

Gilbarco Inc.
7300 West Friendly Avenue
PO Box 22087
Greensboro NC 27420-2087
United States



Memorandum

April 4, 2016

To: All Authorized Service Partners

From: Paul Royall, Manager, North American Service Delivery

Cc: Gilbarco Technical Training, Market Service Managers, and Field Engineering Teams

Subject: Tech Transfer Fee

Effective on April 18, 2016, Gilbarco Veeder Root will start charging a fee for transferring a tech from one Gilbarco Veeder-Root service provider to another Gilbarco Veeder-Root service provider and this fee will be \$2500.00 USD. This will also include Gasboy and Red Jacket technicians.

The service provider losing the tech will receive a \$1000.00 USD credit from Gilbarco Veeder Root to be used for training a new tech in the future.

The transferring tech will need to be enrolled and pass the current recertification tests to be able to maintain the current level of certifications at the new ASC. If the tech is unable to pass the tests on the first attempt then the tech will need to return to a classroom training event with a Gilbarco Veeder Root Certified Trainer. All CSC and SSC students will be required to purchase a specific parts kit for the course they are attending and the kit will be shipped to the student after they successfully complete the training from Gilbarco. The cost of the kit will be included in the tuition for the course. ASC students may be required to purchase a parts kit based on the class they will be attending. The Market Service Manager is the only one that can waive the parts requirement.

All transfers will be made by the GVR Market Service Manager (MSM) or Manager of North American Service Delivery and all fees will be accessed by them and payable to Gilbarco Veeder Root via credit card using an online portal for the transaction.

This policy and the requirement to use genuine parts applies to all ASC, DSS, CSC, and SSC partners that have a contracted relationship with Gilbarco, Veeder Root, Gasboy, and Red Jacket.

ASC: The Authorized Service Contractor (s) (ASC) are able to provide warranty and post warranty service to 3rd party customers. All help desk services are only provided to certified technicians that are shown on the ASC roster.

DSS: The Distributor Sponsor Subcontractor (s) (DSS) are able to provide warranty and post warranty service to 3rd party customers. All help desk services are only provided to certified technicians that are shown on the DSS roster.

CSC: The Customer Specific Contractor (s) (CSC) are able to provide warranty and post warranty service to only 3rd party customers that have requested their services, have a letter on file with Gilbarco Veeder Root, and have been approved by the MSM. All help desk services are only provided to certified technicians that are shown on the CSC roster.

SSC: The Self-Serve Contractor (SSC) are able to provide warranty and post warranty service to only equipment that they own and that is located on sites that they operate. A SSC is not able to provide warranty or post warranty services to customers where they do not own the equipment. All help desk services are only provided to certified technicians that are shown on the SSC roster.

All techs that have been inactive for less than 18 months and have current certifications may need to have the transfer fee paid. Exceptions will be handled on a case by case basis by the MSM. All techs with expired certifications of 1 year or more will need to be approved for online recertification by the MSM.

If you have any questions, please contact your MSM.

Thank you

A handwritten signature in black ink, appearing to read 'Paul Royall', written over a horizontal line.

Paul Royall

Manager, North American Service Delivery

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Memorandum

April 1, 2016

To: All Authorized Service Partners

From: Paul Royall, Manager, North American Service Delivery

Cc: Gilbarco Technical Training, Market Service Managers, and Field Engineering Teams

Subject: Safety Training / Experience before Dispenser and Passport Training

Effective on April 1, 2016, Gilbarco will require a tech be safety trained for 6 months before attending a dispenser or Passport training event. This will apply to all dispenser and Passport courses offered after October 1, 2016.

The safety training will require a Gilbarco tech number and the completion of the online training.

To register someone for a tech number, please use the following link to enroll them.

https://www.gilbarco.com/trnorder/new_student.cfm

If you have any questions or concerns, please contact your Market Service Manager.