

# WAM Software's Onsite Training Seminar & User's Conference

The Seminar is back, and we would like to invite you to attend our Live Training Seminar and User's Conference to be held at the Grand Sierra Resort and Casino in Reno, Nevada March 12<sup>th</sup> – 15<sup>th</sup>, 2019.

This seminar offers complete training on every aspect of WAM. If you feel that you could learn more or could benefit by utilizing the system more efficiently, then sign up today. This is not your typical seminar, you will be genuinely surprised on how easily you will be able to understand the system. We will have fun games and a night of dinner & entertainment which will make this a seminar you should definitely attend!

Each training session will be between one hour and three and a half hours long, and will cover subjects such as ACH Payments, Billing, Dispatching, Fleet Maintenance, and Reporting, (see attached subjects for more details). All classes will be given at an Intermediate or Advanced level on the latest version of WAM-Hauler. Anyone attending the seminar should be on Version 5.30 or higher. All attendees should possess knowledge of WAM on at least a beginning level. Any Admin who feels that they need training at a beginning level should contact the Training Department to schedule a time for telephone training. Also, on the 2<sup>nd</sup> Friday of each month (excluding March) we offer a New Employee Basics Webinar for anyone to attend that will train you on the basics of the WAM-Hauler system.

The User's Conference will go over all of the enhancements that are planned for the upcoming year and it will give you a chance to discuss them and give us your input on the enhancements you think would be beneficial.

WAM will be hosting a dinner for all seminar attendees and guests to enjoy. This is an opportunity for everyone to get together in a relaxed environment so that attendees can get to know the WAM employees and other haulers from around the country.

The cost of the event is \$250.00 per attendee, per day with an all days discount if signed up before December 10<sup>th</sup>, 2018 (see registration form for more information). Breakfast will be provided each morning and you can attend one or all of the classes and this also includes any follow-up phone training on any of the session topics.

For your convenience, we have acquired a block of extremely nice upgraded rooms at the Grand Sierra at a special flat rate of \$145.00 per night. You are welcome to find lodging on your own, however we recommend that you take advantage of this offer as a decent hotel room will cost you at least \$80.00 per night plus tax and resort fees, also you will have the inconvenience and expense of trying to get to the Conference. The hotel offers amenities such as a free airport shuttle, shopping, bowling, a business center, spa and health club, Starbucks and more than 10 restaurants to choose from.

If you are interested in attending this event, please complete the attached form and mail or fax it back to us. Due to the overwhelming response in past years, the seminar will be limited to the first 50 people who sign up. This is only to make certain that it is of value to those who attend. Get signed up now, you don't want to miss out!

We are excited to see you there!

# Seminar & User's Conference Attendee Form

COMPANY NAME \_\_\_\_\_ Smoking/Non    Room Type  
 ATTENDEE NAME \_\_\_\_\_ S / N            King / Double  
 SHARING ROOM WITH \_\_\_\_\_ Bringing laptop YES / NO

**Training Seminar & User's Conference**

Circle Yes or No to each day and room night

Tuesday, March 12 <sup>th</sup> , 2019	Attending Day #1 YES / NO \$250.00 = _____
Wednesday, March 13 <sup>th</sup> , 2019	Attending Day #2 YES / NO \$250.00 = _____
Thursday, March 14 <sup>th</sup> , 2019	Attending Day #3 YES / NO \$250.00 = _____
Friday, March 15 <sup>th</sup> , 2019	Attending Day #4 YES / NO \$250.00 = _____
	All Days Discount YES / NO \$<250.00> = _____

**Rooms @ Grand Sierra Resort & Casino**

Monday, March 11 <sup>th</sup> , 2019	Room YES / NO \$145.00 = _____
Tuesday, March 12 <sup>th</sup> , 2019	Room YES / NO \$145.00 = _____
Wednesday, March 13 <sup>th</sup> , 2019	Room YES / NO \$145.00 = _____
Thursday, March 14 <sup>th</sup> , 2019	Room YES / NO \$145.00 = _____
Friday, March 15 <sup>th</sup> , 2019	Room YES / NO \$145.00 = _____
Saturday, March 16 <sup>th</sup> , 2019*****	Room YES / NO \$165.00 = _____
Sunday, March 17 <sup>th</sup> , 2019	Room YES / NO \$145.00 = _____
Any Additional Nights (List dates of additional days)	# of additional Nights ____ X \$145.00 = _____

**Seminar & Hotel Grand Total = \$ \_\_\_\_\_**

# Seminar & User's Conference Payment Authorization form

I \_\_\_\_\_, hereby authorize WAM Software, Inc. to charge the credit card or checking account given below, in the amount of \$\_\_\_\_\_ for the 2019 Training Seminar provided to \_\_\_\_\_.

(COMPANY NAME)

## PAY BY CHECK

*[fill out a check payable to WAM Software and attach here]*

## PAY BY CREDIT CARD

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

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

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

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

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

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

Company \_\_\_\_\_

**When completed, fax this page and the Attendee Form to 775-322-7592.**

# Seminar & User's Conference

## Attendee Schedule

Hotel check-in is Monday the 11<sup>th</sup> at 3pm. If you are arriving before that time, please let us know in advance so that we can make sure that your room will be ready for you when you arrive.

### Tuesday, March 12<sup>th</sup>

8:00am - 8:30am

Welcome Breakfast

8:30am - 9:45am

Training Session

WAM Basics

(Beginner)

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 and setting up custom individual sign on settings, accessing reports and how to run and export them.

10:00am - 12:00pm

Training Session

Customer

(Intermediate)

This session will cover less commonly used fields and custom fields, how to efficiently look up accounts, setting up rates and routing for a customer's, and setup of multi-sites.

12:00pm - 1:30pm

LUNCH

1:30pm - 2:30pm

Training Session

Routing

(Intermediate)

This session will cover 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.

2:45pm - 4:00pm

Training Session

Customer/Routing Reports

Here we will show you all the different reports that you can run for information on customer accounts, routing, stop service, new accounts, closed accounts, verification reports and everything else you can think of.

# Seminar & User's Conference

## Attendee Schedule

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

8:00am - 8:30am            Breakfast

8:30am -10:00am            Training Session            Routing            (Advanced)  
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.

10:15am - 12:00pm            Training Session            Dispatching            (Intermediate & Advanced)  
This session will cover dispatch scheduling, billing and posting. It will also cover container tracking.

12:00pm - 1:30pm            LUNCH

1:30pm - 4:00pm            Q & A Session            Dispatching            (Intermediate & Advanced)  
Here we will cover any questions you have on the function and workability of dispatch scheduling, posting, and billing. Reporting for dump sites and tonnage and material will also be outlined.

6:00pm - ???pm            Host Dinner

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

8:00am - 8:30am            Breakfast

8:30am - 12:00pm            Training Session            Billing  
(Intermediate)

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.

12:00pm - 1:30pm            LUNCH

# Seminar & User's Conference

## Attendee Schedule

### Thursday, March 14<sup>th</sup> (cont.)

1:30pm - 4:00pm                      Training Session                      Billing  
(Advanced)

In this course, you will learn and understand post dates, aging dates, different billing methods; 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.

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

8:00am - 8:30am                      Breakfast

8:30am - 9:45am                      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.

10:00am - 12:00pm                      Training Session                      Fleet                      (Intermediate & Advanced)

We will cover vehicle entry and preventative maintenance, repairs, data entry for loads on a daily basis and route profitability.

12:00pm - 1:30pm                      LUNCH

1:30pm - 3:00pm                      Training Session                      Administration                      (Intermediate & Advanced)

Here we will cover what files to correctly back up, maintenance, code tables, archiving, data reorganization, message system and management reports, and creating your own functional helps for your company.

3:15pm - 5:30pm                      User Conference

All should attend this conference, as your input is valued toward our new enhancements.