



NAPA Commercial Systems Group
Genuine Parts Company
2999 Wildwood Parkway, Atlanta, GA 30339

Sales Order prepared for Town of Plattsburgh Highway
05-04-2021

Joe Loan
Eastern Region Sales Rep
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Sales Order for NAPA TRACS

Order #43814
Bruce Barber
Town of Plattsburgh Highway
151 Banker Rd
Plattsburgh, New York
12901

05-04-2021
Email: bruceb@townofplattsburgh.org
Phone: (518) 562-6800

AC Center #: 01-450-00000
NAPA Store: Auto Parts of Plattsburgh Inc
Store Phone: 5185664053

Thank you for your purchase of NAPA TRACS. Attached are the details pertaining to this transaction.

Please review the order form and note the following information and sign where indicated:

- Set Up & Training Policy
- Hardware Requirements
- NAPA TRACS and Mitchell1 Software License Agreement



Products Purchased				
Quantity	Prod Code	Description	List Price	Total Price
1	MD	Manager's Discount	(\$500.00)	(\$500.00)
1	SUF Rental	Rental Setup Fee	\$500.00	\$500.00
1	ENTSU M1GPDR	TRACS Enterprise Single User with M1 Pro Demand - Government (Annual)	\$1,944.00	\$1,944.00
Total Purchase				\$1,944.00
Total Monthly Rental				\$0.00
Sales tax is not included			<i>To be paid by purchaser</i>	
TOTAL NOW DUE				\$1,944.00

Terms: TRACS Sales Representatives cannot cancel this contract for you. Unless you are on a buy 12 get 14 promotion. All rentals have a non-cancelable term of 12 months. Customers on a 12 for 14 promotion are on a 14-month contract term. This authority is to remain in effect until NAPA TRACS receives a 30-day written notification in house.

INITIALS: _____

NOTES:

You will receive a separate email with a secure payment link to provide either credit card or ACH payment information.

A High-Speed internet connection is **required** to access the full functionality of NAPA TRACS, Epicor, Mitchell1 PRODemand & NAPA PROLink.

Orders will not be processed without an email address.

Training:

TRACS systems come with two days of onsite training. Additional days of training may be purchased at a cost \$250 per half-day (four hours minimum) plus travel time billed by the hour and expenses. Please refer to CSG Set Up & Training Policy on page 5.

INITIALS: _____



Commercial Systems Group Set Up & Training Policy

This checklist is used to ensure that your software has been set-up and that you have been trained on these specific aspects of the NAPA TRACS program. The TRACS Trainer will check off each of the items as they are covered. The checklist will then be returned to NAPA TRACS for the customer's file. A copy of the completed checklist should be left with you after training. Our goal is to provide a quality control tool to guarantee that all customers receive consistent training.

I agree to invest the time necessary for all users to become familiar with TRACS.

Signed _____ **Date** _____

You should commit to using this program on every occasion so that the patterns of repetition help you to become more and more comfortable with the program.

INSTALLING TRACS

- _____ Install Software
- _____ Explain Main Menu & Icons on tool bar
- _____ Show Daily Backup Procedure
- _____ Explain Automatic software updates at login

INSTALL

- _____ Register servicing NAPA store & related Aconnex Vendors
- _____ Set up Employees & Security Settings
- _____ Set up Categories from set up screen
- _____ Setting up Service Codes from Items Screen
- _____ Printer set up on all computers

WORK ORDER TRAINING

- _____ How to add customers & vehicles including pricing profiles
- _____ Ensure all A/R customers are in the system
- _____ Working from the Schedule Screen
- _____ Adding notes to a Repair Order
- _____ Add technicians to a Work Order
- _____ How to use the Mitchell Labor Guide for Flat Rates
- _____ Adding items to the Work Order
- _____ Show how to change Work Order Status
- _____ How to use Epicor Features & Functions
- _____ Complete Work Order
- _____ How to Preview a Work Order
- _____ How to print a Job Ticket
- _____ How to create a Purchase Order & How to Transmit to Vendors
- _____ Receiving a Purchase Order

INVENTORY

- _____ How to add inventory using the import feature
- _____ Using Change All feature
- _____ How to find parts using Special Characters
- _____ Using the Adjustment for adding initial inventory quantities
- _____ Updating inventory pricing using NAPA Access
- _____ How to create a stock order, post to inventory

REPORTS

- _____ Do a Vehicle History report
- _____ Do a Technician Productivity Report
- _____ Do a Service Writer Productivity Report
- _____ Do Date Driven Reports

ACCOUNTS RECEIVABLE

- _____ Do an Accounts Receivable Report
- _____ How to post a Customer Payment
- _____ How to select Payment Method
- _____ How to Print Statements
- _____ How to do Journal Entry
- _____ How to Un-Invoice a Work Order
- _____ How to cost and add tech after invoicing

ADVANCED FUNCTIONS

- _____ How to Merge customers and vehicles
- _____ How to do scheduled services
- _____ Generate Recommended Service Report
- _____ Exporting recommended service file
- _____ Setting up Custom Pricing Profiles & Matrices
- _____ Explain TRACS Back Office for QuickBooks



Hardware Specifications

Component Minimum Specification	Enterprise Server 1-15 Workstations	Enterprise Clients	Enterprise Server No Clients	Multi Shop Servers
Processor Minimum	Intel I-5 2 Core 64-bit processor	Intel I-5 2 Core 64-bit processor	Intel I-5 2 Core 64-bit processor	Intel Quad Core
Processor Recommended	Intel I-7 4 Core 64-bit processor 32-Bit Processors not recommended	Intel I-7 4 Core 64-bit processor 32-Bit Processors not recommended	Intel I-7 4 Core 64-bit processor 32-Bit Processors not recommended	
RAM Minimum	8 GB	4 GB	4 GB	16 GB
RAM Recommended	12 GB*	8 GB*	8 GB*	
Install Drive Space	1GB	1GB	1GB	1GB
Free Drive Space	10GB	2GB	10GB	10GB
Graphics Minimum	Integrated GPU supporting DirectX 9.0 or greater 1024x768 resolution	Integrated GPU supporting DirectX 9.0 or greater 1024x768 resolution	Integrated GPU supporting DirectX 9.0 or greater 1024x768 resolution	Integrated GPU supporting DirectX 9.0 or greater 1024x768 resolution
Graphics Recommended	Dedicated GPU supporting DirectX 9.0 or greater	Dedicated GPU supporting DirectX 9.0 or greater	Dedicated GPU supporting DirectX 9.0 or greater	Dedicated GPU supporting DirectX 9.0 or greater
Back-up Media Recommended	16 GB Jump Drive	16 GB Jump Drive	16 GB Jump Drive	Offsite/Scheduled
UPS	Recommended	Optional	Recommended	Required
Operating Systems Recommended	Windows 10 See Below	Windows 10 See Below	Windows 10 See Below	Windows 10 See Below
Network Protocol	TCP/IP	TCP/IP	TCP/IP	TCP/IP
Internet Connectivity	Broadband	Broadband	Broadband	Business Class with guaranteed Up/Down
Router 10/100/1000 Recommended	Gigabit Router	Gigabit Router	Gigabit Router	Gigabit Router MUST Support a VPN
Network Card	10/100/1000 Mb/sec	10/100/1000 Mb/sec	10/100/1000 Mb/sec	10/100/1000 Mb/sec
Anti-Virus Software	REQUIRED	REQUIRED	REQUIRED	REQUIRED
*Additional 2GB of Memory required for each major application that is used simultaneously with TRACS Enterprise (i.e. QuickBooks)				
NOTE: 3 rd Party Vendors may require higher hardware specifications to run				
Enterprise Servers with greater than 15 workstations need to meet higher specifications to be determined.				

Operating Systems Supported

- TRACS Workstation and the TRACS Data Service currently use the Microsoft .NET Framework version 4.5.2
- The .Net 4.5.2 framework supports Windows Vista and up. This includes;
 - Windows Vista (mainstream Microsoft support ended 4/10/12)
 - Windows 2008 Server (mainstream Microsoft support ended 1/13/15)
 - Windows 7 (mainstream Microsoft support ended 1/13/15)
 - Windows 2008 Server R2 (mainstream Microsoft support ended 1/13/15)
 - Windows 8.0 (mainstream Microsoft support ended 1/12/16)
 - Windows 2012 Server (mainstream Microsoft support ended 10/9/18)
 - Windows 8.1 (mainstream Microsoft support ended 1/9/18)
 - Windows 2012 Server R2. (mainstream Microsoft support ended 10/9/18)
 - Windows 10
 - Windows Server 2016
- **Note: While TRACS Enterprise will run on all the above Microsoft Windows versions, versions in Red are past their end of life and are not recommended**

Customer understands the Hardware and Software Requirements.

SIGNATURE

DATE

Bruce Barber,
NAME AND TITLE (PRINT OR TYPE)



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LICENSEE SIGNATURE

SIGNATURE

DATE

NAME AND TITLE (PRINT OR TYPE)

ACCEPTED IN ATLANTA, GA FOR GENUINE PARTS COMPANY, NAPA TRACS DEPARTMENT

SIGNATURE

DATE

NAME AND TITLE (PRINT OR TYPE)

