

**eLation User Meeting**  
**October 13-14, 2009 - Day 1 Schedule**



- 8:30 – 9:15**      **Opening Session – Presented by Roger Musick**
- 9:15 – 10:00**    **What’s New in eLation Billing – Presented by Gregg Hielema**  
eLation Billing continues to offer many notable enhancements. In this session we will review the latest enhancements that we feel will bring significant benefits to your company.
- 10:00 – 10:15**    **Break**
- 10:15 – 11:00**    **Marketing Upsell: Configuration through Implementation – Presented by Kyle Musick**  
In this session we will review all the aspects of the new Marketing Upsell functionality that was created to assist your Customer Service Representatives in up-selling services to customers that qualify for these opportunities.
- 11:00 – 11:30**    **Automation of Deposit Requests – Presented by Allison Russell**  
If you are interested in automating your deposit requests or utilizing the Equifax Credit Bureau interface you will definitely want to attend this session. We will be giving you an overview of each one of these new additions to eLation Billing.
- 11:30 – 12:00**    **Using Point of Sale to Enter Billing Payments – Presented by Barb Pierkowski**  
In this session we will demonstrate to you how easy it is to enter Billing payments into the eLation Financials – Point of Sale system. We will also point out the benefits of using this method of payment entry.
- 12:00 – 1:00**      **Lunch**

**Billing Breakout Sessions**

**Financials Breakout Sessions**

- 1:00 – 1:30**    **Presented by – by Blair Hill**  
**Order Queue List Configuration and Enhancements**  
The Order Queue List contains a wealth of information and features that you may not be aware of. Come to this session to learn more about the Queue List functionality and how it can benefit you on a daily basis.
- 1:30 – 2:15**    **Presented by - Allison Russell**  
**Pricing Tables: Best Practices for Configuration of Bundles, Packages, and USOCs**  
Best practices for Pricing Configuration will be addressed in this session. We will highlight the Bundle Add-on functionality, which allows Customer Service to easily upgrade/downgrade items in a Bundle.
- 2:15 – 2:45**    **Presented by - Barb Pierkowski**  
**eLation Financials Reconcile Billing Report: Understanding the Results and How it can Benefit Your Company**  
Do you have a desire to cut down on the amount of time it takes you to balance Billing to Financials each month? If so, please attend this informative session. You will learn how to run the Financials – Reconcile Billing Report and also interpret the results to aid you in balancing.
- 2:45 – 3:15**    **Presented by - Mark Ascherin**  
**Report Designer Enhancements & Other Useful Reports**  
In this session we will review enhancements made to the Report Designer application as well as review other useful reports that will benefit you in accessing the information that you need.

- 1:00 – 1:30**    **Presented by - Tamara Schmidt**  
**Financials: POS and Sales**  
Are your customers eager to pay too much or too soon? If so, join us for Prepayments through POS and the other big ticket item new in 2.6: voiding a transaction. Plus, see how subtle changes to the Point of Sale screen will simplify the sale for your staff.
- 1:30 – 2:15**    **Presented by - Dee Roy**  
**Financials: Year End**  
The end is near, are you ready for it? Let us help you prepare for year end by providing you with tips to make your year end go smoothly.
- 2:15 – 2:45**    **Presented by – Mary Chmela**  
**Financials: Inventory Usage and Replenishments through Field Communicator**  
Join us for this session to see how your employees will be able to enter inventory used through their Employee Entered Timesheet, aka Field Communicator. Not only will their data entry track the inventory usage by employee, it will send an unposted Inventory Quantity Adjustment to Financials to be reviewed and posted to quickly take those items used out of Inventory! Also, Field Communicator can create a replenishment list from this usage information so that the Inventory Personnel will know what Inventory each employee has used and what they need to restock on that employee’s truck.
- 2:45 – 3:15**    **Presented by - Pam Titze**  
**Financials: Frequently Asked Questions**  
Want to know the easiest way to balance your Inventory and Work Orders to the General Ledger? Get the answers you have been looking for. This session will cover the reports and steps to Balance Inventory and Work Orders as well as what to do when they don’t balance; where to look and how to fix it. We will also discuss some of the other commonly asked questions in Financials.

**3:15 – 3:30 Break**

**3:30 – 4:30 Presented by - Brenda Freidel**

**Advanced Search Tips & Training**

If you are interested in learning more about Advanced Search, this session is one you will want to attend. We will go over several types of Advanced Searches so you can learn how the application can enhance your experience with this powerful reporting tool.

**4:30 – 5:00**

**Billing: Panel Discussion**

**3:15 – 3:30 Break**

**3:30 – 4:00**

**Financials: Panel Discussion**

**4:00 – 5:00 Presented by - Pam Titze**

**Financials: Inventory Bar Coding**

Want to make Inventory Transactions simpler for your Inventory Personnel? We now have Bar Code scanning functionality within Inventory! This session will show you how you can use a handheld Bar Code scanning device to initiate inventory transactions; including Inventory Quantity Adjustments, Inventory Transfers, Inventory Physical Counts, & Inventory Receipts, and quickly and easily add/remove inventory items from these transactions by scanning bar codes.

eLation User Meeting  
October 13-14, 2009 - Day 2 Schedule



**Billing Sessions**

- 8:30 – 9:15**      **What's New in eLation CABs & Usage**    *Presented by - Jon Mueller*  
eLation CABs & Usage applications continue to offer many notable enhancements. In this session we will review the latest enhancements that we feel will bring significant benefits to your company.
- 9:15 – 10:00**    **New CABs and Usage Reporting Tools**    *Presented by - Crystal Vanden Hoek*  
If you are an eLation user that would like to learn more about CABs and Usage reporting you will definitely want to attend this session. We will cover the new CABs and Usage Reporting Tools and how they can benefit you.
- 10:00 – 10:15**    **Break**
- 10:15 – 11:00**    **Importance of the Service Address**    *Presented by - Brenda Freidel*  
In this session we will cover why the Service Address is so important in the eLation applications. We will also give you an overview of the Service Address Cleanup application and also introduce you to a new report used to track your efforts in correcting your service addresses.
- 11:00 – 11:30**    **Graphical Plant**    *Presented by – Roger Musick*  
We would like to introduce you to the new Graphical Plant display in eLation. This new functionality will allow you to graphically track your plant devices from the Central Office out to the Customer Premise.
- 11:30 – 12:00**    **An Easier Way to Reconnect Non-Pay Disconnects using Accounts Receivable**    *Presented by - Ray Slaba*  
In this session we will introduce functionality that will aid in making your Non-Pay Reconnects flow more efficiently through the process from Payment Processing to Order Entry.
- 12:00 – 1:00**      **Lunch**
- 1:00 – 1:45**      **Simplify Your Life by Simplifying Your Order Process Flows**    *Presented by - Courtney Haugen*  
If you feel that your Order Process Flows have become increasingly complex please attend this session to learn of ways to simplify your Order Processes and also make Order Entry more efficient for your Customer Service Representatives.
- 1:45 – 2:15**      **Paperless is Possible with Field Communicator**    *Presented by - Gregg Hielema*  
In this session we will give you an overview of how utilizing Field Communicator will help your company to reduce paper use during the Order Process. We will also show you how this application can make the Dispatch and Order Entry process more efficient for your staff.
- 2:15 – 3:00**      **IMS/SDP New Enhancements and Answers to Frequently Asked Questions**    *Presented by - Toni Stuebner*  
Join us in this session to learn about the new enhancements to the IMS/SDP application. We will also be addressing the frequently asked questions for IMS/SDP.
- 3:00 – 3:15**      **Break**
- 3:15 – 4:00**      **Capital Credits: The Enhancements and How They Fit into Your Processing**    *Presented by - Stacie Heesch*  
During this session we will cover the enhancements made to the Capital Credits application and point out the benefits that you will receive when going through your Capital Credits processes.
- 4:00 – 4:30**      **Panel Discussion**