

New Training Opportunities

We've scheduled convenient, cost-effective Webinars to help keep you productive on your Karmak Legend® business system, including the latest ProfitMaster® 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 to sign up today. You may also register on our Customer Confidential website. Visit www.karmak.com/Forms/ConfidentialRequest.htm to request your login.

2010 Karmak Training Center Schedule

Date	Time (CDT)	Webinar	Fee
LEGEND WEBINARS			
April 13	9:00-11:00 a.m.	Basic Karmak DataLink/CONNX	\$100/connection
April 14	2:00-3:00 p.m.	Accounting Enhancements	FREE
April 20	2:30-3:30 p.m.	Legend Parts & Service Enhancements	FREE
May 6	1:30-3:00 p.m.	Emailing Options in Legend 6.1	FREE
May 11	9:30-11:00 a.m.	Accounting Research Tools	\$75/connection
May 12	10:00-11:00 a.m.	Preventive Maintenance	\$50/connection
May 20	2:00-3:30 p.m.	Basic Customer Pricing	\$75/connection
June 3	2:00-3:30 p.m.	Advanced Customer Pricing	\$75/connection
June 16	2:00-4:00 p.m.	Repair Order Entry/Processing & Invoicing	\$100/connection
June 23	9:00-10:30 a.m.	Managing Customer Credit Limits	\$75/connection
PROFITMASTER WEBINARS			
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
PROFITMASTER REGIONAL TRAINING CLASSES			
Date	Location	Class	Fee
June 14-15	To be announced. Look for details soon.	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

Legend Webinars

Accounting Enhancements

For: Controllers, Office Managers, Accounting Managers, Accounting Personnel

Did you know that Legend Accounting programs are continually updated? Our latest version of the software is packed with some time and money saving enhancements you don't want to miss. Come to this session to see the exciting new accounting enhancements and learn why you should request the latest update.

Accounting Research Tools

For: Controllers, Office Managers, Accounting Managers, Accounting Personnel

Ever wonder how to make sure all payments received on account were deposited into the bank account correctly? Discover the flexibility available in researching general ledger updates. Want an easy way to track expensed invoices, to check cash invoices from a specific day, or to reconcile tax collected? Want to know why you have low profit percentage on a particular day? We will show you the tools to use to efficiently research accounting items that can directly affect your bottom line.

Advanced Customer Pricing

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

A good understanding of pricing setup options is the first step in evaluating your current pricing setup and using these advanced pricing tools to enhance your profitability. Building on the concepts presented in the Basic Customer Pricing webinar, we will delve deeper into customer special pricing, contract pricing, feature pricing, shop pricing, cost matrix, and velocity pricing.

Basic Customer Pricing

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

Learn the basics of pricing setup from the ground up. We will cover the pricing aspects of the Vendor File and Inventory File, Customer Types, and Customer Price Level Maintenance, as well as the concept of price groups and how they are set up.

Basic Karmak DataLink/CONNX

For: General Managers, Parts Managers, Pricing Managers, Service Managers, System Managers, users of Legend's Sales and Profit software module

If you want the flexibility to use PC-based applications to analyze Legend data, this class is for you. We'll provide an overview of how Karmak's DataLink product moves data from the Legend system to your PC, and show examples of how Microsoft® Excel can be used to analyze that data. Unlike any other product, DataLink provides real-time access to multiple databases within your business system using a unique data dictionary combined with CONNX® Open Database Connectivity (ODBC). Karmak can provide you with the software to transfer data from the Legend database to your PC.

Emailing Options in Legend 6.1

For: Anyone responsible for upgrading to Version 6.1 and setting up email features

Attend this session to learn how to set up the new features for emailing statements and invoices in Legend 6.1. We will cover the new setup programs AR960 and AR965, how to use the email feature in Display/Reprint Invoice (IN121), the requirements for implementing the new feature, and procedures for requesting an upgrade.

Legend Parts & Service Enhancements

For: Parts Managers, Parts Personnel, Service Managers, Service Writers, General Managers

Join us to find out what features and programs have been enhanced in Legend's Parts and Service modules that make day-to-day procedures even more streamlined. Keeping up-to-date on the latest versions available will keep your business in tip-top shape—let us show you the benefits to upgrading your current system.

Managing Customer Credit Limits

For: Controllers, Accounts Receivable Personnel, Bookkeepers

Are slow paying customers hurting your business? Need a better way to monitor and control credit limits? You have options designed to help control customer credit limits. We'll explore the setup options to handle credit limits and the reports that can be generated to help control them.

Preventive Maintenance

For: Service Managers, Service Writers

This class will provide an overview of the Karmak Legend Preventive Maintenance software. Recommended procedures and suggestions will be presented to help you identify profit-generating opportunities for your company. Emphasis will be placed on the interface between Preventive Maintenance and Service Department software to help you gain a better understanding of the flow of information and the updating process.

Repair Order Entry/Processing & Invoicing

For: Service Managers, Service Writers

There are many options for you to choose from when creating a repair order. We will review all of these various options, including unit, repair type or customer searches, and adding and maintaining repair order detail. We will review the invoicing process, including reviewing parts, labor and comments, and applying billing adjustments. This class is appropriate for a new hire or as a refresher course.

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 Legend 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 all 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.