



GM Electronic Parts Catalog
Powered by Snap-on

Manage the Change

IMPORTANT DETAILS REGARDING THE NEW GM EPC



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Introduction

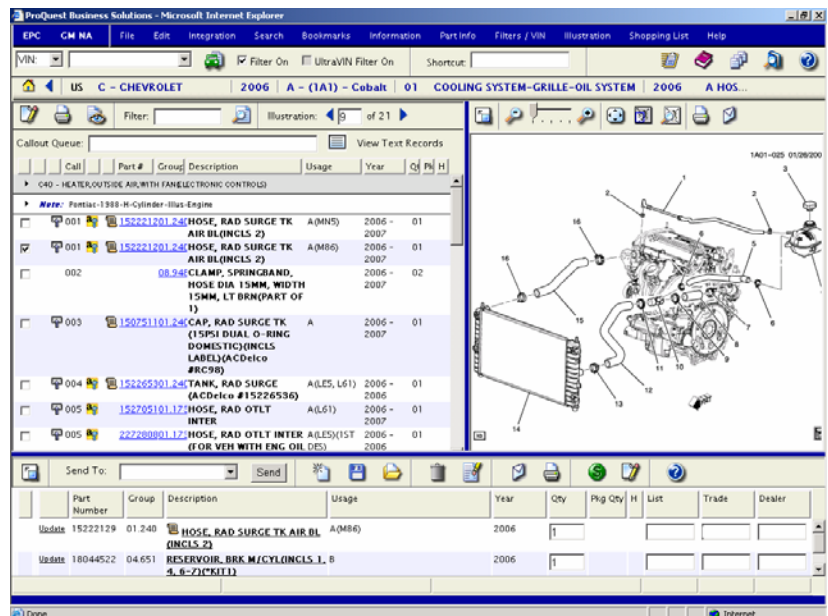
Snap-on and GM have partnered to develop the new GM Electronic Parts Catalog. This collaboration began in August 2005 when Snap-on was chosen to co-design, build and implement the new electronic parts catalog for GM Dealers and Saturn Retailers.

Snap-on's 20 year history of doing business with GM gave tremendous insight into dealership and retailer's unique EPC requirements. This new application provides improved performance in areas deemed crucial by both GM Dealers and Saturn Retailers.

Features and Benefits

The highly anticipated GM Electronic Parts Catalog includes many new and enhanced features. As deployment begins with DVD in November 2006, GM Dealers and Saturn Retailers will experience:

New Look and Feel – Windows based application allows users to intuitively navigate the application to quickly and efficiently find correct parts information, but maintains the shortcuts familiar to long term Snap-on EPC users



All Applications – The GM/Saturn EPC, Supplemental 1, Supplemental 2, VIN RPO with Ultra VIN Filtering, Associated Parts, Broadcast Sheets, Parts & Service Bulletins, Basic Integration to your DMS such as transferring shopping lists

Product Enhancements – Modern Graphical User Interface (GUI), E-mail Capabilities (parts & illustrations), Synonym lists, Quick lists, Notes and EPC Feedback Capabilities, plus more...



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Features	Benefits of the new GM Electronic Parts Catalog
General Snap-on EPC Legacy Features	Parts data and general functionality carried over to the new GM EPC for both GM and Saturn
<ul style="list-style-type: none"> Supplemental I 	<ul style="list-style-type: none"> GM car data from 1976 and up GM light truck data 1973 and up Corvette data 1953 and up
<ul style="list-style-type: none"> Supplemental II 	<ul style="list-style-type: none"> ACDelco "All Makes" catalog Additional GM catalogs
<ul style="list-style-type: none"> Parts & Service Bulletins (PSBs) 	<ul style="list-style-type: none"> PSBs are linked to part numbers providing quick access to bulletin information
<ul style="list-style-type: none"> Broadcast Sheets 	<ul style="list-style-type: none"> Access to GM Medium Duty Broadcast Sheets data
<ul style="list-style-type: none"> Associated Parts 	<ul style="list-style-type: none"> Sell more genuine GM parts and generate new sales that may otherwise be lost
<ul style="list-style-type: none"> VIN Filtering 	<ul style="list-style-type: none"> Filter on Make, Year, Model, Body Style, Series Code, Engine, Transmission and RPO applicability
<ul style="list-style-type: none"> ULTRA VIN 	<ul style="list-style-type: none"> An advanced VIN filtering feature that delivers greater accuracy in parts filtering
<ul style="list-style-type: none"> Basic Integration to DMS 	<ul style="list-style-type: none"> Transferring shopping lists
Modern Graphical User Interface (GUI)	This new look and feel to the EPC provides a modern, intuitive and efficient user interface while maintaining shortcuts
E-mail Capabilities (parts & illustrations)	Attach and e-mail part and illustration screens. Improves productivity by allowing parts personnel to "tear away" information from the catalog, such as text images, and e-mail them to customers; E-mail service required
ACDelco "All Makes" part name/part number searches	Search entire "All Makes" database for part name and part number
Additional Notes Capabilities	Able to add author name and expiration date to a note.
EPC Feedback Capability	Send feedback automatically via e-mail directly to GM and Snap-on
Surveys	Participate in GM parts catalog surveys directly from the EPC
Bookmarks	Able to save specific catalog information and navigation location for any internal or external customer for quick access
Quick Lists	Create parts lists (kits) on the fly and apply automatically to any make, year, and model
Synonym Lists	Enter any part's "street name" and get the manufacturer name automatically and vice versa i.e. alternator = generator; also create your own custom lists
Additional Languages	Supports English, Spanish, and Canadian French
Access to both GM & Saturn data	Additional vehicle data on the same media. All GM/Saturn EPC data is available to both GM Dealers and Saturn Retailers
Computer Based Training (CBT)	Certified training on www.gmtraining.com
Shopping list: editable price fields	Modify pricing in the EPC shopping list and send customized quotes to customers
Indicator for parts with changed prices within shopping list	Notification in the shopping list when a price is modified by the parts specifier
ACDelco "All Makes"- allow Make, Model, Year selection	Navigate the EPC for quick access to ACDelco parts information
Vehicle Shared Platform (GM Light Trucks)	Detail breakdown of light truck models, using actual model names. When navigating without a VIN, parts data will be filtered based on specific GM light truck make and model.



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Following this initial release of the application, Snap-on will continue delivering additional features included with the application, such as:

Web-Based Updates – Your dealership/retail location receives data updates within 48 hours of release, maximizing parts ordering accuracy, thus ensuring your customers have the right part at the right time.

Web-Based Back-up – This feature provides maximum uptime, usability, and flexibility which helps drive improved business results. The EPC will be available to each Dealer/Retailer via DVD and the web, reducing the likelihood of business interruption. Because of this unique back-up capability, Dealers/Retailers continue running business critical operations with minimal interruption for improved business results, customer satisfaction, and improved technician productivity.

Additional Product Enhancements:

Feature	Benefits of the new GM Electronic Parts Catalog
Service users (Online)	Service department access to qualified EPC data (web version only)
Q.link (Incremental catalog updates)	Saves money and improves customer satisfaction; Dealer/Retailer receives data in a more timely fashion maximizing parts ordering accuracy; ensuring customers have the right part at the right time. Requires Internet connection.
RPO data available for quick access (at top of screen) when a VIN is entered	RPO data always displayed and immediate access within the catalog
Capability to view part text data by types	Additional filtering and sorting capabilities of parts data, such as brake types (ceramic, metallic etc.)
Header and footer text strings provided to an illustration being printed or e-mailed	Important information is automatically attached to printed and e-mailed illustrations. Information included: VIN, make/year/model, copyright.
Full screen option for part text (illustration) page	Explode parts data for a full screen view
Manufacturer (Global) Notes	Allows GM to add notes to the catalog for corrections/clarifications. This functionality is available for DVD (see Q.link feature above) and web users. Requires Internet connection.
Local/Online Backup	Provides maximum uptime, usability, and flexibility which helps drive improved business results. The EPC will be available to each Dealer/Retailer via DVD (local) and the web (GM DealerWorld/InfoNet), reducing the likelihood of business interruption. Because of this unique back-up capability, Dealers/Retailers continue running business critical operations with minimal interruption for improved business results, customer satisfaction, and improved technician productivity.





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Hardware

Every dealership/retailer has unique hardware requirements. To ensure your new GM EPC performs at optimal efficiency, you will want to choose the best hardware solution for your unique needs.

Server Solutions

A dedicated server optimizes run speed while accessing data from either local or web-based applications. It quickly allows the EPC to integrate with your Dealer Management System to share information. A dedicated server will:

- Ensure maximum uptime
- Allow for faster operation of the EPC
- Share user notes
- Increase security from virus and computer-based infections

Stand Alone Solutions

Stand Alone hardware configurations can support the new GM EPC. The Dealer/Retailer will be required to install and configure the hardware and peripherals to facilitate running the new application, unless purchasing a Snap-on or Reynolds & Reynolds provided hardware solution.

Refer to **Manage the Change: SELECTING HARDWARE FOR THE NEW GM EPC** located in GM EPIC periodicals within DealerWorld or InfoNet, for recommended and minimum hardware specifications. Contact your EPC system representative for additional information.



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Registration

Snap-on is registering GM Dealers and Saturn Retailers to receive the new GM EPC.

The registration process includes:

- Identifying Dealers/Retailers who have the correct hardware to run the new GM EPC
- Assisting Dealers/Retailers who are not computer hardware ready with recommendations for determining the best hardware solution for their unique needs
- Communicating installation and training options and assisting in determining the optimal solution to meet Dealers/Retailers unique needs
- Scheduling Dealers/Retailers for software installation and training

With every GM and Saturn location moving to the new GM EPC, Snap-on will need to prioritize this sizable customer migration. Early registration is essential for timely installation. If you haven't already registered, **call Snap-on immediately at 888-543-0894.**

Deployment

Once the new GM EPC is released, a significant effort is planned to deliver this new application to every registered GM Dealer and Saturn Retailer as quickly as possible.

A migration plan will be developed for those Dealerships and Retailers who have registered and comply with hardware requirements. Self-Installation Dealers/Retailers may contact their GM EPC system provider if they require assistance to transition to the new GM EPC software. If an assisted training/installation option was chosen, a system's representative will contact your Dealership/Retail location in advance to schedule the installation of the new GM EPC software. Dealers and Retailers who have purchased training will be scheduled at the same time.

Initial deployment of the new GM EPC DVD will begin November, 2006. The web-based GM EPC and new enhancements with additional features will soon follow. Detailed instructions on receiving the enhancement features will be included with each release.



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Training and Installation

When it comes to training and installation, GM Dealers and Saturn Retailers have multiple options. Snap-on offers the training needed to master the new GM EPC by showing ways to cut time and labor costs with each parts sale. Professional Trainers teach shortcuts and methods for faster response times, more accurate parts selection, and more seamless integration with your DMS.

GM PROVIDED:

- **CBT: Computer Based Training - No Charge**
Computer Based Training made available to all Dealers/Retailers by GM through www.gmtraining.com (US only). GM Canada will access CBT via www.mcmlsp.com/gmepc. Learn the application through self-guided training modules with testing at the conclusion. CBT is available anytime with on-line access upon release of the new GM EPC. Course# PPCPQ.26W
- **Self-Installation Documentation – No Charge**
Provided with the new GM EPC application media, this document will assist you to self-install the new GM EPC at your Dealership/Retail location.

SNAP-ON TRAINING & INSTALLATION OPTIONS:

NOTE: Price may vary based on configurations and options

- **UAC: User Assisted Configuration**
User Assisted Configuration gets your new EPC fully installed and configured. Scheduled at your convenience, a professional installation specialist will assist you with your installation needs over the phone for seamless application transition.
- **UACT: User Assisted Configuration & Training**
A Professional Training & Installation specialist will assist you remotely, to fully install and configure your new EPC, including connection to your DMS. An individual store remote training session via WebEx is provided to your staff hosted through the internet.
- **Onsite Training & Installation**
A Professional Training & Installation specialist will visit your Dealership/Retail location, fully install and configure your new EPC, including a connection to your DMS, and personalized training for your staff. Our specialist will work with your staff through a normal business day ensuring you are able to take care of your customers with no disruption while learning the new system.

FOR ADDITIONAL APPLICATION INFORMATION:

- **IDL: Interactive Distance Learning - No Charge**
A high level overview of features and benefits, filmed at GM Studios. Course# PPCPQ.16D
- **Application Help Screens and User Guides are available at no charge.**



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Dealer Management System Integration

As part of the deployment process, the link between the new GM EPC and your Dealer Management System (DMS) will be upgraded.

While in the past Snap-on has provided the means to connect to your DMS, we recognize the best software available to realize the full benefit of your DMS investment is supplied by your DMS. For example, there may be certain reporting downloads and export functions that are available through the DMS provided software which are not available to users of the current Snap-on Terminal Emulation.

The new GM EPC will send your shopping list of parts in an industry standard format which will, in turn, be imported by your DMS application software. This provides each Dealer/Retailer with the best interface to their DMS and a standardized workflow associated with the transfer of shopping lists.

In preparation for GM EPC deployment, you need to ensure that each parts department workstation is pre-loaded with the appropriate software, such as the ERALink32 client for Reynolds & Reynolds Dealers/Retailers or Reflection 10 or w.e.b.Suite™ 2006 for ADP Dealers/Retailers. If your parts department does not have an adequate supply of licensed copies of the DMS software, you will need to contact the appropriate support center for your DMS provider. It is necessary to have this done in advance to ensure a successful EPC deployment and minimize the impact on your daily operations.

Many current Snap-on EPC customers may already have the necessary DMS software installed on their workstations. For those customers, there are no additional DMS software supplies required. For questions regarding DMS Integration, contact Snap-on at 888-543-0894 or Reynolds & Reynolds at 800-767-7879.



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Pricing

GM has worked with Snap-on to develop standard software pricing to make it easy for you to understand the cost of the new GM EPC. The software pricing schedule below reflects the price per month per workstation for GM Dealers and Saturn Retailers in the US and Canada.

Software Pricing Only:

Workstations	US Pricing	Canada Pricing (\$CAD)
1 st – 2 nd	\$150 each Workstation	\$170 each Workstation
3 rd – 20 th	\$120 per Workstation	\$130 per Workstation
21+	\$60 per Workstation	\$70 per Workstation

- ✓ Pricing is based per month.
- ✓ Pricing is based on seat counts at each Dealership/Retail location.
- ✓ This is standardized pricing and is non-discountable.

Example of software pricing:

- ✓ A 4-Workstation Dealership / Retailer pricing equals \$540 (\$600 Canadian)
- ✓ Calculated as:
 - US: $\$150 + \$150 + \$120 + \$120 = \$540$
 - Can: $\$170 + \$170 + \$130 + \$130 = \$600$

The pricing takes effect upon release of the new GM EPC for Snap-on customers as follows:

1. Existing Customers, who entered/enter into an agreement with Snap-on for GM EPC software between August 10, 2005 and release of the new GM EPC software, will receive the lesser of either the new pricing or their current price.
2. Existing Snap-on EPC customers will be converted to the new pricing upon renewal as their current agreements come to the end of term.
3. Any non-Snap-on Dealer/Retailer signing a new agreement with Snap-on after September 1, 2006 will receive the new GM EPC pricing effective immediately.

Pricing may vary based on Dealer/Retailer configuration and options selected. Your EPC system representative will guide you through these choices and help you determine the right configuration for your specific needs. Contact Snap-on at 888-543-0894 or Reynolds & Reynolds at 800-767-7879 for pricing assistance.





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Contacts

It is important to quickly address any questions your dealership or retail location may have regarding the new GM Electronic Parts Catalog. Below are key contacts who will effectively address your needs:

	GM Contact	Current Snap-on Customers	Current Reynolds & Reynolds Customers	Non-Snap-on & Non-Reynolds & Reynolds Customers
USA	Patricia Hull 810.606.3037 patricia.hull@gm.com	Snap-on Business Solutions Snap-on Sales 888.543.0894 autoinfo@snapon.com	Reynolds & Reynolds Regional Sales Representative or; Sales 800.767.7879	Snap-on Business Solutions Snap-on Sales 888.543.0894 autoinfo@snapon.com
Canada	Chris Allen 905.644.6333 chris.allen@gm.com	Snap-on Business Solutions Snap-on Sales 888.898.6491 autoinfo@snapon.com	Snap-on Business Solutions Snap-on Sales 888.898.6491 autoinfo@snapon.com	Snap-on Business Solutions Snap-on Sales 888.898.6491 autoinfo@snapon.com