



Performance Feedback Application

Repair Facility Information (Please complete one form per location.)

Date: _____

Official Name of Facility: _____
(as it will appear on survey)

Accounts Payable Contact: _____ **Title:** _____

Physical Address: _____
 Street City State Zip County

Mailing Address: _____
 Street City State Zip County

Phone Number: _____ **Fax Number:** _____

E-mail: _____

DuPont Rep Name:		DuPont District:	
DuPont Rep E-mail:		DuPont Rep Phone:	

Please list the individuals who will be authorized to receive Performance Feedback reports for your facility.

Contact Name	Phone	E-Mail (required)

- Approximate number of Repair Orders completed/delivered per month: _____
- Percentage of your customers you would like surveyed each month: _____
(Performance Alliance Certification requires that at least 25% of customers are surveyed each month.)
** Please note that if the RO and goal numbers are not provided, PF will attempt to survey all of your customers.*
- Check this box if you are already a DRP shop for USAA Insurance and want to comply with their CSI requirement via Performance Feedback. By checking this box, you authorize Performance Feedback to forward your USAA repair orders to a USAA-approved CSI vendor for the completion of the customer surveys. USAA requires that all surveys are completed via phone; therefore, your repair facility should not hand out mail-back surveys to USAA customers. (If your shop does hand out surveys to USAA customers, PF can not prevent the duplication of customer surveying as the USAA customer data is sent to a USAA-approved CSI vendor.) The USAA-approved CSI vendor will send survey completion reports directly to your repair facility, while Gates Business Solutions will invoice you for those completions.

Repair Order Information Transfer

Repair Order information will be sent to Performance Feedback via (please check one):

Alliance Marketing Software (AMS) - **Highly Recommended** – This is a locally installed program that facilitates the transfer of repair order information from your shop to Performance Feedback. There are no additional costs when using AMS for only Performance Feedback (just the fees outlined below). AMS users also may take advantage of web-based customer surveying whereby the customer can provide survey responses online and print off his/her warranty. Please see AMS System Requirements below. **** PLEASE NOTE – Your estimating system(s) must be able to export estimates in order for AMS to function. CCC Pathways requires a separate function (“EMS Extract”) be purchased and installed before the export functionality will work. ADP Shoplink/Audatex requires their “Standard” version – not their “Lite” version – for data exports. If you are already doing EMS extracts/exports that is all that is needed. ** Currently, AMS accepts EMS Extracts from CCC Pathways, Mitchell Ultramate, ADP Shoplink/Audatex, and Compest. AMS system requirements are listed below.**

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AMS System Requirements

The recommended system configuration to use AMS is Microsoft Windows® XP Professional¹ on a personal computer with a Pentium 4 processor and 512 megabytes (MB) of RAM. A minimum hardware configuration is a Pentium III and 256 megabytes (MB) of RAM. Below are the absolute minimum requirements your computer needs to run AMS.

Minimum Requirements	
Computer/Processor	Computer with Pentium 133 megahertz (MHz) or higher processor; Pentium III recommended
Memory	Windows 98, or Windows 98 Second Edition 24 MB of RAM plus an additional 8 MB of RAM for each Office program (such as Microsoft Word) running simultaneously Windows Me, or Microsoft Windows NT® 32 MB of RAM plus an additional 8 MB of RAM for each Office program (such as Word) running simultaneously Windows 2000 Professional 64 MB of RAM plus an additional 8 MB of RAM for each Office program (such as Word) running simultaneously Windows XP Professional, or Windows XP Home Edition 128 MB of RAM plus an additional 8 MB of RAM for each Office program (such as Word) running simultaneously
Hard Disk (WorkStation)	Hard disk space requirements will vary depending on configuration. 245 MB of available hard disk space An additional 115 MB is required on the hard disk where the operating system is installed. Users without Windows XP, Windows 2000, Windows Me, or Office 2000 Service Release 1 (SR-1) require an extra 50 MB of hard disk space for System Files Update.
Operating System	Windows 98, Windows 98 Second Edition, Windows Millennium Edition (Windows Me), Windows NT 4.0 with Service Pack 6 (SP6) or later, ³ Windows 2000, or Windows XP or later.
Drive	CD-ROM drive
Display	Super VGA (800 x 600) or higher-resolution monitor with 256 colors
Peripherals	Microsoft Mouse, Microsoft IntelliMouse®, or compatible pointing device
Security	If your shop is using Symantec Norton Antivirus and/or Norton Internet Security, you will need to upgrade to the latest versions of each. Without the latest versions of these programs, AMS will not load properly and will not work.

Management system exports and e-mails to Performance Feedback. Each Monday the repair facility should generate an export file from the management system for the prior week, save the file, and send it as an attachment to: performancefeedback@gatessolutions.com.

- What management system do you currently use? _____

Pricing

Monthly service fee of: \$35.00 per repair facility location
Plus \$3.00 per completed mail-in, web or phone survey
Minimum 25% of customers are surveyed

Included in service:

- Comprehensive reports package e-mailed to the facility regularly, including a weekly location review report with comments.
- Customer comments available through the Performance Alliance secure website 24-hours per day, 7-days per week.
- "Negative" feedback faxed/e-mailed to the repair facility within 48 hours of survey processing.
- Use of AMS program for repair order information transfer at no additional charge.

Authorization

I authorize **Gates Business Solutions** to bill me for (please check one):

- Performance Feedback Level 1 [mail, fax and web-based (AMS users only) surveys]. Your customers will only be contacted by phone if Performance Feedback does not receive enough mail and web-based surveys to reach a 25% completion rate.
- Performance Feedback Level 2 [mail, fax, web-based (AMS users only) and phone surveys]. **** Recommended ****

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Performance Feedback Level 3 [phone and web-based (AMS users only) surveys].

Note: If you select Performance Feedback Level 1 and we do not receive enough mail and web surveys to meet the 25%, we will begin calling your customers until the 25% requirement is met.

I authorize **Gates Business Solutions** to call my company's customers. I agree to make payment to **Gates Business Solutions** for all completed Performance Feedback Service surveys at the pricing and monthly service fees stated above.

I also authorize DPC to have access to my data and authorize Gates Business Solutions to use my data in compiling any regional, national, or insurance-company-specific statistical information.

Name Signature Date

Billing

Please check one of the following:

- Pre-paid option: check made payable to Gates Business Solutions enclosed with this contract (compute below).
- Debit my checking account the monthly total for the monthly fee plus any completed surveys. (Accounts will be debited on or around the 15th of the month.) **(Please contact Gates Business Solutions for automatic debit form.)**
- Send me a monthly invoice for the monthly fee and any completed surveys. (Invoices are created on the 3rd of the month and are payable upon receipt.)
- Pre-paid option: bill my credit card below for the pre-paid amount of \$ _____ (see below to determine amount)
- Bill my credit card listed below the monthly service fee plus any completed surveys. (Credit cards will be charged on or near the 3rd of the month.)

Credit card Information:

Name on Credit Card: _____

Credit Card No.: _____ Expiration Date: _____

Full Address on Account: _____

Pre-Paid Option:

Customers who prefer to pay for Performance Feedback services in advance may do so by check or credit card. The annual fee for 12 months of Performance Feedback service is \$420.00 (12 months X \$35.00/month), plus the customer can include pre-payment of an estimated number of surveys at \$3.00 per survey.

____ x ____ (# of locations) = _____

+ ____ (estimated # of completed surveys for all locations for 12 mths) x ____ = _____

Total Prepaid enclosed with contract: _____

I agree to make payment to **Gates Business Solutions** for the amounts specified and listed above for Performance Feedback. I understand that if I decide to cancel my services with Performance Feedback, I must notify Gates Business Solutions of that cancellation. I understand that it may take 30 days for that cancellation to be processed and for any monthly invoicing to stop. All charges incurred prior to that cancellation will remain my responsibility. I agree that should my account become 61 or more days delinquent, I will be charged a \$50.00 finance fee for any months I am delinquent. Furthermore, I understand that if my account is to become 90 or more days delinquent, my enrollment in Performance Feedback will be suspended and I will remain liable for any charges incurred until that point. I understand that my application can not be processed and, therefore, services not begun until a completed and signed application with payment is received at Gates Business Solutions.

Shop – Name and Signature _____ Date _____

Please fax this completed and signed contract to (608) 237-2125, or mail to the address below.
Please contact Performance Feedback after faxing to ensure receipt of materials at (608) 661-0810 or contracts@gatessolutions.com.

Thank you for your business!
Gates Business Solutions • 2418 Crossroads Dr. Suite 3600 • Madison, WI 53718

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