



SPECIAL POINTS OF INTEREST:

- **New Additions to The Alpine Family.**
- **Up-coming shows and events.**
- **On-Route hits the road.**
- **Installations made easy.**
- **Tips to conquer SPAM**
- **Save \$3000 per truck per year with On-Route**

Alpine Continues to Grow

Alpine opens a new office in Sydney, Australia. Gavin Reid, major contributor of helpful articles on the RAMS Forum and winner of 2003's Most Valuable RAMS-Pro Development Award, has joined the Alpine team. Gavin comes to us after 5 years of development for Cleanaway, Australia, one of our international corporate RAMS sites based in Sydney, Australia. He brings a wealth of software programming and industry experience to our organization. Gavin is head of the Visual RAMS-Pro Enterprise project due for release in early 2007.

The husband and wife team of Michael and Adrienne Copp have relocated from Michigan to Colorado to join the Alpine Team.

Adrienne is our Executive Assistant and Customer Relations Representative. Besides helping manage the office, she will be the point of con-

tact for Customer and Distributor relations. With a degree in International Business and Marketing Management we look forward to having her on board.

Michael is our On-Route Specialist, helping to refine distribution and implementation. With a Advertising/Marketing degree and years of hands on technical experience, he is a great fit for On-Route.

Michael Bank of New Jersey is our newest distributor. Michael has a Masters Degree in Accounting and 19 years experience in the Waste Industry. He has spent 10 years installing systems for Solid Waste Industry, installing and

training at over 100 sites in 20 states in every kind of waste facility imaginable. He has worked for Harvey and Harvey, the largest waste company in Delaware, for 5 years writing implementation and user manuals and more.



**Alpine opens new office
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RAMS Community

RAMS-Pro Website:

The RAMS-Pro Website improves every week. Useful information is added regularly to home linked pages. In the near future we will be adding more short videos that show product benefits in motion and action. If you haven't perused the site lately, you could be missing important material that could help answer questions faster.

RAMS Pro-Forum:

The RAMS-Pro Forum is starting to take on a life of it's own as the community of distributors have really begun to share their experiences with each other. If we could just get that community feeling happening at the user level, it would be a great resource for all. Let us know if you have any ideas of how to encourage others to visit and participate in the forum regularly.

Contact Info:

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Admin - acopp@rams-pro.com

Technical - mdurfee@rams-pro.com

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Michael Bank - michaelebank@yahoo.com

Programming:

Gavin Reid - galareid@tpg.com.au

Mick Baker - mbaker@rams-pro.com



Junk mail drives everyone nuts. Here are a few helpful tips.

My motto with regard to computer systems is

"I'll make the system work the way you want and need it to."

Michael Bank East Coast Distributor

Join us at upcoming shows for the latest news on RAMS software and technology

Fight the SPAM Giant!

By Matt Durfee

Recently I have been getting SPAM email up the wazoo. Every thing from investment opportunities and million dollar overseas accounts to inexpensive prescription drugs and Bill Gates giving away more money. (I did not believe it my self, but Dawn Patterson is an attorney friend of mine and she looked into it....)

SPAM is an unfortunate reality of the world of email and internet. Many of us have to wade through hundreds of emails we get and never asked for. So what do we do about this monstrosity?

1. Choose your email address wisely. If your name is John Doe and your email address is jdoe@msn.com, you are just asking for a good spamming. Using odd combinations of letters and characters, j5050doe@msn.com, will get a lot less SPAM.
2. Watch where you send or post your email address. When requesting more info from a website, an email address is often required. In these cases it is often a good idea to have a "junk mail" address that you use whenever a website requests your email address. Sites like Yahoo and Hotmail make great "junk mail" accounts. If you need to use your primary email, you can use alternative wording to confuse spamming programs. For example: jdoe[at]msn.com or jdoe@msn[dotcom].
3. Never click "unsubscribe" to a subscription email. This is a fishing technique used to confirm your email address.

Most importantly, keep in mind that there are SPAM filtering programs you can use to limit the amount of junk mail you receive. There is no real reason you should have to deal with SPAM for more than a few seconds every day.

For technical difficulties, questions, or concerns, contact mdurfee@rams-pro.com

Installations Made Easy!

By Michael Copp

On-Route Installations Simplified.

Software installations aren't always the easiest tasks to accomplish. As of July 1st our goal has been to make our setup's and installations of software and hardware as simple as possible. We have been working hard to create and translate our documents from technical jargon to a layman's point of view. We want the anxiety and frustration of do it yourself installations to be a thing of the past.

The frustration comes from reading a lot of technical jargon that in most cases may not make much sense, and hoping you are doing

the right thing without frying your server or modem. We have spent considerable time rewording our documentation. Our goal is to make installations simple and flow easy.

The new and updated documents have easy step by step walk through setups with detailed screen shots to show you where to go and what to do to accomplish the goal at hand. As you go through the documents, should a question arise, know that our support staff is just a phone call away. We are also available via email at mcopp@rams-pro.com. Documentation is sent with each phase of the installation process and available online in the Forum.

Up Coming Events

Sept 22nd - 23rd, 2006
ORRA Fall Convention.



Skamania Lodge, Stevenson Washington. We will be in town on Sept 20th for personalized on-site demos of On-Route.
www.orra.net for more info.
Feb 14th-16th, 2007

RAMS Annual Seminar, Phoenix, Arizona Embassy Suites Hotel Biltmore. \$795.00 registration fee. Dinner and Reception included. Schedule of events online.
www.rams-pro.com for more info.



May 8th-10th, 2007
WASTE EXPO
Georgia World Congress Center, Atlanta, Georgia. Conference begins on May 7, 2007.



www.wasteexpo.com for more info

On-Route Demos Available



It's easy! Just sign up on line and we will send you an invitation to the demo.

On-Route Webcasts:

Live webcasts are held every Thursday at 3:00 pm MST. To sign up for a live webcast go to www.rams-pro.com and fill out the information form. We will then send you a website link for the webcast and a phone number to conference into.

Webcasts will cover the basics of On-Route including, features and benefits as well as system requirements. A live demonstration of On-Route will be presented, showcasing how the driver uses On-Route to communicate with the office and track daily progress.

The office component of RAMS-Pro will also be shown, with a demonstration of how the office sends instant messages to the vehicle, and how the office is instantly updated on the status of the vehicles in the field.

We also have USB drives with a demo and installation training video available upon request



Product Improvements

New Tough Rugged Truck PC

As an alternative to the Panasonic Toughbook, we are delivering the SmarTablet, a touch PC designed for harsh operating conditions. These units are about half the price and use embedded Win/XP and have a 2 GB RAM Drive. This means we could have a basic On-Route system selling for around \$3500 including equipment. This is a definite price buster.

RAMS-Pro Pocket GPS

We have created a GPS capture application that works with RAMS-Pro Pocket PC software that can be used to log the location of newly placed containers. RAMS-Pro Pocket PC already sends ToDo items from VRP Tray system to the Pocket PC. Completed Action items now can update the GPS coordinates on the customer in VRP. An iPAQ, the GPS and RAMS-Pro Pocket PC software will cost under a \$1,000 USD.

"A first time driver can run a new route 50% faster with On-Route"
 Mark, Springs Waste Systems

On-Route hits the Road

Alpine Tech would like to welcome 10 new On-Route customers so far in 2006:

- Roseburg Disposal, Roseburg, OR
- Bend Garbage and Recycling, Bend, OR
- D & O Garbage, Salem, OR
- Springs Waste System, Colorado Springs, CO
- Mountain View, Mt. View, CO
- Portable Rental Systems, Ft. Collins, CO
- Howard Disposal, Canon City, CO

- Davis Waste & Recycling, Davis, CA
- Lane-Apex, Eugene, OR
- PFI Rubbish, Kailua- Kona, HI

International Sales:

VRP sales have been at an all time high for the UK and Australia this year with 5 new sites in these countries.

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The Alpine Technology Philosophy:

Our mission is to provide the most comprehensive core product available, and then to further enhance it's application to your business style. Empowerment Tools allow you to extend RAMS-Pro to your exact business practices. This takes the core product far beyond the typical canned software solution into the realm of possibilities. Empowerment Tools open a whole new world of opportunities: the power to refine existing processed and maximize productivity: to provide faster and better customer service: to explore new markets. This new generation of revolutionary tools provides power limited only by your imagination.

Your Feedback is Crucial.

Our software wouldn't be what it is today without the influence and ideas from our users. You help us continually modify and improve our products to best compliment the industry's needs. We want to continue to encourage everyone to give us your ideas about what you would like to see incorporated into RAMS-Pro and On-Route. Your input will also improve the value of your investment. There are no recommendations too

simple, too strange, or too complicated. We want to hear it all. And the team here at Alpine Tech. will keep you informed of any developments that have been taking place and of the future plans for RAMS-Pro and On-Route.

Any suggestions or comments can be directed to the online Forum or

comments@rams-pro.com



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