



## Seminar '09 Detailed Agenda

### Wednesday: Lunch provided

1:00 p.m. – 4:30 p.m.

Topics:

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

On-Route (is a truck to office interface) – This session will showcase the features and functionality of “On-Route” along with the real-time exceptions and real-time route transmittals. This session will feature the new tablet and cradle first introduced at last years’ seminar that has improved the performance and reliability of the “On-Route” system. We will show how to setup the exceptions in the office, as well as how to setup exception lists for each vehicle in your fleet. We will also be covering some basic troubleshooting for hardware issues and how to check and resolve simple problems. This session will introduce the new Garmin unit for providing detailed “turn-by-turn” voice instructions to driver.

*Route Optimization (C2Logix) - Bob Roberts*

This session will highlight the High Density Residential Route Optimization and Point to Point Route Optimization along with showing how these systems work and interface with RAMS and On-Route.

**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:

*Technology in the Waste Industry - Mick Baker*

10:15 a.m. – 11:30 a.m.

Topics:

*Web Templates & Data Pump - David Lamotte*

This session will showcase our Web Site Design Service that integrates directly with RAMS-Pro and On-Route. Customers will have the ability to start, change or request services on-line along with viewing Date & Time service is expected or reason they were missed. This system will also eliminate redundant data entry, secure payments online and reduce customer phone calls.

*Bend Mailing Services - Sam Di Spaltro*

Bend Mailing will discuss their *1<sup>st</sup> 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. – 3:45 p.m.

Topics: (2 groups)

- *Management & IT: Office Expertise/Route Profitability & Billing/VRP Features - Mick Baker and Jim Tiller*

*Office Expertise* – This session will address the types of technology now available and all the staffing expertise and financial resources needed to grow and meet future trends. We will also have a discussion on identity theft protection.

*Route Profitability and Billing* - This session will focus on Configuring “Cost per Service”, Review of Route Statistics, Capturing Landfill fees and Factoring in other costs. We will also discuss how to make Route Profitability much easier for customers that have bulk billing.

*Visual RAMS-Pro 6* – This session will address any changes, updates or features of VRP6. In the quest for the latest technology breakthroughs we often forget all that RAMS can do for you today. This refresher topic will remind you how to use often overlooked benefits of RAMS. See how templates make for fast account setup. Work Order setups can do repetitive entry for you. Create a quick list to phone delinquent customers and many, many, more.

- *Operations/CSR: Work Orders/Geo-coding/Map Interface* Jim Tiller, Matt Durfee and Nick Otto

*Work Orders* – The ability to track on-call request for pick-ups or servicing customer bins can be done with ease and guaranteed completion. This session will show how work orders can be done manually as well as interface with the On-Route system.

*Map Interface and Geo-Coding* – We will discuss the RAMS map route interface and how it can help you easily see a “big picture” view of your routes plotted on a map. We will demonstrate how this system can be used to move services between two routes in a map environment. The session will showcase how Google Maps is making it even easier to pre-geocode your data.

4:00 p.m. – 5:00 p.m. – User Group  
(2 groups – Decision Makers/Users)

**Dinner** – 6:30 p.m. - Capital Grill

### **Friday: Continental/Lunch**

8:30 a.m. – 10:00 a.m.

Topics: (2 groups)

- *Management & IT/Operations: Enterprise - Gavin Reid*

*RAMS Enterprise and VRep* – This session will provide an overview of Enterprise, incorporating topics such as the differences between VRPE9 & VRP6, the type of hardware/operating systems needed, along with the Enterprise Hierarchy setup. Dialogue regarding suggested improvements for VRP will be entertained.

- *Operations/CSR: CS Issues/Billing & Invoicing - Jim Tiller, Steve Rom, Beverley Dokken and Adrienne Copp*

*Customer Service Issues* – This session will discuss many of the key Customer Service issues relative to the industry and review possible scripts to be used to expedite and increase productivity of the service level with customers.

*Billing/Invoicing* – This session will address how to streamline the billing and invoicing process by utilizing all the short-cut features designed in RAMS. Options such as Outsourcing, Emailing and viewing invoices on your website will be discussed.

10:15 a.m. – 11:30 a.m.

Topic:

*Fox Fire - 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.

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

1:30 p.m. – 2:30 p.m.

Topics:

*Payment Interface Options - Mick Baker and Beverley Dokken*

This session will focus on the automated payment process options that will eliminate redundant manual data entry. Demonstrations of the automated PayPal credit card, EFT check processing interfaces will be showcased.

*On-Route - inclusive of PDA & Garmin unit – Matt Durfee*

The new features of the On Route system will be demonstrated, including the new Google Maps and the Garmin Interfacing system. The On Route PDA will also be showcased featuring On Route packaged in a portable hand-held unit.

2:45 p.m. – 3:45 p.m. - Ice-Cream Social

User Group - Q & A