



## Conference Schedule at a Glance

Visit our website at [www.karmak.com/conference](http://www.karmak.com/conference) for the latest conference updates.

### Tuesday, October 20, 2009

- 3:00–6:00 p.m. **Conference Registration**
- 3:00–6:00 p.m. **Product Demo Room Open**
- 3:00–6:00 p.m. **One-on-Ones**

### Wednesday, October 21, 2009

- 7:30–8:30 a.m. **Breakfast**
- 8:30–9:45 a.m. **Opening Session** with Bill Healy, President/CEO
- 10:00–11:30 a.m. **Class Sessions**
- 10:00 a.m.–6:00 p.m. **One-on-Ones**
- 10:00 a.m.–6:00 p.m. **Product Demo Room Open**
- 11:30 a.m.–1:00 p.m. **Lunch**
- 1:00–5:00 p.m. **Class Sessions**
- 5:00–6:00 p.m. **OEM Breakout Sessions**
- 6:00–7:00 p.m. **Networking** in the Product Demo Room

### Thursday, October 22, 2009

- 7:30–8:30 a.m. **Breakfast**
- 8:30–9:15 a.m. **Opening Session** with Bill Healy, President/CEO
- 9:30–11:30 a.m. **Class Sessions**
- 9:30 a.m.–5:00 p.m. **One-on-Ones**
- 9:30 a.m.–5:00 p.m. **Product Demo Room Open**
- 11:30 a.m.–1:00 p.m. **Lunch**
- 1:00–5:00 p.m. **Class Sessions**
- 5:00–6:30 p.m. **Networking** in the Product Demo Room

### Friday, October 23, 2009

- 7:30–8:30 a.m. **Breakfast**
- 8:30 a.m.–Noon **Class Sessions**
- 8:30 a.m.–Noon **One-on-Ones**
- 8:30 a.m.–Noon **Product Demo Room Open**



## Legend Class Schedule

Visit our website at [www.karmak.com/conference](http://www.karmak.com/conference) for class descriptions and registration information.

### Wednesday, October 21

Legend Classes		ProfitMaster & Combined Classes			
Accounting "Did You Know?" 10:00-11:30 a.m.	Parts: It All Starts Here 10:00-11:30 a.m.	Preparing for ProfitMaster 10:00-11:30 a.m.	ProfitMaster 3.0 First Look 10:00-11:30 a.m.	ProfitMaster Service Management Feedback 10:00-11:30 a.m.	
Time Entry Management & Labor Reconciliation 1:00-3:00 p.m.	Inventory Tune Up 1:00-3:00 p.m.	Legend	Sales Management Feedback 1:00-3:00 p.m.	New Technology Overview 1:00-3:00 p.m.	Getting Ready for Service Management 1:00-3:00 p.m.
		Building a Profitable Parts Pricing Foundation 1:00-3:00 p.m.			
Accounting Tune Up 3:15-5:00 p.m.	Pricing for Today's Business Environment 3:15-5:00 p.m.	ProfitMaster Reporting: Getting Data Out of ProfitMaster 3:15-5:00 p.m.	Sales Management Salesman Commission 3:15-5:00 p.m.	Mobile Repair Order Entry & Mobile Service Writer 3:15-5:00 p.m.	ProfitMaster Service Repair Order Processing 3:15-5:00 p.m.

### Thursday, October 22

Legend Classes		ProfitMaster & Combined Classes			
Accounting Research Tools 9:30-11:30 a.m.	Inventory Parameters: Tune for Success 9:30-11:30 a.m.	Sales Management & RPM for Sales "Did You Know?" 9:30-11:30 a.m.	Internet Parts Sales Overview & Update 9:30-11:30 a.m.	Best General Security Practices 9:30-11:30 a.m.	ProfitMaster Misc. Purchase Orders & Referencing 9:30-11:30 a.m.
Accounts Receivable Month End 1:00-3:00 p.m.	Executive Management Key Indicators 1:00-3:00 p.m.	Legend	Legend	ProfitMaster Scheduling Overview 1:00-3:00 p.m.	ProfitMaster Service Deferred Repairs 1:00-3:00 p.m.
		Legend System Maintenance 1:00-3:00 p.m.	Effective Core Management 1:00-3:00 p.m.		
Quantity Adjustments & Average Cost 3:15-5:00 p.m.	Legend Report Generators 3:15-5:00 p.m.	Legend Did You Ever Wonder? 3:15-5:00 p.m.	Real-time Performance Monitor (RPM) Overview & Update 3:15-5:00 p.m.	Customer Services Overview 3:15-5:00 p.m.	Scheduling ProfitMaster Reports with Job Scheduler 3:15-5:00 p.m.

### Friday, October 23

Legend Classes		ProfitMaster & Combined Classes			
Inventory Reconciliation 8:30-10:00 a.m.	Legend Service Tune Up 8:30-10:00 a.m.	Systems "Did You Know?" 8:30-10:00 a.m.	Legend	Common Applications for Sales & Service Management 8:30-10:00 a.m.	ProfitMaster Service Labor Entry & Reporting 8:30-10:00 a.m.
			Purchasing Theory 8:30-10:00 a.m.		
Remanufacturing in Legend 10:00-11:00 a.m.	Accounting Enhancements 10:00-11:00 a.m.	Legend Bar Code Receiving & Cycle Counting 10:00-11:00 a.m.	Sales Management 2.0 Enhancements 10:00-11:30 a.m.	ProfitMaster Service Labor Rates & Customer Overrides 10:00-11:00 a.m.	
Legend Parts & Service Enhancements 11:00 a.m.-Noon	CrossMaster-HD® 11:00 a.m.-Noon	ProfitMaster KOLD for ProfitMaster 11:00 a.m.-Noon		Client Talk for Legend & INFO 5 11:00 a.m.-Noon	Tracking Comeback Work in ProfitMaster Service 11:00 a.m.-Noon



## INFO 5 Class Schedule

Visit our website at [www.karmak.com/conference](http://www.karmak.com/conference) for class descriptions and registration information.

### Wednesday, October 21

INFO 5 Classes		ProfitMaster & Combined Classes			
Customer Pricing 10:00-11:30 a.m.	INFO 5 Service Tune Up 10:00-11:30 a.m.	Preparing for ProfitMaster 10:00-11:30 a.m.	ProfitMaster 3.0 First Look 10:00-11:30 a.m.		ProfitMaster Service Management Feedback 10:00-11:30 a.m.
Rental Utilization: Driving Toward Efficiency 1:00-3:00 p.m.	Inventory Tune Up 1:00-3:00 p.m.	Sales Management Feedback 1:00-3:00 p.m.	New Technology Overview 1:00-3:00 p.m.		Getting Ready for Service Management 1:00-3:00 p.m.
INFO 5 Add-On Modules 3:15-5:00 p.m.	Accounting Tune Up 3:15-5:00 p.m.	ProfitMaster Reporting: Getting Data Out of ProfitMaster 3:15-5:00 p.m.	Sales Management Salesman Commission 3:15-5:00 p.m.	Mobile Repair Order Entry & Mobile Service Writer 3:15-5:00 p.m.	ProfitMaster Service Repair Order Processing 3:15-5:00 p.m.

### Thursday, October 22

INFO 5 Classes		ProfitMaster & Combined Classes			
Did You Ever Wonder? 9:30-11:30 a.m.	Query: How Can it Benefit Your Dealership? 9:30-11:30 a.m.	Sales Management & RPM for Sales "Did You Know?" 9:30-11:30 a.m.	Internet Parts Sales Overview & Update 9:30-11:30 a.m.	Best General Security Practices 9:30-11:30 a.m.	ProfitMaster Misc. Purchase Orders & Referencing 9:30-11:30 a.m.
Executive Management Key Indicators 1:00-3:00 p.m.	Driving to a More Secure INFO 5 System 1:00-3:00 p.m.	ProfitMaster Scheduling Overview 1:00-3:00 p.m.		ProfitMaster Service Deferred Repairs 1:00-3:00 p.m.	
Job Operation Codes 3:15-5:00 p.m.	Clean It Up, Back It Up 3:15-5:00 p.m.	Real-time Performance Monitor (RPM) Overview & Update 3:15-5:00 p.m.		Customer Services Overview 3:15-5:00 p.m.	Scheduling ProfitMaster Reports with Job Scheduler 3:15-5:00 p.m.

### Friday, October 23

INFO 5 Classes		ProfitMaster & Combined Classes			
Data Migration from INFO 5 to Excel: Setup 8:30-10:00 a.m.	Using Consignment Inventory 8:30-10:00 a.m.	ProfitMaster Service Labor Entry & Reporting 8:30-10:00 a.m.		Common Applications for Sales & Service Management 8:30-10:00 a.m.	
Data Migration from INFO 5 to Excel: Examples 10:00-11:30 a.m.	Accounting Enhancements 10:00-11:00 a.m.	Sales Management 2.0 Enhancements 10:00-11:30 a.m.	ProfitMaster Service Labor Rates & Customer Overrides 10:00-11:00 a.m.		
	INFO 5 Parts & Service Enhancements 11:00 a.m.-Noon		Client Talk for Legend & INFO 5 11:00 a.m.-Noon	KOLD for ProfitMaster 11:00 a.m.-Noon	Tracking Comeback Work in ProfitMaster Service 11:00 a.m.-Noon