

## **Frequently Asked Questions for Auto Shops**

### **How do I sign up?**

Shops that want to participate must fill out the Missouri Station Equipment and Service Agreement Contract. Contracts are available on the Web at [www.GatewayVIP.com](http://www.GatewayVIP.com). Applications will also be mailed upon request. Contracts must be completed and returned to SysTech International LLC. The mailing address and fax number are located on the last page of the contract. SysTech will process applications in the order they are received. Once processed SysTech will contact your shop to set up a training session. Shops were encouraged to sign up by the end of June. If shops missed the June deadline they can still sign up, but they may not be up and running by start of the program.

### **How much does the equipment cost; what does that include?**

The cost to purchase the equipment is \$2,495 and is exempt from state sales tax. This includes all standard and optional equipment maintenance for the life of the contract. The standard equipment includes a computer with a 17" LCD monitor, keyboard and mouse, one inkjet printer to print vehicle inspection reports and one sticker printer. You will also receive a barcode reader, an OBD vehicle interface cable, an OBD verification tool, a high-resolution digital camera and dock, a USB Web camera, USB drive and a fingerprint scanner. All of the equipment with the exception of the monitor will fit inside the standard cabinet, which is also included in the base price. The standard equipment listed above is all that is necessary to participate in the Gateway Vehicle Inspection Program, however optional upgrades are available, see the contract for additional options.

### **What are the dimensions of the cabinet in the standard package?**

The standard cabinet is approximately 3 feet high by 2 feet square. It is equipped with a lock and all of the equipment will fit inside the cabinet with the exception of the computer monitor, which will be located on top of the cabinet. It will also be on casters so that the OBD equipment can be repositioned if necessary.

### **Why do I need a fingerprint scanner and cameras?**

The fingerprint scanner and cameras are security features for the Gateway Vehicle Inspection Program. The fingerprint scanner will ensure that licensed inspector/mechanics are the only employees performing the emissions and safety inspections. The fingerprint scanner will also save time by simply allowing the inspector to place a finger on the scanner, rather than requiring them to type numerous identification codes to access the required information.

The cameras will ensure the integrity of the program. The digital camera will be used to take pictures of the vehicle's odometer, license plate and VIN number for both the combined test and safety only inspections. The Web camera is permanently connected to the computer via USB connection and will be mounted on top of the analyzer. As appropriate, the Web camera will allow for optional video monitoring and recording of additional images of the inspection process to ensure the integrity of the program.

### **Do I have to choose options now or can I choose them at a later date?**

You may choose additional equipment options later; however, the price of the optional equipment may increase if it is ordered outside of the initial service contract. And while you are not required to choose any additional options, the all-inclusive warranty upgrade can only be chosen in the initial service contract. The warranty option is not available to you once you receive your equipment and begin operation.

### **What does the all-inclusive warranty upgrade cover?**

The all-inclusive warranty upgrade includes all consumables, free delivery of all consumables and full coverage for any equipment damage during the term of the contract. This warranty is available for an additional \$50 per month, and must be chosen in the initial service contract.

### **Are payment options available when I order the equipment?**

Yes. There are four payment options available. Option 1 is payment in full for all ordered equipment. Option 2 is \$500 down and the remaining balance due upon delivery of the equipment. Option 3 is \$1,247 (half) down and the remaining balance due in equal installments of \$100 for 24 months. Option 4 is no money down and the balance due in equal installments of \$100 for 48 months. Please note that if you choose option 3 or 4, any optional equipment that is ordered must be paid for in full at the time of delivery.

### **Are there other costs for participation?**

Yes. Participating shops must be licensed by the state. The cost of the station license is \$100 per year. Safety inspection station licensing fees will remain the same at \$10 per year. There is also a \$4.00 sticker/authorization fee and a \$3.45 Vehicle Inspection Database service fee. The sticker fee is divided between the Missouri Department of Natural Resources and the Missouri State Highway Patrol. The \$3.45 Vehicle Inspection Database service fee is paid to SysTech for each combined inspection. The service fee is charged only when it is a paid inspection for the shop, qualifying free reinspections will not incur this charge. There is also no service fee charged when the shop performs a safety only inspection for a vehicle.

### **What happens if I run out of stickers?**

Shops will prepurchase stickers that give authorization to perform emissions tests or safety inspections. Your shop will be locked out of the system if you run out of authorizations. Shops can set their equipment to notify them to reorder when their authorizations are getting low.

### **How will I be billed for Vehicle Inspection Database service fees?**

At the end of the month an electronic invoice will be sent to your computer. This electronic invoicing will allow shops to review their charges instantly. Service fees can be paid by check, charge or through a direct debit from a bank account. If you are delinquent in making this payment, your shop will be locked out of the system until payment is received.

### **Why do I have to pay a Vehicle Inspection Database service fee?**

The service fee allows SysTech to maintain the electronic database that stores all vehicle inspection information and makes the information readily available to both the shop and the state. This fee includes software upgrades as well as service calls and technical support to any of the shops. There will be no additional charge for the software upgrades.

### **What are the costs for technical support or service calls?**

Technical assistance and service calls are free of charge. SysTech will determine the appropriate assistance option for each shop based on their specific need. These services are provided to the shops for the life of SysTech's contract.

### **What if the equipment I ordered does not operate properly?**

Contact SysTech immediately for all software and hardware problems. SysTech personnel will determine the best course of action for each situation. Upon notification on SysTech's hotline, SysTech will make every reasonable attempt to repair or replace defective GVIP analyzer hardware within an average of four business hours. At a minimum, these repairs will occur within the first weekday after notification.

### **Is a dedicated bay required to perform emissions testing and safety inspections?**

No. Shops may perform emissions testing and safety inspections in different bays as long as those bays are inspected and approved by the Missouri State Highway Patrol.

### **Is a dedicated phone line required to connect to the Internet?**

Yes, if the shop uses a dial-up Internet connection. If the shop uses a high-speed Internet connection during its day to day business, a router will be required to maintain connection to the testing equipment. Wireless connections are also available, see the contract for details.

### **How many days per week am I required to perform emissions testing and safety inspections?**

As required by law, any shop that performs emissions testing and safety inspections must operate at least five days per week. Those five days do not have to be consecutive. A day of operation should be at least eight hours.

### **How much can I charge my customers for an emissions test?**

If a shop performs both a safety inspection and an emissions test for a customer, the most that they can charge is \$36. If a customer fails one or both tests they are entitled to one free retest at the shop that performed the initial test as long as they return within 20 business days. State law caps the emissions test fee at \$24. Safety inspection fees are capped by state law at \$12.

### **How long does it take to complete an emissions test?**

The emissions test takes approximately three minutes to complete.

### **How can shops help inform the public of the changing emissions testing procedure?**

The Missouri Department of Natural Resources has established a Web site to help inform the shops and the public about the Gateway Vehicle Inspection Program at [www.GatewayVIP.com](http://www.GatewayVIP.com). The Web site includes frequently asked questions and other helpful information to aid motorists during this transition. For more information, shops can direct their customers to the Web site or they may call 1-866-OB-D-TEST (623-8378).

### **For more information call or write**

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