

# Changing from a Prepaid Plan to a Subscription

## ZEUS® Diagnostic Tools

This document provides instructions on how to enroll in Subscription from a platform currently or previously on a Prepaid Plan using ScanBay. Customers may be moved to a subscription within 14 days of the original Prepaid Plan's expiration date and the subscription won't take effect until the current plan has expired. These instructions apply ONLY to ZEUS Snap-on diagnostic tools with Intelligent Diagnostics.

Make sure your customer is never without the vehicle data and features they need to get their job done quickly and accurately.

**Note:** As this instruction sheet is intended for multiple markets, these instructions may apply to other diagnostic tools not listed. All images and illustrations used in this document are intended as examples, and are for reference only.

**IMPORTANT:** The diagnostic tool must be powered by the AC power supply during these procedures.

## Changing to Subscription

### ▶ Instructions:

1. From your Chrome sales system, select "**Subscription**" from the Account Type dropdown menu (Figure-1).

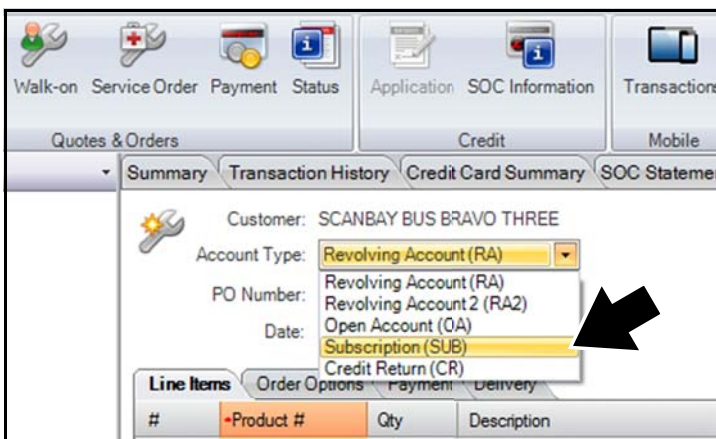


Figure-1

2. Select **Yes**, when prompted if you would like to start a subscription (Figure-2).

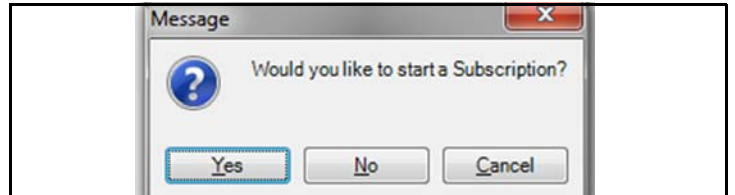


Figure-2

3. Select "**Subscription**" from the list of promotions displayed, then select **OK** (Figure-3).

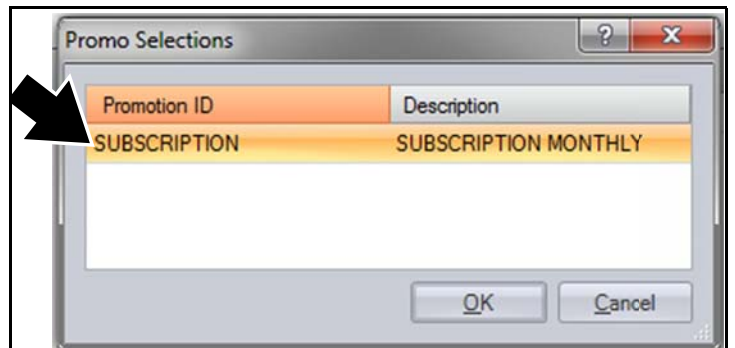


Figure-3

4. From your Chrome sales system, select "**Scanbay**" (Figure-4).

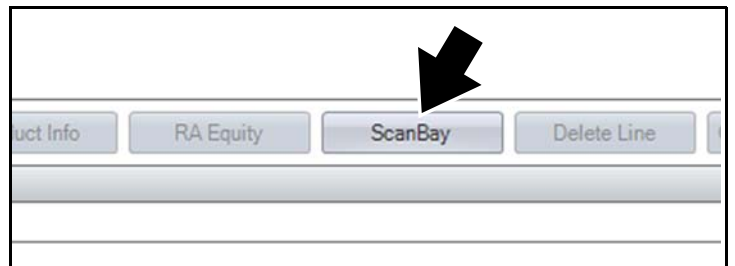


Figure-4

5. Select the applicable product or product family, then select **Next** (Figure-5).

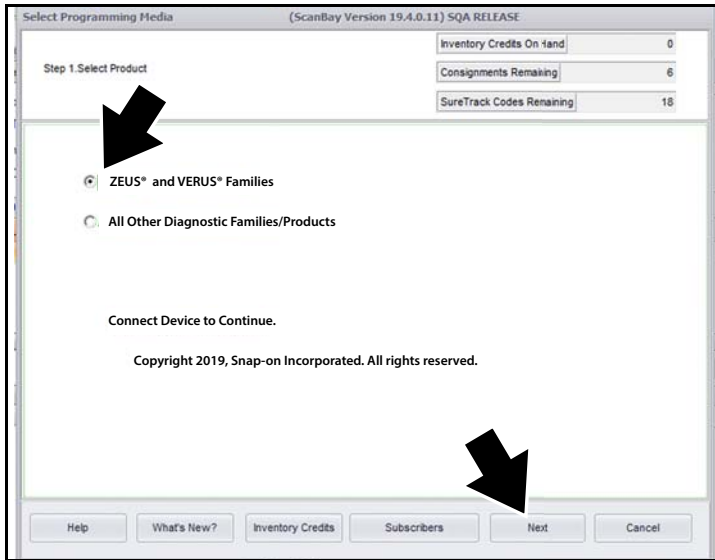


Figure-5

6. Turn on the customers diagnostic tool and allow it to boot up and open the diagnostic suite; then Insert your ScanBay USB (memory stick) into the diagnostic tool (Figure-6).
7. Remove the USB stick after the USB stick scans the device and the onscreen “completed” message displays.
8. Insert the USB stick into your Chrome laptop PC, and then select **Next** to continue (Figure-6).

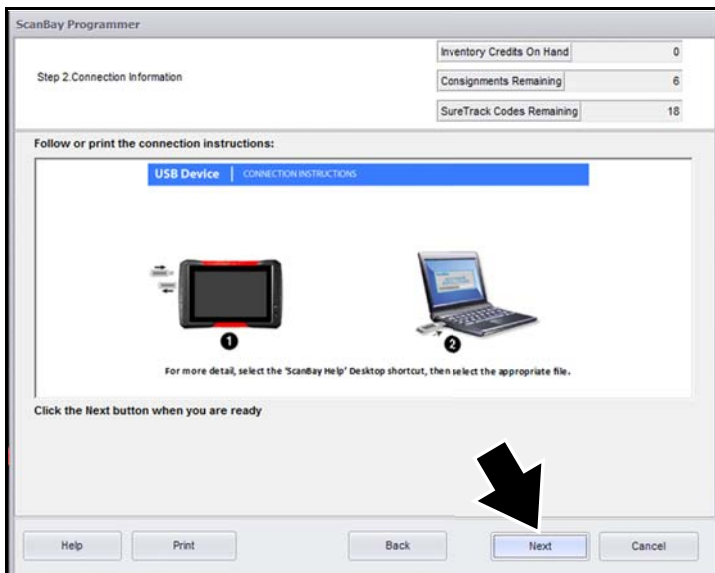


Figure-6

**NOTE:** If applicable, disregard step “3” in the onscreen image. There is no need to reinsert the USB stick into the diagnostic tool (Figure-6).

9. Select **Next** to see the qualifying software (Figure-7).

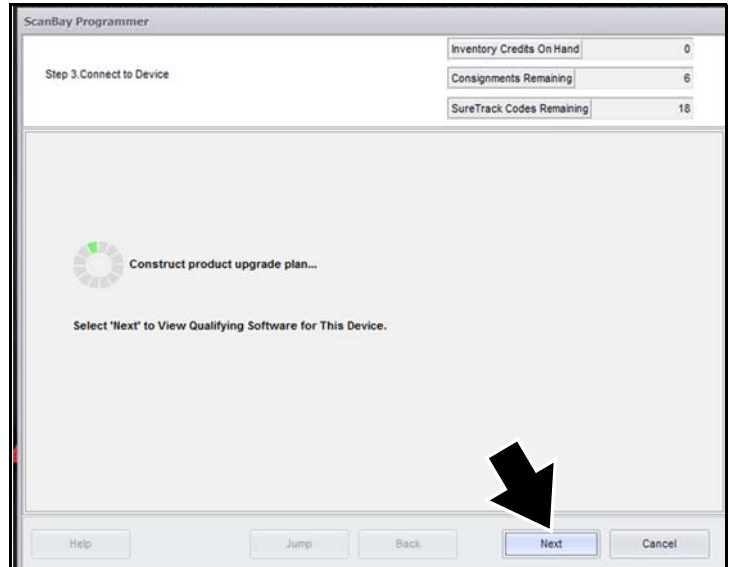


Figure-7

**NOTE:** Use the Back button at anytime within the process to make changes.

10. Confirm the subscription is for an individual or for a business, select **Next** to continue (Figure-8).

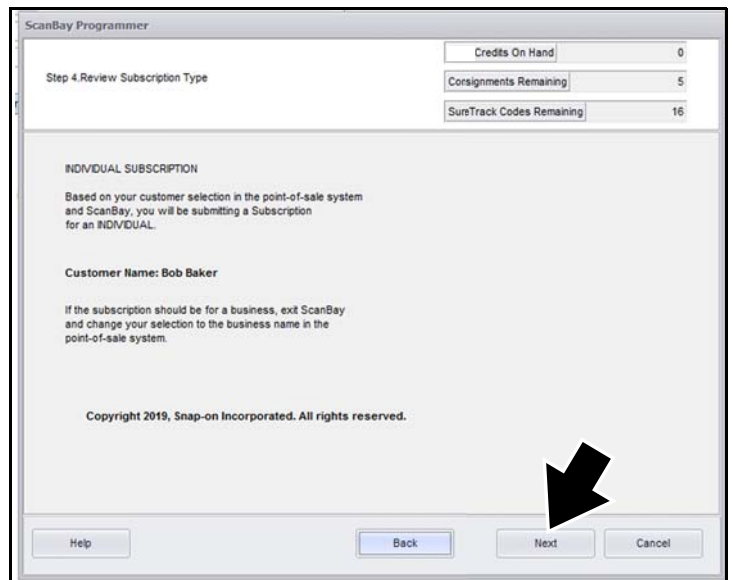


Figure-8

11. Read and confirm you have the information listed on the screen before you continue, customer contact

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information, bank routing numbers, etc. (Figure-9).

12. Connect the electronic signature pad to your Chrome laptop, then select **Next** to continue.

ScanBay Programmer

Step 5. Subscription Reminder

Credits On Hand	0
Consignments Remaining	5
SureTrack Codes Remaining	16

**BEFORE YOU BEGIN**  
Gather the following information:  
• Subscriber Name, Address, Phone and Email  
• Employer Name, Address, and Phone  
• Subscriber Social Security # (US only) and Date of Birth

For ACH Direct Debit: Bank Account, Bank Routing Number

All customer information in the point of sale and ScanBay systems must be accurate before final subscription enrollment. Any errors found at submission may require you to begin the process over again.

**ATTENTION: DO NOT UNPLUG DEVICE UNTIL PROMPTED!**  
Be sure to connect the signature pad before starting ScanBay.

Help Back Next Cancel

Figure-9

13. Select **“Renew Subscription”** (Figure-10).

14. Select **Next** (Figure-10).

ScanBay Programmer

Step 6. Select Qualifying Software

Credits On Hand	N/A
Consignments Remaining	5
SureTrack Codes Remaining	18

Renew ZEUS® 19.4 Subscription Free 0.00

Help Back Next Cancel

Figure-10

15. Review and confirm the Subscription upgrade, then select **Next** (Figure-11).

ScanBay Programmer

Step 7. Review Software Selected

Credits On Hand	N/A
Consignments Remaining	5
SureTrack Codes Remaining	18

Upgrade to -> Renew ZEUS® 19.4 Subscription

Est. Program Time -> 3 - 9 minute(s).

Credit Used -> No Inventory Credit or Consignment Needed

Help Back Next Cancel

Figure-11

16. Review and confirm the pricing details of the Subscription upgrade, then select **Next** (Figure-12).

ScanBay Programmer

Step 8. Review Price

Credits On Hand	N/A
Consignments Remaining	5
SureTrack Codes Remaining	18

Upgrade to -> Renew ZEUS® 19.4 Subscription

Est. Program Time -> 3 - 9 minute(s)

Credit Used -> No Credit or Consignment Needed

Customer Price -> \$ 0.00

SureTrack® and SureTrack Community is included with current upgrade

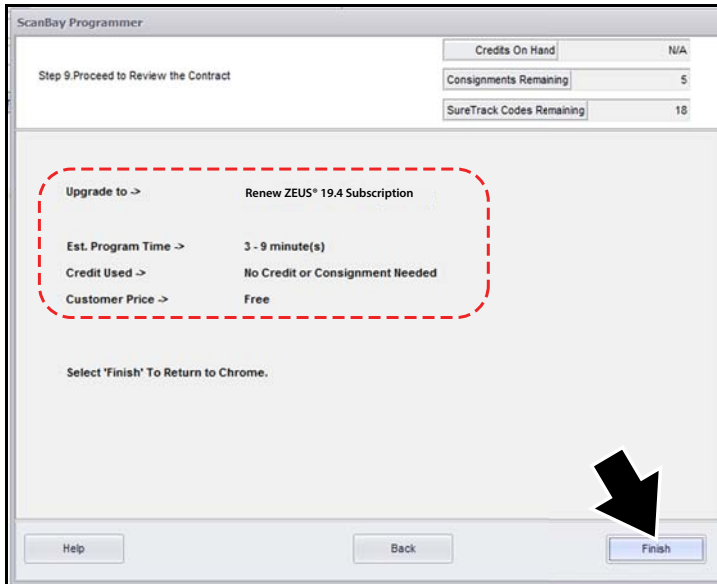
**i** SureTrack® is available when platform is using the most current software version. Find access code on customer invoice. Usage instructions available in platform User Manual.

Help Back Next Cancel

Figure-12

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17. Before continuing on to sign the contract, confirm the details of the Subscription upgrade are correct (Figure-13).
18. Select **Finish** to continue to the Subscription contract signing process (Figure-13).



The screenshot shows the 'ScanBay Programmer' window at 'Step 9 Proceed to Review the Contract'. It features a table with the following details:

Credits On Hand	N/A
Consignments Remaining	5
SureTrack Codes Remaining	18

Below the table, a red dashed box highlights the upgrade details:

- Upgrade to -> Renew ZEUS® 19.4 Subscription
- Est. Program Time -> 3 - 9 minute(s)
- Credit Used -> No Credit or Consignment Needed
- Customer Price -> Free

At the bottom, there are buttons for 'Help', 'Back', and 'Finish'. A black arrow points to the 'Finish' button.

Figure-13

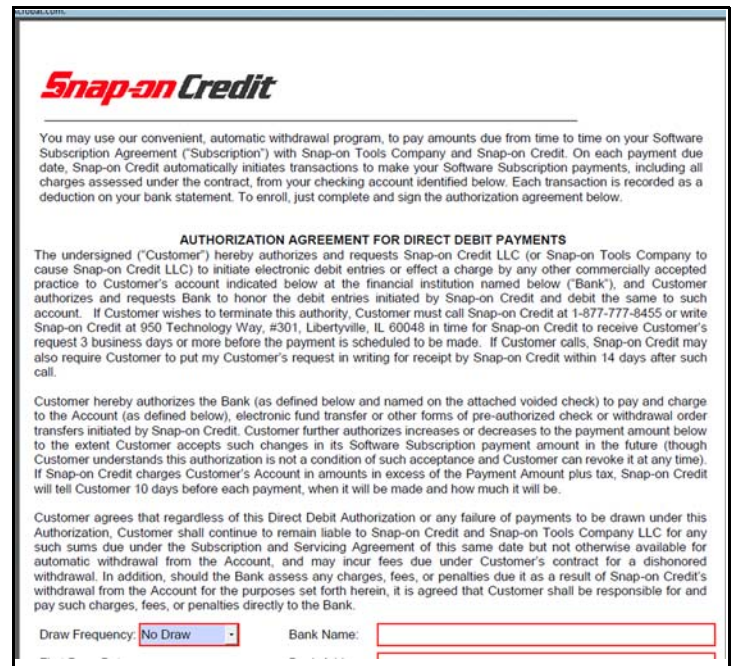
19. From your Chrome sales system, select **Print Contract** (Figure-14). This displays the contract form onscreen.



The screenshot shows a horizontal bar with four buttons: 'Print Contract', 'Print', 'Delete', and 'Close'. A black arrow points to the 'Print Contract' button.

Figure-14

20. Fill in all the required fields as highlighted on the onscreen contract, scroll down to view all the fields (Figure-15).



The screenshot shows the 'Snap-on Credit' authorization agreement. The text includes:

**Snap-on Credit**

You may use our convenient, automatic withdrawal program, to pay amounts due from time to time on your Software Subscription Agreement ("Subscription") with Snap-on Tools Company and Snap-on Credit. On each payment due date, Snap-on Credit automatically initiates transactions to make your Software Subscription payments, including all charges assessed under the contract, from your checking account identified below. Each transaction is recorded as a deduction on your bank statement. To enroll, just complete and sign the authorization agreement below.

**AUTHORIZATION AGREEMENT FOR DIRECT DEBIT PAYMENTS**

The undersigned ("Customer") hereby authorizes and requests Snap-on Credit LLC (or Snap-on Tools Company to cause Snap-on Credit LLC) to initiate electronic debit entries or effect a charge by any other commercially accepted practice to Customer's account indicated below at the financial institution named below ("Bank"), and Customer authorizes and requests Bank to honor the debit entries initiated by Snap-on Credit and debit the same to such account. If Customer wishes to terminate this authority, Customer must call Snap-on Credit at 1-877-777-8455 or write Snap-on Credit at 950 Technology Way, #301, Libertyville, IL 60048 in time for Snap-on Credit to receive Customer's request 3 business days or more before the payment is scheduled to be made. If Customer calls, Snap-on Credit may also require Customer to put my Customer's request in writing for receipt by Snap-on Credit within 14 days after such call.

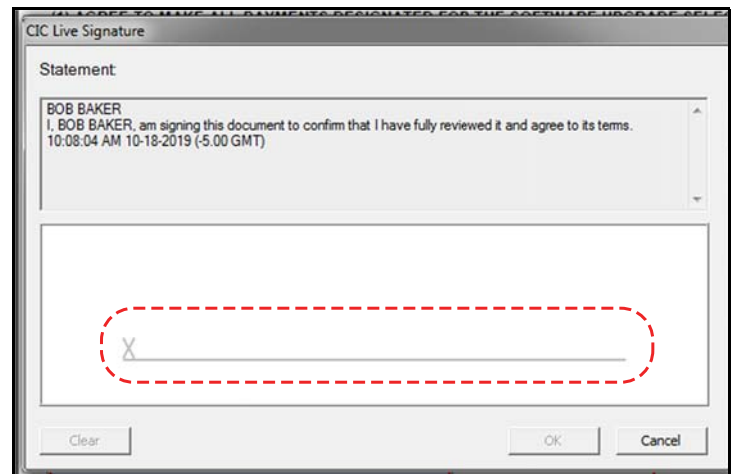
Customer hereby authorizes the Bank (as defined below and named on the attached voided check) to pay and charge to the Account (as defined below), electronic fund transfer or other forms of pre-authorized check or withdrawal order transfers initiated by Snap-on Credit. Customer further authorizes increases or decreases to the payment amount below to the extent Customer accepts such changes in its Software Subscription payment amount in the future (though Customer understands this authorization is not a condition of such acceptance and Customer can revoke it at any time). If Snap-on Credit charges Customer's Account in amounts in excess of the Payment Amount plus tax, Snap-on Credit will tell Customer 10 days before each payment, when it will be made and how much it will be.

Customer agrees that regardless of this Direct Debit Authorization or any failure of payments to be drawn under this Authorization, Customer shall continue to remain liable to Snap-on Credit and Snap-on Tools Company LLC for any such sums due under the Subscription and Servicing Agreement of this same date but not otherwise available for automatic withdrawal from the Account, and may incur fees due under Customer's contract for a dishonored withdrawal. In addition, should the Bank assess any charges, fees, or penalties due it as a result of Snap-on Credit's withdrawal from the Account for the purposes set forth herein, it is agreed that Customer shall be responsible for and pay such charges, fees, or penalties directly to the Bank.

Draw Frequency:  Bank Name:

Figure-15

21. To complete the contact, have the customer sign the contract using the electronic signature pad (Figure-16).
22. Select **OK** to approve the contract, exit the process and return to Chrome (Figure-16).



The screenshot shows the 'CIC Live Signature' window. It contains a 'Statement' field with the following text:

BOB BAKER  
I, BOB BAKER, am signing this document to confirm that I have fully reviewed it and agree to its terms.  
10:08:04 AM 10-18-2019 (-5:00 GMT)

Below the statement is a signature line with a red dashed box around it, containing a stylized 'X'.

At the bottom, there are buttons for 'Clear', 'OK', and 'Cancel'.

Figure-16