2016 Software Conference Class Schedule

Thursday 6/23			
8:15 - 9:15	**Group Event** Breakfast will be available		
8:45 - 9:15	Welcome message from Colleen Callahan (DDS) and Lynn McNeill (PBS). Enjoy a montage of pictures from past years. Review of software changes from last conference and meet the DDS and PBS Team Members, new and familiar!!		
	ACCOUNTING	**PARTS**	**SERVICE**
9:30 - 10:15	**Are you reading the release notes?** Overview of accounting features that you may not be using!	**Are you reading the release notes?** Overview of parts features that you may not be using!	**Are you reading the release notes?** Overview of service features that you may not be using!
10:20 - 11:10	**Payroll Highlights** We'll discuss what tools the software can provide to help save time and meet compliance requirements. We'll cover topics such as payroll reports, direct deposit, setting up deductions, (pretax and post tax), and how time clock can make payroll faster and easier.	**How can bar code scanning save you time and money?** We'll explore possibilities for doing both through receipting, saving lists for invoicing and physical inventory. Speaking of physical inventory, let's talk perpetual and/or cyclical inventory vs. annual.	**Using Op codes, Scheduler & Job Scheduling to Increase Service Efficiency** Let's talk about setting up Op codes and the various options available, as well as using Scheduler and Job Scheduling to increase efficiency.
11:15 - NOON	**Going Green...Document Storage Tips and Tricks** In this segment, we are going to be talking about ways to save paper and make your customers happy by e-mailing statements, tickets and ROs. We will also be giving tips and tricks to save sensitive information to files and keep them secure.	**Orders UP!** Let's have a conversation about how to manage your inventory using the Advantage system through manual orders, suggested orders and Special Order Parts, (using the new feature dealer defined special order labels). Don't forget about surplus returns, we'll talk about that too.	**Where's Waldo?** Find your hidden profits through time clock, (with new features for reporting lunch breaks and paid breaks), skill levels and auto dispatching. Can you fit in another job today? Using Job Scheduling/Work in Progress will let you know.
Noon - 12:30 lunch Large room - all together	**Group Event**		
12:30 - 12:40	ChargeIt Pro: Integrated partner for credit card processing Harland Technology:IT and hardware maintenance for your dealership		
12:40 - 1:00	Harland Technologies & Charge It Pro Break Out Meetings		

	Auto	Ag	Heavy Truck
1:10 - 1:40	**What's Happening in the Auto Market this year?** Vendor Communications - update on upcoming changes - discussion about additional integration points you would like to see.	**What's Happening in the Ag Market this year?** Vendor Communications - update on upcoming changes - discussion about additional integration points you would like to see.	**What's Happening in the Truck Market this year?** Vendor Communications - update on upcoming changes - discussion about additional integration points you would like to see.
	ACCOUNTING	**PARTS**	**SERVICE**
1:45 - 2:15	**Design discussion on automating end of the month** Open discussion about what automated reports would make your life easier each month. Additionally, a design discussion about a month being closed without being closed. (All of our office managers know what we mean!)	**Parts, parts, and more parts** Are you using the Automated parts month end process to age your parts? We will also have a design discussion concerning running the price updates and price books without CDs. Let's not forget about sending information to 3rd parties integrated with Advantage.	**Reports to simplify:** Let's discuss report view and reports for Month End that would help you manage your Service department more efficiently
2:20 - 3:00	**The "Buck" Stops Here:** This segment is about understanding the cash flow of AR and credit cards with Cash Receipts. We'll talk about how to balance each morning as well as reconciling schedules.	**Parts - I've got a Golden Ticket!!** Do you use the price quote and saved invoices to save time and money? Do you use the pick ticket feature or the parts request for techs? When should the miscellaneous customer be used and how can you control profit by using price codes and sales codes? What the heck is a Fill Report and what it can do for you?	**All the extras...** Have you seen the new updates to Purchase Orders? Keep the money in your shop instead of letting go down the road by using our electronic purchase orders. Explore how Miscellaneous Charges and Miscellaneous Expenses are different but can work to your "Advantage" to increase your profit.
3:10 - 3:50	**Payables and more...** Do you use the discount functionality, the ability to process EFT's, and default accounts? Here you will learn about these AP features and more that can save you time and money.	**Reports to simplify:** Let's discuss report view and reports for Month End that would help you manage your Parts department more efficiently.	**We need suggestions for Suggested Service!** We all know that using the tool Suggested Service can increase your sales, so what would make it easier to use?
4:00 - 4:30	Wrap up the day and talk about the details of the upcoming cruise.		
Thursday Night 5-8	Riverboat Cruise		

Friday, 6/24			
8:00 breakfast	**Group Event**		
8:30 - 8:45 **Large room - all together**	**Refresher** Let's take a few minutes to have a quick follow up from the day before.		
	ACCOUNTING	**PARTS**	**SERVICE**
9:00 - 9:45	**Credits Counseling** Let's talk about the best way to handle vendor and warranty credits in AP. Not only will we cover warranties in general, but we discuss the EFT and how it would apply in these situations.	**Using Kits to your Advantage** There are new enhancements to part kits, so let's go over how to use it and how to implement it with bar code scanning to save a bunch of time.	**Designing for the future**: What will work best for your dealership: Integrated Online Scheduling AND Scheduler? One or the other? E-mailing parts and service tickets from billing screen? E-mailing customers for additional information or that the unit is completed? Is there a need for texting the customer for the above?
9:45 - 10:20	**Reports to simplify:** Let's discuss report view and reports for Month End that would help you manage your Accounting department more efficiently	**Review of Core Tracking** We have made many enhancements and changes to the process. Let's talk about what they are and how they can help you know where your cores are at any time.	**Wonderful Warranties** This segment will show you tips for processing warranties from how to code and send, to where miscellaneous fees should be placed. We will also talk about those additional tech notes.
10:30 - 11:10	**Let's Dig Into Data Mining!** We have a tool that is included in Advantage for you to create campaigns for all departments of the dealership. Let us show you how to create them and what they look like.	**Let's Dig Into Data Mining!** We have a tool that is included in Advantage for you to create campaigns for all departments of the dealership. Let us show you how to create them and what they look like.	**Let's Dig Into Data Mining!** We have a tool that is included in Advantage for you to create campaigns for all departments of the dealership. Let us show you how to create them and what they look like.
11:20 - 12:00	**It's a free-for-all!** We want to know what's on your mind, especially if we haven't covered it already. This is a time to share with other dealerships the questions and solutions you have. We also want to know what DDS can do to continue to be a business partner.	**It's a free-for-all!** We want to know what's on your mind, especially if we haven't covered it already. This is a time to share with other dealerships the questions and solutions you have. We also want to know what DDS can do to continue to be a business partner.	**It's a free-for-all!** We want to know what's on your mind, especially if we haven't covered it already. This is a time to share with other dealerships the questions and solutions you have. We also want to know what DDS can do to continue to be a business partner.
12:00 - 12:45 **lunch**	**Group Event**		
12:45 - 1:30 **Large room - all together**	**So what's next?** Enhancement list for 2nd part of 2016 / 2017 Follow up from a GREAT conference! And info to the pub crawl...		

1:40 - 2:30	Personalized training	Personalized training	Personalized training
2:30 - 4:00	Personalized training	Personalized training	Personalized training or Q & A with Harland Technology
4:00 - 4:45	Personalized training	Personalized training	Personalized training or Q & A with Harland Technology
Pub Crawl - 6-9	Pub Crawl - 6-9	Pub Crawl - 6-9	Pub Crawl - 6-9

Contact us at 800.382.3733 for more information!