

VEEDER-ROOT Technical Training Update – Important New 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 we came up with:

Beginning June 1, 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 VALID Level 2/3 or Level 4 certification...		If you hold an EXPIRED 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.)			



Startup/Service Exam Request

FOR A TECHNICIAN WITH AN EXPIRED
LEVEL 2/3 OR 4 CERTIFICATION

You **MUST** have an email address to complete this form. A free email address can be set up at www.hotmail.com.

When you have completed this form, **MAKE A COPY FOR YOUR RECORDS**, before mailing it to the Training Registrar:

Gilbarco, Inc. Attention: Technical Training Registrar, F-43 7300 West Friendly Avenue Post Office Box 22087 Greensboro, NC 27420-2087	IMPORTANT: Enclose a check with your request –NO requests will be processed without payment. Pricing: Until 11/1/06 - \$25 After 11/1/06 - \$50
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Your Full Name			NEW Technician #: (should be in A##### or B##### format)				
			Old VR Technician #: (If you do not know your NEW Technician #)				
Email Address: (required)			Company Name				
			Branch				
Full Mailing Address:	STREET ADDRESS OR P.O. BOX						
	CITY				ST		ZIP
Office Phone:			Cell Phone:				

PRINT LEGIBLY or TYPE the information in the spaces provided.



To introduce our new
Veeder-Root TLS RF Wireless System

to the field, we are offering a
web-based technical training certification course for

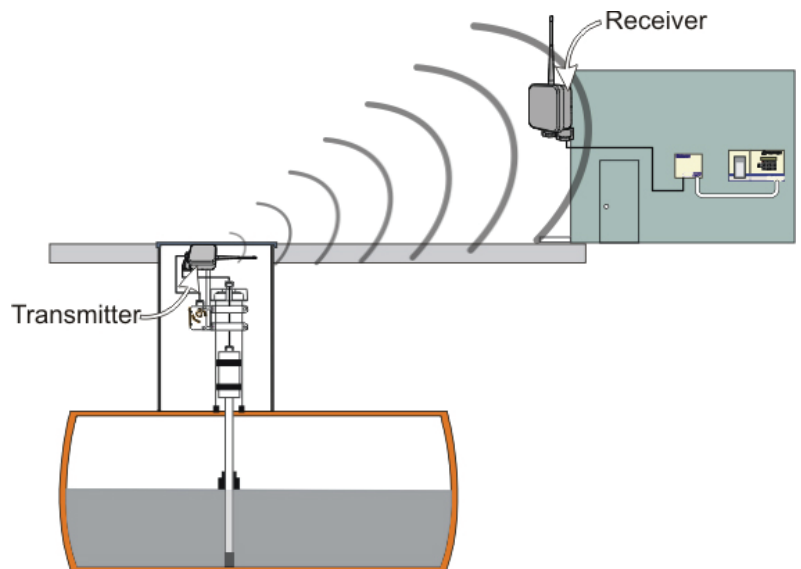
\$100 per student

through 09/15/06
(normally \$225)

NO IN-CLASS TIME REQUIRED

Prerequisites:

- Technician must have valid (not expired) Veeder-Root Level 2/3 Technician Certification.
- Technician must work for an authorized Veeder-Root Service Company.
- Technician must have access to a Windows-based broadband Internet connection & multimedia speakers (or headphones).
- Technician must complete online orientation course (no charge) prior to Wireless course.
- Technician must have a valid email address.



Length of Certification: 1 year (free recertification via online module)

To Register: Fully complete attached form, mail form and check to:

Gilbarco Inc.
Technical Training Department
Mail Stop F-43
P.O. Box 22087
Greensboro, NC 27420-2087



Technical Training Order Form – Special Pricing

Student's Name		Student's NEW Technician #		IF YOU DO NOT KNOW THE TECHNICIAN'S NEW TECHNICIAN NUMBER (LETTER FOLLOWED BY 5-DIGIT #), THEN YOU MUST ATTACH A TECHNICIAN REGISTRATION FORM TO THIS APPLICATION.		
P.O. #		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 Wireless (Installation & Service) (Web-based Course)	VRUSTMONWRWEB	\$100 (if enrolled before 9/15/06)		No manuals needed.	
☐	Red Jacket Mechanical Line Leak Detectors (Web-based Course)	REDLEAKWEB	\$100 (if enrolled before 9/15/06)		No manuals needed.	
Sales/use tax will be added to order if applicable. Customer is responsible for payment of any additional tax that was not prepaid.		TOTAL FOR TUITION		TOTAL FOR MANUALS		
Customer - please add applicable sales/use tax based on location of training and ship-to address of manuals						TAX
	CITY	ST	ZIP	INVOICE TOTAL (US Funds only)		\$
OFFICE USE ONLY BELOW THIS LINE						
GVR INVOICE #						

Enclose check & mail to:

Gilbarco Inc.
 Technical Training Department
 Mail Stop F-43
 P.O. Box 22087
 Greensboro, NC 27420-2087

Note: If you do not have a valid TLS Level 2/3 or 4 certification, your order will NOT be processed.

To confirm your status, contact technicaltraining@gilbarco.com.



New Student Registration Form

Please fill in the form below if you do not have a NEW technician # or do not know your NEW technician #. You **MUST** have an email address to complete this form. A free email address can be set up at www.hotmail.com.

This registration form is required for all Gilbarco, Red Jacket, Gasboy and Veeder-Root technicians who do not have or do not know their NEW technician #. Unless you are a brand new technician, you most likely have already been assigned a NEW technician #. Simply fill out the form below and we will email your NEW technician # to you, along with complete instructions on how to get to our new online Learning Management System.

When you have completed this form, **MAKE A COPY FOR YOUR RECORDS**, then you may use any one of these ways to get it to the Training Registrar:

VIA MAIL (1-2 weeks to process)	VIA FAX (BETTER) (1 week to process)	VIA EMAIL (BEST) (24 hours to process)
Gilbarco, Inc. Attention: Technical Training Registrar, F-43 7300 West Friendly Avenue Post Office Box 22087 Greensboro, NC 27420-2087	Attention: Technical Training Registrar 336.547.5377	technicaltraining@gilbarco.com

NOTE: If you are completing this form to give to a Certified Trainer, then just print it and give it to the CT; they will take care of delivering it to the Training Department.

Your Full Name:		Any old Technician #s you may have:	
Email Address: (required)		ASC #	
		ASC Name	
Full Mailing Address:			
Office Phone:		Cell Phone:	