

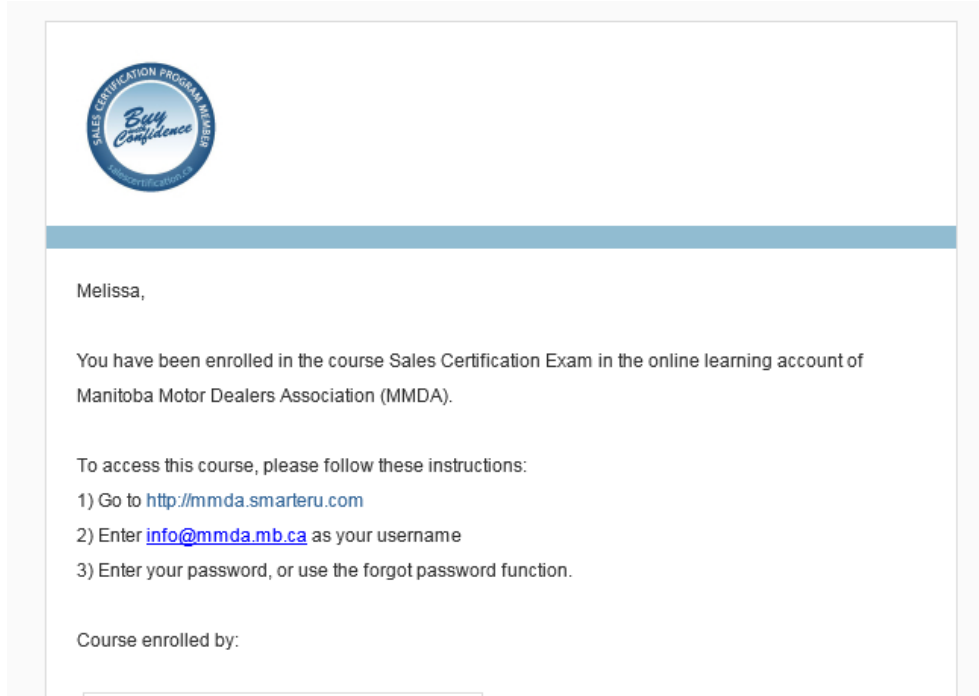
# Sales Certification Program

NEW TRAINEE (USERS)



TRAINING BOOKLET

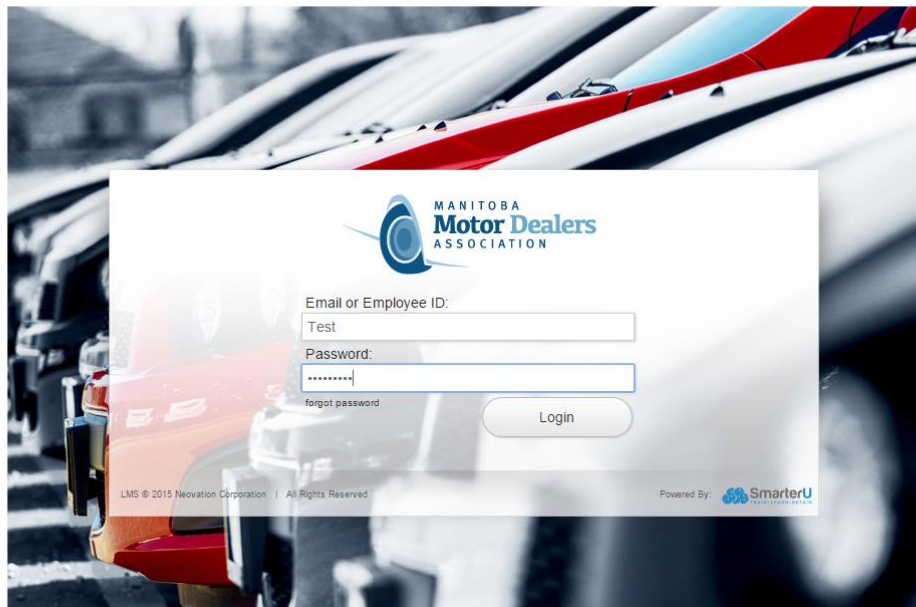
You will receive an email confirming your enrollment into the Sales Certification Course.



**Step One:**

Login with your dealership email and given generic password, which you can change once you log in.

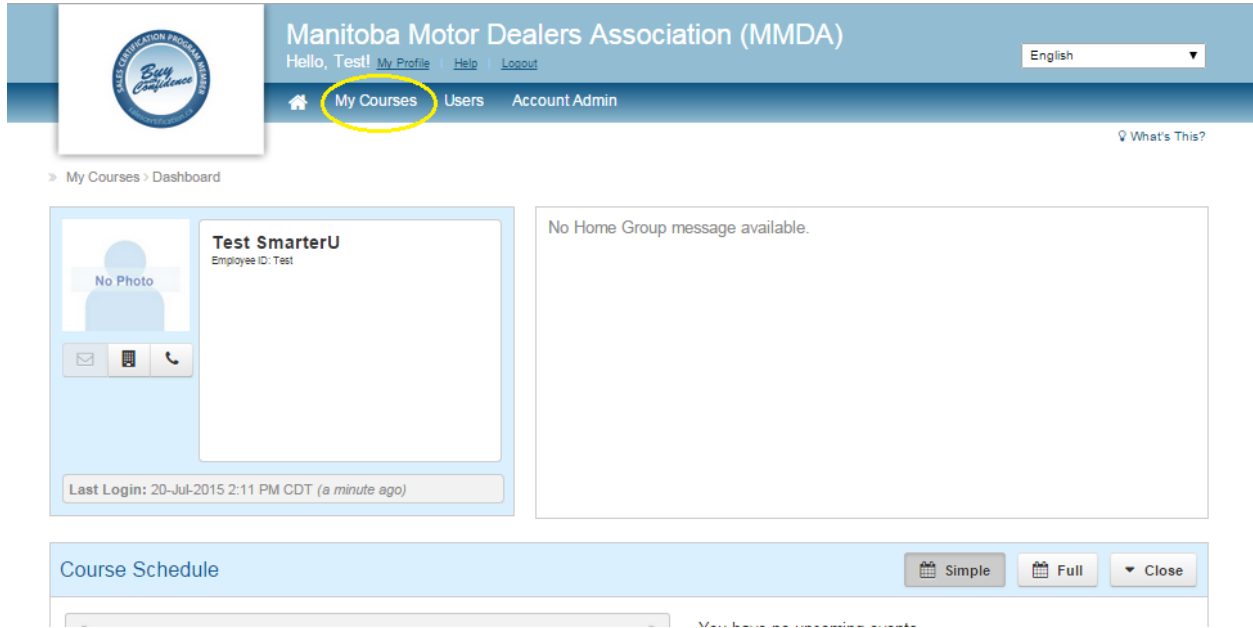
[mmda.smarteru.com/remote-login/login.cfm](http://mmda.smarteru.com/remote-login/login.cfm)



This is your profile screen after you log in.

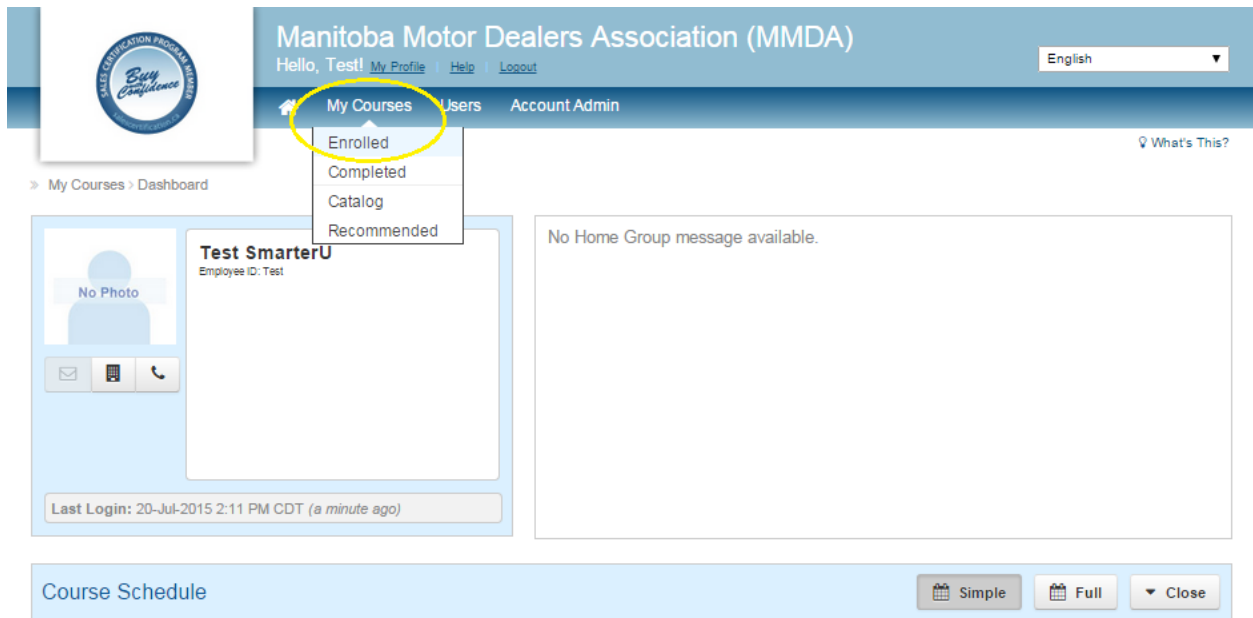
Step 1:

Scroll over and click the “My Courses” option in the user menu.



Step 2:

Under the My Courses menu click on “Enrolled” in the dropdown menu.



Step 3:

The courses you are enrolled in will appear below the under "Course Details" click the "Start" button to begin your exam.

**Course Schedule** [Simple] [Full] [Close]

July 2015 August 2015 **AUG 05** Course Due: Sales Certification Exam [Start]

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4							1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28	29
							30	31					

Today

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**Course Details** [Recommended (0)] [Catalog (2)] [Enrolled (1)] [Completed (0)] [Refresh]

Online Course [Instructor-Led] [SCORM Course]

Course	Progress	Notes	Due/Start Date
<input type="checkbox"/> Sales Certification Exam (more details)	Not Started		05-Aug-2015 [Start]

Step 4:

Sales Certification Exam [Return to the Index](#)  
Sales Certifica... > Introduction

[Notes] [Next] B.

**A.** Scroll down and review study material.

**B.** Click "Next" once you've completed your review.

SALES CERTIFICATION EXAM  
Introduction

Step 5:

Manitoba Motor Dealers Association (MMDA) English

Sales Certification Exam (exit)  
Sales Certification Exam ▶ Sales Certification Final Exam

Quiz Question Index Time Remaining: 00:59:52 (06-Jul-2015 4:18 PM CDT) Question 1 of 20 (ID: 172104)  
Flag Question:

What does the Code of Conduct require employees to do?

Possible Answers:

- To meet the commitments of the code as a normal part of their job.
- Read and understand the Code.
- To treat customers with respect.
- To conduct themselves in a professional manner.

Next ▶

After you have read all the modules and clicked next you will be taken to the Quiz.

Note the "Time Remaining" at the top center, you have an hour to complete the quiz.

On the right hand side it also shows what question you are on.

Once you select your answer click next to go to the next question.

Step 6:

Manitoba Motor Dealers Association (MMDA) English

Sales Certification Exam (exit)  
Sales Certification Exam ▶ Sales Certification Final Exam

Quiz Question Index Time Remaining: 00:55:56 (20-Jul-2015 10:52 AM CDT) Question 20 of 20 (ID: 172112)  
Flag Question:

What is a sales Agreement?

Possible Answers:

- A.**  An agreement between the salesperson and the buyer.
- An agreement provided by a salesperson for the sale of a vehicle to a buyer.
- A written agreement provided for every vehicle sales transaction, signed by the dealer, or someone acting on behalf of a dealer and signed by the buyer.
- An agreement provided for the sale of a vehicle to a buyer signed by the salesperson.

**B.**

◀ Prev Submit & Review ▶

**A. Select your final answer.**

**B. Click "Submit & Review"**

Step 7:

Manitoba Motor Dealers Association (MMDA) English

Sales Certification Exam (exit)  
Sales Certification Exam ▶ Sales Certification Final Exam

A. **Quiz Summary** Time Remaining: 00:57:46 (20-Jul-2015 12:00 PM CDT) B. **Back to Quiz** **Finish**

Question Status	Quiz Settings	
Flagged: 0	Time Limit: 60 min	This is the quiz summary page. Please review your quiz before submitting it for grading.
Unanswered: 0	# Questions: 20	
Answered: 20	% Pass: 80%	
	Max Attempts: 3	

**A.** This is the Quiz Summary, this screen shows just a recap of the test.  
**B.** You have two options, you can go back and change any answers in your quiz or "Finish" the quiz. You **MUST** select the finish button to **Answered Questions (20)** complete the quiz.

Step 8:

Manitoba Motor Dealers Association (MMDA) English

Sales Certification Exam (exit)  
Sales Certification Exam ▶ Sales Certification Final Exam

◀ Prev **Complete Course**

**Quiz Completion**

Question Status	Quiz Settings	Quiz Complete
Attempt: 1	Time Limit: 60 min	<b>Your grade is: 80%</b> 👍
Incorrect: 4	# Questions: 20	Congratulations, you have passed.
	% Pass: 80%	
	Max Attempts: 3	

**Attempt(s)**

◀ Prev **Complete Course**

Complete this course