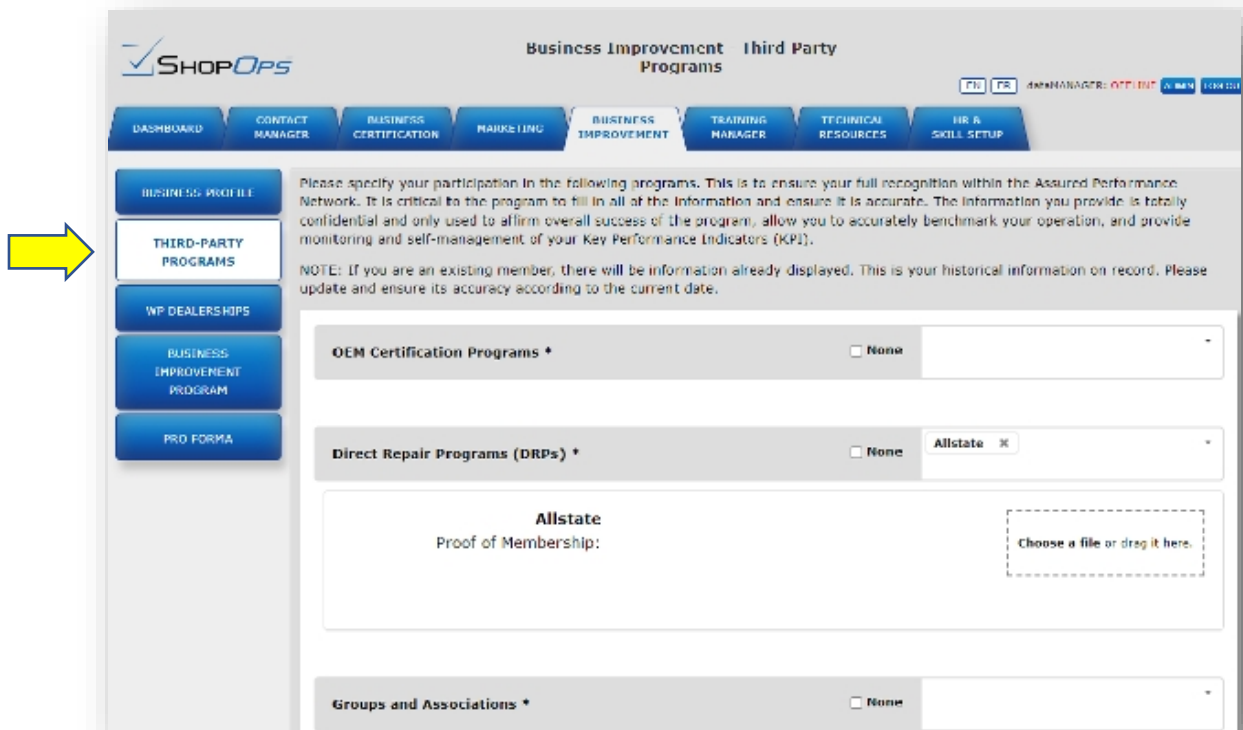
Choose a file or drag it here.

Save

Business Improvement: Third Party Programs

Complete the 'Third Party Programs' tab to specify your participation in other programs and associations. It is critical to the program that you fill in all requested information and ensure it is accurate. The information you provide is totally confidential and only used to affirm the overall success of the program.

NOTE: If you are an existing member, there will be information already displayed. This is your historical information on record. Please update and ensure its accuracy according to the current date.



SHOPOPS Business Improvement Third Party Programs

FIN FR dataMANAGER: OFFLINE A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

DASHBOARD CONTACT MANAGER BUSINESS CERTIFICATION MARKETING BUSINESS IMPROVEMENT TRAINING MANAGER TECHNICAL RESOURCES HR & SKILL SETUP

BUSINESS PROFILE
THIRD-PARTY PROGRAMS
 WP DEALERSHIPS
 BUSINESS IMPROVEMENT PROGRAM
 PRO FORM

Please specify your participation in the following programs. This is to ensure your full recognition within the Assured Performance Network. It is critical to the program to fill in all of the information and ensure it is accurate. The information you provide is totally confidential and only used to affirm overall success of the program, allow you to accurately benchmark your operation, and provide monitoring and self-management of your Key Performance Indicators (KPI).

NOTE: If you are an existing member, there will be information already displayed. This is your historical information on record. Please update and ensure its accuracy according to the current date.

OEM Certification Programs * ☐ None

Direct Repair Programs (DRPs) * ☐ None Allstate X

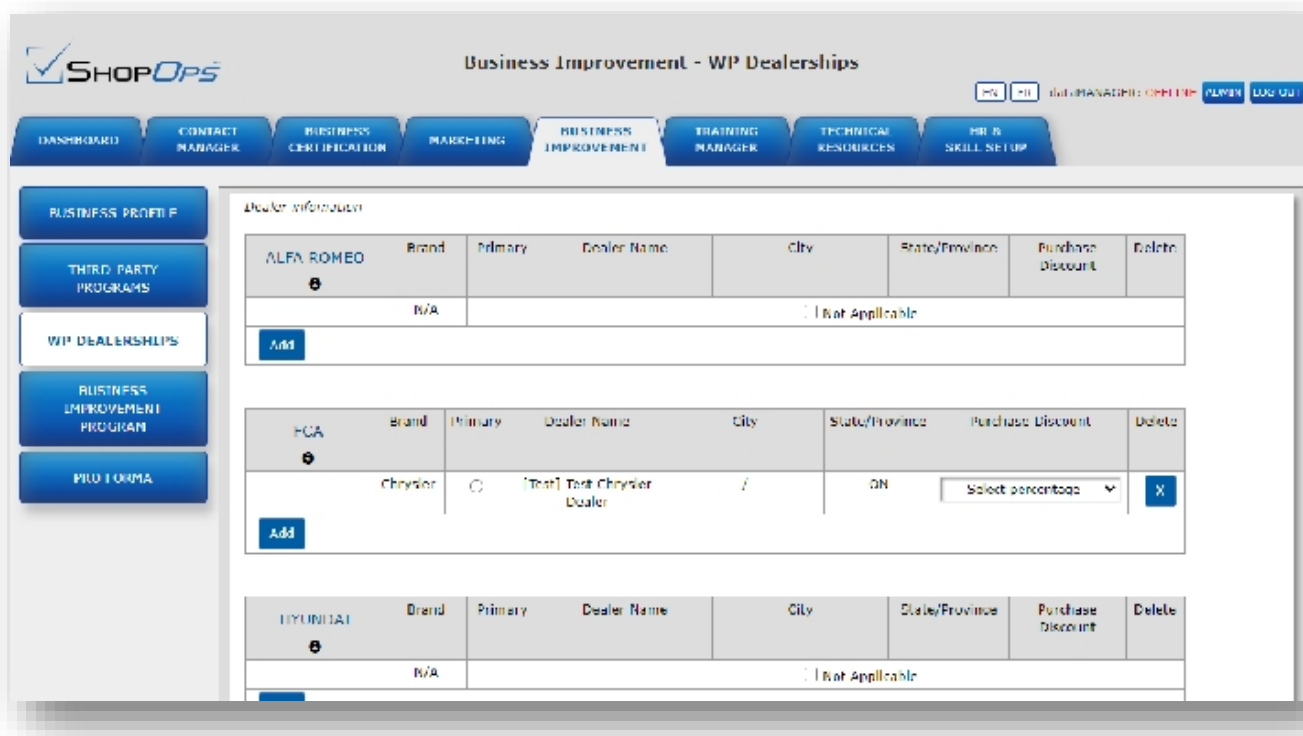
Allstate
 Proof of Membership: Choose a file or drag it here.

Groups and Associations * ☐ None

Business Improvement: WP Dealerships

Complete the 'WP Dealerships' tab to specify dealership relationships for wholesale parts purchasing. It is critical to the program to fill in all the information and ensure it is accurate. The information you provide is required and links your collision centre with your preferred dealerships.

NOTE: If you are an existing member, there will be information already displayed. This is your historical information on record. Please update and ensure its accuracy according to the current date.



Business Improvement - WP Dealerships

Navigation: DASHBOARD | CONTACT MANAGER | BUSINESS CERTIFICATION | MARKETING | **BUSINESS IMPROVEMENT** | TRAINING MANAGER | TECHNICAL RESOURCES | HR & SKILL SETUP

Left Sidebar: BUSINESS PROFILE | THIRD PARTY PROGRAMS | **WP DEALERSHIPS** | BUSINESS IMPROVEMENT PROGRAM | PRO FORMA

Dealer Information

Brand	Primary	Dealer Name	City	State/Province	Purchase Discount	Delete
ALFA ROMEO						
N/A	Not Applicable					
Add						
HCA						
Chrysler	☐	[Test] Test Chrysler Dealer	/	ON	Select percentage	X
Add						
HYUNDAI						
N/A	Not Applicable					
Add						

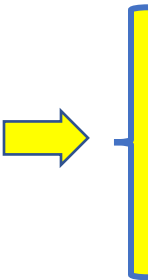
You can add and delete collision centres from your profile. It is not necessary to add purchase discount information.

NOTE: If your 'WP Dealerships' tab is not yet completed, or if the dealer you have searched is not in the system, reach out to your Account Manager for a document to fill and return, so our data entry team can assist with the updating of your profile.

Business Improvement: Business Improvement Program and Pro Forma

Ongoing Business Improvements are key to performing above the competitions and reaching your business’s full potential. ShopOps includes built in sections for future expansion of Business Improvement tools.

NOTE: We will notify you as additional tools and features within ShopOps come available



EN

FR

dataMANAGER: OFFLINE

ADMIN

LOG OUT

DASHBOARD

CONTACT MANAGER

BUSINESS CERTIFICATION

MARKETING

BUSINESS IMPROVEMENT

TRAINING MANAGER

TECHNICAL RESOURCES

HR & SKILL SETUP

BUSINESS PROFILE

THIRD-PARTY PROGRAMS

WV DEALERSHIPS

BUSINESS IMPROVEMENT PROGRAM

BEST PRACTICE ASSESSMENT

BUSINESS IMPROVEMENT REPORT

PRO FORMA

Account Mgmt & Admin

Financial Requirement

Customer Care

Facility & Regulatory

HR & Training

Marketing, Advertising

Production, Parts, Tool

It is not enough to be technically capable. To maximize your profits and business value, you need to be performing above the competition and up to your business's full potential. The 3-Step Business Performance Program helps you set realistic targets based upon current business practices, confidential benchmark comparisons, improvement goals, time lines, budgets, and action items to do lists.

Please answer all questions in all categories above to the best of your ability. It is important to answer the following questions honestly and accurately to achieve the desired results. Simply answer each question with one of the following answers. Reporting is available under the Analytics tab when completed.

YES - This is currently a best practice being adhered to in the business and therefore will not be included in the business improvement reports.

NO - This is not currently a best practice being adhered to in the business and these items will be included in the business improvement reports.

N/A - This best practice is not applicable or practically feasible in the business and these items will not be included in any business improvement reports.

All questions also have a priority indicator. If you have answered any questions with a "NO" answer please choose a priority to associate with completing the item (1 being low priority and 9 being high priority) A Summary, Deficiency, and Priority report is available in Analytics under Business Improvement Reports.

Do you comply?	Question	Additional Information
Business Development Report		

ShopOps Features – Training Manager – Coming Soon!

The Training Manager tab is an exciting feature coming soon to ShopOps. 'Training Manager' will have quick access to training courses and will allow you to register for available courses.

NOTE: We will keep you notified as additional tools and resources are available on the new platform.

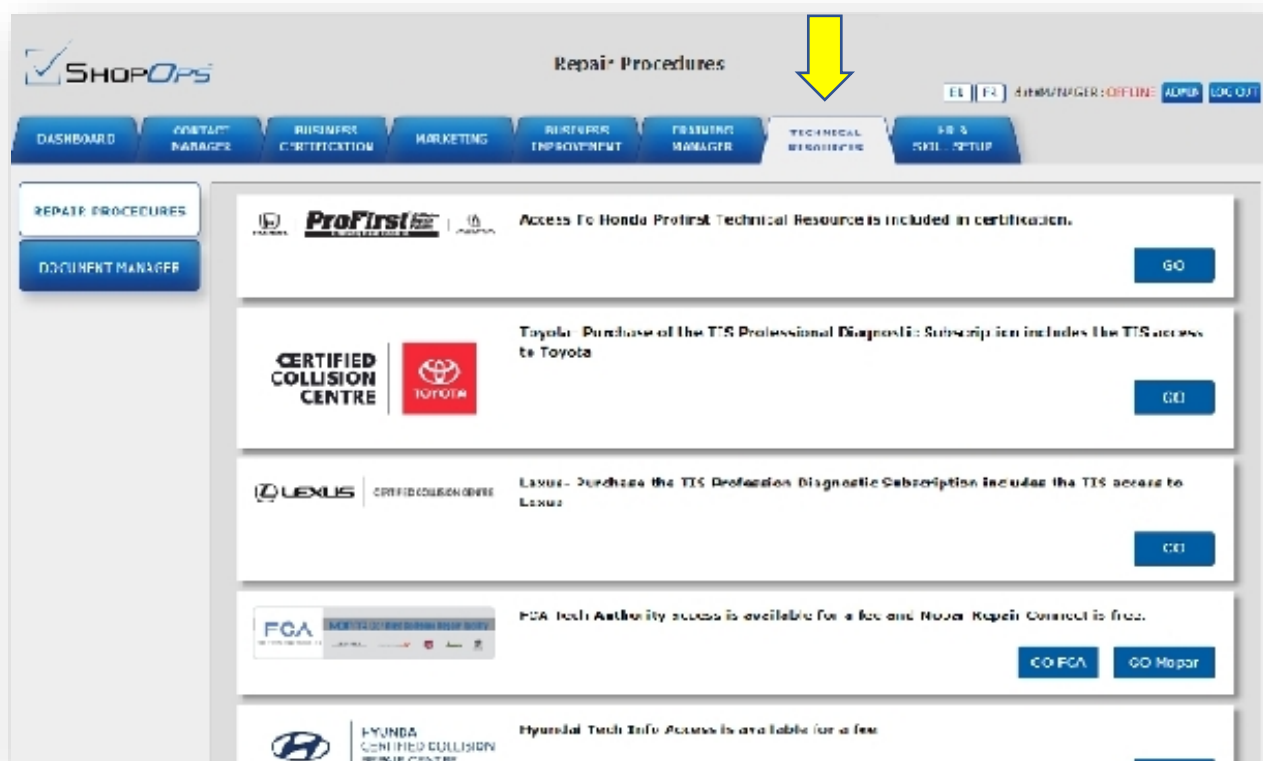


ShopOps Features – Technical Resources – NEW!

The all-new Technical Resources tab provides quick access to the OEM websites for accessing OEM Repair Procedures and to the Document Manager exclusive shop management tool.

Technical Resources:

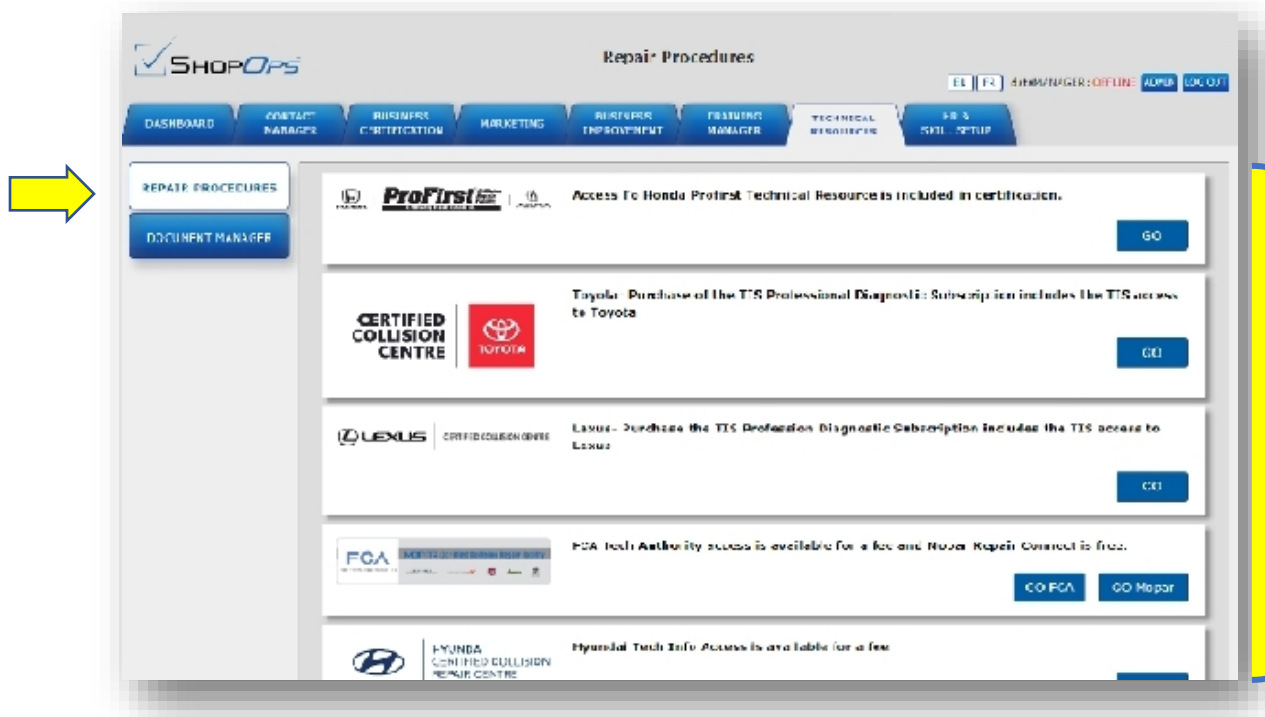
- Repair Procedures
- Document Manager



Technical Resources: Repair Procedures

Quick resources for accessing OEM Repair Procedures for all OEM programs. The Repair Procedure tab provides links to individual OEM Repair Procedure Websites.

NOTE: Access to OEM Repair procedures through the OEM, involves a subscription purchase. The provided link will provide access to the Tech Info website which will include access to subscription purchasing information.



Technical Resources: Document Manager

Document Manager provides your Certified Repair business with an “electronic operations manual”. This tool provides a repository for all your shop’s operating processes, procedures, checklists, and forms.

NOTE: Document Manager provides pre-written templates and includes job descriptions that can be edited and customized to fit your specific business needs.

	Sort Order	SubMenu	Description
	1	No	Admin
	2	No	Sales
	3	No	Marketing
	4	No	Management
	5	No	Misc
	6	No	Insurance
	7	No	Accounting
	8	No	Production
	9	No	Customer Service
	10	No	Parts

Select a business area, then: Choose a file or drag and drop a file to add it to your database. You can then search for files within your repository. You can also download templates for different job descriptions. Use the available tools to build your business!

ShopOps Features – HR & Skills Setup

The HR & Skills Setup tab is where you can update who can access your ShopOps profile and monitor the skills of your technicians and view any training gaps. Use built-in resources to manage completion of your Training & Skills Matrix.

HR & Skills Setup tab provides access to:

- Employee Management
- Skills Inventory
- Skills Roster
- Deficiency Report
- Job Description Management
- ShopOps User Log

HR Management Employee Management

SEARCH FR (1) MANAGER : OFFLINE ADMIN LOG OUT

DASHBOARD CONTACT MANAGER BUSINESS CERTIFICATION MARKETING BUSINESS IMPROVEMENT TRAINING MANAGER TECHNICAL RESOURCES HR & SKILL SETUP

EMPLOYEE MANAGEMENT

SKILLS INVENTORY

SKILLS ROSTER

DEFICIENCY REPORT

JOB DESCRIPTION MANAGEMENT

SHOPOPS USER LOG

Search By :

First Name Last Name User Status

ex: John ex: Doe Active

Search Reset

Employee Management

First Name	Last Name	Job Title	Skills Categories	Status	Can Use Repair	QA Specialist	
Sri	Kalimuthu	IT and Datab		active	No	No	Edit User Info
Patrick	Porter	Technician		active	No	Yes	Edit User Info
Pentest	Shop B	Administrator		active	No	No	Edit User Info

HR & Skills Setup: Employee Management

Employee Management tool. Employee training can be tracked and monitored. You can also manage access to your ShopOps account.

STEP ONE - View existing employees by name, title, and skills. Scroll through the list of your employees, or search for them by name. Manage ShopOps status of the user from the pull-down menu.

NOTE: To search for a different employee after making an initial selection, click "Reset" to clear the field.

You can click 'Import/Update Employees' or 'Create New User' buttons at the bottom of the screen to update users/employee lists.

Search By :

First Name: [text field] Last Name: [text field] User Status: [dropdown menu]

Search Reset

First Name	Last Name	Job Title	Skills Categories	Status	Can Use RepairD	QA Specialist	
Jim	Kilmuthu	IT and Database Manager		active	Yes	No	Edit User Info
Benito	Porter	Technician		active	No	Yes	Edit User Info
Walter	Shapiro	Administrator		active	No	No	Edit User Info
Parsons	BT	Administrator		active	Yes	No	Edit User Info
Paula	Shelton-Pyle	Administrator		active	Yes	No	Edit User Info
David	Whitely	Administrator		active	No	No	Edit User Info
Paula	West	Administrator		active	No	No	Edit User Info
Paula	Wheeler	Administrator		active	Yes	No	Edit User Info

< 1 Page 1 of 1 100 View 1 - 8 of 8

Import/Update Employees Create New User

User Information

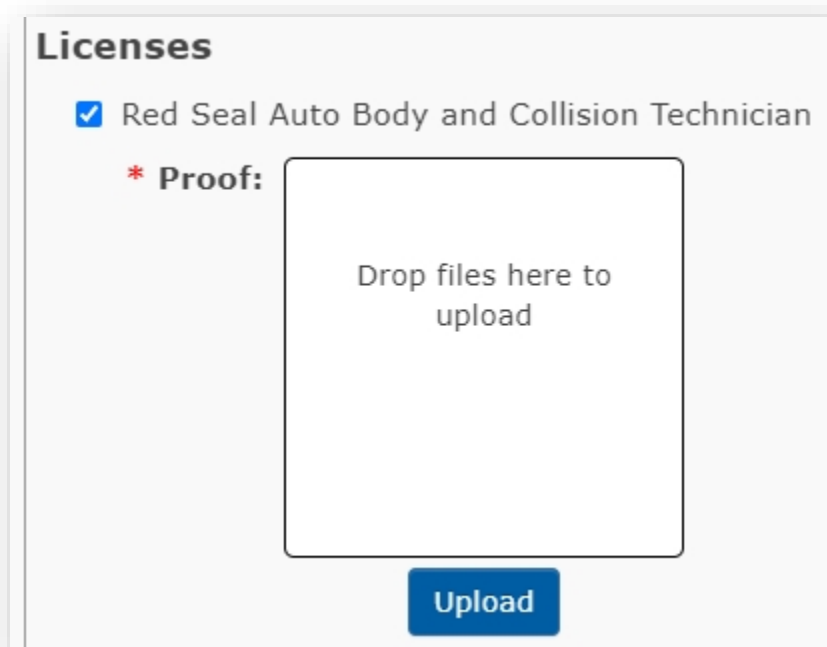
First Name: [text field] Last Name: [text field] Job title: [dropdown menu] Email: [text field] User Name: [text field] Status: [dropdown menu] Profile Photo: [upload button]

Can Use RepairDOC App: [checkbox]

Can Access:

- ☒ DASHBOARD
- ☒ CONTACT MANAGER
- ☒ BUSINESS CERTIFICATION
- ☐ REPAIRDOC USER
- ☐ REPAIRD
- ☒ MARKETING
- ☐ QA MANAGER

STEP TWO – Capture if your technician has completed their Body Technician License. Once selected, the ability to upload a copy of their license into their profile will appear. Once the document is entered click 'Upload'.



Licenses

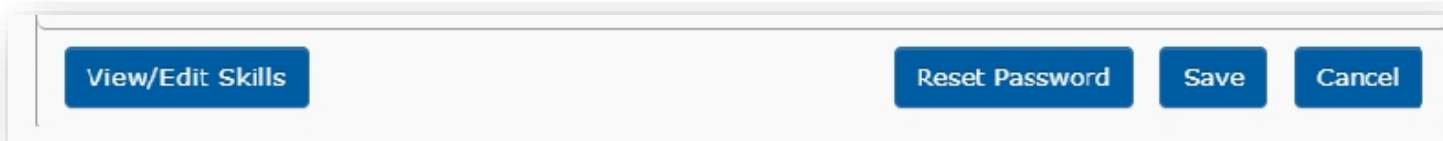
☒ Red Seal Auto Body and Collision Technician

*** Proof:**

Drop files here to upload

Upload

STEP THREE- Your employee profile will let you enter the ShopOps skill sets of the employee. You can add or delete skills for an employee by clicking on "View/Edit Skills" and "Save". You can change a password for an employee by clicking on "Reset Password". You can close the window without making any changes by clicking "Cancel".



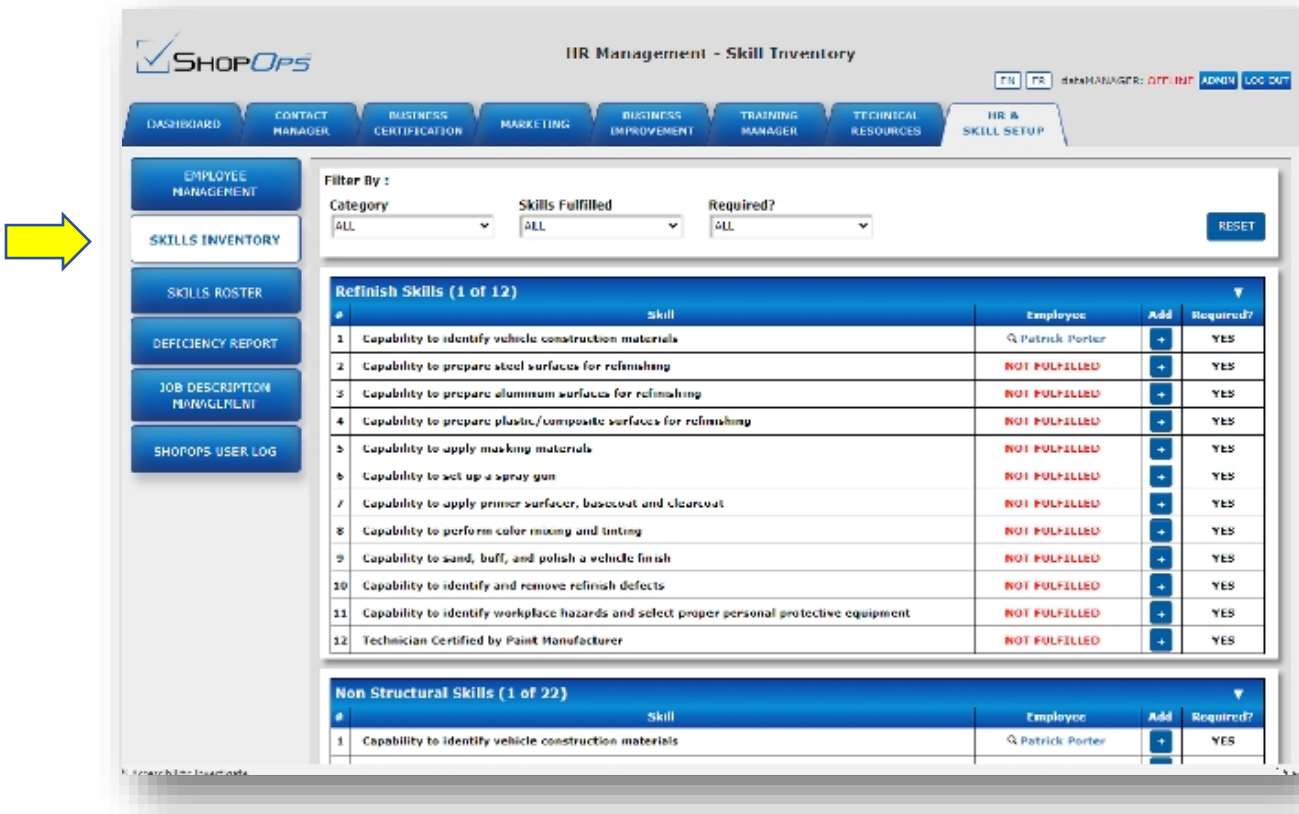
View/Edit Skills **Reset Password** **Save** **Cancel**

NOTE: 'View/Edit Skills' moves you to the 'Skills Roster Tab'.

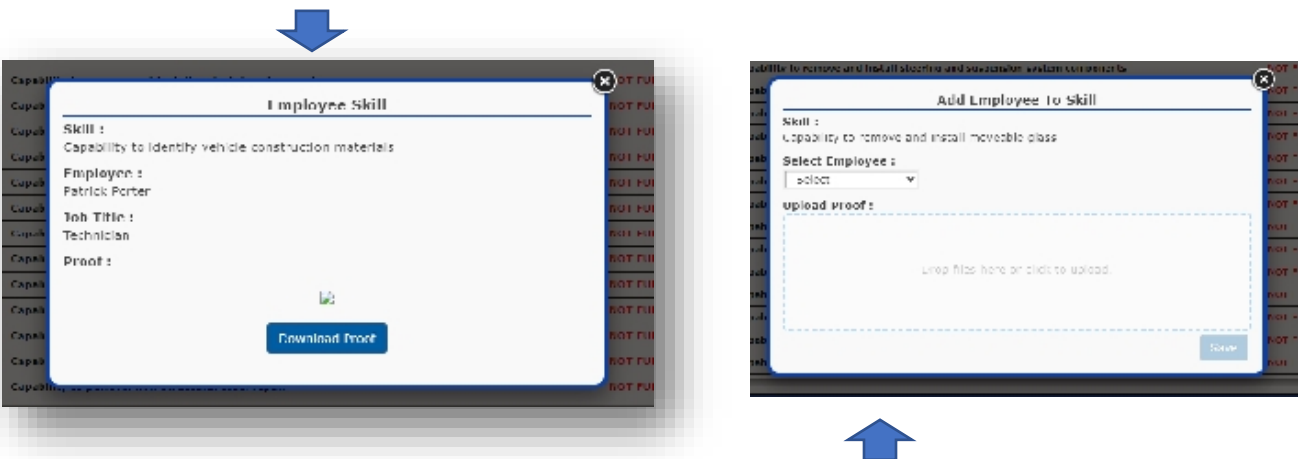
HR & Skills Setup: Skills Inventory

Quickly reference your employee training provided and what is covered in your Training and Skills Matrix. Easily reference if required training is 'completed' or 'NOT FULFILLED'.

NOTE: The Training and Skills Inventory/Matrix is only required if a shop is NOT ICAR Gold.



See completed training by clicking the magnifying glass beside the technician's name



Add training Certificates by clicking the '+ button beside a requirement

HR & Skills Setup: Skills Roster

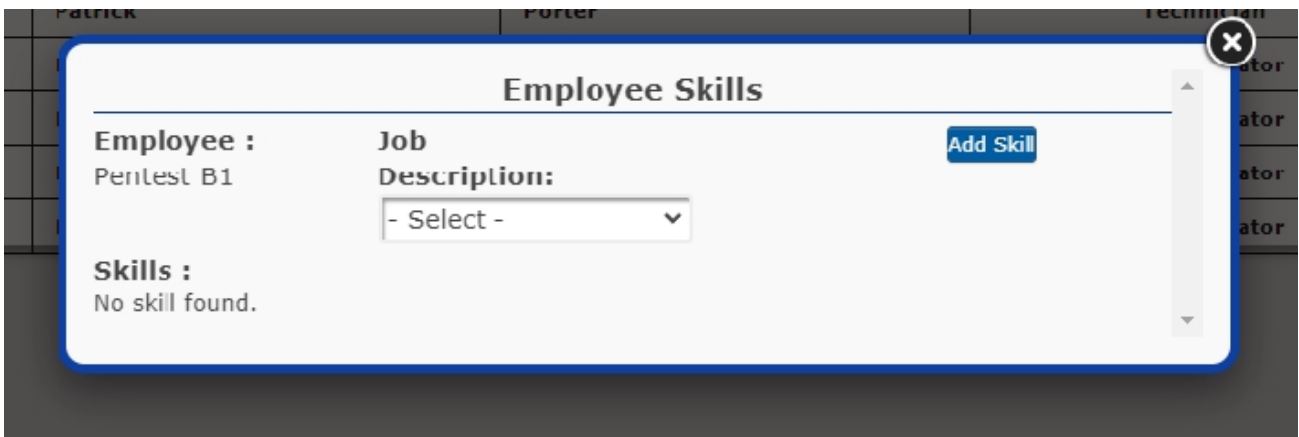
View users, Job Titles, and Reference their Skills Count.



The screenshot shows the 'HR & SKILL SETUP' section of a software interface. On the left, a sidebar contains buttons for 'EMPLOYEE MANAGEMENT', 'SKILLS INVENTORY', 'SKILLS ROSTER' (highlighted with a yellow arrow), 'DEFICIENCY REPORT', 'JOB DESCRIPTION MANAGEMENT', and 'SHOPOPS USER LOG'. The main area displays a table titled 'Users' with the following data:

	First Name	Last Name	Job Title	Skill Count
🔍	Peritest	B1	Administrator	0
🔍	Nafini	Fuizool	Administrator	0
🔍	Sri	Kallimuthu	IT and Database Manager	0
🔍	Patrick	Porter	Technician	2
🔍	Peritest	Shop M	Administrator	0
🔍	Holly	Switzer Mills	Administrator	0
🔍	Holly	TEST	Administrator	0
🔍	Leura	Whittle	Administrator	0

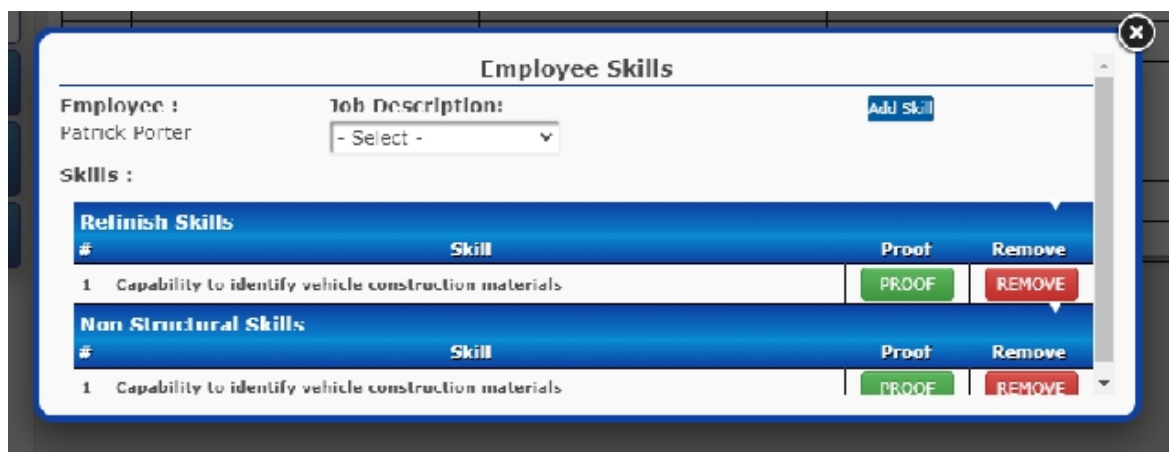
Click on the magnifying glass by the contact's name to: review assigned skills, update employee 'Job Description' and to Add Skills



The 'Employee Skills' modal window displays the following information:

- Employee :** Patrick B1
- Job Description:** - Select -
- Skills :** No skill found.
- Buttons:** Add Skill

Click on the blue number under 'Skill Count' to access assigned skills and document or remove proof of skills



The 'Employee Skills' modal window displays the following information:

- Employee :** Patrick Porter
- Job Description:** - Select -
- Skills :**
 - Refinish Skills**

#	Skill	Proof	Remove
1	Capability to identify vehicle construction materials	PROOF	REMOVE
 - Non Structural Skills**

#	Skill	Proof	Remove
1	Capability to identify vehicle construction materials	PROOF	REMOVE
- Buttons:** Add Skill

HR & Skills Setup: Deficiency Report

Review your Training & Skills Matrix to see the required training remaining required for your profile.

NOTE: The Training and Skills Inventory/Matrix is only required if a shop is NOT ICAR Gold.

Dashboard	Contact Manager	Business Certification	Marketing	Business Improvement	Training Manager	Technical Resources	HR & Skill Setup
Employee Management							
Skills Inventory							
Skills Roster							
Deficiency Report							
Job Description Management							
ShopOps User Log							

Refinish Skills (0 of 11)			
#	Skill	Employee	Required?
2	Capability to prepare steel surfaces for refinishing	NOT FULFILLED	YES
3	Capability to prepare aluminum surfaces for refinishing	NOT FULFILLED	YES
4	Capability to prepare plastic/composite surfaces for refinishing	NOT FULFILLED	YES
5	Capability to apply masking materials	NOT FULFILLED	YES
6	Capability to set up a spray gun	NOT FULFILLED	YES
7	Capability to apply primer surfaces, basecoat and clearcoat	NOT FULFILLED	YES
8	Capability to perform color mixing and tinting	NOT FULFILLED	YES
9	Capability to sand, buff, and polish a vehicle finish	NOT FULFILLED	YES
10	Capability to identify and remove refinish defects	NOT FULFILLED	YES
11	Capability to identify workplace hazards and select proper personal protective equipment	NOT FULFILLED	YES
12	Technician Certified by Paint Manufacturer	NOT FULFILLED	YES

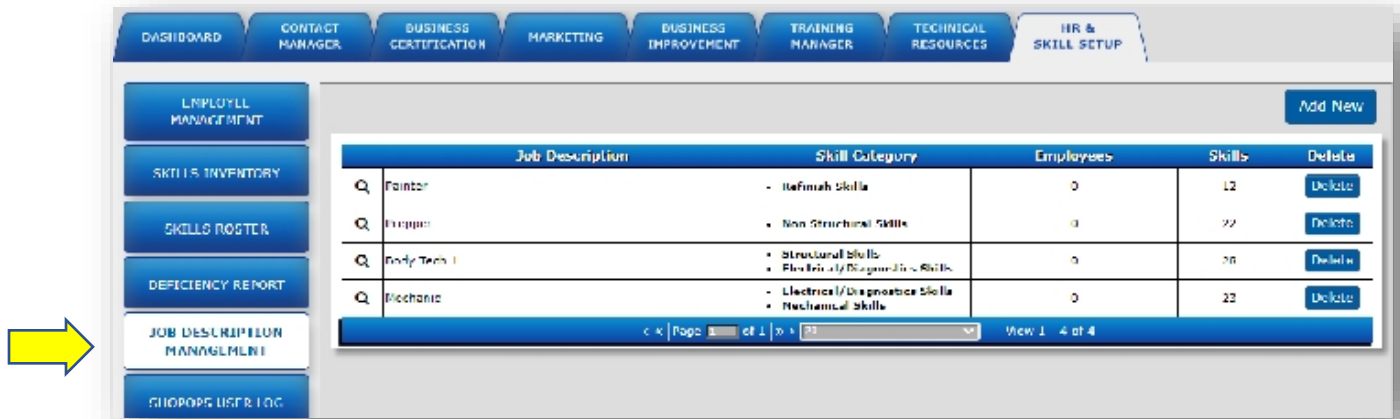
Non Structural Skills (0 of 21)			
#	Skill	Employee	Required?
2	Capability to identify workplace hazards and select proper personal protective equipment	NOT FULFILLED	YES
3	Capability to identify hybrid vehicles and any associated safety precautions	NOT FULFILLED	YES
4	Capability to dis-assemble bolted-on vehicle parts and assemblies	NOT FULFILLED	YES
5	Capability to remove and install lamps	NOT FULFILLED	YES
6	Capability to remove and install moveable glass	NOT FULFILLED	YES
7	Capability to remove and install steering and suspension system components	NOT FULFILLED	YES
8	Capability to remove and install restraint system parts	NOT FULFILLED	YES
9	Capability to remove and install heating and cooling system parts	NOT FULFILLED	YES

NOTE: If the skills have not been fulfilled for any of your employees, it will be **indicated in red**. Whether or not the skill is required is also indicated.

HR & Skills Setup: Job Description Management

Job Description Management is where you can see job descriptions, the category they fall under, the number of employees capable of performing that job and the number of skills a particular skill involves.

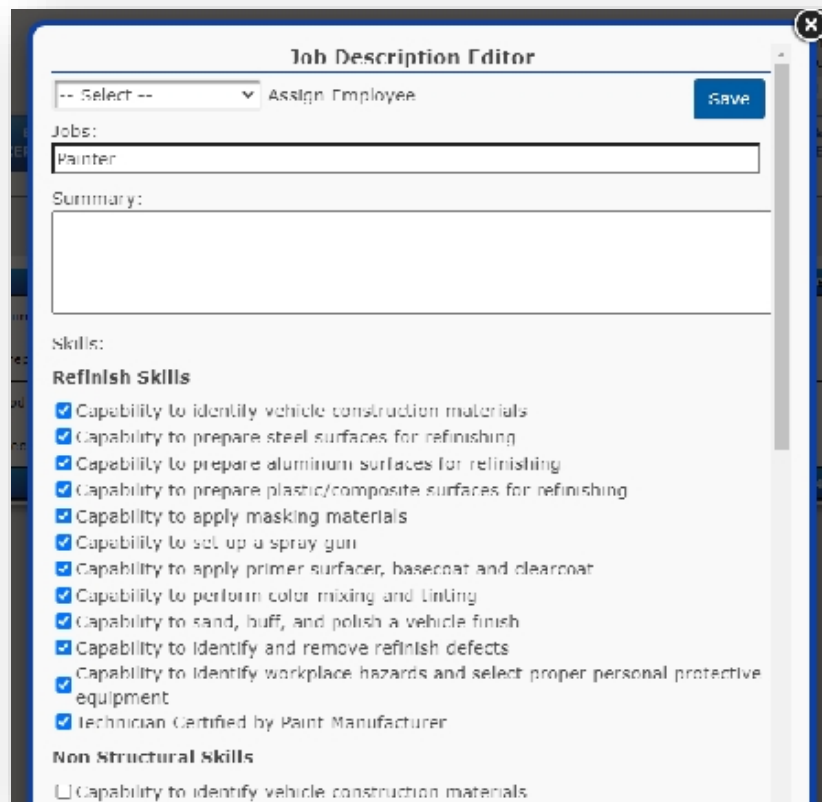
Review and Manage company Job Descriptions and assign roles to Job Descriptions and Assign Employee to a Job Description. To add a new 'Job Description' click 'Add New'.



The screenshot shows the HR & Skills Setup dashboard. The left sidebar contains buttons for EMPLOYEEL MANAGEMENT, SKILLS INVENTORY, SKILLS ROSTER, DEFICIENCY REPORT, JOB DESCRIPTION MANAGEMENT (highlighted with a yellow arrow), and SHOPOPS USER LOG. The main content area displays a table of job descriptions with columns for Job Description, Skill Category, Employees, Skills, and Delete. The table lists four jobs: Painter, Prepper, Body Tech I, and Mechanic. Each job has associated skill categories and a count of employees and skills. A yellow arrow points to the 'JOB DESCRIPTION MANAGEMENT' button in the sidebar.

Job Description	Skill Category	Employees	Skills	Delete
Painter	Refinish Skills	0	12	Delete
Prepper	Non Structural Skills	0	22	Delete
Body Tech I	Structural Skills Electricity/Diagnostics Skills	0	26	Delete
Mechanic	Electricity/Diagnostics Skills Mechanical Skills	0	22	Delete

To assign an employee to a job, to change a job title or job description, or to add or delete skills associated with a job, click on the small magnifying glass to the left of the job title. You will be able to assign the employee and assign skills to that position.



The screenshot shows the Job Description Editor form. The form has a title bar with a close button. Below the title bar, there is a dropdown menu labeled 'Assign Employee' and a 'Save' button. The form is divided into several sections: 'Jobs:' with a text input field containing 'Painter'; 'Summary:' with a large text area; and 'Skills:' which is further divided into 'Refinish Skills' and 'Non Structural Skills'. Each skill category has a list of checkboxes for various capabilities.

Jobs:

Painter

Summary:

Skills:

Refinish Skills

- ☒ Capability to identify vehicle construction materials
- ☒ Capability to prepare steel surfaces for refinishing
- ☒ Capability to prepare aluminum surfaces for refinishing
- ☒ Capability to prepare plastic/composite surfaces for refinishing
- ☒ Capability to apply masking materials
- ☒ Capability to set up a spray gun
- ☒ Capability to apply primer, surfacer, basecoat and clearcoat
- ☒ Capability to perform color mixing and tinting
- ☒ Capability to sand, buff, and polish a vehicle finish
- ☒ Capability to identify and remove refinishing defects
- ☒ Capability to identify workplace hazards and select proper personal protective equipment
- ☒ Technician Certified by Paint Manufacturer

Non Structural Skills

- ☐ Capability to identify vehicle construction materials

To view the name, department, email, and date of all employee ShopOps users within the "ShopOps User Log". You can also view previous access by users to your ShopOps Profile.

Dashboard

Contact Manager

Business Certification

Marketing

Business Improvement

Training Manager

Technical Resources

HR & Skill Setup

Employee Management

Skill's Inventory

Skill's Register

Deficiency Report

Job Description Manager

ShopOps User Log

ShopOps User Logs

User Name	Department	Email	Page Visited	Remote Address	Date
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/home.html	75.55.255.105	09/03/2021 12:12:00 PM
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/home	75.55.255.105	09/03/2021 12:14:00 PM
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/marketing	75.55.255.105	09/03/2021 12:14:00 PM
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/marketing	75.55.255.105	09/03/2021 12:17:00 PM
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/marketing	75.55.255.105	09/03/2021 12:17:00 PM
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/businessimprovement/participationsmanagement	171.51.103.114	07/19/2022 10:50:00 AM
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/businesscertification/certificationmanagement	171.51.103.114	07/19/2022 10:50:00 AM
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/businessimprovement/participationsmanagement	171.51.103.114	07/19/2022 10:50:00 AM
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/businessimprovement/participationsmanagement	171.51.103.114	07/19/2022 10:51:00 AM
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/businessimprovement	174.0.130.114	07/10/2022 10:51:00 AM
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/businesscertification/certificationmanagement	174.0.130.114	07/10/2022 10:53:00 AM
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/businesscertification/certificationmanagement	174.0.130.114	07/10/2022 10:53:00 AM
Dr. Kalimuthu	IT and Database	dr.kalimuthu@assurindia.com	/apex/businessimprovement	174.0.130.114	07/10/2022 10:56:00 AM

Page 1 of 11
Page 1 - 10 of 105