

**Total Door** SYSTEMS  
Global Leader in Integrated Access Technology™

## Field Training Programs

This is a description of our Field Training Program and the necessary procedures for processing requests for training. The purpose for this program is to ensure the proper installation and support of Total Door Systems. All Field Trainings will be conducted by a Master Installer.

All requests for Field Training must come from the Sales Representative and be **pre-approved** by the Business Development and Code Compliance Specialist prior to scheduling. All requests for reimbursement must be submitted on the Field Training Reimbursement Request Form with appropriate documentation.

- Jack Robbins, Business Development and Code Compliance Specialist  
[jrobbins@totaldoor.com](mailto:jrobbins@totaldoor.com)
- Susan Deardorff, Executive Administrative Assistant [sdeardorff@totaldoor.com](mailto:sdeardorff@totaldoor.com)

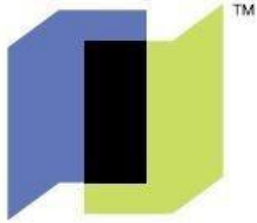
**Box Lunches:** Total Door will reimburse for box lunches (or similar), beverages and snacks for each training program.

**Training Supplies/Materials:** Training materials will be shipped from the factory to the venue, unless otherwise requested. This includes sample doors, frames, installation tools and training materials.

**Exclusions:** The Field Training Program is for the use of our Sales Reps and their Distributors and is meant to include only installers of Total Doors. No additional training for other products will be accommodated during this program. Expenses for items such as additional meals, entertainment, etc. are excluded.

### **Procedures:**

1. Sales Rep contact Business Development and Code Compliance Specialist with training proposal. All field training **MUST be pre-approved** before scheduling the event.
2. Once approved, Sales Rep contact Master Installer (MI) for availability.
3. Based on MI availability, Sales Rep select training date(s) and book a venue (preferred to be the Distributor's location). If a venue is to be rented prior factory approval is needed.  
*Note:* The course takes about 4 hours to complete.
  - a. Based on the samples and tools the maximum number of technicians per session is 12.
  - b. One or two sessions can be scheduled in the same day.
4. Sales Rep contact Susan Deardorff to create email invitations.
  - a. Provide training date(s) and time(s).
  - b. Provide full venue address (include a web link to the venue if possible).
  - c. Provide a list of contacts for email invitations to go out.
  - d. The email invitation will include RSVP's from which laminated Certificate of Training will be created for each attendee.



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5. Total Door will organize the shipment of the sample doors, frames, installation tools and seminar materials.
  - a. Provide a shipment address if different than the venue address.
  - b. Provide a contact name and telephone number for the shipment.
6. On the day before the course MI will arrive and set-up the training space.
7. Day(s) of the course:
  - a. MI will present the course.
  - b. Beverages, snacks and lunch will be pre-ordered by the hosting Sales Rep.
  - c. Certificate of Training will be distributed by MI at the end of the course.
  - d. MI will disassemble the samples and prepare them for shipping (back to the factory or to the next field training location).
8. Sales Rep complete the Field Training Reimbursement Request Form and include the appropriate documentation (within 7 days of the completed event):
  - a. A copy of the original PAID receipt for the venue (if any). Total Door will not pay for rental of Sales Rep or Distributor facilities.
  - b. A copy of the original PAID receipt for the beverages, snacks & lunch.
  - c. Receipts prepared by the Sales Rep or Distributor will not be accepted.
9. Once approved by Total Door, a check in the amount of the reimbursement will be mailed to the Sales Rep.
10. Everybody sells more Total Door Systems.