

# **WAM SOFTWARE ANNUAL TRAINING SEMINAR & USER'S CONFERENCE**

The webinar is **BACK!** This year's Annual Training Seminar will be delivered as a webinar so that you can include everyone at your company.

We cordially invite you to attend our Annual Training Seminar to be held at your office from Tue March 13<sup>th</sup> through Fri March 23<sup>th</sup>, 2018. We are excited to "virtually" see you there!

- If you have never attended one of our Annual Training Seminars, be aware that we have received rave reviews from close to 100% of past attendees as to the knowledge they have gotten from attending. Chances are that you will learn some valuable information.
- Attending the Annual Training Seminar as a webinar is a fraction of its normal cost. There are no hotel, airfare, or other expensive per-person traveling costs. In addition, for one price you can have as many people attend as can comfortably view a computer screen; that is, you pay for one attendee but can have multiple people watching.
- Attendance does not require taking off work for an entire week and traveling out of town. You can balance your work and home duties along with attending the Seminar.
- To also help with managing your time, the format is different. Instead of the Seminar being four days of eight hours per day, it will be spread out over 8 days at approximately three hours per day.
- To further help with managing your time, each class will have a Beginner, Intermediate, or Advanced label so that you only need to spend time on the classes that will benefit you.
- Due to this format, you can have newer (to WAM) people attend the Beginner classes. This allows people who would never be sent to Reno (due to hotel and airfare costs) to get the basic information they should have in order to work in WAM.

We hope that you take advantage of this unique opportunity!

Sign up now! Fill out and fax back the "Payment Authorization Form" on the next page.

# ANNUAL TRAINING SEMINAR PAYMENT AUTHORIZATION FORM

This Training Seminar is charged by the number of computers used to connect to the Webinar. That is, if you can fit three people comfortably around the computer that you will be using to attend the Seminar, then you will only need to specify "1" for "# of computers". Please specify the "# of computers" below.

# of computers \_\_\_\_\_ x \$700.00 = \_\_\_\_\_ (total that will be charged)

Email address to send Webinar link to: \_\_\_\_\_

## PAY BY CHECK

*[If paying by check, fill out a check payable to WAM Software and attach here prior to faxing.]*

## PAY BY CREDIT CARD

Account Number \_\_\_\_\_

Expiration Date \_\_\_\_\_ Security Code \_\_\_\_\_

Cardholder Name \_\_\_\_\_

Billing Address \_\_\_\_\_ Zip \_\_\_\_\_

Email receipt to: \_\_\_\_\_

I \_\_\_\_\_ authorize WAM Software, Inc. to charge the checking account or credit card given above in the amount of \$ \_\_\_\_\_ for the 2018 Training Seminar.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_ Company \_\_\_\_\_

You can also make check or credit card payments online. Log in at [www.wamsoftware.com](http://www.wamsoftware.com).

If you have used this page before, then log on and order the Webinar.

If you have not, then call Tech Support at 775-322-7331 and they will guide you on using the WAM Payment and Ordering page.

**When completed, fax this page to 775-322-7592.**

# ANNUAL TRAINING SEMINAR 2018

## ATTENDEE SCHEDULE

All session times are listed in Pacific Standard time zone. Please adjust times for your location. There will be a 5-10 minute break every hour each day.

### Tuesday, March 13<sup>th</sup>

9:00am – 9:15am Welcome and Introductory of WAM Basics Session

9:15am – 12:00pm Training Session WAM Basics (Beginner & Intermediate)  
This session will cover the basics of WAM including the Master Menu, accessing and using functional help, report queue features and functions, using quick access keys, getting screen prints with your notes, and setting up custom individual signon settings, with colors and fonts of your choice. Library access, viewing, locating and running reports, documents, and update programs, exporting reports. Learn how to utilize the job queue, how to run reports on server at night. We will go over how to link images to accounts, routes, vehicles, etc. We will touch briefly on scheduling of appointments and events and how to send messages to other employees.

### Wednesday, March 14<sup>th</sup>

9:00am – 9:15am Welcome and Introductory of Customer Accounts Session

9:15am – 12:00pm Training Session Customer (Beginner & Intermediate)  
This session will cover all the basic customer account fields and screens, how to efficiently look up accounts, setting up rates and routing for a customer, and setup of multi-sites. Understand the detail screen, special screen, and the abilities to setup custom fields. We can track phone numbers and email address per location, access the calendar by customer to see individual information. Report on customer information like new accounts, closed accounts, stop service, labels and letters.

### Thursday, March 15<sup>th</sup>

9:00am – 9:15am Welcome and Introductory of Customer Accounts Session

9:15am – 12:00pm Training Session Routing (Beginner & Intermediate)  
This session will cover basics like adding stops to a route, setting up every other week and monthly service, resequencing routes, running and printing driver sheets, adding in route heading messages, exception reports, mapping features, and keeping rates and routing in sync, calculating per pickup rates by route, yardage totals by month and week. Learn how to setup average pounds by type of customers, exporting routes, utilizing mapping, setting up to show customers near each other, tracking of containers for front loaders, residential, and portable toilets customers.

### Friday, March 16<sup>th</sup>

9:00am – 9:15am Welcome and Introductory of Dispatching Session

9:15am – 12:00pm Training Session Dispatching (Intermediate & Advanced)  
This session will cover how to schedule a dispatch ticket for both temporary and permanent customers, how to specify the weights, and how to bill each ticket. It will also cover container tracking and demurrage (daily rental). Reporting for dump sites and tonnage and material will also be outlined, including how to run a report in order to find customers that have not had service for a long time.

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### Tuesday, March 20<sup>th</sup>

- 9:00am – 9:15am Welcome and Introductory of WAM Billing Session
- 9:15am – 12:00pm Training Session Billing (Intermediate & Advanced)  
In this course, you will learn how to move around in the detail history, add charges, payments, adjustments and setting posting dates, understanding due dates, entering customer messages and internal messages, and running one-key billing. In this course, you will learn and understand post dates, aging dates, different billing methods of balance forward and Invoice level, how late charges are applied, applying fuel surcharges, auto applying stop service and removal if paid, finding different bill format options, and modifying statement messages.

### Wednesday, March 21<sup>st</sup>

- 9:00am – 9:15am Welcome and Introductory of WAM Web Services Session
- 9:15am – 12:00pm Training Session Web Services/Payment Options (Advanced)  
In this session we will cover the many different ways that you can get payments from your customers; checks by phone, web payments, ACH payments, lock box imports and credit card batches. Web Services – Call Center, Email Center, Credit Card Center, Route Optimization, and Address Correction.

### Thursday, March 22<sup>nd</sup>

- 9:00am – 9:15am Welcome and Introductory of WAM Fleet Session
- 9:15am – 12:00pm Training Session Fleet (Intermediate & Advanced)  
We will cover vehicle entry and preventative maintenance, repairs, data entry for loads on a daily basis with odometer readings, fuel usage, and route and driver times; you will be able to get reporting on all entry and see route profitability.

### Friday, March 23<sup>rd</sup> \*\*\*\* Extended hours\*\*\*\*

- 9:00am – 9:15am Welcome and Introductory of WAM Administration Session
- 9:15am – 12:00pm Training Session Administration (Intermediate & Advanced)  
Here we will cover what files to correctly back up, maintenance, code tables, archiving, data reorganization, message system setup and management reports, how to set up the calendar for each year and calendar message popups.
- 12:15pm – 1:00pm User Conference  
All should attend this conference as your input is valued toward our new enhancements.