

1. Times of operation, including any evenings or weekend that you'd be available for training:
2. Location: What is the physical address where the tech needs to go? Is this the address where the machine will be kept permanently? Please include city/state/zip\_\_\_\_\_
3. How many people will be trained by our technician? You should train **at least 2-3 key people** that you don't foresee leaving the company soon as well as anyone else that will be operating the machine. If there are more than 6 people being trained, we may need to split the training into multiple sessions.
4. Of the people being trained, what is the range experience? Please Tally for each person. For instance, if there are 3 people being trained and 1 has less than 6 months experience and the others have more than five years experience, please put a 1 next to "less than 6 months" and 2 next to 5 years + options:

No experience at all  Less than 6 months  6 months to 1 year  1 year-2 years  2-5 years  5 years+

5. Digitizing Software: what brand of software do you or will you use? Wilcom/TES/Other: \_\_\_\_\_  
\*Our techs train on the **basics** of Wilcom and TES digitizing software **only**. They will only train you to pull up a design on your personal computer (from the software), edit it slightly in size, add lettering, save it and transfer it to the machine. If you need more training than that, please contact TES/Compucon (336-294-0604) or Wilcom (877-522-7448) (or the maker of your software) directly.
6. How will you load designs into your machine? Please choose one: **USB stick** OR direct connection (NULL MODEM cable and USB TO SERIAL adapter, if needed) We recommend that designs are in **[.DST format in a .TFD folder] or [.U\*\*(00~99) files in .FDR Folders]**
7. Please confirm that you have the Minimum supplies needed for training, which are:  
**Thread** (one cone for **each needle on each head** ie:1 head/15 needles=15 cones of thread), **Bobbins** (1 per **head**). The toolbox does have additional bobbins in it, **Shirts** (1 cotton and 1 knit) **Caps: 2** (Preferably simple 6 panel caps as they are only for practice), **Backing** (both tear away and cut away) and **items to sew samples on** (Any kind of garment you personally have, such as denim, polo shirts, jackets, etc will work well for training/practicing.) **IF YOU DON'T HAVE THESE SUPPLIES, PLEASE CONTACT ME RIGHT AWAY.**
8. Please provide a timeframe that you'd like the installation/training session to take place:  
 ASAP AFTER DELIVERY  WITHIN 2 WEEKS AFTER DELIVERY  WITHIN A MONTH AFTER DELIVERY  
 WE'LL NEED MORE TIME THAN A MONTH. REASON, PLEASE: \_\_\_\_\_  
 We have the specific following dates in mind: \_\_\_\_\_
9. **IF THE TRAINEES SPEAK ANY LANGUAGE OTHER THAN ENGLISH:** YOU WILL NEED TO HAVE SOMEONE PRESENT DURING TRAINING THAT CAN TRANSLATE OUR INSTRUCTIONS TO YOUR TRAINEES. PLEASE MAKE SURE I AM AWARE OF THIS.
10. PLEASE EITHER REQUEST A SPECIFIC TECHNICIAN OR LET ME KNOW THAT WE CAN SEND ANY TECHNICIAN THAT CAN ACCOMMODATE YOUR NEEDS. \_\_\_\_\_ OR ANY TECH