

DISTRIBUTOR ONLINE TRAINING SERVICES AND PARTICIPATION OBJECTIVES

- The program will consist of on-line sales training modules for Distributor Sales Representatives (DSRs)
- Technicians (from Distributorship or independent 3rd party Service Contractors) will not have access to the program's DSR Sales Training Courses
- Courses consist of one or more (target 2-60 minute) training modules, each followed by a quiz. The content is designed to provide incremental sales training and tools to assist DSRs to sell the represented products more effectively. Course completion is defined by full completion of each of the training content modules and successful completion of all quizzes or student interactions associated with the course
- This Training Program is intended to complement sales materials and training also provided via Extranet, Distributor News, Distributor Webcasts and other means. DSRs are encouraged to continue to participate in those forums as well
- Distributor Sales Representatives (as indicated by their Distributor Principal or Manager) will be registered to take courses relevant to the products they sell
- Each registered Distributor Sales Representative will use his or her unique log-on to access and complete the modules and associated tests relevant to him/her
- Distributors will gain valuable selling information by taking the on-line module *and* can revisit the material as needed to refresh knowledge or prepare to make sales presentations of specific interest to a customer
- DSR participation in the training modules relevant to his/her registration will be tracked (by DSR, and by course)

Relevant courses

- When requesting the registration of each DSR into the Online Training Services, the Distributorship will indicate what product(s) each DSR sells in his/her sales activity
- DSR may be registered for courses in one, a combination, or all categories where that DSR sells those products as part of his/her sales activity
- DSR participation metrics will be tracked in each category indicated as relevant to the DSR's selling activities

Participation Objective [beginning January 2022](#)

- Defined [beginning January 2022 and beyond until advised differently in this document](#): Distributorship achieves an overall participation percent of at least 90% - with the goal that each DSR completes at least 90% of the courses relevant to his/her sales activities within 60 days of Program initiation and/or posting of new courses. Participation percent is defined by number of successfully completed courses divided by the total number of courses enrolled
- For those Distributorships not meeting the participation objective, Gilbarco may bill the distributorship the \$100 system use license fee for each DSR not meeting the participation objective for that DRS's relevant courses

Registration Administration

- Each Distributorship will be responsible for maintaining updated registration, ensuring current DSRs are registered with their current areas of responsibility, removing access to the online sales training from those that are no longer working in the company's DSR position, change areas of sales activity as roles change, and/or add new DSRs and their areas of sales