

WAM Software's 10th Annual Training Seminar & User's Conference

We at WAM are very proud to announce our 10th Annual Training Seminar and User's Conference. Have you ever been to one of WAM's Training Seminars? Do you know the benefits of fully utilizing the system and how much time and money it can save you every single day? Spending a little money now will ensure that you are profitable and your staff can do their job as quickly as possible.

Now is the time to see what WAM can really do for you. In one week you can easily understand, and utilize, any and every feature WAM has to offer. This seminar will give you the tools to make your company a raging success. NO LIE! Even in a stressed economy, with the right tools you can flourish. All you need is the know-how to utilize the system you already have. This seminar offers complete training on every aspect of WAM-Hauler. If you feel that you could learn more or could benefit by utilizing the system more efficiently, you should attend this seminar!

In all years past, we have held our seminar in our hometown of Reno. To truly celebrate 10 exciting years of Training Seminars, and 27 years of dedicated service to you, this year we are excited to be hosting The WAM Training Seminar in Orlando, FL. Just like the winners of the Super Bowl, we're going to DISNEY WORLD! This is not just a normal seminar. It will be a fabulous five-day adventure where you will learn the system while we enjoy ourselves at the same time. Sessions will be held March 12th – 16th, 2012 (with a group trip to Disney World the afternoon of the 16th).

You will learn, interact, have fun, and find an unlimited number of ways to save your company time and money for years to come. Nobody will walk away from the seminar without gaining a piece of knowledge that will benefit their company.

Each training session will be between one hour and one 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 4.69 or higher. If you are below version 4.51, fixing your billing/routing discrepancies will be required prior to updating. Please call Tech Support for more information on how to fix these discrepancies prior to updating. If you are on version 4.51 or higher, you just need to call Tech Support for an update. Also, all attendees should possess knowledge of WAM on at least a beginning level. Any admin who feels that they would benefit from a training session prior to attending the seminar should contact the Training Department to schedule a time for telephonic training.

The cost of the event will cover expenses for all training classes, breakfast and conference (you can attend one or all of the classes--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 rooms at the Hyatt Regency Grand Cypress in Orlando. You are welcome to find lodging on your own, however we recommend that you take advantage of this offer since a decent hotel room will cost you at least \$175.00 per night and you will have the inconvenience and expense of trying to get to and from the sessions each day. The hotel offers amenities such as airport shuttle, a business center, day spa, health club and five different restaurants. On-site activities include 45 holes of Jack Nicklaus Signature Design golf, a racquet club, a 21-acre lake with water sports, a 1/2-acre lagoon swimming pool with waterfalls and waterslides and Camp Hyatt children's programs. This is a family friendly resort adjacent to Disney World. As always, your families are encouraged to attend this trip with you.

Do not put this off, now is the time to get trained. Come celebrate with us in Orlando and get everything you need to survive in our current economy. SIGN UP NOW!

10th Annual Training Seminar & User's Conference Class Schedule Overview

Sunday, March 12th

Hotel check in time is 4pm. 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.

Monday, March 13th

8:00am – 8:30am Welcome Breakfast

8:30am – 10:30am Training Session WAM Basics (Beginner)
This session will cover the basics of WAM including the Master Menu, accessing and using functional help, report queue and job queue features and functions, using quick access keys, moving around in the report libraries and setting up custom individual sign on settings.

10:45am – 12:00pm Training Session Administration (Intermediate & Advanced)
Here we will cover what files to correctly back up, security, maintenance, code tables, archiving, data reorganization, message system, and creating your own functional helps for your company.

12:00pm – 1:30pm LUNCH

1:30pm – 3:00pm Training Session Customer (Beginner & Intermediate)
This session will cover all the basic customer account fields, how to efficiently look up accounts, setting up rates and routing for a customer, the WAM calendar, and setup of multi-sites.

3:15pm – 4:30pm Training Session Customer/Reports (Beginner & Intermediate)
Here we will show you the different reports that you can run for information on customer accounts, routing, stop service, new accounts, closed accounts, and verification reports.

Tuesday, March 14th

8:00am – 8:30am Breakfast

8:30am – 9:00am Training Session Q/A
This session is to ensure all questions and items from the previous day training are covered.

9:00am – 10:30am Training Session Routing/Reports (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

10:45am – 12:00pm Training Session Routing/Reports (Advanced)
Calculating per pickup rates by route, yardage totals by month and week. Learn how to setup average pounds by type of customers, tracking of containers for front loaders, residential, and portable toilets customers and the WAM calendar.

12:00pm – 1:30pm LUNCH

1:30pm – 3:00pm Training Session Routing (Advanced)
Learn how to export and import route information, utilizing mapping, setting up to show customers near each other, using the WAM handheld for routes and route auditing.

10th Annual Training Seminar & User's Conference Class Schedule Overview

Wednesday, March 14th

- 8:00am – 8:30am Breakfast
- 8:30am – 9:00am Training Session Q/A
This session is to ensure all questions and items from the previous day training are covered.
- 9:00am – 12:00pm Training Session Dispatching/Reporting (Intermediate & Advanced)
This session will cover dispatch scheduling, billing and posting. 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. It will also cover Container Tracking.
- 12:00pm – 2:00pm LUNCH
- 2:00pm – CLOSE DISNEY WORLD TRIP

Thursday, March 15th

- 8:00am – 8:30am Breakfast
- 8:30am – 9:00am Training Session Q/A
This session is to ensure all questions and items from the previous day training are covered.
- 9:00am – 12:00pm Training Session Billing/Reports (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
- 1:30pm – 4:00pm Training Session Billing/Reports (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 16th

- 8:00am – 8:30am Breakfast
- 8:30am – 9:00am Training Session Q/A
This session is to ensure all questions and items from the previous day training are covered.
- 9:00am – 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.
- 12:00pm – 1:30pm LUNCH
- 1:30pm – 3:30pm Training Session Fleet/Reports (Intermediate & Advanced)
We will cover vehicle entry and preventative maintenance, repairs, data entry for loads on a daily basis and route profitability.
- 3:30pm – 3:45pm Seminar Wrap up
- 6:00pm – 9:00pm User Conference
All should attend this conference, as your input is valued toward our new enhancements.

10th Annual Training Seminar & User's Conference Payment Authorization Form

I _____, hereby authorize WAM Software, Inc. to charge the credit card or checking account given below one time in the amount of \$_____ for the 2012 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.