

## Watertight™ Management Training Agenda

Are you tracking the important areas in your business?

Watertight™'s advanced reporting, custom views, and powerful analyzers put you in control of your business. Through efficiently tracking and identifying problem areas with routes, service, and office management you're empowered to make quick decisions for improvement. Make sure you're armed with the information you need to manage your business.

### **REASONS YOU NEED TO ATTEND:**

1. You already own the technology.
2. Your Watertight™ has hundreds of new improvements every year.
3. YOU as an owner/manager will be responsible for enforcing changes.
4. You will have the opportunity to learn how other dealers use Watertight™.

### **Route Management**

How many bags of salt, bottles of water, or filters are we selling every day? Is that the same number you're loading into trucks? How many bags are delivered per stop? Per driver? Is it time to implement a minimum delivery? Providing additional incentives can be a huge boost to route service so are we tracking those commissions in Watertight™?

### **Service Management**

Are we utilizing the latest features in the schedule analyzer and mapping? Do we have an accurate way of tracking a technicians performance, sales, and commissions? Invoicing, balance forward, balance forward invoices – are we using the best billing solution for our office?

### **Office Management**

Are we answering calls and following up efficiently? Is there a bottle neck in the office? How many calls are we getting about poor service, route issues, or a particular unit? Are we efficiently tracking new leads? Do we know how to relate calls, to work orders, payment promises, other calls, or even invoices?

### **IS YOUR WATERTIGHT™ CONFIGURED TO EASILY:**

- Track route commissions
- Track service commissions
- Determine route inefficiencies
- Locate bottlenecks in office customer service
- Output call volume related to a particular unit
- Schedule current service without a separate calendar
- Prepare for recurring service
- Allow Watertight™ support access directly to your desktop

## ***Thursday, September 20, 2007***

### **9:00-11:00am**

Registration and informal gathering to ask KDS questions

### **11:00-12:30 – *Intro, Watertight™ Integration, Lunch***

Informal lunch

Introductions of KDS Team and each of the attending dealers (official start)

KDS Remote Management, PDF Printing, Excel

### **12:30 – 2:30pm – *Route Management***

Performance Analysis Reports, Commissions, Daily Inventory

### **2:30pm – 2:45pm**

Dealer Discussion/Review to discuss best practices (feel free to take a break)

### **2:45 - 4:30pm – *Mapping***

Rerouting, optimizing, scheduling and selling with Mapping.

### **4:30pm - ?**

Training Review and Dealer Discussion of best practices

### **6:00pm - ?**

Dinner with KDS

## ***Friday, September 21, 2007***

### **8:00am – 10:00am – *Service Management***

Performance Analysis Reports, Scheduling, Billing, Scanning, Commissions

### **10:00am – 10:10am**

Break

### **10:10am –12:00pm – *Office Management***

Call Management, Call Categories, Leads, Related Items

### **12:00pm – 1:00pm**

Lunch

### **1:00pm – 3:00pm – *Additional technologies that can save time and money***

Extension Review (Inventory, Handhelds, Paperless Office, Automatic Payments, POS)

### **3:00pm – ?**

Training Review