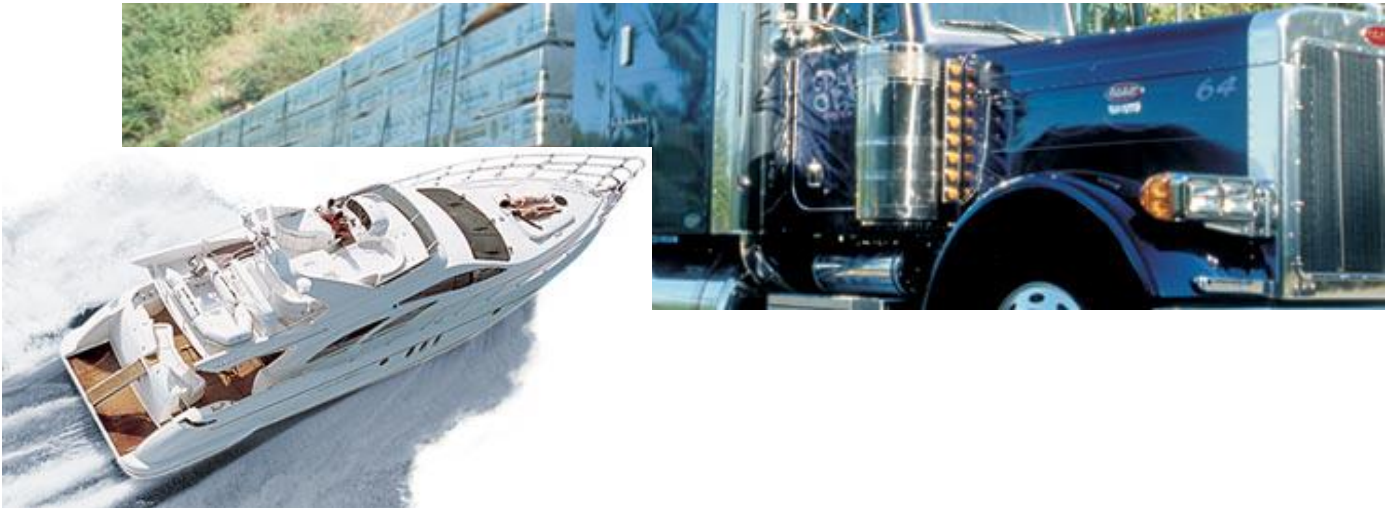




Training Catalog

2022 (January-December)

TEPS / AMD / ISD



Enrollment Information

Introduction

Enclosed in this catalog you will find the Milton CAT TEPS/AMD/ISD Training Class Schedules and Enrollment Form.

Dealer Service Training Requirements

Dealer Service Managers are responsible for ensuring that the training requirements of their technicians are being met at all times. Minimum training requirements are as follows:

- **Full Service Dealers must have two service technicians certified for each authorized engine model and one service technician per shift.**

Training Class Enrollment Procedures

An enrollment form is provided in the back of this catalog. This form **must** be used for enrollments - **one form per student, per class**. Copy this form, enter all requested information and follow directions for submitting to Milton CAT. Feel free to make additional copies as needed. **Verbal enrollments will not be accepted.**

Classes fill up quickly! Class size is limited to provide individualized attention. Early enrollments are encouraged to ensure placement. Due to high demand, classes are limited to two enrollments per dealership until demand is met, additional enrollments will be waitlisted. Enrollment Forms may be **fax or emailed** to:

**Milton CAT
Attn: Heather Anderson
Training Administrator
100 Quarry Drive
Milford, MA 01757**

Fax Number: (508) 590-8330 (enrollments)
Email: training_administrator@miltoncat.com (enrollments or cancellations)
Telephone: (508) 482-5751

Confirmations

Confirmations will be sent out by an electronic generated email to the **contact name on the Enrollment Form**. The contact will be notified three weeks prior to the first day of class to confirm attendance. Please reply back stating that the student(s) enrolled in the class will attend. **Only students with confirmed reservations will be admitted to class - no exceptions!**

Cancellations

If a student cannot attend the training session, substitutions may be made at any time. Please afford us the opportunity to prepare the proper paperwork and advise us in advance of any changes as soon as possible. If you must cancel your class reservation, please telephone Heather Anderson, Training Administrator, preferably fourteen (14) calendar days prior to the class starting date. We have a waiting list of enrollees who are anxious to attend our classes and your timely cancellation will allow for their placement. **Please refer to your class confirmation for additional information regarding cancellation policies and fees if applicable.**

In the unlikely event we have to reschedule a class, the contact name you provide on the Enrollment Form will be notified by email.

Clothing & Safety

All courses involve "hands-on" and classroom work. Students should wear clean, comfortable work clothing and be prepared to perform repairs and diagnostic exercises as required to support the course material. **Milton CAT adheres to policies and procedures for a safe working environment in our shop areas. Please bring your safety glasses, hearing protection and steel-toe work boots to each class.**

Course Materials & Prerequisites

Pre-class study material(s) and/or prerequisite courses and materials may be required prior to attending certain training classes. Please ensure students will fulfill prerequisite requirements prior to attending class. **Please consult course information list for applicable prerequisites. Students not meeting prerequisite requirements will not be admitted to class.**

Students will receive applicable literature, handouts, etc. as needed for the course being attended. On the last day of class, students will receive a certificate to recognize their attendance in the class and their successful completion of classwork.

Schedule Times

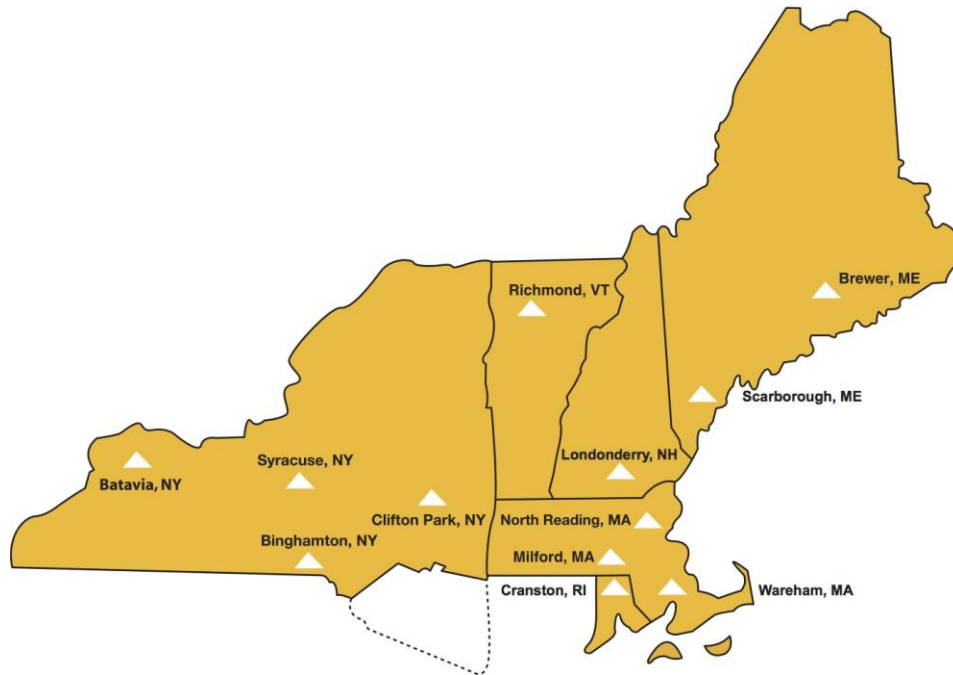
Class times typically are 8:00am to 4:30pm; however some classes begin and end at alternative times. **Please check the schedule and your confirmation for correct class starting and ending times.**

Classes start promptly at the times scheduled.

PLEASE BE ON TIME!

Milton CAT

Service Training Locations



Please contact the Receptionist at each of the Milton CAT training locations for directions!

Massachusetts: (See Next Page for Directions)

Milford	100 Quarry Drive	(508) 482-5751
Milford	101 Quarry Drive	(508) 482-5751
Milford	330 East Main Street	(508) 482-5751

Maine:

Brewer	79 Robertson Boulevard	(207) 989-1890
Scarborough	16 Pleasant Hill Road	(207) 883-9586

New Hampshire:

Londonderry	30 Industrial Drive	(603) 665-4510
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New York:

Batavia	4610 East Saile Drive	(585) 815-6200
Clifton Park	500 Commerce Drive	(518) 877-8000
Syracuse	336 Ainsley Drive	(315) 476-9981
Binghamton	55 Industrial Park Drive	(607) 772-6500

Vermont:

Richmond	Route #2, One Cat Lane	(802) 434-4228
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Directions to Milton CAT in Milford, MA

From the North:

Travel Route 495 South to Exit 19. Bear **RIGHT** at the end of the exit. At the first set of Traffic Lights turn **RIGHT** onto Beaver Street (Note: Burger King on your Right). Beaver Street becomes Fortune Boulevard at next set of lights. **Follow directions below to the correct building for your class.**

From the South:

Travel Route 495 North to Exit 19. Turn **LEFT** at end of exit, pass **under route 495**. At the second set of traffic lights, turn **RIGHT** onto Beaver Street (Note: Burger King on your Right). Beaver Street becomes Fortune Boulevard at next set of lights. **Follow directions below to the correct building for your class.**

Milton CAT - 101 Quarry Drive, Classrooms (508) 482-5751

From **BEAVER STREET**, proceed up **FORTUNE BOULEVARD** to **traffic Lights** (Note: Target Mall on right). Turn **LEFT** onto **QUARRY DRIVE**. Drive downhill to 1st driveway on **RIGHT**, the entrance to Milton CAT Power Systems parking lot. Turn **LEFT** after entering the driveway and drive around the building to locate the **MAIN ENTRANCE**. Inside, look for directions to **Training Rooms** located on the **2nd floor**. An elevator in the main lobby provides handicap access to the 2nd floor.

Milton CAT - 100 Quarry Drive, Main Conference Room (508) 482-5751

From **BEAVER STREET**, proceed up **FORTUNE BOULEVARD** to **traffic Lights** (Note: Target Mall on right). Turn **LEFT** onto **QUARRY DRIVE**. Drive downhill and go past the 101 Power Systems entrance and turn **LEFT** into the next Milton CAT lot. Follow driveway toward the main building and locate a parking space in lot near **MAIN ENTRANCE**. Inside, look for directions to **Main Conference Room** located on the **2nd floor**. An elevator in the main lobby provides handicap access to the 2nd floor.

Milton CAT - 330 East Main Street, Conference Room (508) 482-5751

From **BEAVER STREET**, turn **LEFT** at **Traffic Lights** onto **EAST MAIN STREET**. Continue approximately ¼ mile – look for **Milton CAT sign** on right (Note: Toyota Dealership on right). Turn **RIGHT** at Milton CAT sign and follow signs and arrows toward **VISITORS ENTRANCE**. Once inside, look for directions to the **Conference Room** on the **1st floor**.

Hotel Accommodations, Milford Massachusetts

The Holiday Inn Express will extend to you the Milton CAT corporate rate while you are staying in Milford, Massachusetts. Inform the individual at the reservation desk you are affiliated with Milton CAT and she/he will be happy to accommodate you. All hotels are approximately one mile or less from Milton CAT. For hotel information at other locations please contact the Training Administrator at (508) 482-5751.

Holiday Inn Express

50 Fortune Blvd

Milford, MA 01757 (508) 634-1054

PLEASE COPY THIS FORM, COMPLETE, AND SEND TO:

Milton CAT
Attn: Heather Anderson
Training Administrator
Milford, MA
FAX: 508-590-8330
Training_Administrator@miltoncat.com

Milton



Virtual TRAINING ENROLLMENT FORM

PLEASE PRINT

Dealer Code	Course Title	Course Date & Time
Student's Name & Job Title		Student Contact & Milton CAT TEPS/AMD/ISD Manager
Dealer Name & Address		
*Student's Email Address	Student's Phone & Company Phone	
	Phone:	
	Company Phone:	

Manager's Name _____

Manager's
Signature _____

Date _____

TEPS/AMD & ISD Training Schedule – 2022

Chronological Listing

Due to Covid-19 and social distance restrictions in place all classes below will be held as virtual training via Microsoft Teams

January

4	Parts.cat.com	Virtual Training	Microsoft Teams
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February

2	Parts.cat.com	Virtual Training	Microsoft Teams
23-24	AMD Marketing, ESC & Warranty Update	Virtual Training	Microsoft Teams

March

1	Parts.cat.com	Virtual Training	Microsoft Teams
9-10	ISD Marketing, ESC & Warranty Update	Virtual Training	Microsoft Teams
23-24	TEPS Marketing, ESC & Warranty Update	Virtual Training	Microsoft Teams

April

5	Parts.cat.com	Virtual Training	Microsoft Teams
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May

3	Parts.cat.com	Virtual Training	Microsoft Teams
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June

7	Parts.cat.com	Virtual Training	Microsoft Teams
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July

12	Parts.cat.com	Virtual Training	Microsoft Teams
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August

2	Parts.cat.com	Virtual Training	Microsoft Teams
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September

6	Parts.cat.com	Virtual Training	Microsoft Teams
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October

4	Parts.cat.com	Virtual Training	Microsoft Teams
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November

1	Parts.cat.com	Virtual Training	Microsoft Teams
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December

6	Parts.cat.com	Virtual Training	Microsoft Teams
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Parts.Cat.Com/SIS 2.0 Training

Description

This course is designed to illustrate the features and benefits of using parts.cat.com. We will cover the steps required to complete a simple order, set up user preferences on PCC, check price and availability, explain replacement and alternative parts, remanufactured products and core tracking, planned maintenance checklist, looking up parts in SIS2.0 using a serial number, and ordering Cat technical literature (parts books, OMM's, etc.). We will also cover TMI and explain how to use it with SIS2.0

Learning Objectives

After completing this course, you will be able to:

- Check Price and Availability.
- Place an order using parts.cat.com.
- Adjust user and order preferences
- Check on outstanding cores.
- Review order activity.
- Navigate SIS2.0 by serial number using Product Configuration.
- Understand serial breaks, supersessions and optional arrangements.
- Search for parts and service information using multiple methods available on PCC.
- Zoom, pan, and print parts graphics.
- Create parts lists and integrate the list into parts.cat.com.
- Create Saved Lists for large orders/repairs and common jobs.
- Use TMI to locate engine data and identify part supersessions.

Class length: 9:00 am – 12:00 pm

Cost: no fee

Marketing/ESC Quote Tool and Warranty Update/Review

Objectives:

Understand where to obtain all current Marketing Programs, Extended Service Coverage (ESC) Programs, proper procedures to follow for the Administration of the Marketing Programs, combining the Extended Service Coverage Options available and understanding the Warranty Coverage on Sales administered. Increase customer loyalty in keeping the customer in the genuine network. Increase recovery, decrease will fitters, and do it yourself repairs to increase Profitability, ESC Sales and using the quote tool.

Course description:

Participants will learn the proper procedures for surfing the internet and locating all marketing programs available as well as identifying Precious Metals Kits in SIS Web. How to up sell a warranty repair with a marketing program to extend the existing coverage and retain the customer in the genuine network. Also, billing warranty for partially for the repair where applicable. They will learn to manage and maintain paperwork including support documentation to successfully administer and Quote ESC. Proper procedures for filing, processing and managing Overhauls, Component Coverage, Advantage Coverage and upgrades of existing coverage where applicable. Applications will be viewed on truck.cat.com, Catinsurance.cat.com, SIS Web and Warranty.Cat.Com.

Prerequisites:

Have an active CWS login and review Quote Plus information at:
<https://dealer.cat.com/ESC>

Skills taught:

- Understanding the warranty process
- What is covered under warranty
- How to up sell and combine a Precious Metals kit with covered failure
- How to determine applicable Marketing Programs available and difference between a Precious Metals kit and Overhaul Protection (OPC or OPT)
- How to sell Extended Service Coverage (ESC)
- Calculate the benefit of the Dealership for the ESC once sold
- Claim follow up, etc.
- How to identify and look up coverage and applicable programs
- How to determine dealer performance status (reporting)
- Getting around truck.cat.com and what may apply to your day to day needs

Length: 2 days (3.5 hours each day)

Caterpillar Electronic Technician (CAT-ET) & FLASH Programming Review



Course Description:

The CAT-ET & FLASH Review course will cover and reinforce several diagnostic, service and maintenance procedures available within the program. Topics include setting up, performing, saving and sending data logs and snap shots, warranty reports, finding and using updated ECM FLASH files, and engine rerating procedure.

Skills Taught:

After completing this course, you will be able to: –Set up and run a Data Log, save it then send it to others – Set up the appropriate parameters for an accurate Snap Shot – Initiate, populate and submit a warranty report –Locate the most current ECM FLASH files and load into an ECM– Follow the proper procedure for rerating an engine.

Prerequisites:

- On the job experience with using CAT Electronic Technician with in the last year

Recommended Prerequisite:

- Cat (DPC) Online Course #40258 Caterpillar Electronic Technician (Cat ET) Overview via truck.cat.com. Milton CAT Training Administrator can assist students with accessing the site and launching the course.

Cost: \$ TBD For Virtual

Bring to Class: Laptops and comm adapters

Please contact your Milton CAT TEPS Manager or Training Administrator if interested in attending. Offerings will be scheduled based on demand and interest from Dealers

CATERPILLAR University


ON-HIGHWAY PERFORMANCE CENTER

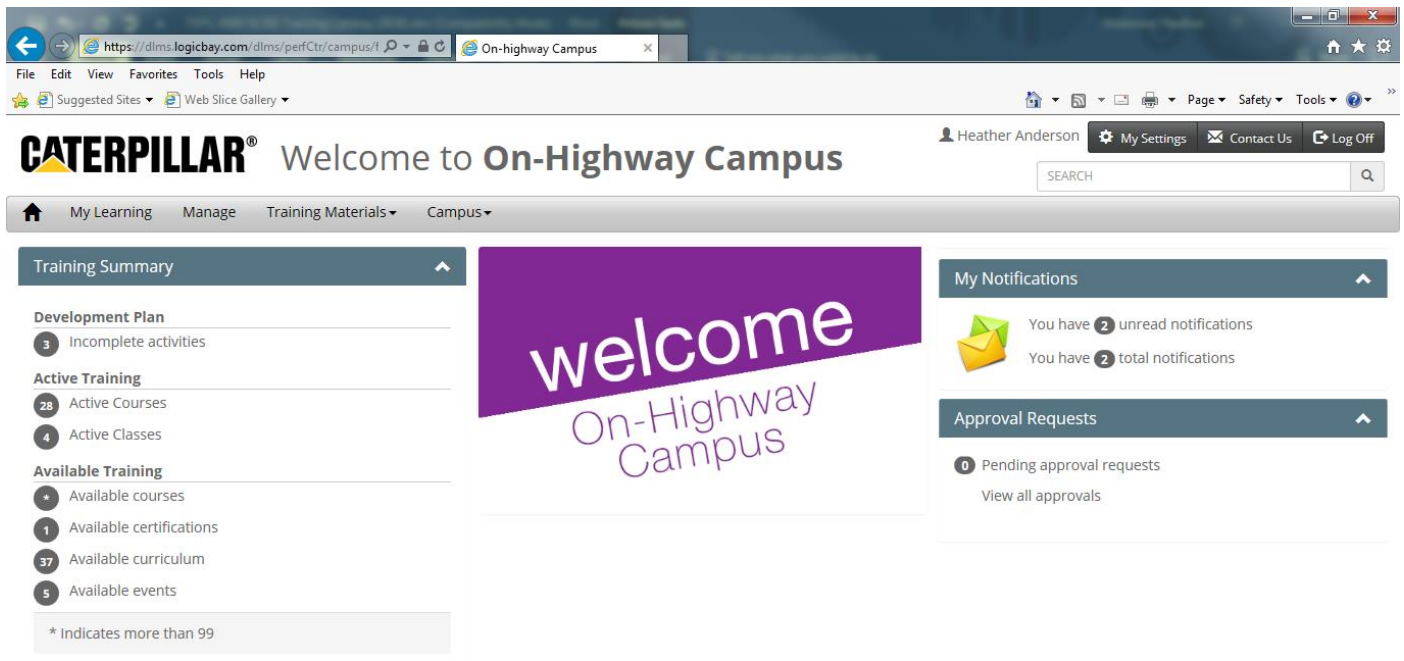
All Full Service TEPS Dealers have access to online training via truck.cat.com. There is a list of online courses regarding Electronics, EPA 07, Precious Metals and Warranty that is accessible to all employees who have an active CWS login and password. Follow the directions on how to access and launch courses. Cost per Dealership is \$200.00.

How to access the On-Highway Campus for online training:

1. Log onto to www.truck.cat.com and enter your CWS Login ID and password
2. Click Dealer Performance Center on the right of the home page
3. Click the link to access the On-Highway Campus
4. Click Available Courses on the left hand side of the home page
5. In the Search Text field type the course number or course name ie. *20230* or *EPA 07 Assessment* and click the search icon
6. The course should appear and can be launched by clicking view under action
7. Click the start icon button under action to take the course

Courses

Name	Action	Code	Status	Score	Prerequisites
		20230 AICC	Not Started		No



The screenshot displays the Caterpillar On-Highway Campus user interface. At the top, the browser address bar shows the URL <https://dlms.logicbay.com/dlms/perfCtr/campus/f>. The page header features the Caterpillar logo and the text "Welcome to On-Highway Campus". A navigation menu includes "My Learning", "Manage", "Training Materials", and "Campus". A central banner reads "welcome On-Highway Campus". On the left, a "Training Summary" sidebar lists: Development Plan (3 incomplete activities), Active Training (28 Active Courses, 4 Active Classes), and Available Training (Available courses, 1 Available certification, 37 Available curriculum, 5 Available events). On the right, "My Notifications" shows 2 unread and 2 total notifications. "Approval Requests" shows 0 pending requests.

CATERPILLAR University

MARINE POWER PERFORMANCE CENTER

All AMD Dealers have access to online training and can access several online classes, certifications and curriculums available on the Marine Power Performance Center such as Marine AMD Foundational Certification, Marine AMD Advanced Curriculum & Marine AMD Expert Curriculum. To ensure proper learning, the training curriculums should be completed in a progressive order. Foundational and Advanced level courses should be completed prior to taking Expert level training. Follow the directions on how to access and launch courses. Cost per Dealership is \$200.00.

Instructions:

Log into DPC (<https://dlms.logicbay.com>) using your individual CWS ID. You must have your own CWS ID (do not share a common CWS ID with others within your AMD organization) in order to get credit for the classes you take within the Marine Campus. Once logged in, the home page for the Marine Power Systems Performance Center will display. For a full manual on how to access and launch the certifications you can contact the Training Administrator at training_administrator@miltoncat.com for more information.

The screenshot displays the user interface of the Caterpillar Marine Power Systems Performance Center. The browser address bar shows the URL <https://dlms.logicbay.com/dlms/perfCtr/campus/>. The page header includes the Caterpillar logo and the text "Marine Power Systems". A navigation bar shows "My Learning", "Manage", and "Campus". The main content area features a "Training Summary" sidebar with sections for Development Plan (3 Incomplete activities), Active Training (28 Active Courses, 4 Active Classes), and Available Training (Available courses, 21 Available certifications, 40 Available curriculum, 5 Available events). A central red banner reads "welcome Marine Campus". The right sidebar shows "My Notifications" (You have 2 unread notifications, You have 2 total notifications) and "Approval Requests" (0 Pending approval requests, View all approvals).

CATERPILLAR University

Industrial Power Systems Campus

All Full Service ISD Dealers have access to online training via the Industrial Power Systems Campus. There are several online courses, curriculums and certifications that are accessible to all employees who have an active CWS login and password. Follow the directions below on how to access and launch courses. Cost per Dealership is \$200.00.

Instructions:

1. Go to <https://dlms.logicbay.com> and sign in using your CWS Login ID and Password provided to you by the Milton CAT Training Department or ISD Manager
2. Select Industrial Power Systems Campus to access the Home Page, may default to Main Page for some users
3. To Search Courses (web-based) Click My Learning Tab
4. Under Available Training, click courses
5. In the Search Text field type the course name, course number or keywords
6. For web-based training click start

The screenshot displays the Caterpillar Industrial Power Systems Campus user interface. At the top, the browser address bar shows the URL: <https://dlms.logicbay.com/dlms/perfCtr/campus/frameSet/frameSet.jsp?campusId=6&switchCampus=true>. The page header includes the Caterpillar logo, the text "Industrial Power Systems", and user information for Heather Anderson. A navigation bar contains "My Learning", "Manage", "PRIVACY POLICY", and "Campus". The main content area features a "Training Summary" sidebar with sections for Development Plan (4 incomplete activities), Active Training (37 active courses, 5 active classes), and Available Training (available courses, 15 certifications, 27 curriculum, 14 events). A central banner reads "welcome industrial power campus". The right sidebar shows "My Notifications" (141 unread, 141 total) and "Approval Requests" (0 pending). The footer shows a 100% zoom level.