Class Schedule

Regularly Scheduled Courses

Variable Operations

Sales and F&I

SFI101: Starting Retail Deals

Understand how Desking and F&I integrate with other ERA applications. Learn how to begin a new retail deal, search for existing deals, vehicles, and customers, view alerts and important deal information, and store a deal. Also learn how to request a credit inquiry and review completed credit inquiries.

12/12/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

SFI102: Deal Subscreens

Learn what information resides in each subscreen, how to enter aftermarket items, trade-ins, insurances, warranties, rebates, taxes, and fees into a deal. Also learn how to use Vehicle BookOut to retrieve values of a used, traded-in, and non-inventory vehicle.

12/12/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

SFI103: Starting Lease Deals

Learn how to create a lease deal, convert retail deals to lease deals, calculate the lease payment, enter residual details, allocate equity, and work balloon deals. Also learn how to use Automated Rates and Residuals to pull current bank rates and residual values into a deal. This session has an additional prerequisite of ENSFI101 and ENSFI102.

12/13/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

SFI104: Negotiating with the Customer

Learn how to use the Quick Quote tool to quickly calculate monthly payments for a customer. Learn how to use the Roll feature to find vehicles, change the payment, increase the profit, or change the amount financed in a deal. Also covers Multiple Scenarios and Customer Proposals. This session has an additional prerequisite of ENSFI101 and ENSFI102.

12/13/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

SFI105: Completing the Deal

Learn how to add employees to a deal and calculate their commissions. Learn how to print forms, close a deal, and reverse a deal. Also learn how to create and submit a new Credit Application, and request and review an AutoCheck® Plus History Report. This session has an additional prerequisite of ENSFI101 and ENSFI102.

12/14/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

SFI106: Desking Reports

Learn how to request four different standard reports and create custom rows and columns. Also learn how to customize and personalize search results to find the information you are looking for.

12/14/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

Fixed Operations

Basic Service

SVC103: Labor Time Guides and Warranty Claims

Learn how to retrieve warranty information directly from the manufacturers' Labor Time Guides and enter it onto a repair order for warranty claim submission. This session has an additional prerequisite of EISVC102.

12/6/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

Parts Inventory

PTS101: Basic Part Inquiries

Learn about Parts Inventory overview and integration. Learn how to perform basic part number inquiries, search for multiple part numbers at one time, and recall factory master part number information. The session covers the following screen: Parts Inquiry, Part Information, Factory Master, Parts Transactions/Detail Sales, Special Order Inquiry.

11/7/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

PTS102: Part Records and Parts Kits

Learn how to manually add, change, and delete parts from your inventory. You will also learn how to create and modify parts kits. The session covers the following screens: Part Maintenance, Post Transactions, Bin Change.

11/7/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

PTS103: Daily Orders

Learn how to request and review reports that help with ordering parts, create, modify, and cancel a daily order, as well as prepare and transmit a daily order. You will also learn how to create and receipt purchase orders for parts as well as request purchase order reports. The session covers the following screens: Special Order Entry tools, Daily Order Entry – Line Items, Clear Orders, Order Transmission, Purchase Orders.

11/8/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

PTS104: Stock Orders

Learn how to create, review, adjust, and process a suggested stock order. Learn how to arrive and receipt shipments. You will also learn how to create manual receipts for parts not on an ERA PO# and print receipt reports. The session covers the following screens: Force Order Entry, Suggested Stock Order Creation, Suggested Stock Order Review, Suggested Stock Order Confirmation, Special Order Entry tools, Purchase Order Number Change, Order Listing, Order Transmission, Order Arrival, Receipts Parts by Part, Order Sorting, Order Receipts, Receipt Register Listing.

11/8/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

PTS105: Returns and Factory Master Update

Learn how to perform the pre-parts return tasks and prepare a suggested list of parts to return to a supplier or manufacturer based on selected criteria. You will also learn how to modify your part returns, clear and delete an entire return, and create a manual return. Also, run a factory master to update parts information in the system and perform supersessions. The session covers the following screens: Parts Returns and Parts Exception Listing.

11/9/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

PTS106: Specifications and Monthly Analysis

Learn how to perform the monthly maintenance procedure for your Parts department and how to access and interpret the Monthly Analysis report. Learn how parts are recommended for the stock order, as well as help you with ordering criteria. Learn to set up parts pricing and other controls. Understand make codes and sources. Also see how to access Retail Management Intelligence and set up Parts Inventory dashboard modules.

11/9/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

ERA-IGNITE Parts Management

EIPM: ERA-IGNITE Parts Management

Learn how your team can effectively utilize the Parts application in order to perform daily operations, take an in depth look at the ways your system specifications can be customized to best meet the needs of your business, and get hands on experience with tools and reports to help you monitor department performance indicators.

11/6/2017 9:00 AM **Class Format** Classroom **Cost** $642.00 Per Person [Register for Session]

ERA-IGNITE Service Management

EISM: ERA-IGNITE Service Management

Learn how to effectively utilize your ERA-IGNITE system to tune up your service department. Guided by a live instructor you will perform basic service tasks, see how to manage user security, and analyze a variety of reports and displays screens to easily get performance and exception information at your fingertips. This course is held on a Reynolds and Reynolds campus.

11/8/2017 9:00 AM **Class Format** Classroom **Cost** $642.00 Per Person [Register for Session]

Accounting/Systems

Payroll

PAY101: Setting Up Payroll Employees

Learn how to add new hires, modify existing employee records, and terminate or rehire employees.

11/28/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in [Register for Session]

PAY102: Processing a Payroll Cycle

Discuss in detail the steps to processing a payroll cycle. Topics include creating a payroll cycle and worksheet, reviewing check registers, modifying paychecks, calculating and printing paychecks, and posting accounting.

11/28/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in [Register for Session]

PAY103: Payroll Specifications

Learn how to handle different payroll situations, how to use the Payroll Detail Report, and how to set up and maintain your dealership's payroll specifications.

11/29/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in [Register for Session]

System Administration

SYS101: Maintain User Security

Learn how to maintain user security efficiently with user groups. This session discusses how to create and modify user groups, create User IDs and add them to a user group, modify a User ID by modifying the user group, and assigning user-specific permissions. Recommended Prerequisite(s): INTR1

10/24/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in [Register for Session]

SYS102: Advanced User Maintenance

Learn what additional tools are available to track security permissions and maintain security in a multiple-store setting. This session discusses User IDs and user groups in multiple stores on the same server, comparing security access, and security reports. Recommended Prerequisite(s): INTR1, EISYS101

10/24/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in [Register for Session]

SYS103: Print Maintenance

Learn what tools are available for maintaining your printers and print jobs, as well as maintaining your data through backup procedures. This session discusses adding printer assignments, modifying print jobs, completing some pre-backup procedures, modifying scheduled jobs, and backup history logs. Recommended Prerequisite(s): INTR1

10/25/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

SYS104: System Director Utilities

Learn how to handle incoming software updates, how to use additional administrative tools available through the CAI Administration and System Administrator applications, and how to communicate using ERA-IGNITE.

10/25/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

Accounting Daily Procedures

ACC101: Names Application and Posting Controls

Learn the basics of creating new Name IDs for vendors and customer. Set up Accounts Payable information for your vendors and control the update options for your journals.

11/14/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

ACC102: Postings and Inquiries

Learn how to add vendor invoices to your Accounts Payable schedule in General Purchases. Learn how to make journal entries, as well as inquire on journal, general ledger, and schedule detail. Learn the basics of the Daily Operating Control.

11/14/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

ACC103: Correcting Posting Errors

Learn about correcting posting entries in the journal and General Ledger using journal entry screens. Create Accounting Adjustments entries to make other corrections to your General Ledger.

11/15/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

ACC104: Parts, Service, and Warranty Accounting

Learn how to integrate, modify, and update parts and service transactions to Accounting. Learn how to create warranty credit memos, add and view warranty claim remarks, inquire on warranty memos and accounts, and review the specifications that control warranty credits.

11/15/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

ACC105: Vehicle Purchases and Sales

Learn how to post vehicle purchases, vehicle sales, and dealer trades. Learn how to add dealer installed accessories to update the vehicle inventory value.

11/16/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

ACC106: Cash Receipts

Learn how to create deposits and cash receipts. Learn how to correct printed cash receipts. Learn about the different reports available to you for Cash Receipts.

11/16/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

ACC107: Cash Disbursements

Learn how to write checks and issue Electronic Fund Transfers. Learn how to reverse and void checks and EFTs. Review the reports available to track payments made to vendors.

11/17/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

Accounting Periodic Procedures

ACC201: Accounts Receivable

Learn how to maintain receivable customers, prepare a past due analysis, process Accounts Receivable schedules, post A/R adjustments, apply service charges, print or email A/R statements and process reports.

12/19/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

ACC202: Accounts Payable

Learn how to apply payments by cutoff date, vendor, and invoice. Adjust payments made to vendors or invoices and place payments on hold. Learn how to print Accounts Payable checks and issue Electronic Fund Tranfers through Accounts Payable screens, create EFT transfer files, print the A/P check register, void A/P checks and EFTs, and process A/P reports.

12/19/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

ACC203: Bank Reconciliation and Standard/Recurring Entries

Learn how to complete the bank reconciliation process. Learn how to cancel and reset checks and deposits. Learn how to reconcile the bank statement and print check/deposit registers. Learn how to set up standard and recurring entry maintenance files. Learn how to post standard and recurring entries.

12/20/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

ACC204: Name Maintenance

Learn options available for working with name records. Restrict sensitive names information. Create user defined fields. Search and combine duplicate names.

12/20/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

ACC205: Customizing the DOC

Learn how to set up and modify Daily Operating Control lines and departments, how to enter forecast amounts and forced amounts, and how to print/view the DOC. Learn how to determine accounts that are missing from the DOC. Learn how to copy and move a range of lines in the DOC and how to prefix your DOC. Learn how to create custom DOC views and how to set custom line descriptions.

12/21/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

ACC206: Accounting End of Month Process

Learn how to prepare for and close the Accounting month, where to gather month-end statistical data, and how to prepare the Financial Statement.

12/21/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

Dealer Overview

DLR: Dealer Overview

Learn to use ERA-IGNITE to improve your dealership's results in every area of performance. Work with an experienced instructor to develop your own Dashboard and "favorite" reports geared to your role as the dealer principal or general manager. Use these tools to spot trends or exceptions, and then drill down into the details to see what's really happening in your stores.

10/25/2017 9:00 AM **Class Format** Classroom **Cost** $642.00 Per Person Register for Session

Timekeeping and Attendance

ICLK101: Timekeeping and Attendance

The ERA-IGNITE Timekeeping and Attendance course teaches how to use the Time and Attendance, Time Clock, Personnel Locator, and Time Clock (Specs) applications to keep track of employee clock hours. Learn how to set up employees and manage time cards.

10/24/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in [Register for Session]

ICLK102: Reports and Specifications

The ERA-IGNITE Timekeeping and Attendance course teaches how to use the Time and Attendance, Time Clock, Personnel Locator, and Time Clock (Specs) applications to keep track of employee clock hours. Review timekeeping reports to controls costs and set up specifications to manage work schedules and supervisor access.

10/24/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in [Register for Session]

ERA-IGNITE Accounting and Control

EIAC: ERA-IGNITE Accounting and Control

In our most popular classroom course, learn how to manage the myriad of transactions, handle customer information correctly, and quickly obtain the information you need to do your job effectively and maintain control.

11/14/2017 9:00 AM **Class Format** Classroom **Cost** $963.00 Per Person [Register for Session]

Retail Management System

Variable Operations

Contact Management

CM101: Introduction to Contact Management

Get an introduction to Contact Management. This introduction includes: navigating and customizing Contact Management and working with the My Clients screen.

12/5/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in [Register for Session]

CM102: Client Management

Learn how to work with clients from within New Contact Management. These tasks include: adding new clients and searching vehicle inventory.

12/5/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in [Register for Session]

CM103: Desk and Activity Management

Learn how to perform daily tasks using New Contact Management. These tasks include: working with the Prospects and Messages screens, working with the Daily Work Plan, using the Calendar, and working with mailings.

12/6/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in [Register for Session]

CM104: Management Tools

Learn how to manage your sales team using New Contact Management tools. These tools include: using Dashboard, Desk Log, and Reporting to keep up with day to day activities. This session has an additional prerequisite of ENCM103.

12/6/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in [Register for Session]

CM105: User Security

Learn how to review dealership information and work with users. These tasks include: adding and modifying Roles and User Permissions, reassigning clients and activities, and working with User Visibility. This session has an additional prerequisite of ENCM104.

12/7/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

CM106: Documents and Distribution Rules

Learn how to add and maintain document templates and to work with internet leads using Contact Management. These tools include: creating documents, viewing internet leads, and disputing internet leads. This session has an additional prerequisite of ENCM105.

12/7/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

CM107: Managing Settings and Follow-Up

Learn to manage and automate your customer follow-up using tools in New Contact Management. These tools include: working with schedules and business unit settings.

12/8/2017 11:00 AM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

CM108: Collection and Campaign Management

Learn to send bulk marketing documents and manage their success using tools in New Contact Management. These tools include: creating and maintaining client collections, generating bulk mail jobs, and setting up automated birthday follow-up.

12/8/2017 3:30 PM EDT **Class Format** Net Class **Cost** $97.00 Per PC Logged in Register for Session

Contact Management - Classroom

CM100: New Contact Management

Learn how to effectively utilize the New Contact Management to work smarter and transform the customer experience. Learn how the New Contact Management can help you manage your internet leads by setting up prospect distribution rules, improve your processes and make customer follow-up more seamless with the use of Schedules, and target marketing pieces using Client Collections.

11/7/2017 9:00 AM **Class Format** Classroom **Cost** $963.00 Per Person Register for Session

Reynolds Integrated Telephone System

RITS: Reynolds Integrated Telephone System

The objective for this session include learning how to utilize features of the Reynolds Integrated Telephone System (RITS), use communication tools available within the RITS Desktop Application (RDA), handle customer calls, and customize the RDA to better meet your needs.

10/25/2017	11:00 AM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
10/25/2017	3:30 PM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
11/10/2017	11:00 AM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
11/10/2017	3:30 PM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
11/15/2017	11:00 AM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
11/15/2017	3:30 PM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
12/1/2017	11:00 AM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
12/1/2017	3:30 PM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
12/6/2017	11:00 AM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
12/6/2017	3:30 PM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
12/15/2017	11:00 AM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
12/15/2017	3:30 PM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
12/20/2017	11:00 AM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session
12/20/2017	3:30 PM	EDT	**Class Format**	Net Class	**Cost**	Free	Register for Session

Featured Sessions

Fixed Operations

Advanced Service

IASVC101: Technician Dispatching & Report Card

Learn how to use the Dispatching screen to perform tasks like starting and finishing work, putting jobs on hold jobs, adding new jobs to the Pending Services screen or directly to the repair order. Learn more advanced tasks like mapping jobs with SPG, sending parts requests, and selling previous recommendations.

11/14/2017 11:00 AM EDT **Cost** $97.00 Per PC Logged in [Register for Session]

IASVC102: Pending Services

Learn how to use the Pending Services screen to do daily tasks like sending estimates to the parts department or service advisor, as well as how to combine and approve diagnostic lines, approve sold items, and mark declined items as recommended not done. Learn how to see estimate information, set service flags, and update promise times.

11/14/2017 3:30 PM EDT **Cost** $97.00 Per PC Logged in [Register for Session]

IASVC103: Advanced Service Reports & Specifications

Learn how to run and analyze the Upsell Analysis, Upsell from Declined Services, and Advanced Service Cycle Times reports. Learn how to set up report card notifications, service flag specifications, pending services specifications, and the My Procedures navigation folder.

11/15/2017 11:00 AM EDT **Cost** $97.00 Per PC Logged in [Register for Session]

Accounting/Systems

Managing Vehicle Profit

MVP101: Managing Vehicle Profits

12/12/2017 11:00 AM EDT **Cost** $97.00 Per PC Logged in [Register for Session]

12/18/2017 3:30 PM EDT **Cost** $97.00 Per PC Logged in [Register for Session]

Fixed Operations

Parts Physical Inventory

PPI101: Parts Physical Inventory

Learn how to perform the entire Physical Inventory process, from counts and write-ins to the post-inventory follow-up.

10/30/2017	3:30 PM	EDT	**Cost**	$97.00	Per PC Logged in	Register for Session

Accounting/Systems

Building Custom Dynamic Reports

DYR101: Building Custom Dynamic Reports

Learn how to use ERA Dynamic Reporting to create customized reports that contain the data you need to help you analyze statistics, trends, and activities throughout your dealership.

10/31/2017	11:00 AM	EDT	**Cost**	$97.00	Per PC Logged in	Register for Session
11/16/2017	11:00 AM	EDT	**Cost**	$97.00	Per PC Logged in	Register for Session
11/30/2017	11:00 AM	EDT	**Cost**	$97.00	Per PC Logged in	Register for Session
12/15/2017	11:00 AM	EDT	**Cost**	$97.00	Per PC Logged in	Register for Session
12/21/2017	11:00 AM	EDT	**Cost**	$97.00	Per PC Logged in	Register for Session

Advanced Dynamic Report Settings and Security

DYR102: Advanced Dynamic Report Settings and Security

Learn how to create custom fields within data sets and use them on a custom report. Learn how easy it is to combine data from multiple stores or to export your dynamic reports. Learn how to secure access both to dynamic reports and to data sets.

10/31/2017	3:30 PM	EDT	**Cost**	$97.00	Per PC Logged in	Register for Session
11/16/2017	3:30 PM	EDT	**Cost**	$97.00	Per PC Logged in	Register for Session
11/30/2017	3:30 PM	EDT	**Cost**	$97.00	Per PC Logged in	Register for Session
12/15/2017	3:30 PM	EDT	**Cost**	$97.00	Per PC Logged in	Register for Session
12/21/2017	3:30 PM	EDT	**Cost**	$97.00	Per PC Logged in	Register for Session

Free Webinars

Variable Operations

ERAccess to ERA-IGNITE

E2EI: ERAccess to ERA-IGNITE

Learn how to navigate between stores in ERA-IGNITE, set up the ERA-IGNITE Home Page, set up custom colors to identify ERA-IGNITE stores/branches, identify commonly used ERAccess screen equivalents in ERA-IGNITE, and get help from within the system.

10/25/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session

Fixed Operations

Service to Payroll Integration

SPI: Service to Payroll Integration

Learn how to activate Service to Payroll Integration in ERA-IGNITE, set up departments and technicians, and review adjustments made to technician hours in the Payroll application. Learn about the options available for approving technician flagged hours in the Service application.

11/8/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session
11/29/2017	3:30 PM EDT	**Class Format**	Webinar	Register for Session

Shop View

SVW: Shop View

Webinar exploring the new Shop View screen and tools for Service. This webinar will be helpful for customers using Service, Service Price Guides, Advanced Service, Report Cards, Dispatching, RFID, and Reservation Manager.

10/25/2017	3:30 PM EDT	**Class Format**	Webinar	Register for Session

Accounting/Systems

4 Steps to a Cleaner Name File

DNAM101: 4 Steps to a Cleaner Name File

Learn how to search for potential duplicate name records, create sets of combinations to process, review pending combinations, and schedule the combination process to run.

11/15/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session

ERA-IGNITE Reporting Options

EIRO: ERA-IGNITE Reporting Options

Learn how to export reports into email or PDF and customize ERA-IGNITE grid reports using options such as grouping, filtering, adding/removing columns, and applying report/group totals and averages.

11/21/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session

Introduction to ERA-IGNITE

EIIN: Introduction to ERA-IGNITE

This webinar introduces users to signing in to ERA-IGNITE, launching applications, and using keyboard navigation. Participants also learn where to find more information about using the system through the help file, videos, and Computer Assisted Instruction courses.

10/27/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session
11/10/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session
11/29/2017	3:30 PM EDT	**Class Format**	Webinar	Register for Session
12/8/2017	3:30 PM EDT	**Class Format**	Webinar	Register for Session
12/20/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session

ERA®

Variable Operations

Dynamic Reporting Sales and F&I

DYRSFI: Dynamic Reporting Series - Sales, F&I

Learn how to use Dynamic Reporting to pull important data from Sales and F&I into a customized report.

11/22/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session

Fixed Operations

Dynamic Reporting Service

DYRSVC: Dynamic Reporting - Service

Learn how to use Dynamic Reporting to pull important data from the Service department into a customized report.

12/19/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session

Dynamic Reporting Parts

DYRPTS: Dynamic Reporting - Parts

Learn how to use Dynamic Reporting to pull important data from the Parts department into a customized report.

11/2/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session

Accounting/Systems

Dynamic Reporting Accounting

DYRACC: Dynamic Reporting Accounting Webinar

Learn to use ERA Dynamic Reporting to build an Accounting-specific report designed to pull targeted information not available in the standard reports.

10/26/2017	3:30 PM EDT	**Class Format**	Webinar	Register for Session
12/7/2017	3:30 PM EDT	**Class Format**	Webinar	Register for Session

Getting Started With Dynamic Reporting

GETDYR: Getting Started with Dynamic Reporting

Learn how to start using Dynamic Reporting by setting up the ERA Communications Manager and importing existing Report Generator Reports.

10/26/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session
11/13/2017	3:30 PM EDT	**Class Format**	Webinar	Register for Session
11/28/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session

Variable Operations

Contact Management - Webinar

CM1: Basic Contact Management Webinar

This Webinar is intended for salespeople and CRM reps and can help you:
-Navigate and customize the new Contact Management application.
-Search for and add new clients and prospects.
-Get vital information with the new Daily Work Plan.
-Modify and complete activities using the new Daily Work Plan.
-Stay on top of your schedule using the new Calendar.
-Add and complete appointments using the new Calendar.

11/15/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session
12/14/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session

CM3: New Contact Management

This Webinar is intended for system administrators and can help you:
-Add and modify Visibility Groups to manage user access to other users' information.
-Add and modify Security Roles to set up appropriate screen, action, and report permissions throughout the application.
-Add new user records and configure setups for effective use of new Contact Management.

10/25/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session
11/30/2017	3:30 PM EDT	**Class Format**	Webinar	Register for Session
12/18/2017	11:00 AM EDT	**Class Format**	Webinar	Register for Session

Add on Auto

AOAS: AddOnAuto Sales Presentation

This webinar teaches sales personnel within a dealership how to present accessories to customers using AddOnAuto. It emphasizes selling points and best practices to drive desired sales results.

10/24/2017 3:30 PM EDT **Class Format** Webinar Register for Session