



CLICK IT'S TRAINING PROGRAM

Schedule D

Our initial franchise management training program is available to all franchise owners and up to two persons or other persons, we agree upon prior to the start of training. Before opening for business, you must attend and complete the initial franchise management training program to our satisfaction.

Click IT's Pre-Opening training consists of three phases lasting a total of 40 hours, 20 hours in the classroom, and 20 hours of on-the-job training. Training will take place at the Click IT's headquarters.

The entire three-phase training program uses an online calendar to schedule our franchisees' participation.

All training must be completed one week prior to the opening of your Click IT Store.

Click IT provide our initial training *at no additional charge* to our franchise owners and up to two additional personnel associated with the franchise. It is recommended that the principal(s) in addition to employee(s) of the franchise store attend and satisfactorily complete all the initial training.

We do not maintain a formal training staff. Training will be provided under the direction of AL Harlow, our President, and other persons as needed, whose backgrounds are described in Item 2 of this Disclosure Document. AL has over 20 years of industry experience. Employees of the Company and other existing franchise owners may also participate in providing training to new franchise owners and their employees.

We can reschedule the dates of our training to accommodate your needs, but since we offer group training for up to 10 people in our training facility in Chagrin Falls, we may not be able to move the scheduled class easily since we managed our training schedule ahead of time online. As of the date of this Disclosure Document, below is an outline of the training program. Subjects will be provided to all franchise owners and their employees as displayed below, but as you get closer to knowing the date of your store opening, we will develop a schedule around those who have bought a franchise inside your time constraints. See <https://events.clickitcomputer.com/events/category/franchisee-training/list/>.

You must be present physically throughout your training at Click IT's headquarters location in Chagrin Falls. Accommodations can be found by visiting <https://clickitgroup.com/contact/map->

[of-surrounding-area/](#), where you will find coupons to help you plan your stay with us here in Chagrin Falls.

Training Hours

PHASE ONE TRAINING 8 HOURS OF CLASSROOM AT THE CLICK IT HEADQUARTERS

<u>SUBJECT</u>	<u>PHASE/DAY</u>	<u>CLASSROOM HOURS</u>	<u>HOURS OF ON-THE-JOB TRAINING</u>	<u>LOCATION</u>
Introduction to Store	PHASE ONE	2	0	Headquarters, Chagrin Falls, Ohio
Site Selection Process	PHASE ONE	3	0	Headquarters, Chagrin Falls, Ohio
· Introduction				
· Site Selection Criteria				
· Site Acceptance Request Form (SAR)				
· Beginning the Search				
· Site Selection Checklist				
Pre-Opening Marketing and Advertising	PHASE ONE	1	0	Headquarters, Chagrin Falls, Ohio
Business Systems	PHASE ONE	1	0	Headquarters, Chagrin Falls, Ohio
Managing A Successful Crew	PHASE ONE	1	0	Headquarters, Chagrin Falls, Ohio
Total Hours	-	8	0	-

PHASE TWO TRAINING

8 HOURS OF CLASSROOM AND 8 HOURS OF ON THE JOB TRAINING AT THE CLICK IT HEADQUARTERS

<u>SUBJECT</u>	<u>PHASE/DAY</u>	<u>CLASSROOM HOURS</u>	<u>HOURS OF ON-THE-JOB TRAINING</u>	<u>LOCATION</u>
General Business	PHASE TWO	0.5	0.5	Headquarters, Chagrin Falls, Ohio
Products & Services	PHASE TWO	0.5	0.5	Headquarters, Chagrin Falls, Ohio
POS, Financing & Bookkeeping	PHASE TWO	1	1	Headquarters, Chagrin Falls, Ohio
Customer Service	PHASE TWO	1	1	Headquarters, Chagrin Falls, Ohio
Software & Technology	PHASE TWO	1	1	Headquarters, Chagrin Falls, Ohio
Knowing PCs & Common Issues	PHASE TWO	1	1	Headquarters, Chagrin Falls, Ohio
Daily Operations AM	PHASE TWO	1	1	Headquarters, Chagrin Falls, Ohio
Daily Operations PM	PHASE TWO	1	1	Headquarters, Chagrin Falls, Ohio
Managing & Leading Your Crew	PHASE TWO	1	1	Headquarters, Chagrin Falls, Ohio
Total Hours		8	8	

PHASE THREE TRAINING

4 CLASSROOM AND 12 HOURS OF ON-THE-JOB TRAINING

<u>SUBJECT</u>	<u>PHASE/DAY</u>	<u>CLASS ROOM HOURS</u>	<u>HOURS OF ON-THE-JOB TRAINING</u>	<u>LOCATION</u>
General Recap	PHASE THREE	<u>1</u>	<u>0</u>	Headquarters, Chagrin Falls, Ohio
Marketing and Advertising	PHASE THREE	<u>1</u>	<u>0</u>	Headquarters, Chagrin Falls, Ohio
Building Your Crew	PHASE THREE	<u>1</u>	<u>0</u>	Headquarters, Chagrin Falls, Ohio
Software & Technology	PHASE THREE	<u>1</u>	<u>0</u>	Headquarters, Chagrin Falls, Ohio
Crew Shadow	PHASE THREE	<u>0</u>	<u>12</u>	Headquarters, Chagrin Falls, Ohio
Total Hours	-	<u>4</u>	<u>12</u>	-
	<u>Totals</u>	<u>20</u>	<u>20</u>	<u>40</u>

Grand Total of Training: 20 hours of Classroom and 20 hours of On-the-Job

Click IT's Pre-Opening training consists of two phases lasting a total of 40 hours, 20 hours in the classroom, and 20 hours of on the job training. All training will take place at Click IT's Company Store and Headquarters.

During Phase Three of training, we will work with your staff and monitor your progress, assisting with your grand opening plans and answer any further questions you or your crew may have during the on-the-job training. Our trainers will visit your location five days prior to opening and assist if any further training is needed. (Note: We want you to have a successful opening of your Click IT store and will assist at this time as much as possible, but any new

employees who have not gone through our training program are entirely your responsibility.) We may also at our option stay two days after your opening for continued on-the-job training.

We also may offer additional or refresher training courses from time-to-time. Some of these courses may be mandatory, and some may be optional. These courses will be conducted at our Headquarters and may be broadcasted online.

Travel & Accommodations

You and/or your employees (students) will be responsible for all out-of-pocket expenses in connection with all training programs, including costs and expenses of transportation, lodging, meals, wages, and employee benefits. We reserve the right to impose reasonable charges for training classes and materials in connection with such training courses. We will notify you of any additional charges before you or your employees enroll in a course.

Accommodations can be found by visiting <https://members.clickitfranchise.com/contact/map-of-surrounding-area/>, where you will find coupons.

All classes are scheduled by advance written notice to all franchise owners. Our class cancellation policies will be included in the written notice of class schedules.

The instruction materials for our training programs may include computer-based training, handouts, the Manual, tests that we may require you to take, and other information that we deem important.

We will be sending you on a periodic basis Operations Representatives to continue training you and your staff and to help you operate your Store as profitably as possible.

It is your responsibility to ensure that all subsequent managers and employees be trained in our systems and procedures and that our systems and procedures are utilized at your Store. We may audit your Store at any time to ensure compliance with our systems and procedures.

The amount of time to be spent at the company store training is one week.

Lodging:

The length of stay is 5 nights in a hotel, from Sunday night until Thursday night, assuming the student(s) will be returning on Friday after the session is completed at 3 PM.

If two student(s) stay at a local hotel at a cost of \$100 per night, in two separate rooms, then the total cost would be approximately \$1,200, with taxes included.

If the two stay in the same room together, then the cost is half that expense, or \$600.

Meals:

Lunches are handled by Click IT, and one dinner on Thursday night.

Breakfasts and dinners will run between \$10 and \$30 per person, or thereabouts. Breakfast may also be found to be included at the hotel.

At 5 breakfasts and 5 dinners, that will amount to \$50 per person for breakfasts and \$150 for dinners per person. That amounts to \$400 for the week.

Transportation:

An automobile rental for a moderate-sized vehicle for a week in Cleveland will run \$25 plus tax a day. For 5 days, that's around \$160 tops after taxes.

	Lodging	Meals	Transportation
Sunday	240	80	25
Monday	240	80	25
Tuesday	240	80	25
Wednesday	240	80	25
Thursday	240	20	25
Friday	0	80	25
Totals	\$1,200	\$420	\$150

Total Out-of-Pocket Expenses (Not Including Airfare) = **\$1,770 for Two People** Lodging in Separate Rooms. The cost for one person would be half this amount.

Training Week Schedule:

Arrive Sunday Afternoon	Monday	Tuesday	Wednesday	Thursday	Depart Friday at 3 PM
Welcome Party from 4 to 6 PM at Click IT	- Arrive at Click IT at 8 AM - Depart at 5:30 PM	- Arrive at Click IT at 8 AM - Depart at 5:30 PM	- Arrive at Click IT at 8 AM - Depart at 4:30 PM	- Arrive at Click IT at 8 AM - Depart at 4 PM for party	- Arrive at Click IT at 9 AM - Depart at 3 PM
<u>Tasks:</u> 1) Check into Hotel 2) Rent car	<u>Tasks:</u> 1) Complete Phase 1 of Training – 8 hours in Classroom and 1-hour shadowing on-the-job training.	<u>Tasks:</u> Complete Phase 2 of Training – 8 hours in Classroom and 1-hour shadowing on-the-job training.	<u>Tasks:</u> Complete 2 hours of classroom training and 6 hours of shadowing on-the-job training.	<u>Tasks:</u> Complete 2 hours of classroom training and 6 hours of shadowing on-the-job training.	<u>Tasks:</u> Complete 2 hours of classroom training and 4 hours of shadowing on-the-job training.
Accumulated Training (hours)	9	18	26	34	40

For information about our Area:

<https://members.clickitfranchise.com/contact/map-of-surrounding-area/>