



Annual Seminar - Detailed Agenda

February 3 – 5, 2010

Wednesday: Lunch provided

1:00 p.m. – 4:30 p.m.

On-Route (current and interested users) - Matt Durfee and Nick Otto

On-Route (is a truck to office interface) – This year the on -route session will focus on improvements made to the system, including rolling proximity and clustered servicing. We will take a look at the integrated RAMS google mapping status screen as well as other real-time improvements. We will review exceptions creation and reporting options. We will also discuss future updates such as FTP based communications and automated geo-coding.

1:00 p.m. – 4:30 p.m.

Report Writer – Jim Tiller

This session will show participants how to create reports that are needed to track company performance. This session will also show how to edit reports already created in Report Manager to meet specific needs. Bend Garbage and Dick's Sanitation will share some of the reports they have created. Bring your laptop to design specific reports for your office.

Reception – 5:30 p.m. – 8:00 p.m. – Biltmore Embassy Suites

Thursday: Continental/Lunch/Dinner

9:00 a.m. – 10:00 a.m.

Topic:

New Technology Advances in the Waste Industry - Mick Baker

10:15 a.m. – 11:30 a.m.

Topics:

AlpineLive – Torin Smith

A brief highlight of the new server option for hosting RAMS-Pro and On-Route.

On-Route/PDA – Matt Durfee

A brief update of On-Route and CE functionalities with RAMS.

11:30 a.m. - Noon

Topic:

Bend Mailing Services - Sam Di Spaltro

Bend Mailing will discuss their *1st Class Service* of invoicing, mailing, complete direct mail services, e-statements, web services and more.

Lunch – Noon – 1:15 p.m. – Biltmore Embassy Suites

1:30 p.m. – 3:15 p.m.

Topic:

• *RAM's at Work – 'day in the life' of a sales rep or CSR.*

This session will be an interactive opportunity to see life in a real haulers office. We will feature *the workings* to show how potential customers can search and locate your business on the internet and sign up for a garbage service. Using the website template this creates the customer account in RAMS and creates the work order for the bin delivery. The VOR handheld is then used to deliver the bin and read the RFID tag.

Later on the bin needs repair (logged through website) or a missed service (recorded by On-Route) by the driver. All this information is entered electronically into RAMS where it is

available for a call center operator to field any calls from the resident. At the end of the month invoices are issued and paid for electronically and management receives reports on daily profitability and monthly operations.

This session will showcase all the VRP/VOR features including the website, work orders, trays and management reports.

3:30 p.m. – 5:00 p.m. – User Groups
(2 groups – Decision Makers/Users)

Dinner – 6:30 p.m. - Capital Grill

Friday: Continental/Lunch

8:30 a.m. – 10:15 a.m.

Topics: (2 groups)

- *Management & IT/Operations: Empowerment Tools and Call Center - Mick Baker*

This session will provide an update on the purpose, need, and functionality of empowerment tools. This session will also discuss the call center prototype along with the release of this new service.

- *Operations/CSR: On-call Contracts – total functionality - Jim Tiller and Ray Hogan*

This session will focus on how to utilize the total functionality of workorders to handle your on-call contract needs. Each step of the process will be showcased and explained to highlight the features of this tool.

10:30 a.m. – 11:30 a.m.

Topic:

Rams Online – John Burrows

This session will show how to create a website that's flexible, expandable and easily customizable. One that integrates your RAMS data the way you want it? Rams Online has the perfect solution for you. Combining the power of an existing Web Site Development framework and our RAMS Integration Module, our solution lets you easily design web sites with little programming that integrate your RAMS data and processes.

Web Site Functions include Announcements, News Letters, Forums, Blogs, Surveys, and much more! RAMS functions include Online Bookings, Online REALTIME payments straight into your batches; Allow Customers to edit their Contact Details and Suspend their services, Allow the creation of new customers and control their default setup using the standard RAMS customer templates. If you use On-Route then you can display this data to your customers and much more!

Lunch - 11:45 a.m. – 1:15 p.m. – Chevy Mex

1:30 p.m. – 2:30 p.m.

Topics:

Tracking Roll-off Containers – Jim Tiller and Mick Baker

This session will focus on the new scheduler that will provide a better visual of roll-off trucks.

Forum Usage – Matt Durfee

This session will show how to maneuver through the forum to get results for support issues.

2:45 p.m. – 4:00 p.m. - Movie Social Break

User Group - Q & A