

Center of Learning



Dear Dealer:

Welcome to Center of Learning!

General Motors has developed **dealership training** for virtually all of your personnel. Over 90% of training is done on your dealership premises by providing a comprehensive curriculum of job-relevant courses, effective instruction and measurement of learning through feedback systems. Training is a proven method for increasing professionalism, knowledge, and long-term customer trust and enthusiasm.

The learning resources we offer you and your staff through the Center of Learning include:

Training Path	Where personnel can access their training status and courseware for their position
Course Schedule and Catalog	Where personnel can view and enroll in additional courses
Product Information	Where personnel can access resources for all GM vehicles
In-person Training	Where personnel can get access to instructor-led training, either virtually or on-site
Real-Time Training Report	Where you can access the training status of your personnel
Helpdesk (888-748-2687)	Where you can get support from 8 a.m. – 8 p.m. Eastern Time. If you are on the website, you can also click on the Help/Support icon to chat with an agent.

You can access the Center of Learning website by logging into GlobalConnect and then clicking on the **Center of Learning** tab.

In-Dealership Systems Coaching program: GM provides new dealers business process and systems application coaching at your dealership. Coaches work with your team to expand their knowledge of how to best use the GM GlobalConnect applications to save time and money for the dealership. To schedule an In-Dealership Coaching session, complete the attached enrollment form. Once you complete the form, you'll get a call from a coaching liaison who will answer questions and help you plan your coaching session.

ACTION! Complete the form and return as instructed.

We wish you the best of success!

Sally Vlietstra, Sr. Manager
Center of Learning

Center of Learning Fees: Your dealership training is bundled in one integrated program with a monthly subscription based on the previous year's sales. A monthly fee will be billed to you and will appear on your open account statement with a Center of Learning memo note. This monthly fee is for all dealership training: Sales, Office, Product, F&I, Service Non-Technical, Service Technical, Parts, and Body Shop.

<u>Based on Annual Retail Sales (Previous year or planning potential)</u>	<u>Monthly Fee</u>
0-400	\$ 575
401-900	\$ 825
901+	\$ 1,425

Dealer Operator Signature

By signing below, you agree to the provisions and costs included in this Agreement and agree to participate in Center of Learning activities.

(Dealer Business Associate Code [BAC])

(Dealership Name)

(Dealership Physical Address)

(Dealership City, State, Zip Code)

(Authorized Dealer Name and Title)

(Authorized Dealer Signature)

(Date)

Contact: _____ Title: _____

Telephone: _____ E-mail: _____

As a new dealer, you are eligible for a limited time to receive help through the In-Dealership Coaching program. Please select your qualifying event below.

My qualifying event is: **(check one)**

- Establish a new dealer point Asset Purchase Transaction (Termination/Appointment)