

## New Training Opportunities

We've scheduled convenient, cost-effective Webinars to help keep you productive on your Karmak INFO 5<sup>®</sup> business system, including the latest ProfitMaster<sup>®</sup> modules. Webinars allow one or several people at your location to engage in a live training session via the Internet while you talk to the Karmak training team on the phone. Unable to attend scheduled Webinars? These and many more Webinars are available on request. We also offer customized Webinars and training at your location, as well as Regional Training classes at select locations. Visit the Training section of our Customer Confidential website at <http://customer.karmak.com> for details and updates.

## Sign Up Now

Enrollment is limited and is filled on a first-come, first-served basis. Contact Jessica Vetter, Training Center Coordinator, at 800-252-7625 or [ktc@karmak.com](mailto:ktc@karmak.com) to sign up today. You may also register on our Customer Confidential website. Visit [www.karmak.com/Forms/ConfidentialRequest.htm](http://www.karmak.com/Forms/ConfidentialRequest.htm) to request your login.

## 2010 Karmak Training Center Schedule

Date	Time (CDT)	Webinar	Fee
<b>INFO 5 WEBINARS</b>			
April 21	2:00-3:00 p.m.	Job Operation Codes	\$50/connection
April 27	9:00-10:00 a.m.	INFO 5 Add-on Modules	FREE
May 13	2:30-4:00 p.m.	Branch Parts Transfer	\$75/connection
May 18	2:00-3:30 p.m.	General Ledger: Automated Journal Entries	\$75/connection
<b>PROFITMASTER WEBINARS</b>			
April 15	10:00-11:00 a.m.	Preparing for ProfitMaster	FREE
April 22	2:00-3:00 p.m.	RPM Overview & Update	FREE
April 28	9:00-10:00 a.m.	ProfitMaster Service Deferred Repairs	\$50/connection
May 19	10:00-11:00 a.m.	Internet Parts Sales: "What Can It Do for You?"	FREE
May 25	2:30-4:00 p.m.	Reporting: Getting Data Out of ProfitMaster	\$75/connection
<b>PROFITMASTER REGIONAL TRAINING CLASSES</b>			
Date	Location	Class	Fee
June 14-15	To be announced. <a href="#">Look for details soon.</a>	ProfitMaster Sales Management Training	\$800/person
June 14-15		ProfitMaster Service Management Training	\$800/person
June 15		RPM Overview Training	Included with Sales or Service Regional class registration

## ProfitMaster Webinars

### Internet Parts Sales (IPS): "What Can It Do for You?"

For: Parts Managers, General Managers, Inventory Personnel  
Join this session for a demo of ProfitMaster Internet Parts Sales. Learn how IPS can help improve efficiency and increase your market share by allowing your customers to search for parts, check price and availability, and place parts orders over the Internet 24/7. You'll also learn about security, setup, and other features of both the administrative and retail sites.

### Preparing for ProfitMaster

For: All INFO 5 users  
Our growing line of ProfitMaster products offers many new and advanced features to assist your entire organization, and setting expectations before going in can make the transition easier for everyone. Join us to learn what to expect and how to best prepare for the move to ProfitMaster, including current and upcoming modules.

### ProfitMaster Service Deferred Repairs

For: Dealer Principals, Owners/Presidents, General Managers, Service Managers, Service Writers, Service Personnel  
If you are ready to increase productivity, boost profits, increase market share, strengthen infrastructure, control costs, or create new revenue streams with your repair operations, then be sure to attend this class. The Deferred Repairs feature of ProfitMaster Service Management 2.0 gives you the abilities to flag a repair as deferred, indicate the deferred status on the invoice, associate the deferred repair status with the unit, and remind service writers that the repair has not been completed the next time a repair order is opened for that unit. Experience this whole new world of deferred repair orders and enhance your customer service efforts and the overall performance of your customer's equipment. A satisfied customer means repeat business!

### Real-time Performance Monitor (RPM) Overview & Update

For: Service Managers, Service Writers, Parts Managers, General Managers, Controllers, Leasing Managers, Sales Managers, Sales Administrators  
Come see an overview of RPM and how it can help you monitor critical business data throughout your company. The session will provide an overview of the latest features and enhancements of RPM, including new charts and data points. We will also look at all available modules, including Parts, Accounting, Lease/Rental, Customer Sales Watch, Sales Management, and ProfitMaster Service, which now has additional components and fields. We will answer your most frequently asked questions and provide some additional tips.

### Reporting: Getting Data Out of ProfitMaster

For: Anyone who wants to generate reports from ProfitMaster  
Learn about ProfitMaster's built-in components that let you retrieve data from the system. We will also show you how to create reports through Reporting Services, Crystal Reports®, and Microsoft® Excel. Find out how easy it is to get the data you want—no prior knowledge of these reporting programs is required.

## INFO 5 Webinars

### Branch Parts Transfer

For: Owners/Presidents, Dealer Principals, General Managers, Parts Managers, Inventory Control Managers, Controllers, Pricing Personnel

This Webinar session will discuss how to use purchase orders to transfer parts from one branch to another branch. We will explain the procedures used by the requesting branch to create the purchase order and the procedures used by the selling branch to create the picking ticket and create the order for the parts.

### General Ledger: Automated Journal Entries

For: CEOs, CFOs, Controllers, Accounting Personnel  
This Webinar will explain the three types of General Ledger journal entries: Recurring, Allocations, and Default and provide examples of each. For all three types of journal entries, topics include: creating, printing, generating, reviewing, posting, and deleting the entries.

### INFO 5 Add-on Modules

For: All INFO 5 users  
If you have ever wondered if there are parts of the INFO 5 system you are missing or additional functionality that could benefit your company, then this class is for you. We'll explore optional modules that can be added to your current system and discuss how these combinations can allow you to more effectively use the INFO 5 business system to power your business.

### Job Operation Codes

For: Service Managers, Service Personnel  
Attend this class for step-by-step instruction on setting up and maintaining job operation codes. Learn how to set up expense job codes, attach additional job operation codes to one already set up, and set up default labor rates, comments, and parts lists.