



## Who should register for this development path?

This development path is intended for new warranty managers but is also appropriate for those with experience in a warranty role or those who wish to cross-train. This path is open to all job roles.



## If I'm not assigned this development path, how do I get to it?

Search for *501860: Mack Warranty Professional*, select it and click *Open Curriculum*.



## Which applications should I have access to before beginning training?

Ensure your ASIST administrator grants access to ASIST. Your dealership's dealer systems administrator can ensure you have access to these applications:

UCHP	VDA+ (minimum level 3)
CBR	Parts LinQ (or Parts Compass)
eService/Argus	Dealer Insights – Dealer Warranty Scorecard
PHV	Dealer Insights – VIN View
Impact	



## I've already taken some UCHP courses. Do I need to take UCHP 1, 2, and 3 as well?

If you have successfully completed all 20 modules within the *501910: Mack Using UCHP Tutorials* curriculum, you do not need to complete the UCHP Guides 1, 2 and 3.



## What is the test-out fee and why would it be beneficial to go for the test-out?

The fee is \$100 USD and the test-out is intended for experienced warranty professionals who may already have the skills and knowledge presented in the development path. Review the course descriptions to help you determine whether the test-out is right for you.



## If I do not pass the test-out, do I still need to take all the courses in the development path to achieve professional status?

Yes.



## Can I access all courses through the Mack Trucks Academy Development Guide?

All courses in the development path are listed in the development guide. Availability may be limited due to prerequisites.



## How do I retake an eLearning I've already completed?

Search for the course and click the *Launch* button.