



September 1, 2022

Hello Store Managers and Stores,

Effective today, automotive shops in the state of Florida are required to provide a printed version of a customer's sales invoice before any paid services are performed on their vehicle. To comply with these requirements, a new Best Practice is now available, and an Acknowledgement has been assigned.

**Our ask of you**

- **Apprentice Techs – Store Managers** in **ALL** Florida stores must review the [Florida Invoice Handling Best Practice](#) and complete the Acknowledgement to understand the process changes and expectations.
- Please log in to the [DTU/LMS](#) to and complete the Acknowledgement **no later than Saturday, October 8**.

If you have any questions, please contact your AVP.

Thank you for striving to be the BEST!