

July 17, 2006

LEVEL 4 RECERTIFICATION AVAILABLE ONLINE

In an effort to make technical training more accessible for our certified technicians, Gilbarco Veeder-Root Technical Training Department will be offering two ways to recertify in TLS Startup/Service (Level 4 Certification) beginning July 24, 2006. A valid Level 2/3 or Level 4 technician may choose to recertify via a training class with a Certified Trainer (see attached list of trainers) or via an online course.

Many of you have been instrumental in giving us feedback that indicated time had come for Level 4 to be placed online. We are confident that many technicians will still choose to attend a class offered at a training facility, so until at least January 1, 2007, our certified trainers will also be teaching this course. This may be the best option for someone who needs the personal interaction with an instructor to facilitate learning. The online course may be the best option for technicians who are comfortable using and learning from a computer-based module.

It is important that Veeder-Root technicians understand that Level 4 Certification centers around updating the technician on what has changed with our products during the last 2 years. This course will be updated as our products evolve, so it will vary in length from time to time –as products become more mature, they will drop from the Level 4 module, whether it is delivered by a Certified Trainer or through the web. All of the training on new products and improvements featured in the Level 4 course are being added to the Level 2/3 coursework as well.

When should a technician enroll in a Level 4 course? Well, you certainly don't want to be holding an expired certification when a regulator shows up on the job site, so don't let your certification lapse*! You may enroll in a Level 4 course any time prior to your expiration date, but keep in mind that it will take time to complete the training module, whether delivered via the web or by a trainer. We recommend recertification 60 days *prior* to your expiration date.

If you plan to register for the new online module...

- You will be issued a web-based multimedia training course in which a Veeder-Root trainer reviews each enhancement or product in a modular format. You may start and stop the training module as many times as needed to complete the training and practice quizzes.
- Upon successful completion of the training module you will request that the Training Department issue your Level 4 exam. You will have the opportunity to retake the exam only once. If you do not pass the test on the second attempt, then an additional fee must be paid for another attempt.
- Once you have passed the exam you will be able to print your valid Level 4 certification.
- You may fill out the attached form to register for the ONLINE course only. To register for a Certified Trainer course, you should contact them directly.

Lewis Bell
Technical Training Manager (U.S. & Canada)
Gilbarco Veeder-Root

** If your certification has already lapsed, please see the attached notice that we originally sent out last month for expired technicians. After November 1, 2006, WRACOs will NOT be paid if the technician has allowed his TLS 2/3 or 4 certification to expire.*



Expired Technician Certification Procedure

Recently, the Technical Training Department switched to an online training system and consolidated data from a variety of different sources. This effort was made to accomplish the following goals:

- Make Veeder-Root technical training **easier to access**
- **Improve the quality** of Veeder-Root technical training
- **Reduce the cost** of technical training

For example, many technicians were once certified to startup and service TLS consoles, but have allowed their certification to expire because they didn't know how to get recertified. This is a real problem because **US petroleum regulators (local, state and federal) are becoming increasingly more stringent about manufacturer certification.**

The Technical Training Department cannot just simply grant recertification with no proof that the technician has a certain level of expertise with the UST monitoring system, however. We are often called on by those same regulators to supply them with the standards of certification for each technician level **—there is an expectation that all technicians with “X” certification are proficient in those defined skills.** Proof of that skill resides in the recertification exam.

So we are faced with a real dilemma — we want a large number of our technicians to get recertified, but they must be current on their Startup/Service knowledge **BEFORE** they can get recertified!

Level 1 is not addressed in this procedure. Technicians who progress to Level 2/3 & 4 do not need to recertify in Level 1. Level 1 recertification is achieved via an online test and is for INSTALLERS only. If you have an expired Level 1, but you have 2/3 or 4 certification, ignore your expired Level 1 certification.

Here's the solution:

Beginning June 1, 2006, if a technician has allowed his Level 2/3 or Level 4 certification to expire (by even 1 day) then he must request to be enrolled in an online TLS Startup/Service exam (\$25 each until 11/1/06, after 11/1/06 the exam will be \$50) — this would be equivalent to the knowledge that a Level 2/3 technician *should* have. He will only be allowed to retake the exam once; if, on the second attempt, he fails the exam then he must complete a full 3-day Level 2/3 course with an instructor to be recertified.

If he passes the Startup/Service exam, he will be able to enroll in a Level 4 recertification course. Keep in mind that simply passing the Startup/Service exam will NOT recertify the technician —he must complete a Level 4 course. The exam only serves as a prerequisite for an expired technician to be able to enroll in a recertification course.

We have provided the following table for you to ensure that this new procedure is being communicated clearly:

If you hold a <u>VALID</u> Level 2/3 or Level 4 certification...	If you hold an <u>EXPIRED</u> Level 2/3 or Level 4 certification...	
Step 1: Enroll in a Level 4 recertification course before the expiration date listed in the online system.	Step 1: Send the attached form to the Training Department with a check for the online test.	
Step 2: Successfully complete the Level 4 course and your certification will be valid for another 2 years.	Step 2: The Training Department will contact you when your form is received and enroll you in an online test for Startup/Service. (This is a HIGH PRIORITY for us –you will not experience <u>any</u> delay!) The Registrar will contact you via email with instructions.	
	Step 3: You will log in to the online learning center and complete your exam.	
	IF YOU PASS...	IF YOU FAIL...
	You will be cleared to enroll in a Level 4 recertification course.	You will need to contact the Training Registrar for ONE test reset. You will take the exam again.
		If you fail the test again, then you must enroll in a Level 2/3 instructor-led course instead (you will <u>not</u> go to Step 4).
Step 4: Complete a Level 4 course within 90 days to recertify. (You will NOT be considered a valid technician until this time.)		



Training Order Form

Veeder-Root & Red Jacket Courses



Student's Full Name		Student's NEW Technician # (Should be A or B, followed by 5 digit #)	
Company Name		Student's email address	
		Service Manager's email address	
		Service Manager's name	
Company Address	STREET / P.O. BOX (Street Address required if ordering manuals)	Office Phone	
	CITY ST ZIP		
P.O. # (Distributors only)		ASC# IF YOU DO NOT HAVE AN ASC #, THEN YOU MUST ATTACH A NEW CUSTOMER FORM TO THIS APPLICATION.	

Course Name		GVR PART #	Tuition	Required Manuals (marked with † are optional) HOMESTUDYMAN		Price
☐	Veeder-Root UST Monitoring Level 1 (Installation)	VRUSTMONWEB	\$210	☐	TRN-0015-001†	\$15
☐	Veeder-Root UST Monitoring Level 4 (Recertification)	VRUSTMON4WEB	\$200		No paper-based manuals available.	
☐	Veeder-Root UST Monitoring Startup/Service Exam (for expired Level 2/3 or 4 technicians)	SERVEXAMWEB	\$25		No paper-based manuals available.	
☐	Veeder-Root UST Monitoring Wireless (Installation & Service) Prerequisite: Valid Level 2/3 or 4 certification	VRUSTMONWRWEB	\$100		No paper-based manuals available.	
☐	Red Jacket Mechanical Line Leak Detectors	REDLEAKWEB	\$225		No paper-based manuals available.	

		TOTAL FOR TUITION		TOTAL FOR MANUALS	
Customer - please add applicable sales/use tax based on ship-to address of manuals. Sales/use tax will be added to order if applicable. Customer is responsible for payment of any additional tax that was not prepaid.					TAX

THIS ORDER FORM VALID FROM 7/17/2006 – 10/31/2006 ONLY	INVOICE TOTAL (US Funds only)	\$
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OFFICE USE ONLY BELOW THIS LINE		
GVR INVOICE #		

Mail with check to: Gilbarco Inc. Technical Training • Mail Stop F-43 • P.O. Box 22087 • Greensboro, NC 27420-2087

All of the courses listed above require broadband access to the web from a Windows 98/2000/XP-based computer using Internet Explorer™ & multimedia speakers or headphones.



New Customer Form

We are pleased to add distributors and service providers to our invoicing database upon receipt of this form.
This information will be used for invoicing purposes only and will not be shared with any entity outside
Gilbarco Veeder-Root unless mandated by law.

Federal I.D. Number		OFFICE USE ONLY					
		ASC / CSC#					
Company Name							
Mailing Address							
City		ST		Zip			
Country		email					
Office Phone #		Fax #					

"I am fully authorized by the company listed above to submit this information to Gilbarco Veeder-Root."

Signature _____ Date ____/____/____

Printed name and title _____

CLICK ON THE COMPANY
NAME TO GO TO THEIR
TRAINING WEB PAGE!

 = Will train in their training center
 = Will come to your location
* = Will not ship training equipment

					Gilbarco			Veeder-Root		Gasboy	Red Jacket
Company	Location	Trainer's email	fax	phone	Dispensers	Dispensers Hands-on	G-SITE	TLS 2/3	TLS 4	Gasboy Fleet	Products
Accu-flo Meter Service	CANADA	popowich@accuflo.com	403-243-6577	403-243-1425							
Alger Electric, Inc.	Baltimore, MD	dblades@algerelectric.com	410-486-1730	410-486-3549	 *	 *	 *	 *	 *		 *
Alpha Petroleum, Inc.	Dixon, CA	mike@alphapetro.com	707-678-8111	707-678-8100				 *	 *		 *
Anderson Pump Service, Inc.	Mokena, IL	igurgone@sbcglobal.net	708-478-6196	708-478-6190			 *	 *	 *		
B & J Equipment	Longview, TX	mttlb@aol.com	903-757-9538	903-757-4765	 *	 *	 *	 *	 *		 *
Banks & Co.	Fresno, CA	danc@banks-co.com	559-485-3165	559-485-3456					 *		
Charles E. Thomas Co.	Gardena, CA	rsmith@cethomas.net	310-323-4433	310-323-6730 ext 287				 *	 *		 *
Double Check Company, Inc.	Kansas City, MO	gguhr@dblchk.com	816-921-1559	816-921-5032 x3009							
Eaton Sales & Service	Salt Lake City, UT	pamathomp@aol.com	801-886-0897	801-973-9055				 *	 *		
Evans Pump Company, Inc.	Lake Dallas, TX	rpayne@evanspump.com	940-891-4825	940-243-3203			 *	 *	 *		 *
Glasgow Equipment Service, Inc.	W. Palm Bch, FL	gilbarcocourse@postraining.com	561-842-5212	561-842-7236							
Hafer Petroleum Equipment, Ltd.	Reading, PA	dean.care@hafers.com	610-376-0471	610-376-9738	 *	 *	 *	 *	 *	 *	 *
JMP Solutions	Tampa, FL	wjdroil@yahoo.com	813-871-5032	813-875-8997							
John Reid & Sons	Etobicoke, ON	guy.gagnon@john-reid.qc.ca	514-489-5407	514-489-8281	 *	 *	 *	 *	 *		 *
Jones & Frank	Norfolk, VA	dknight@jones-frank.com	757-853-2641	757-853-3500				 *	 *		
John W. Kennedy Co.	E. Providence, RI	markr@johnwkennedyco.com	401-434-0630	401-434-1246							
MECO Atlanta	Atlanta, GA	jroberts@mecoatlanta.com	770-447-0721	770-488-7315							
National Energy Equipment, Inc.	CANADA	mparsons@nee.ca	506-635-8556	506-635-1933		 *	 *	 *	 *		 *
Northwest Pump & Equipment Co.	San Diego, CA	dmunn@nwpump.com	619-423-5542	619-423-7867		 *		 *	 *		 *
Onsyr, Inc.	Rochester, NY	jim.macdonald@onsyr.com	585-254-1979	585-254-5820							
Petroservice	St. John, MB, CANADA	abbott.derek@petroservice.com	506-548-2691	506-648-2227							
Petroleum Equipment Co.	Nashville, TN	troach1@aol.com	615-322-9733	615-321-5229							
Pump & Meter Service, Inc.	Hopkins, MN	dkruschke@pump-meter.com	952-933-3432	952-933-4800							
Pump Masters	Shreveport, LA	pmidlj@aol.com	318-424-9869	318-425-1557							
Shields, Harper & Co.	Oakland, CA	dcavgill@shieldsharper.com	510-658-8448	800-772-3208							
Southern Pump & Tank Co.	Charlotte, NC	ray.monks@southernpump.com	704-599-7700	704-596-4373							
Petroleum Solutions, Inc.	Houston, TX	rdillon@petroleumsolutionsinc.com	281-449-4094	281-449-4027							
Service Station Systems, Inc.	San Jose, CA	jim@servicestationsystems.com	408-971-0135	408-971-2445							