

Snap-on EV Software Subscription Pilot Program

Program Selling, DSS ScanBay 9.4 and Frequently Asked Questions (FAQ)

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EV Software Subscription Pilot Program Introduction

With rising costs to produce product, Snap-on has developed a new software upgrade program that offers unparalleled value while minimizing the impact of higher prices to you and the customer.

Our solution presents customers with flexible software upgrade payment options that allow them to buy software without tying up your RA book. Snap-on Extra Value (EV) Software Subscription Pilot Program (“Program”) offers customers software upgrade low payments so they can afford to keep their scan tool up-to-date, plus other program features, to help them deliver fast and accurate service for almost any US Domestic or Asian auto that needs repair today.

With the Program, customers receive:

- A way to buy software on a regular basis with low, affordable payments
- Flexible payment options
- Free access to Ask-a-Tech, a professional technician network and for online, real-world vehicle repair information
- Preferred Customer Care support
- Free Online Product Training

And, for you? A program where you can achieve more sales and make more profitability. This pilot program provides a financially smart and simple method to only have to sell software to each customer *once*, offering an ongoing income through a new and consistent revenue stream.

Program Guidelines

The Snap-on EV Software Subscription Pilot Program offers your Diagnostic customer membership in an economic software upgrade program that uses an enrollment purchase and payment of regularly scheduled subscription fees to ensure their platform gets the latest and greatest software upgrades as they become available for the life of the agreement.

The Program will run from September 15, 2008 through September 13, 2009. The Program is available for VERUS™, MODIS™, SOLUS™, SOLUS PRO™, and ETHOS™ Vantage PRO™ units. This Program may become a regular offering depending on the response and success of the pilot program.

Payment Options

Your customers can set-up flexible and affordable weekly or monthly payments year to year using any of the following easy methods:

Payment to Franchisee – Weekly or Monthly

Similar to today's EC and Lease process through Snap-on Credit, you can accept cash payment and apply to it to your customer's balance via DSS.

Invoice to End Customer - Monthly

Snap-on sends a monthly invoice to customer at the beginning of each month. Your customer remits the payment by mail to Snap-on Credit's processing service or you may collect payments.

ACH Authorized Bank Account Direct Debit - Monthly

Monthly installments are automatically debited from your customer's bank account at the beginning of each month. With the payment automated through an ACH authorized direct debit payment authorization, this process is easy and saves your customers time and helps keep them current.

Following application approval and collection of the Program Enrollment Fee, you can deliver your customer's software upgrade via DSS ScanBay. If needed, Software accessory kits will be sent, which contains appropriate keys, if any, required to support the software upgrade as well as related documentation to the software and/or platform. Additional software upgrades will follow on a periodic basis, also delivered by you via DSS ScanBay, provided the customer continues to pay as agreed.

Once the Enrollment Fee and/or first payment is processed, Snap-on Franchisees receive credit on their Dealer Statement for 25% of each payment made by the customer as compensation ("Franchisee Software Upgrade Fee"). Note that this is a direct sale between Snap-on Tools and the customer, so you will not pay for a Product. You will earn a profit upon sale of the subscription Enrollment Fee and you will receive your ongoing share of the customer payments on a monthly basis until the customer stops paying or you or your customer relocates to another route or you cease being a Snap-on Franchisee .

Note: If a customer's direct debit or invoice remittance payment is dishonored or reversed by their bank or their credit card issuer, corresponding payments of the Franchisee Software Upgrade Fee made to you will be reversed.

Program Guidelines (cont.'d)

If a customer moves to another route or you relocate your Franchise, you will continue receiving a Franchisee Software Upgrade Fee for that customer until the end of that contract year, at which time, Franchisee Software Upgrade Fees for customers that continue their subscription will be sent to the servicing Franchisee.

The Pilot Program Steps for Franchisee Participation

1. You, the Franchisee, need to enroll in the Program (Locate the Agreement Form at <http://diagnostics.snapon.com/subprogram>).
2. Once enrolled, you offer and sell the Program to your customers.

Eligible Diagnostic Units

VERUS, MODIS, SOLUS, SOLUS PRO, ETHOS, and Vantage PRO

Subscription Pricing

2009 Pricing						
Software Subscription	Enrollment Fee	Annual Subscription Price	Year 1 Total	Year 2 Total	Price Per Week*	Price Per Month*
VERUS (Full)	\$299	\$1,299	\$1,299	\$1,299	\$24.98	\$108.25
VERUS (Loyalty)	\$99	\$1,299	\$1,398	\$1,299	\$24.98	\$108.25
MODIS (Full)	\$299	\$1,299	\$1,598	\$1,299	\$24.98	\$108.25
MODIS (Loyalty)	\$99	\$1,299	\$1,398	\$1,299	\$24.98	\$108.25
SOLUS/PRO (Full)	\$199	\$749	\$948	\$749	\$14.40	\$62.41
SOLUS/PRO (Loyalty)	\$99	\$749	\$848	\$749	\$14.40	\$62.41
Vantage Pro	\$50	\$597	\$647	\$597	\$11.48	\$49.75
ETHOS	\$50	\$597	\$647	\$597	\$11.48	\$49.75

* Does not include Enrollment Fee

Program Guidelines (cont.'d)

Termination Fee

Customer can cancel the Agreement early at any time by notifying Snap-on Credit in writing and paying two monthly payments or the balance or the year term whichever is less. Customers who terminate agreements early will not be allowed back on the monthly payment program.

Steps To Complete The Sale Of The Program To A Customer

Software Subscription Sale for an Existing Platform or Traded Platforms

An existing or traded platform is defined as a previously sold, used, returned or repossessed Snap-on diagnostic platform.

Note that if a customer purchases a platform using Extended Credit or Lease, a separate application for the EV Software Subscription Program is required and is available via software upgrade using DSS ScanBay.

1. Submit the completed and signed Agreement (which includes the Program application) to Snap-on Credit using the same process as your EC and Lease contracts or payments.
 - You must fax or send in the Agreement to Snap-on Credit
2. If customer opts to use the ACH/Direct Debit payment method, customers must complete the banking information and attach a copy of a voided check for their bank account for the direct debt payment option.
3. Snap-on Credit receives and processes the application for Snap-on and then takes assignment of approved Agreements.
 - You must receive credit approval
4. You receive electronic notice delivered by ScanBay of credit approval.
5. When the customers decides to take advantage of the software subscription, it is delivered following approval, you will collect the Enrollment Fee and apply it to the Enrollment part number through the regular DSS/ScanBay sales process.

Program Guidelines (cont.'d)

6. The time of software delivery is when you collect the Enrollment Fee. Monthly payments (or weekly payments) shall be collected based on the date in which the software is delivered by you as well as the payment method selected by your customer:
 - Weekly Payment to Franchisee: Begin payment collection the week following upgrade delivery.
 - Monthly ACH direct debit or Invoice: Snap-on will commence collection 30 days from software upgrade delivery.
7. Your customer will receive software upgrades from you, the Snap-on Franchisee (but at no cost to you), each and every time one is available, provided your customers continue to pay as agreed.
8. The Agreement is a one year Agreement with automatic renewal unless the customer gives 60 day written notification to Snap-on or Snap-on Credit of their intention to end at the end of one year.
9. Customer can cancel the Agreement early at any time by notifying Snap-on Credit in writing and paying two monthly payments or the balance or the year term whichever is less. Customers who terminate agreements early will not be allowed back on the monthly payment program without paying a new Enrollment Fee.

Software Subscription Sale for New Platform

Snap-on will 'pay' (waive) the EV Software Subscription Program Enrollment Fee for new platform purchases up to 30 days from original purchase. A new platform purchase is defined as the purchase of a new and never previously sold, used, returned or repossessed Snap-on diagnostic platform.

Note that if a customer purchases a platform using Extended Credit or Lease, a separate application for the EV Software Subscription Program is required upon software First Time Activation via DSS ScanBay.

1. Using DSS ScanBay, you should First Time Activate (FTA) the platform's software.
2. Once the platform software has been activated, use DSS ScanBay to create and print an EV Software Subscription Program Application and Agreement. Submit the completed and signed Agreement (which includes the Program application) to Snap-on Credit using the same process as your EC and Lease contracts or payments.
 - You must fax or send in the Agreement to Snap-on Credit
3. If customer opts to use the ACH/Direct Debit payment method, customers must complete the banking information and attach a copy of a voided check for their bank account for the direct debt payment option.
4. Snap-on Credit receives and processes the application for Snap-on and then takes assignment of approved Agreements.
 - You must receive credit approval
5. You receive electronic notice delivered by ScanBay of credit approval.

Program Guidelines (cont.'d)

6. The Enrollment Fee is waived and monthly payments (or weekly payments) shall be collected based on the date in which the Agreement was approved by Snap-on as well as the payment method selected by your customer:
 - Weekly Payment to Franchisee: Begin payment collection the week following Snap-on approval.
 - Monthly ACH direct debit or Invoice: Snap-on will commence collection 30 days from application approval.
7. Your customer will receive software upgrades from you, the Snap-on Franchisee (but at no cost to you), each and every time one is available, provided your customers continue to pay as agreed.
8. The Agreement is a one year Agreement with automatic renewal unless the customer gives 60 day written notification to Snap-on or Snap-on Credit of their intention to end at the end of one year.
9. Customer can cancel the Agreement early at any time by notifying Snap-on Credit in writing and paying two monthly payments or the balance or the year term whichever is less. Customers who terminate agreements early will not be allowed back on the monthly payment program without paying a new Enrollment Fee.

How to Enroll Your Customer in the Program with DSS ScanBay 9.4

As part of the Snap-on EV Software Subscription Pilot Program, you are offered new screens in the DSS ScanBay 9.4 wizard, allowing you to collect customer info to populate, print and fax the Application.

Review or Print Pending Contracts

The first ScanBay wizard window will include a “Subscriptions” button, as shown in Figure 1, to allow you to view or reprint previously submitted Applications.

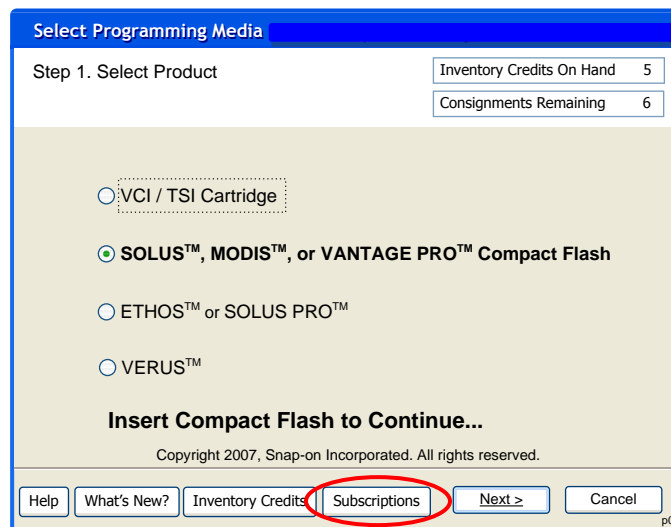


Figure 1 – Wizard (First Window)

If the “Subscriptions” button is selected, the following window will be displayed. Denied status records will be removed as soon as this status has been detected, and will not be shown in this window.

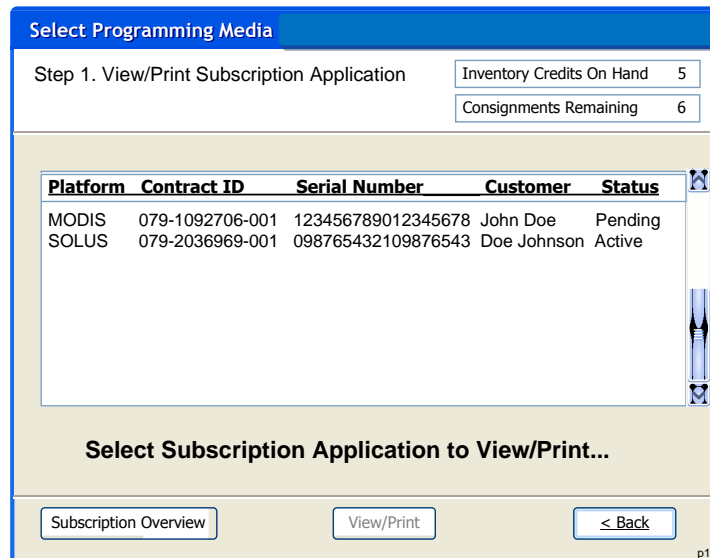


Figure 2

Enrollment Via DSS ScanBay (cont.'d)

Only when a 'Pending' Subscription is selected, will the "View/Print" button will be highlighted. If the "View/Print" button is selected, the original application will be displayed, along with an option to print the Application (sample Application below) with the original customer information. You are not able to view or print an Active subscription, a customer who already has been approved to enroll as well as has been delivered software. If you select an Active subscription the "View/Print" button will no longer be offered.

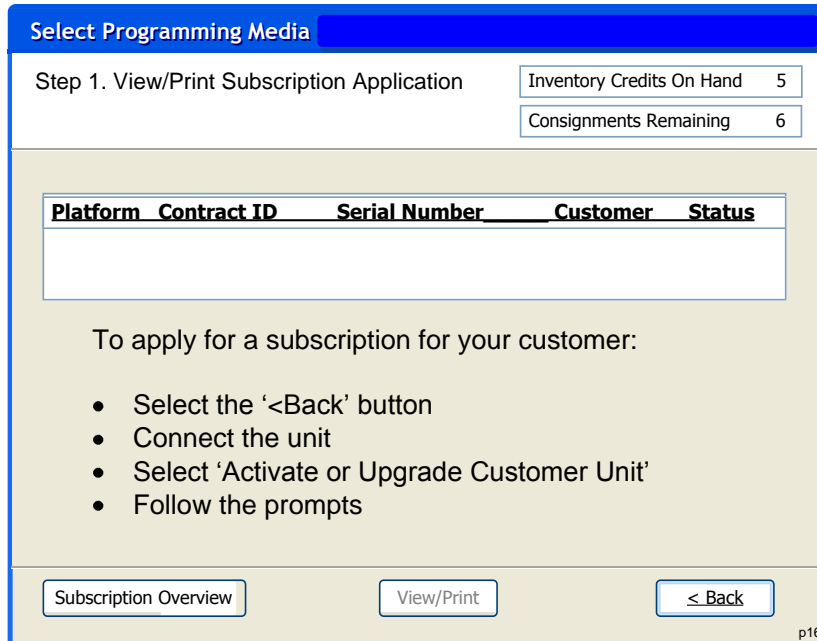
SNAP-ON EV SOFTWARE SUBSCRIPTION PROGRAM APPLICATION & AGREEMENT ONE YEAR PRODUCT UPGRADE																															
DATE: <u>3/9/2009</u>			Fax completed Agreement Toll-free to: 1-877-777-9375 Attn: SOFTWARE SUBSCRIPTION PROGRAM																												
PLEASE NOTE: ALL APPLICABLE FIELDS ON THIS PAGE MUST BE COMPLETED AND CUSTOMER MUST SIGN LAST PAGE																															
Snap-on Dealer NAME:		Dealer D-Number:		Snap-on Dealer Phone#:																											
TestDealer		D95213		8883334444																											
Customer Name (Individual):			Employer Name:																												
Tester, Test			Business Two																												
Customer Home Address:			Employer Address:																												
420 Barclay blvd			1112 Avenue																												
(City, State, ZIP):			(City, State, ZIP):																												
Lincolnshire, IL 60090			Chicago, IL66777																												
Customer Home Phone #:		Mobile #:		Business Phone:																											
8889999999		8473123333		(888)999-3333																											
Customer Social Security Number:			Customer E-Mail:																												
000034455			vicarens@yahoo.com																												
<p>Payment Info: This Agreement is subject to initial credit approval, and final contract Acceptance by SNAP-ON TOOLS COMPANY, LLC ("SNAP-ON") upon CUSTOMER's accompanying Enrollment Payment. One-time Extra Value ("EV") Software Subscription Enrollment Fee due upon Contract Acceptance by Customer, which if accepted by Snap-on, will commence 12 month subscription term. Following application payment of the Snap-on EV Software Subscription Program ("Program") Enrollment Fee, the first and all subsequent subscription installment Payments are due via the selected Payment Method (see Payment Methods) throughout Agreement Term. Customers who have not purchased the last available software upgrade may enroll in the Program only at the Full Enrollment Fee. Those who already have the most recent upgrade may enroll at the Loyalty Enrollment Fee.</p> <p>Payment Method: Select Option (✓) <i>Note: You May Be Invoiced if Dealer is unavailable, not paid, or non-participating.</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;"><input type="checkbox"/> ACH Direct Debit (Monthly)</td> <td style="width: 33%; text-align: center;"><input type="checkbox"/> Invoice by Mail(Monthly)</td> <td style="width: 33%; text-align: center;"><input type="checkbox"/> Payment to Dealer (Weekly)</td> </tr> </table> <p>If ACH Direct Debit is the selected Payment Method, complete the information below so that SNAP-ON can initiate debits to your account in accordance with Section 14 of this Agreement:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Customer Bank Name:</td> <td style="width: 16.5%;">Bank Routing Number:</td> <td style="width: 16.5%;">Account Name:</td> <td style="width: 34%;">Account Number:</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table> <p>Program Options: Each option includes one (1) Year EV Software Subscription Program: Application and Agreement payable as monthly payment plus taxes or weekly payment plus applicable taxes or other fees. (each a "Payment") for 12 months (the "Upgrade Period"), subject to credit approval and payment method arrangement in accordance with this Agreement, with required one-time Enrollment Fee.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">Platform</th> <th rowspan="2">New Platform? (✓)</th> <th rowspan="2">Part Number (monthly payment)</th> <th colspan="2">Payment Options</th> <th>Enrollment Fee</th> </tr> <tr> <th>Monthly (ACH direct debit / invoice payment)</th> <th>Weekly (weekly payment to dealer)</th> <th>Full</th> </tr> </thead> <tbody> <tr> <td>Ethos</td> <td> </td> <td>EESP312S1</td> <td style="text-align: center;">\$49.75</td> <td style="text-align: center;">\$11.48</td> <td style="text-align: center;">\$50</td> </tr> </tbody> </table> <p>* MODIS & SOLUS: • To upgrade to the most current software version via DSS Scanbay, MODIS and SOLUS with Bundle 7.4 and earlier require an upgrade to a 512MB CF card (EEKT310G02). MODIS Bundle 4.1 and earlier also require a new Scanner Plug-in (EAA0319B02A).</p> <p>SNAP-ON EV SOFTWARE SUBSCRIPTION PROGRAM APPLICATION & AGREEMENT; ONE YEAR PRODUCT UPGRADE (RENEWABLE) (the "Agreement") is by and between SNAP-ON Product Subscription Request that is part of and subject to this Agreement ("CUSTOMER").</p> <p>BY MY SIGNATURE BELOW AS THE "CUSTOMER", I ENTER THIS CONTRACT WITH SNAP-ON TOOLS COMPANY LLC ("SNAP-ON") AND HEREBY (1) AGREE TO MAKE ALL PAYMENTS DESIGNATED FOR THE SOFTWARE UPGRADE SELECTED ABOVE, (2) AUTHORIZE THE PERSONAL CREDIT REVIEW AND IF ACH DIRECT DEBIT PAYMENT SELECTED AS PAYMENT METHOD, DIRECT DEBIT OF MY ACCOUNT IS REQUIRED UNDER THE TERMS OF THIS AGREEMENT, (3) UNDERSTAND THAT SNAP-ON'S ACCEPTANCE OF THIS CONTRACT IS SUBJECT TO CREDIT APPROVAL AND (4) AGREE TO ALL TERMS AND CONDITIONS OF THIS PAGE AND THE FOLLOWING SECTIONS 1 THROUGH 15 OF THIS AGREEMENT AS WELL AS ALL TERMS AND CONDITIONS OF ANY SOFTWARE LICENSE AGREEMENT INCLUDED WITH THE PRODUCTS. THE PARTIES AGREE THAT A FACSIMILE OF THIS CONTRACT SHALL CONSTITUTE AN ORIGINAL AND IT CAN BE EXECUTED IN MULTIPLE COUNTERPARTS.</p> <p>Credit Check Authorization. CUSTOMER's Subscription Request and this Agreement is subject to final credit approval. If denied, CUSTOMER has the right to a written statement of the specific reason for the denial. To obtain the statement, submit a written request within 60 days from the date of decision notification: Snap-on Diagnostics, 950 Technology Way, Ste 301, Libertyville, IL 60048; Attention: Credit Department. We will send you a written statement of reasons for the denial within 30 days of receiving your request for the statement.</p> <p>NOTICE: The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex marital status, age (provided the individual has the capacity to enter into a binding</p>						<input type="checkbox"/> ACH Direct Debit (Monthly)	<input type="checkbox"/> Invoice by Mail(Monthly)	<input type="checkbox"/> Payment to Dealer (Weekly)	Customer Bank Name:	Bank Routing Number:	Account Name:	Account Number:					Platform	New Platform? (✓)	Part Number (monthly payment)	Payment Options		Enrollment Fee	Monthly (ACH direct debit / invoice payment)	Weekly (weekly payment to dealer)	Full	Ethos		EESP312S1	\$49.75	\$11.48	\$50
<input type="checkbox"/> ACH Direct Debit (Monthly)	<input type="checkbox"/> Invoice by Mail(Monthly)	<input type="checkbox"/> Payment to Dealer (Weekly)																													
Customer Bank Name:	Bank Routing Number:	Account Name:	Account Number:																												
Platform	New Platform? (✓)	Part Number (monthly payment)	Payment Options		Enrollment Fee																										
			Monthly (ACH direct debit / invoice payment)	Weekly (weekly payment to dealer)	Full																										
Ethos		EESP312S1	\$49.75	\$11.48	\$50																										

Figure 3

Enrollment Via DSS ScanBay (cont.'d)

After closing the window shown in Figure 3, the user will be taken back to the window shown in Figure 2. By selecting the “<Back” button, the wizard will return the user to the first window as shown in Figure 1.

If the list of subscriptions is empty, that is, there are no Active or Pending Subscriptions for the given Franchisee, the following window will be displayed:



The screenshot shows a software window titled "Select Programming Media". The window has a blue header bar with the title. Below the header, the main content area is divided into several sections:

- Step 1. View/Print Subscription Application**: This section contains two data fields:
 - Inventory Credits On Hand: 5
 - Consignments Remaining: 6
- Table**: A table with the following headers: Platform, Contract ID, Serial Number, Customer, Status. The table body is currently empty.
- Instructions**: A text block stating "To apply for a subscription for your customer:" followed by a bulleted list:
 - Select the '<Back' button
 - Connect the unit
 - Select 'Activate or Upgrade Customer Unit'
 - Follow the prompts
- Navigation Buttons**: Three buttons are located at the bottom of the window:
 - Subscription Overview
 - View/Print
 - < Back

A small "p16" label is visible in the bottom right corner of the window frame.

Figure 4

Enrollment Via DSS ScanBay (cont.'d)

View Subscription Program Marketing Piece

In the previous screen (Figure 4, also below) you can also choose to view and/or print the “Subscription Overview” by selecting the button by the same name.

Select Programming Media

Step 1. View/Print Subscription Application

Inventory Credits On Hand	5
Consignments Remaining	6

Platform	Contract ID	Serial Number	Customer	Status

To apply for a subscription for your customer:

- Select the '<Back' button
- Connect the unit
- Select 'Activate or Upgrade Customer Unit'
- Follow the prompts

Subscription Overview

View/Print

< Back

p16

Figure 4

Extra Value (EV) Software Subscription Program™

Get all that's **new and different** for Domestic and Asian diagnostics software coverage immediately, all year long, with the lowest payments ever.

Known for our robust vehicle coverage and unique Fast-Trac™ troubleshooting, the Extra Value (EV) Software Subscription Program offers the complete value of our software **and more** for VERBO™, MODIS™, SOLUS™, SOLUS PRO™, ETHOS™, and Vantage PRO™ with flexible and low payment options to keep your diagnostics tool up-to-date — ready to service any customer, all the time.

EV Software Subscription Program

Current Coverage, All the Time — Always have the latest software and coverage, and receive the financial benefits of servicing more vehicles than ever before.

Low, Affordable Payments — Get the lowest and most affordable weekly payments ever, as low as \$12.48/week — spreading the cost over time.

Software Subscription	Year-Pay	Month-Pay
VERBO	\$24.98	\$4.99
MODIS	\$24.98	\$4.99
SOLUS/PRO	\$49.98	\$9.99
Vantage Pro	\$64.98	\$12.99
ETHOS	\$64.98	\$12.99

Flexible Payment Options — You can select from cash, direct debit, or extended credit payment options — offering a payment solution for just about anybody.

Priority Customer Care — Receive a dedicated, toll-free Customer Care phone number and priority diagnostics software support.

NEW Benefits & More

- **92 - 99 Models** - More coverage for the cars you're working on...
- **Over 10,000 New Vehicle Systems**
- **1,000+ Trouble Codes for '98 - '01 vehicles**
- **6,000+ New Data Parameters (PID) for '98 - '01 models**
- **100 New Functional Tests (bi-directional) for '97 - '01 models**
- **4,000 New Component Tests**
- **1000+ Hours of Enhanced Troubleshooter Expert Tips**
- **NEW 99 - '01 Benefits & Asian models/year**

Free Ask-a-Tech & Online Fast-Trac Troubleshooter tips (3x per vehicle) — Ask-a-Tech, a professional networking site, lets you communicate with thousands of techs to get answers and advice to repair related issues. Plus, you can search the NEW Online Fast-Trac Troubleshooter tips and resolved repair cases, to open new repair cases, post questions, share vehicle data as photos, and more.

Online Product Training — 24/7, free access to Snap-on Training Solutions for pre-recorded entry-level diagnostics product training. No complicated regulations or passwords to remember — simply click and sit back with your Snap-on tool to learn at your own pace.

Don't miss the chance to always have the latest software with the most rates, and service and support—plus, the most affordable payments ever.

Sign up with your franchisee today!

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Figure 5

Enrollment Via DSS ScanBay (cont.'d)

DSS ScanBay 9.4 Subscription Application Screens

The customer Application will be offered for all Snap-on Diagnostic platforms (excluding VCI/TSI cartridges).

Starting with the wizard's first window, you will select either the second, third, or fourth option, and then select "Next" as shown below.

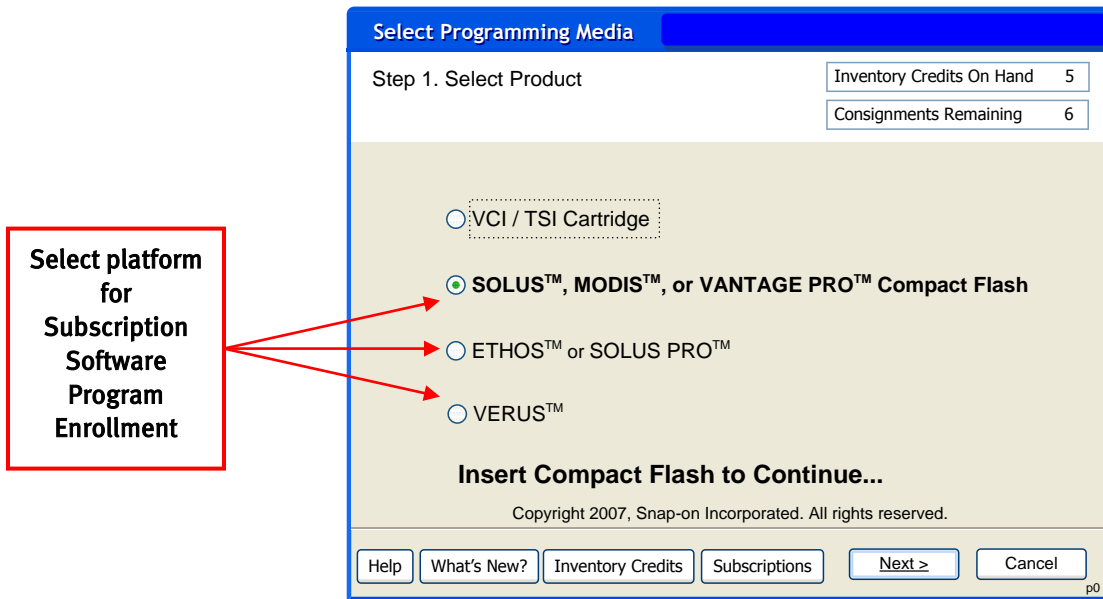


Figure 1

Once the "Next" button is selected, the following window will be displayed while ScanBay reads the selected media:

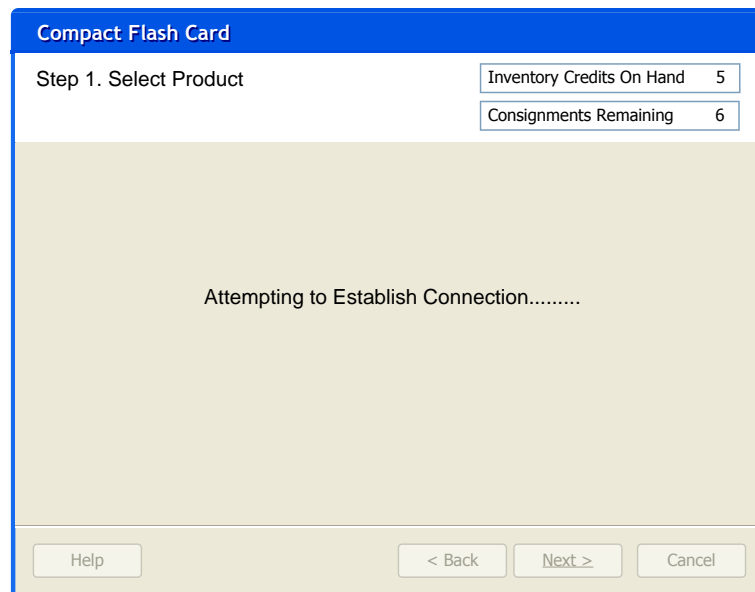


Figure 2

Enrollment Via DSS ScanBay (cont.'d)

After establishing a connection to the device, ScanBay will display the current software level for the device. If a Subscription application is pending, the user will not be allowed to continue, as shown below.

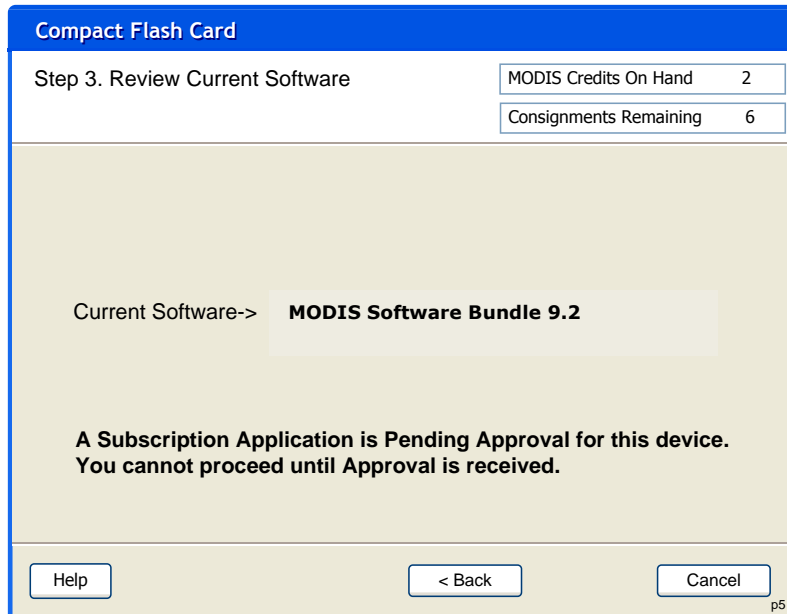


Figure 3

Then after selecting the "Next >" button, depending upon the platform previously selected, one of the following windows will be displayed with the title bar updated for the media type:

"SOLUS, MODIS, VANTAGE PRO" Selection:

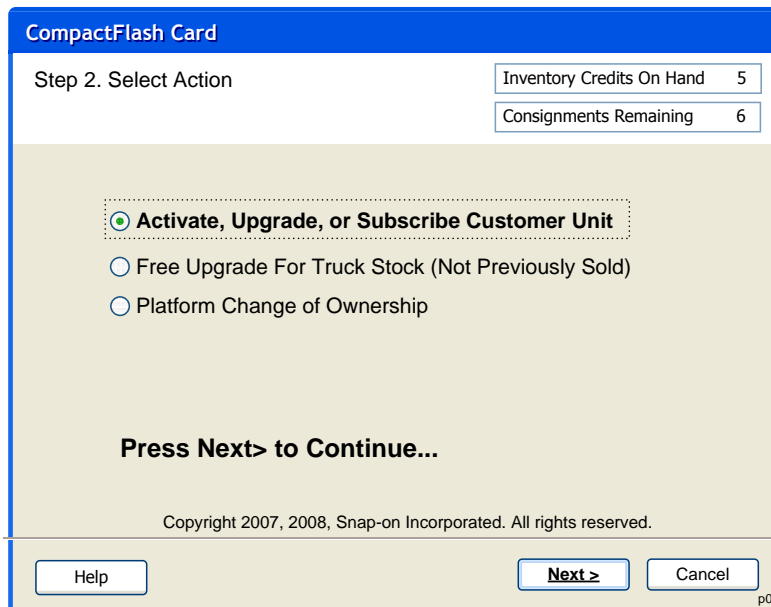


Figure 4

Enrollment Via DSS ScanBay (cont.'d)

“ETHOS or SOLUS PRO” Selection:

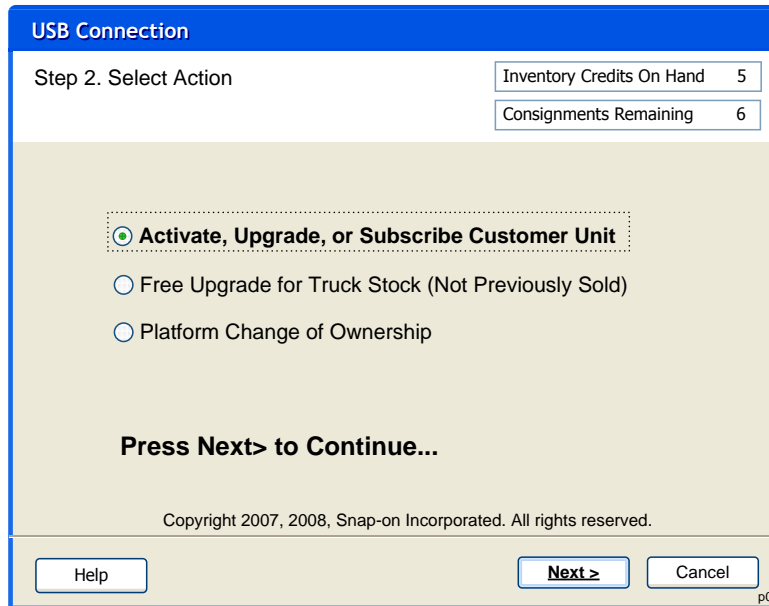


Figure 5

“VERUS” Selection:

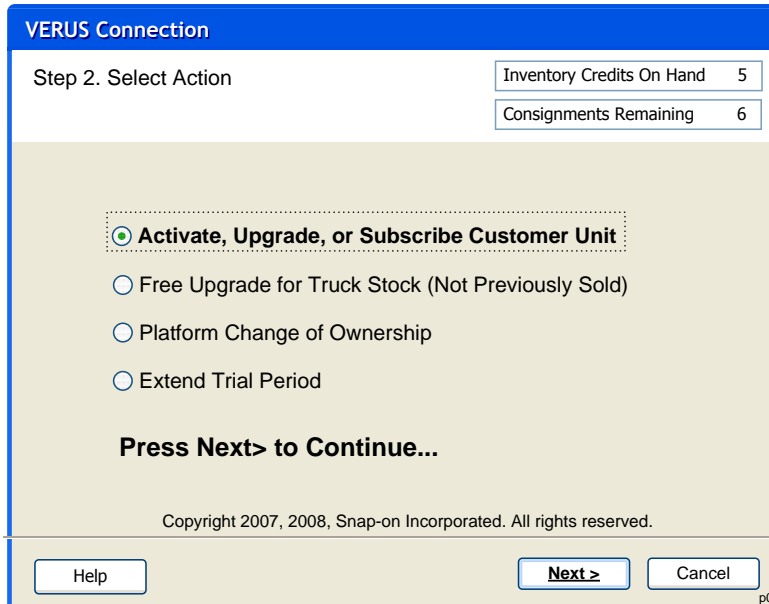


Figure 6

Enrollment Via DSS ScanBay (cont.'d)

You should select the “Activate or Upgrade Customer Unit” option for the appropriate platform and then select the “Next >” button. The following screen will be displayed (using MODIS as an example).

Again, like earlier, you can refer to the Subscription Overview flyer, selecting the ‘Subscription Overview’ button. It will open a PDF file that explains the subscription program.

The screenshot shows a window titled "CompactFlash Card" with a blue header. Below the header, it says "Step 2. Select Action". In the top right corner, there are two status boxes: "Inventory Credits On Hand 5" and "Consignments Remaining 6". The main content area is light beige and contains the following text:

Does your customer want to enroll in the EV Software Subscription Program?

Select 'Yes' to complete and print the required application form...

Select 'No' to Activate or Upgrade Customer Unit...

At the bottom of the window, there is a footer with the text "Copyright 2007, 2008, Snap-on Incorporated. All rights reserved." and a row of buttons: "Help", "Subscription Overview", "Yes", "No", and "Cancel". The "Subscription Overview" button is circled in red.

Figure 7

If you select the ‘Yes’ button, the following screens is displayed:

The screenshot shows a window titled "Compact Flash Card" with a blue header. Below the header, it says "Specify Subscription Info". In the top right corner, there are two status boxes: "MODIS Credits On Hand 2" and "Consignments Remaining 6". The main content area is light beige and contains the following text:

Please enter the information below that will then be used to display and print an application for Subscription.

(Note: Proper spelling of all names is required for successful processing. For example, use "Los Angeles" instead of "LAX" or "New York" instead of "NY".)

Subscription Info (All Fields Required)

The form contains the following fields:

Dealer Name:	Dealer#: D12345	Dealer Phone#:	
First Name:	Last Name:	Initial:	Business/Employer Name:
Ship To Address:			Business Address:
City:			Zipcode:
Customer Home Phone:			Business Phone:
Customer Mobile Phone:			Customer Email:
Customer SSN: ___-___-___			

At the bottom of the window, there is a footer with the text "p13" and a row of buttons: "Help", "View Privacy Policy", "< Back", and "Next >".

Figure 8

Enrollment Via DSS ScanBay (cont.'d)

Note that the “Dealer” field is pre-filled by DSS ScanBay. Once all fields are entered (no validation needed) and you have selected ‘Next>’ the following screen is displayed. This screen should be completed if the customer has selected to pay by ACH Direct Debit. If the customer has selected another payment method, they may

The screenshot shows a web interface titled "Compact Flash Card". At the top, it says "Specify Subscription Info" and displays two data fields: "MODIS Credits On Hand" with a value of 2, and "Consignments Remaining" with a value of 6. Below this, a message reads: "If ACH Direct Debit Payment is desired, please complete the following information. Press Next> to Continue... (All Fields Required for this Option)". There are four input fields: "Customer Bank Name:", "Bank Routing Number:", "Account Name:", and "Account Number:". Below the fields is an "A.B.A Routing Numbers Example" showing a check with a large red "EXAMPLE" stamp. At the bottom, there are four buttons: "Help", "View Privacy Policy", "< Back", and "Next >". A small "p13" is visible in the bottom right corner.

Figure 9

After completing the required fields, select the “Next >” button to continue on to the next screen:

The screenshot shows the same "Compact Flash Card" interface. The top section now says "Submit Subscription Info" and the data fields remain the same. The main message reads: "Select 'Review/Print Application'... Ensure all information is correct and final, then print application. Press Next> to Continue...". At the bottom, the buttons are: "Help", "Review/Print Application", "< Back", and "Next >". A small "p13" is visible in the bottom right corner.

Figure 10

Enrollment Via DSS ScanBay (cont.'d)

If the 'Review/Print Application' button is selected, the application will be displayed in a scrollable window, along with an option to print the Application (sample Application below – Figure 15) with the customer information included. The 'Software Subscription Type' section will be automatically populated by the ScanBay software based on (1) Platform Type and (2) Customer software status (eligible for Loyalty or Full price enrollment).

You are not able to view or print an Active subscription, a customer who already has been approved to enroll as well as has been delivered software. If you select an Active subscription the "View/Print" button will no longer be offered.

SNAP-ON EV SOFTWARE SUBSCRIPTION PROGRAM APPLICATION & AGREEMENT ONE YEAR PRODUCT UPGRADE																				
DATE: 3/9/2009			Fax completed Agreement Toll-free to: 1-877-777-9375 Attn: SOFTWARE SUBSCRIPTION PROGRAM																	
PLEASE NOTE: ALL APPLICABLE FIELDS ON THIS PAGE MUST BE COMPLETED AND CUSTOMER MUST SIGN LAST PAGE																				
Snap-on Dealer NAME: TestDealer		Dealer ID-Number: D95213		Snap-on Dealer Phone#: 8883334444																
Customer Name (Individual): Tester, Test			Employer Name: Business Two																	
Customer Home Address: 420 Barclay blvd			Employer Address: 1112 Avenue																	
(City, State, ZIP): Lincolnshire, IL 60090			(City, State, ZIP): Chicago, IL66777																	
Customer Home Phone #: 8889999999		Mobile #: 8473123333		Business Phone: (888)999-3333																
Customer Social Security Number: 000034455			Customer E-Mail: vicarens@yahoo.com																	
<p>Payment Info: This Agreement is subject to initial credit approval, and final contract Acceptance by SNAP-ON TOOLS COMPANY, LLC ("SNAP-ON") upon CUSTOMER's accompanying Enrollment Payment. One-time Extra Value ("EV") Software Subscription Enrollment Fee due upon Contract Acceptance by Customer, which if accepted by Snap-on, will commence 12 month subscription term. Following application payment of the Snap-on EV Software Subscription Program ("Program") Enrollment Fee, the first and all subsequent subscription installment Payments are due via the selected Payment Method (see Payment Methods) throughout Agreement Term. Customers who have not purchased the last available software upgrade may enroll in the Program only at the Full Enrollment Fee. Those who already have the most recent upgrade may enroll at the Loyalty Enrollment Fee.</p>																				
<p>Payment Method: Select Option (✓) <i>Note: You May Be Invoiced if Dealer is unavailable, not paid, or non-participating.</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;"><input type="checkbox"/> ACH Direct Debit (Monthly)</td> <td style="width: 33%; text-align: center;"><input type="checkbox"/> Invoice by Mail(Monthly)</td> <td style="width: 33%; text-align: center;"><input type="checkbox"/> Payment to Dealer (Weekly)</td> </tr> </table>						<input type="checkbox"/> ACH Direct Debit (Monthly)	<input type="checkbox"/> Invoice by Mail(Monthly)	<input type="checkbox"/> Payment to Dealer (Weekly)												
<input type="checkbox"/> ACH Direct Debit (Monthly)	<input type="checkbox"/> Invoice by Mail(Monthly)	<input type="checkbox"/> Payment to Dealer (Weekly)																		
<p>If ACH Direct Debit is the selected Payment Method, complete the information below so that SNAP-ON can initiate debits to your account in accordance with Section 14 of this Agreement.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Customer Bank Name:</td> <td>Bank Routing Number</td> <td>Account Name:</td> <td>Account Number:</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>						Customer Bank Name:	Bank Routing Number	Account Name:	Account Number:											
Customer Bank Name:	Bank Routing Number	Account Name:	Account Number:																	
<p>Program Options: Each option includes one (1) Year EV Software Subscription Program: Application and Agreement payable as monthly payment plus taxes or weekly payment plus applicable taxes or other fees (each a "Payment") for 12 months (the "Upgrade Period"), subject to credit approval and payment method arrangement in accordance with this Agreement, with required one-time Enrollment Fee.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">Platform</th> <th rowspan="2">New Platform? (✓)</th> <th rowspan="2">Part Number (monthly payment)</th> <th colspan="2">Payment Options</th> <th>Enrollment Fee</th> </tr> <tr> <th>Monthly (ACH direct debit / invoice payment)</th> <th>Weekly (weekly payment to dealer)</th> <th>Full</th> </tr> </thead> <tbody> <tr> <td>Ethos</td> <td></td> <td>EESP312S1</td> <td style="text-align: center;">\$49.75</td> <td style="text-align: center;">\$11.48</td> <td style="text-align: center;">\$50</td> </tr> </tbody> </table>						Platform	New Platform? (✓)	Part Number (monthly payment)	Payment Options		Enrollment Fee	Monthly (ACH direct debit / invoice payment)	Weekly (weekly payment to dealer)	Full	Ethos		EESP312S1	\$49.75	\$11.48	\$50
Platform	New Platform? (✓)	Part Number (monthly payment)	Payment Options		Enrollment Fee															
			Monthly (ACH direct debit / invoice payment)	Weekly (weekly payment to dealer)	Full															
Ethos		EESP312S1	\$49.75	\$11.48	\$50															
<p>*MODIS & SOLUS: • To upgrade to the most current software version via DSS Scanbay, MODIS and SOLUS with Bundle 7.4 and earlier require an upgrade to a 512MB CF card (EEKT310G02). MODIS Bundle 4.1 and earlier also require a new Scanner Plug-in (EAA0319B02A).</p>																				
<p>SNAP-ON EV SOFTWARE SUBSCRIPTION PROGRAM APPLICATION & AGREEMENT; ONE YEAR PRODUCT UPGRADE (RENEWABLE) (the "Agreement") is by and between SNAP-ON Product Subscription Request that is part of and subject to this Agreement ("CUSTOMER").</p>																				
<p>BY MY SIGNATURE BELOW AS THE "CUSTOMER", I ENTER THIS CONTRACT WITH SNAP-ON TOOLS COMPANY LLC ("SNAP-ON") AND HEREBY (1) AGREE TO MAKE ALL PAYMENTS DESIGNATED FOR THE SOFTWARE UPGRADE SELECTED ABOVE, (2) AUTHORIZE THE PERSONAL CREDIT REVIEW AND IF ACH DIRECT DEBIT PAYMENT SELECTED AS PAYMENT METHOD, DIRECT DEBIT OF MY ACCOUNT IS REQUIRED UNDER THE TERMS OF THIS AGREEMENT, (3) UNDERSTAND THAT SNAP-ON'S ACCEPTANCE OF THIS CONTRACT IS SUBJECT TO CREDIT APPROVAL AND (4) AGREE TO ALL TERMS AND CONDITIONS OF THIS PAGE AND THE FOLLOWING SECTIONS 1 THROUGH 15 OF THIS AGREEMENT AS WELL AS ALL TERMS AND CONDITIONS OF ANY SOFTWARE LICENSE AGREEMENT INCLUDED WITH THE PRODUCTS. THE PARTIES AGREE THAT A FACSIMILE OF THIS CONTRACT SHALL CONSTITUTE AN ORIGINAL AND IT CAN BE EXECUTED IN MULTIPLE COUNTERPARTS.</p>																				
<p>Credit Check Authorization. CUSTOMER's Subscription Request and this Agreement is subject to final credit approval. If denied, CUSTOMER has the right to a written statement of the specific reason for the denial. To obtain the statement, submit a written request within 60 days from the date of decision notification: Snap-on Diagnostics, 950 Technology Way, Ste 301, Libertyville, IL 60048; Attention: Credit Department. We will send you a written statement of reasons for the denial within 30 days of receiving your request for the statement.</p>																				
<p>NOTICE: The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex marital status, age (provided the individual has the capacity to enter into a binding</p>																				

Figure 11

Enrollment Via DSS ScanBay (cont.'d)

After closing the window shown in Figure 11, the user will be taken back to the window shown in Figure 12. By selecting the “<Back” button, the wizard will return the user to the first window as shown in Figure 13.

If the list of subscriptions is empty, that is, there are no Active or Pending Subscriptions for the given Franchisee, the following window will be displayed:

The screenshot shows a software window titled "Select Programming Media". At the top, it says "Step 1. View/Print Subscription Application". To the right of this text are two input fields: "Inventory Credits On Hand" with the value "5" and "Consignments Remaining" with the value "6". Below this is a table with the following headers: "Platform", "Contract ID", "Serial Number", "Customer", and "Status". The table is currently empty. Below the table, there is a text prompt: "To apply for a subscription for your customer:" followed by a bulleted list of instructions: "Select the '<Back' button", "Connect the unit", "Select 'Activate or Upgrade Customer Unit'", and "Follow the prompts". At the bottom of the window, there are three buttons: "Subscription Overview", "View/Print", and "< Back". A small "p16" label is visible in the bottom right corner.

Figure 12

The screenshot shows the same "Select Programming Media" window. The table now contains two rows of data:

Platform	Contract ID	Serial Number	Customer	Status
MODIS	079-1092706-001	123456789012345678	John Doe	Pending
SOLUS	079-2036969-001	098765432109876543	Doe Johnson	Active

Below the table, the text prompt has changed to "Select Subscription Application to View/Print...". The buttons at the bottom remain the same: "Subscription Overview", "View/Print", and "< Back". The "p16" label is also present in the bottom right corner.

Figure 13

Enrollment Via DSS ScanBay (cont.'d)

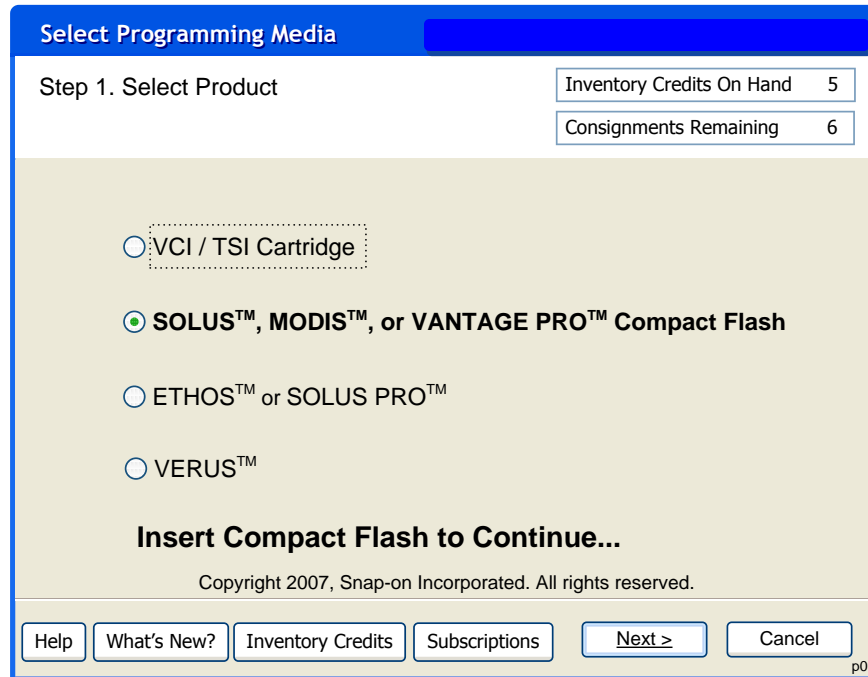


Figure 14

If the 'Next' button is selected instead, the user will be taken to the final screen.

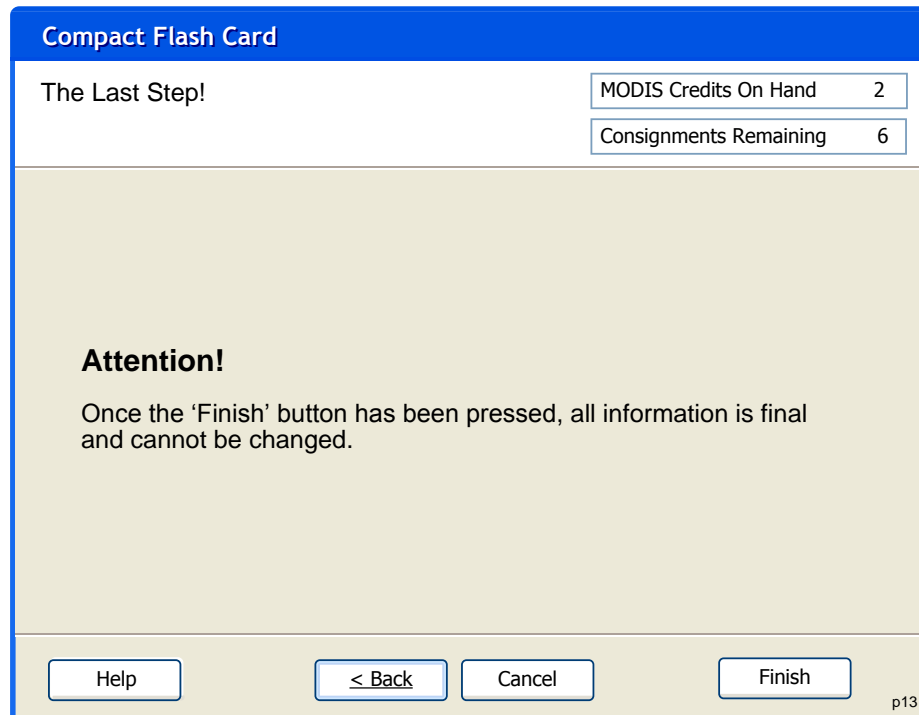


Figure 15

Enrollment Via DSS ScanBay (cont.'d)

Selecting 'Cancel' exits the ScanBay application and returns the user to the DSS system. If the user selects the 'Finish' button, all data will be finalized for sending to the subscription database at the next Send/Receive Email, and the Franchisee will not be allowed to edit any of the information already entered. Then the following screen is displayed:

Compact Flash Card	
Thank You!	MODIS Credits On Hand 2
	Consignments Remaining 6
Reminder	
- Obtain customer signature	
- Fax form to the phone number on the application	
- Perform a 'Send/Receive Email'	
- After approval, deliver the upgrade to your customer	
Questions? Refer to Subscription Overview	
<input type="button" value=" < Back"/> <input type="button" value=" Done"/>	
p13	

Figure 16

If the 'Done' button is selected, then all transactions are finalized and prepared for delivery at the next Send/Receive Email. The application image is encrypted and stored on the Franchisee's PC for later display using the 'Subscriptions' button on the initial ScanBay window. Once the application for this particular device has been approved or denied, this image is deleted from the PC by the Scanbay software. Then the ScanBay application exits and returns the user to the DSS system

How to Deliver Software Subscription using DSS ScanBay 9.4

Delivering an EV Software Subscription is as easy as delivering a standard upgrade.

1. Go to DSS, select a customer and open an invoice.
2. Open DSS ScanBay.
3. Select platform for Subscription Software Program Purchase (Figure 1).

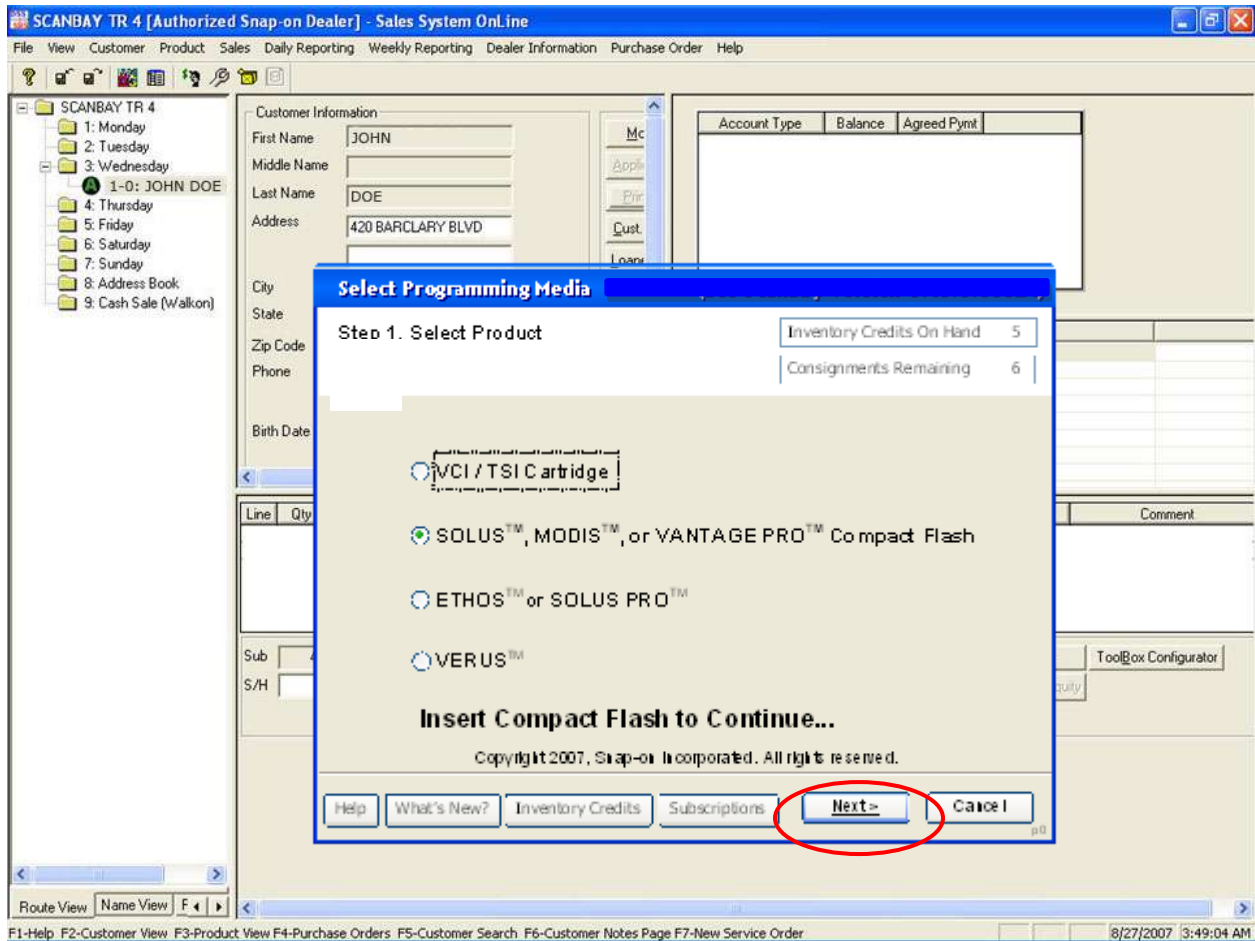


Figure 1

Delivery Via DSS ScanBay (cont.'d)

View Current Software Installed (Figure 2). Select 'Next' button.



Figure 2

ScanBay presents the appropriate software selection based on the previous version (Figure 3). Confirm selection and click the 'Next' button.

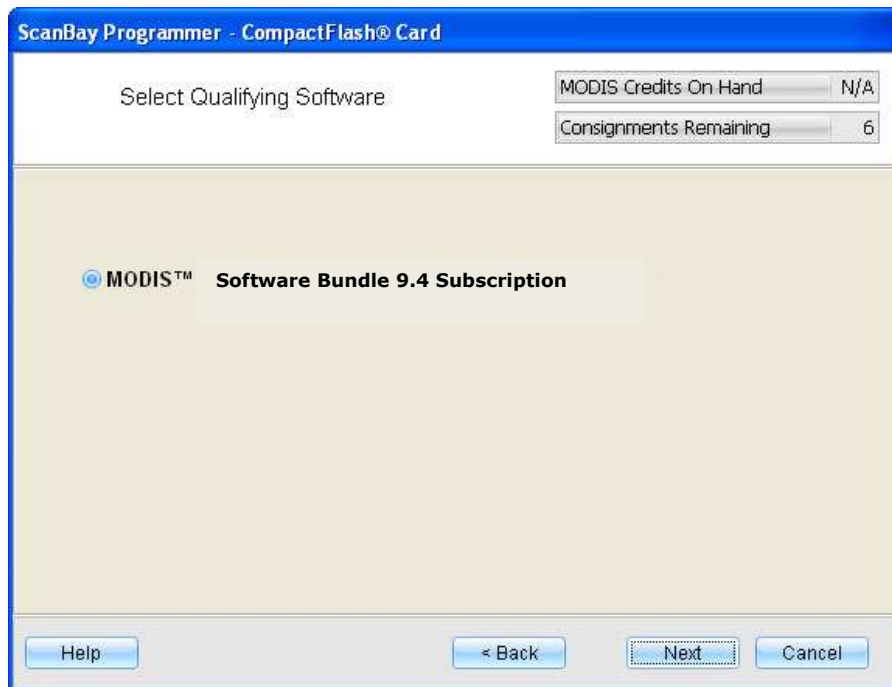


Figure 3

Delivery Via DSS ScanBay (cont.'d)

Review the upcoming upgrade transaction and select Credit Used (Figure 4). Select 'Next' button.

ScanBay Programmer - CompactFlash Card

Review Software Selected

MODIS Credits On Hand N/A

Consignments Remaining 6

Upgrade to -> **MODIS Software Bundle 9.4 Subscription**

From -> **MODIS Software Bundle 9.2**

Est. Program Time -> 1 minute(s)

Credit Used -> Inventory Credit
 Consignment

Help < Back Next > Cancel

Figure 4

Review again and confirm or change price (Figure 5). Select 'Next' button.

ScanBay Programmer - CompactFlash Card

Review Price

MODIS Credits On Hand N/A

Consignments Remaining 6

Upgrade to -> **MODIS Software Bundle 9.4 Subscription**

From -> **MODIS Software Bundle 9.2**

Est. Program Time -> 1 minute(s)

Credit Used -> Consignment

Customer Price -> \$ 99.00

Help < Back Next > Cancel

Figure 5

Delivery Via DSS ScanBay (cont.'d)

ScanBay asks you to specify the accessory kit recipient (Figure 6). You may either have the kit sent to you or directly to the customer. Upon selection, click the 'Next' button.

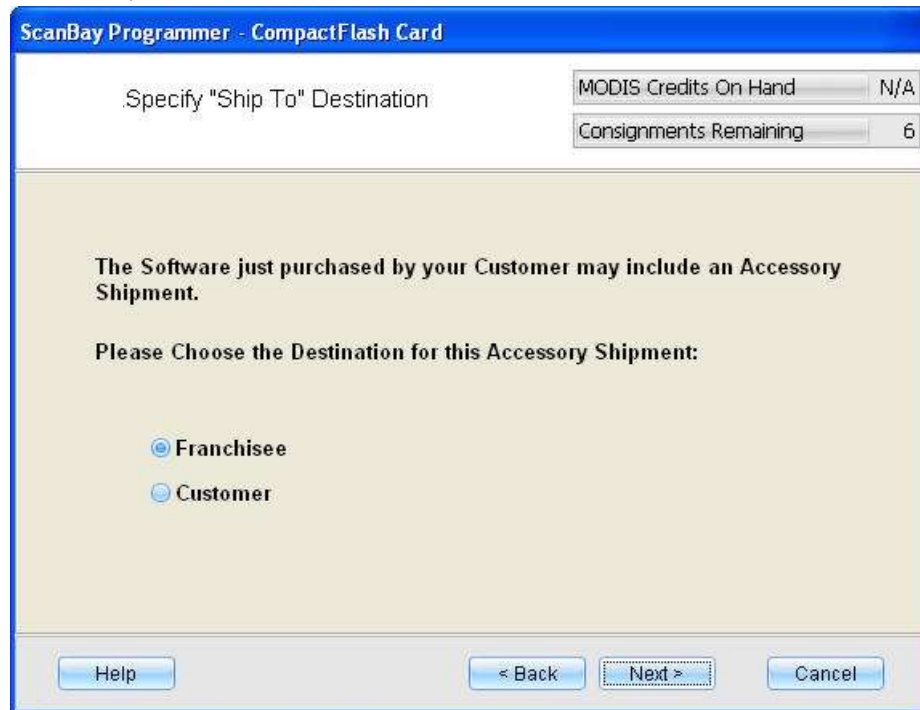


Figure 6

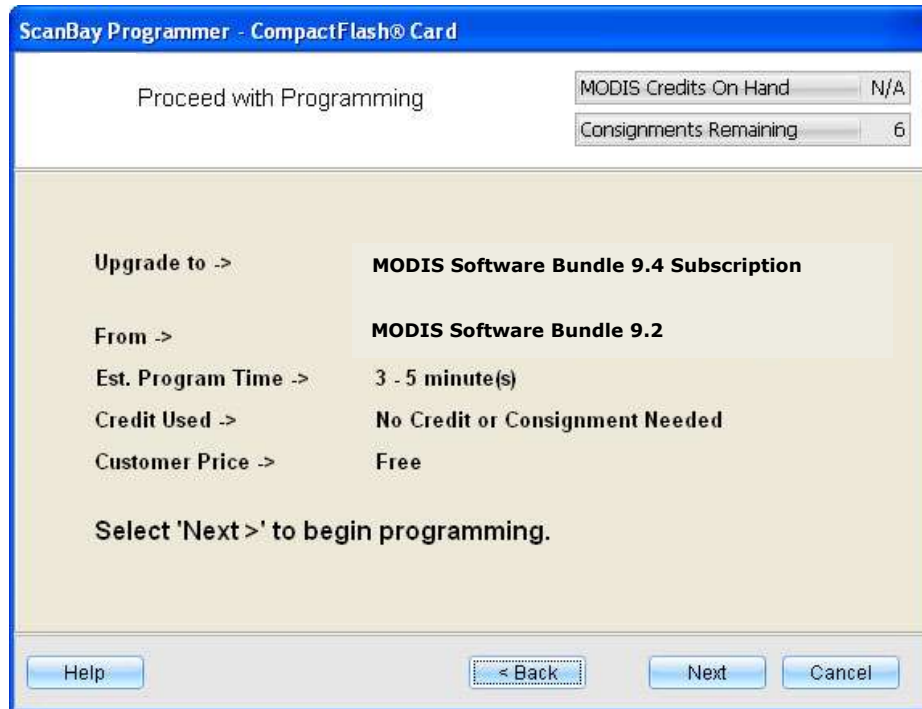
If you chose to send the accessory kit directly to the customer, ScanBay provides the existing customer information and requests review and update (Figure 7). This information is used to ship the corresponding software accessory kit, therefore spelling and accuracy is critical. When review or update is complete, select the 'Next' button.



Figure 7

Delivery Via DSS ScanBay (cont.'d)

Review Software Subscription Upgrade or Activation Details (Figure 8). Select 'Next' button.



Note: The Upgrade Price Indicates "Free" although the Enrollment and Monthly/Weekly Payment applies.

Figure 8

ScanBay begins programming and gives status of progress (Figure 9).

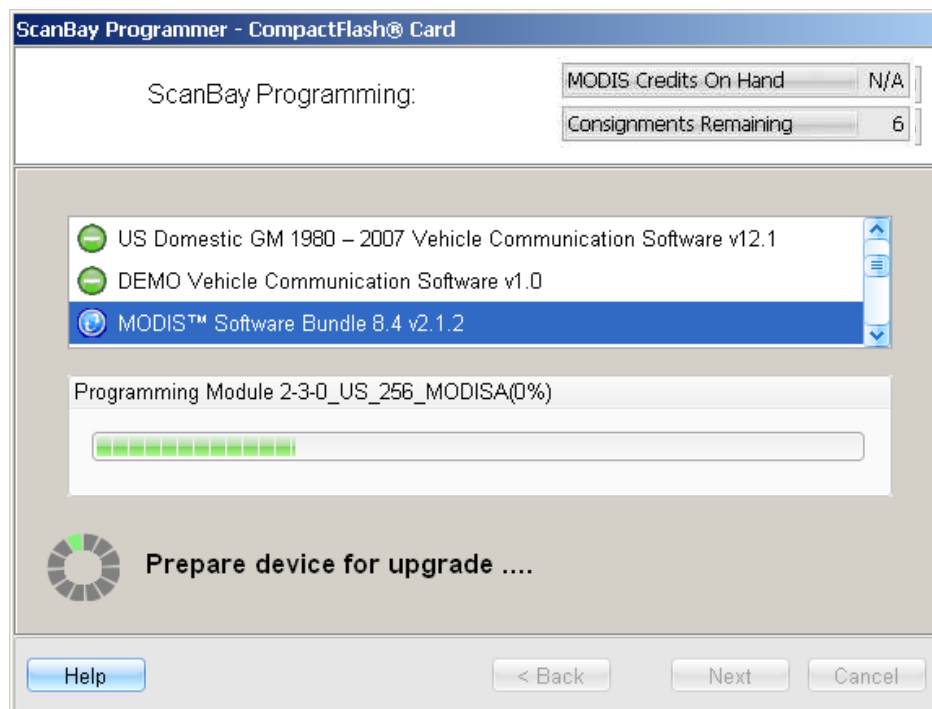


Figure 9

Delivery Via DSS ScanBay (cont.'d)

ScanBay completes programming (Figure 10). Select “Next” for last step of programming process.

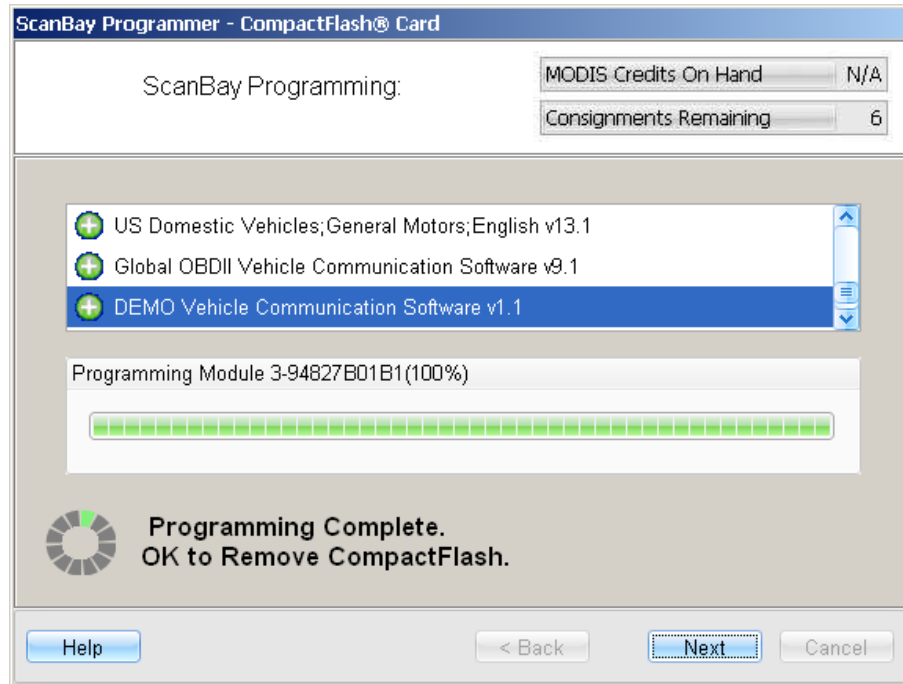


Figure 10

ScanBay completes programming (Figure 11). Select the “Finish” to complete software delivery.

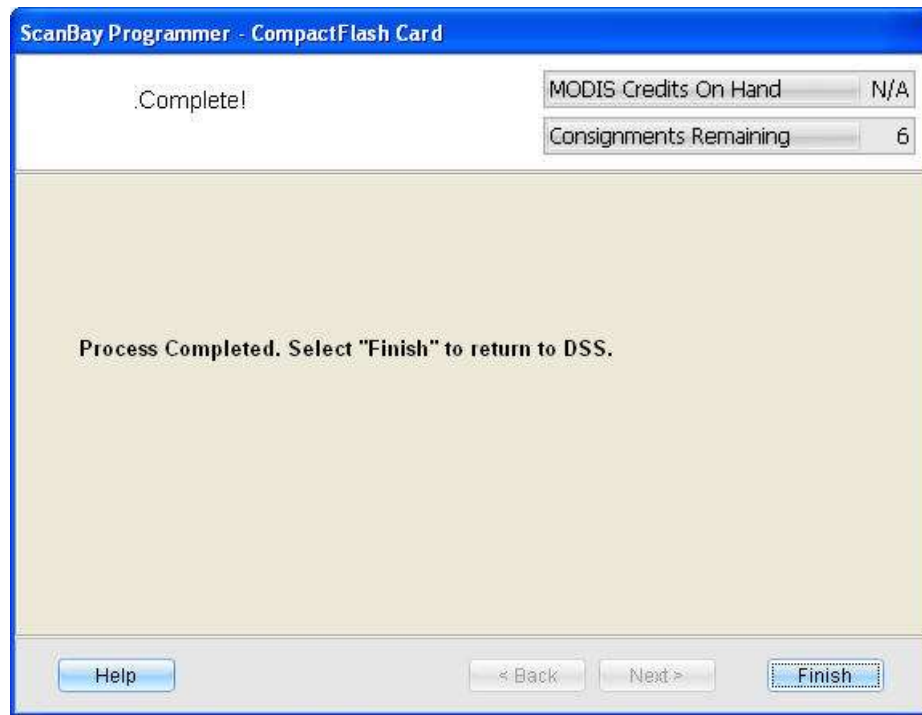


Figure 11

Collections Via DSSw

Before a collection can be made an account needs to be established; Establish an account by entering an Account Number and the agreed upon Weekly Payment into the balance section of the Franchisee's DSSw system.

Once this information is entered, a payment can be collected and remitted using the ACH capability within DSSw to Snap-on Credit.

The screenshot displays the DSSw software interface. On the left, a tree view shows a hierarchy of customers under 'NEW DEALER TRAINING'. A red arrow points from a yellow callout box to the '5. BILLIE BRAKE' customer. In the center, the 'Customer Information' form is visible, with the 'Modify' tab selected. A second red arrow points from a yellow callout box to the 'Modify' tab. Below the form, a table shows account details and a list of orders.

Account Type	Balance	Agreed Pmt
CS 101366909	297.85	30.00
CS 032	171.91	0.00
RA	439.34	30.00

Date	Order	Type	Status
05/06/2005	36	CS 001888909	Open
05/06/2005	32	RA	Complete
05/06/2005	29	CS 001888909	Cancelled
04/06/2005	4	RA	Needs

Line	Qty	Stock Number	Description	Price	M.Allow	LCD	Car	Total	Serial No.	Comment
1		1-FR 722	2 RANK ROLL CAR 10/2	4526.00	0.00			4526.00	977779807092	
2	1	FR48959	CHEST	505.00	0.00	8	0	505.00		

Sub: 3626.00 Tax: 236.65 Total: 3916.65

Buttons: New, Change Options, Print, Collections, Items, Tool/Log Configurator, ScanBay, Add P/A Equity, Model/Queue

Route View | Name View | Phone View | SSN V |

F24 Help F2 Customer View F3 Product View F4 Purchase Orders F5 Customer Search F6 Customer Notes Page F7 New Service Order

1684 8/14/2008 7:21:40 AM

From the main screen in DSSw, select the appropriate customer who has the account

Then select the Modify tab

Collections Via DSSw (cont.'d)

The screenshot displays a software application window titled "NEW DEALER TRAINING [Authorized Sign-on Franchise] - Sales System Online". The interface is divided into several sections:

- Left Panel:** A tree view showing a hierarchy of items under "NEW DEALER TRAINING", including days of the week and various automotive services like "MIKE'S AUTOMOTIVE", "MIKE MECHANIC", "WILL LAMBARD", "FREDDIE FENDER", "BILLIE BRAKE", "SAMMY STICKSHIFT", "GEORGE GOODWRENCH", "VDN HAMMER", "KENNY DAVIS", "MURRAY'S MUFFLERS", "WILLIAMS WINDSHIELD", "TOM'S TIRE SHOP", "TIM'S TRUCK SHOP", "Saturday", "Sunday", "Address Book", and "Cash Sale (Walk-in)".
- Customer Information Form:**
 - First Name: BILLIE
 - Middle Name: [Empty]
 - Last Name: BRAKE
 - Address: 1674 J BRAKE LANE
 - City: SAN JOSE
 - State: CA
 - Zip Code: [Empty]
 - Phone: [Empty]
 - Birth Date: [Empty]
- Customer Maintenance Dialog Box:**
 - Enter Address Information:**
 - Name: BILLIE BRAKE
 - Address: 1674 J BRAKE LANE
 - City: SAN JOSE
 - State: CA
 - Zip Code: 95112
 - Phone: (817) 389-0852
 - Social: 475 46 7382
 - Email: [Empty]
 - Birth Date: 10/10/1961
 - Enter the driver's license info:**
 - Number: [Empty]
 - State: [Empty]
 - Expires: / /
 - Change Expiration: [Button]
 - Enter personal information:**
 - Marital Status: Single
 - Number of Dependents: 0
 - How long at current address? Yrs: 10 Mos: 0
- Table:** A small table with columns "Line", "Qty", and "Price". It contains two rows: Row 1 with Qty 1 and Price 12; Row 2 with Qty -1 and Price 15.
- Bottom Panel:** Includes a "Sub" field with value 36210, an "SAH" field, and a status bar with navigation options (F1-Help, F2-Customer View, F3-Product View, F4-Purchase Order, F5-Customer Search, F6-Customer Notes Page, F7-New Service Order) and a timestamp: 7/14/2008 7:22:30 AM.

Collections Via DSSw (cont.'d)

The screenshot shows a software window titled 'NEW DEALER TRAINING [Authorized Snap-on Franchisee] Sales System OnLine'. The main window displays customer information for 'BRUJE' and a table of account balances. A 'Customer Maintenance' dialog box is open, showing a table of account details. A red arrow points to the 'EC' line in this table. A yellow callout box with a red border contains the text 'Then select the EC line'.

Customer Information:
 First Name: BRUJE
 Middle Name:
 Last Name: BRAKE
 Address: 8674 J BRAKE LANE
 City: SAN JOSE
 State: CA
 Zip Code:
 Phone:
 Birth Date:

Account Summary Table:

Account Type	Balance	Aged Past
CS 101988509	2897.98	30.57
CS 028	617.30	0.00
Ra	499.94	20.00

Customer Maintenance Dialog - Account Summary Table:

Account	Balance	Aged Past	Last Sale	T	Last Coll.	Tim	Amort	Past Due	Debit No.
Ra	499.94	30.00	03/11/2005	W	04/22/2005	4	0.00	0.00	
EC	0.00	0.00				0	0.00	0.00	
CS	0.00	0.00				0	0.00	0.00	
MISC	0.00	0.00				0	0.00	0.00	
CS	2897.98	30.57	04/08/2005	W	04/29/2005	57	0.00	0.00	101988509
CS 028	617.30	0.00				0	0.00	0.00	
Totals	3287.92	60.57				0	0.00	0.00	

Transfer Balance:
 To transfer the selected account balance to Past Due, press Transfer Balance Button.

Reset Amort Amounts:
 To Reset the Amort column, press the Reset Amort button.

New CS Account:
 To add a new CS account, press the Add CS Account button.

Buttons: Transfer Balance, Reset Amort, Add CS Account, OK, Cancel, Help.

Collections Via DSSw (cont.'d)

Customer Information

First Name: BILLIE
Middle Name:
Last Name: BRAKE
Address: 9574 J BRAKE LANE
City: SAN JOSE
State: CA
Zip Code:
Phone:
Birth Date:

Account	Balance	Agreed Pymt	Last Sale	T	Last Coll	Tax	Areas	Past Due	Debit No.
EC	0.00	24.50	04/08/2005	W	04/29/2005	50	0.00	0.00	107586501
GA	0.00	0.00				0	0.00	0.00	
MISC	0.00	0.00				0	0.00	0.00	
CS	2397.82	30.57	04/08/2005	W	04/29/2005	50	0.00	0.00	107586501
CS028	617.30	0.00				0	0.00	0.00	
Totals	2397.82	60.30				0	0.00	0.00	

Transfer Balance: To transfer the selected account balance to Past Due, press Transfer Balance Button.

Transfer Past Due Balance: To transfer the selected Past Due Balance to Active Balance, press the Transfer Balance Button.

Raise Areas Amounts: To raise the Areas column, press the Raise Areas Button.

New CS Account: To add a new CS account, press the Add CS Account Button.

OK Cancel Help

On the EC line enter the customer's account number from SOC and then the weekly agreed upon payment.

Followed by the OK button

Collections Via DSSw (cont.'d)

The screenshot shows the 'NEW DEALER TRAINING' window in 'Sales System Online'. The interface includes a navigation tree on the left, a customer information form, a table of account types, a table of orders, a parts list table, and a summary section with various buttons.

Customer Information:

- First Name: BILLIE
- Middle Name: [Empty]
- Last Name: BRAKE
- Address: 5674 J BRAKE LANE
- City: SAN JOSE
- State: CA
- Zip Code: 95112
- Phone: (415) 309-2092
- Birth Date: 02/10/1961

Account Types Table:

Account Type	Balance	Agreed Pmt
EC3212121	0.00	34.98
CS101989009	2027.98	30.37
CS028	617.30	0.00
RA	499.94	30.00

Orders Table:

Date	Order	Type	Status
05/06/2005	36	CS101988009	Open
05/06/2005	32	RA	Complete
05/06/2005	36	CS101988009	Cancelled
04/08/2005	*	RA	Needs

Parts List Table:

Line	Qty	Stock Number	Description	Price	M.Allow	LCD	Cat	Total	Serial No	Comment
1		KPL722	2 BANK ROLL CAB w/2	4595.00	0.00		B	4595.00	07777907002	
2		TK6A4099	CHEST	925.00	0.00	8	0	925.00		

Summary Section:

Sub: 3630.00 Tax: 296.65 Total: 3926.65

Buttons: New, Change Options, Print, Collections, Terms, Follow Configuration, Search, Add P/A Equity, Model/Specs

Callout Box: To make a collection select the Collection button.

Collections Via DSSw (cont.'d)

Customer Information:

First Name: BILLIE
 Middle Name:
 Last Name: BRAKE
 Address: 5674 J BRAKE LANE
 City: SAN JOSE
 State: CA
 Zip Code: 95112
 Phone: (017) 389-3892
 Birth Date: 03/10/1961

Account Types Table:

Account Type	Balance	Agreed Pymt
EC121212121	0.00	31.98
CS101888909	2837.86	31.91
CS1038	817.30	0.00
RA	439.94	30.00

Collections Dialog Box Table:

Account	Amount	Applied	New Balance	Items	Agreed Pymt	Last Colln	Past Due	Coll This Mth
RA	0.00	0.00	439.94	0.00	30.00	04/22/2005	0.00	0.00
EC121212121	0.00	24.98	-24.98	0.00	24.98		0.00	0.00
CA	0.00	0.00	0.00	0.00	0.00		0.00	0.00
MISC	0.00	0.00	0.00	0.00	0.00		0.00	0.00
CS101888909	0.00	0.00	7,038.30	0.00	30.97	04/29/2005	0.00	623.85

Options: Print, Exit

Enter the collection on the EC account line.

Followed by Print

Collection Tip: Prevent customers from receiving an invoice

- Accounts are set-up 30+ days payment so weekly collections result in the account being pre-paid
- Customers will receive an invoice if the account is not paid in full upon due date
- Begin collecting at subscription software delivery to pre-pay the account

For additional information regarding collections via DSSw, contact your Business Manager. For the Pilot Program, FPT BMs are:

Chuck Goheen
 Gate Canonico

FAQ

CUSTOMER PROGRAM PARTICIPATION

Why is the EV Software Subscription a value to customers?

Software upgrades for your customer either involves large cash outlays, significant funding through your RA book or financing through Extended Credit (EC). While these software upgrade financing methods will continue to be available, this Program gives customers flexible payment options to make purchasing software...

- *easier to buy*
- *easier to maintain*
- *easier to use with exclusive offers, including Preferred Customer Care and other value-added services*
- *easier on the customer's pocketbook*

Customers can get software with low weekly or monthly payments, spreading the cost over time, making software easier to afford. Customers may purchase and make payments using cash, credit or direct debit – offering a payment solution for just about anybody.*

How long is the pilot program?

The pilot program will run from September 15, 2008 through September 17, 2010. The Program is available for VERUS, MODIS, SOLUS, SOLUS PRO, ETHOS, and Vantage PRO units. This Program may become a regular offering depending on the response and success of the pilot program.

What are the additional Benefits?

Customers choosing to use the EV Software Subscription Program will also be eligible for a 30-day Free Trial of Ask-a-Tech, plus receive free Online Training and Preferred Customer Care.

What is the Ask-a-Tech feature of this Program?

With enrollment in the Program your customer is eligible for a 30-day Free Trial to Ask-a-Tech.

Ask-a-Tech is a technical and social networking site that provides an outlet for technicians to communicate with thousands of other techs in Snap-on Diagnostics' online community to get answers and advice to repair-related issues. Users can search Web-based Fast-Track® Troubleshooter tips and resolved repair cases, or open new repair cases, post questions and share vehicle data or movie files.

Program members will receive the 30-day Free Trial Access Code via email following subscription enrollment.

What does the Online Training feature include?

With enrollment in the Program your customer will have access to Snap-on Training Solutions, which provides pre-recorded entry-level product training for Snap-on Diagnostics platforms including; VERUS, MODIS, SOLUS PRO, Vantage PRO, ETHOS and FGA. Our goal is to provide quality product training available to you 24 hours a day, seven days a week, for your convenience.

FAQ (cont.'d)

Snap-on Training Solutions helps customers to utilize the full value of our products. The Program offers entry-level product training courses at no charge and gives customers the ability to revisit these training sessions as often as necessary to learn at their comfort level and to review at their convenience. No complicated registrations or passwords to remember. All customers need to do is simply click and sit back with their Snap-on tool to learn at their own pace.

Online training may be accessed any time at <http://diagnostics.snapon.com/TrainingSolutions>.

What does the Preferred Customer Care feature include?

With enrollment in the Program your customer will receive a dedicated, toll-free Customer Care number to receive priority Diagnostics software service and support for the duration of their Agreement term. Program customers may call 1-800-677-0343 during regular Diagnostics Customer Care service hours.

FRANCHISEE PROGRAM PARTICIPATION

Why is the EV Software Subscription a value to me?

Snap-on has designed a program to benefit you as much as the customer. Understanding the challenges Franchisees face everyday running your business, we offer you the chance to expand your business without strangling cash flow.

Today, how many software upgrades can you sell at one time without over extending your business? This Program removes the tethers to the RA book and lets you sell as much software as you can sell without funding it yourself – at any cost to you.

Will I receive 25% for the Program enrollment fee and monthly payments?

Yes, during the Program you will receive a Franchisee Software Upgrade Fee.

How do I receive my Payments?

Your payments will be given to you in the form of credits applied to your Franchisee Statement with Snap-on.

Will I receive Paid Sale Credit for the Program enrollment fee and monthly payments?

Yes, you will receive Paid Sales Credit through your Franchisee statement.

What do I have to do to sign-up?

Simply complete the enclosed Agreement Form and fax it to 877-777-9375; or print, complete and fax the downloadable form from <http://diagnostics.snapon.com/subprogram>. If you have 2nd Franchise / 2nd Van employees, you'll have to complete and sign separate Agreement Forms for each of them to participate in this program. Be sure to keep a copy for your records.

FAQ (cont.'d)

How long does my enrollment last?

Your Agreement to participate is continuous until terminated or the pilot program ends.

How do I cancel my participation in the Program?

You may opt-out by completing the Franchisee EV Software Subscription Pilot Opt-Out Form at <http://diagnostics.snapon.com/subprogram>; download, print, complete and fax the form to 877-777-9375.

If I enroll now, can I opt-out down the road? And if I opt-out, can I opt back in?

Yes and yes. The decision to participate or not participate is yours alone. While we strongly believe that this Program offers your customer unparalleled value and you opportunities for significant business growth through profitable sales, it is your business and, ultimately, your decision. You will be able to opt back in at any time the program is available. See question below for instructions on how to re-enroll.

If I don't enroll now, can I enroll in the Program later?

Yes. Simply complete the enclosed Agreement Form or the downloadable form from <http://diagnostics.snapon.com/subprogram> and fax it to 877-777-9375. If you have 2nd Franchise / 2nd Van employees, you'll have to complete and sign separate Agreement Forms for each of them to participate in this program. Be sure to keep a copy for your records.

Note: If you do not enroll to participate in the Program then you will be unable to offer your customers the program.

UPGRADES & DELIVERY

Is an Enrollment Fee required with the purchase of a new platform?

No. Snap-on "pays" for the enrollment of any newly purchased platform by waiving the fee. For enrolling a new platform, refer to page 6.

How long does a customer have from the time of new platform purchase to sign up for subscription?

The customer has up to 30 days to take advantage of the subscription enrollment. If the customer does not join within 30 days of platform purchase, they will be unable to enroll until the next software upgrade.

FAQ (cont.'d)

Are all my customers able to purchase and install these upgrades even if my customer does not have the latest version of MODIS, SOLUS, SOLUS PRO, ETHOS, and Vantage PRO scan tool platforms??

Yes, all customers can receive the upgrades; however SOLUS and MODIS 7.4 and earlier require an upgrade to a 512MB CF card (EKT310G02). MODIS Bundle 4.1 and earlier also requires new Scanner Plug-in (EAA0319B02A).

How often will upgrades be available to my customer?

Snap-on Diagnostics generally releases upgrades for each platform approximately six months. However, this is subject to change based on a variety of factors. A minimum of two upgrades will be provided to customers on the Program each year.

How will upgrades be delivered to my customer?

Software upgrades will be delivered by you to your customer using DSS ScanBay. You are required to deliver the subscription upgrade within 60 days of software upgrade availability.

SUBSCRIPTION & PLATFORM TRADE-IN

How does a customer continue to participate in subscription if they have traded in a unit for a different unit?

Example A: SOLUS upgrades to a New MODIS

Customer wants to stay on the subscription program...

- *The customer or Franchisee must complete and submit by fax the Trade-in Unit EV Software Subscription Program Cancellation Form (available at <http://diagnostics.snapon.com/subprogram>).*

The contract for the SOLUS will be cancelled within seven (7) days of receipt.

- *A new subscription application for the MODIS will need to be submitted. The customer will not be charged a Cancellation Fee for the SOLUS subscription or the Enrollment Fee for the MODIS subscription.*

FAQ (cont.'d)

Example B: SOLUS upgrades to a previously sold, used, returned, or repossessed MODIS

Customer wants to stay on the subscription program...

- *The customer or Franchisee must complete and submit by fax the Trade-in Unit EV Software Subscription Program Cancellation Form (available at <http://diagnostics.snapon.com/subprogram>).*

The contract for the SOLUS will be cancelled within seven (7) days of receipt.

- *A new subscription application for the MODIS will need to be submitted. The customer will not be charged a Cancellation Fee for the SOLUS subscription, but will need to pay for the Enrollment Fee for the MODIS subscription.*

Example C: SOLUS upgrades to either a New or a previously sold, used, returned, or repossessed MODIS ...

Customer no longer wants the subscription program and has completed less than 12 months of the term...

Whether the customer has traded up to a New platform or a previously sold, used returned or repossessed platform, the answer is the same: if the customer cancels their original contract early they will received a cancellation fee!

CUSTOMER FINANCE, PAYMENTS & COLLECTION

If the Program is not financed with my RA and not through Extended Credit, how does it work?

Snap-on Credit is taking the assignment of the Agreement for servicing, helping to collect payments and disburse payments to you, the Franchisee, through Snap-on Tools and your Franchisee statement.

If I decide to participate, can I still offer EC financing for VERUS, MODIS, SOLUS, SOLUS PRO, ETHOS, and Vantage PRO scan tool platforms to my customers?

Yes! You can continue to finance the VERUS, MODIS, SOLUS, SOLUS PRO, ETHOS, and Vantage PRO upgrades as single lump sum payments and use the EC Program as a financing tool.

My customer, who selects to pay through ACH Direct Debit or Monthly Invoicing, has an NSF or for some other reason a payment does not go through, what happens now?

Snap-on Credit will be monitoring and placing calls to resolve any issues. Snap-on Credit is entitled to use its discretion in making collection calls or taking any other steps to collect on the Customer's Agreement. As with any other financing for your customers, Snap-on Credit will make every effort to include you in its collection efforts, but it cannot guarantee collection.

Will I be paying for customers who quit paying?

No. The only thing that you may see is a reversal of any payments received by you that are related to a customer payment that is ultimately dishonored or reversed by their bank or credit card.

FAQ (cont.'d)

What happens if a customer relocates?

If a customer moves to another route or you relocate your Franchise, you will continue receiving a Franchisee Software Upgrade Fee for that customer until the end of that contract year, at which time, Franchisee Software Upgrade Fees will be sent to the servicing Franchisee.

How long will the Agreements last?

Each customer signs a one year agreement that is automatically renewable unless the customer gives us 60 days written notice prior to the expiration date or if Snap-on cancels the subscription program. Customers can also end their agreement early by providing 2 months payment and written notice of cancellation. However, if a customer cancels before the end of the year, at this time they will not be allowed to sign up on an installment plan again.

When should I collect the Enrollment Fee?

Upon subscription delivery, collect the Enrollment Fee and apply it to the Enrollment part number through DSS sales process. Note that Franchisees ALWAYS collect the Enrollment Fee regardless of monthly or weekly payment method selected.

How do I collect monthly payments?

Payments are collected based on the Payment Method selected:

- *Monthly Invoice or ACH direct debit – You do not participate in collection when invoice or ACH direct debit is selected by the customer.*
- *Weekly cash payment to Franchisee – You collect payment and record it via DSS using the standard process (place payment in EC line and plug in account # - see page 27 for review or have Franchisee contact Business Manager).*

How do I take an upfront payment?

Translation: If a customer wants to pay the enrollment fee and the whole price of the annual subscription upfront, instead of paying it weekly or monthly, how does the Franchisee process the collection?

- 1) **Enrollment Fee:** The Franchisee should collect the enrollment fee in full and process it as he would any cash or credit card payment.
- 2) **Collection of Subscription Annual Fee:**
 - a. Before a collection can be made an account needs to be established; establish an account by entering an Account Number and the agreed upon Weekly Payment* into the balance section of the Franchisee's DSSw system. Once this information is entered, a payment can be collected and remitted using the ACH capability within DSSw to Snap-on Credit.

* Even though the payment is being taken in full, the Franchisee should enter a weekly payment amount here.
 - b. From the main screen in DSSw, select the appropriate customer who has the account.
 - c. Then select the Modify tab.

FAQ (cont.'d)

- d. Now select the “Balances” tab.
- e. Then select the “EC” line.
- f. On the EC line enter the customer’s account number from SOC and then enter the full payment for the annual subscription price (e.g., for MODIS, it would be \$1299).
- g. Followed by the OK button.

Who should I contact for questions about DSSw and collections?

Franchisees should contact their Business Manager with any questions regarding how to use DSS for collections.

MARKETING & COMMUNICATIONS

I have chosen not to participate in the Program. What do I tell my customers who have heard about it and want to participate in the program?”

Inform your customers that you’re not a participating Franchisee at this time due to business considerations but that you have other great deals instead. These materials will only be sent to participating Franchisees’ customers.

What type of direct marketing, if any, will be performed by Snap-on to promote this program?

Depending on the length and success of the Pilot, Snap-on will send out flyers to all participating Franchisees’ customers who purchased VERUS, MODIS, SOLUS, SOLUS PRO, ETHOS, and Vantage PRO scan tool platforms registered with Snap-on Diagnostics to notify them of this opportunity.

Who can I contact for questions about the Program?

Questions about the Program may be directed to your Business Manager.

Known Issues

Upfront Payment & Auto-Renewal

Franchisees can accept upfront payment for the subscription program, but after the initial 12-month term automatic renewal will occur. Unless the Franchisee collects the full payment for the next 12 months prior to renewal, or begins collecting weekly or monthly payments, the customer will be invoiced by Snap-on Credit on a monthly basis.

Customer Gets Approved, But Then Decides To Purchase A Regular Upgrade

ScanBay will not deliver a regular upgrade to a customer who is approved for a subscription. To resolve, the Franchisee must call Snap-on (SOC) to request the "Cancellation" of the customer's approval status in the subscription database. The Franchisee must wait 48 hours and then perform a send/receive prior to delivering regular upgrade to this customer. The send/receive communicates to ScanBay thereby allowing the customer to be presented with all available options, not only a subscription option.

Microsoft Internet Explorer (IE) 8.0 is Not Supported

Software subscription customer agreement printing is disabled if using Microsoft IE 8.0. If you have IE 8.0, remove or uninstall it. Information on how to remove/uninstall can be found at Microsoft Support (<http://support.microsoft.com/kb/957700>) or downloaded from <http://diagnostics.snapon.com/subprogram>.

Important Phone Numbers & Resources

Priority Customer Care for CUSTOMERS (Subscribers Only):

1-800-677-0343

Franchisee Support:

Pat Getsinger: 408-574-4286

Customer Care: 1-877-838-4896

Web Site: <http://diagnostics.snapon.com/subprogram>