AGENDA

Saturday , April 14

7:15 pm   **Networking on the High Roller**
Drinks & dessert on the 550-foot tall, 520-foot diameter giant Ferris Wheel on the Las Vegas Strip. Sponsored by **HUF** & **Progress Software**.

Sunday, April 15

7:30-9 am   **Breakfast & Registration**, Skyview Room 2 on the 26th Floor
Be sure to pick up your folder of information and gifts. Sponsored by **ACE & Rentalmatics.**

9 am   **Opening Session**
Everyone has the opportunity to introduce themselves, with extra time being given to non-presenting sponsors. The State of the Union Address will then be given by our company president, Angela Margolit.

Sales & Marketing
Our Sales Manager, Rob Hano, will talk about what he and his team has been up to for the past year.

Bluebird Recovery Services
Harry Rios, our Customer Relationship Manager, will present an overview of our newest division which can help you recover damage expenses.

Coffee Break
Sponsored by **Worldpay/Vantiv/Element**.

Support Department
Samantha Blume and Yasmin Delgado will introduce all the Support team, then show all of the department initiatives they collectively undertook since the last Users Conference.

Progress Software
In today's world, it is difficult to separate technology innovation from business innovation. To successfully devise an innovation strategy, it is imperative that we understand and leverage the latest technology advancements. In this session, Jim Miles will introduce the key technology trends that need to be considered to meet your operational and innovation goals. He will also provide an overview of how Progress is leveraging these technology advancements to bring new and innovative capabilities to our customers.

12-1 pm   **Lunch Buffet**, sponsored by **CyberScience** (Skyview Room 1)

1:00 pm   **Speed Networking**
Sit with someone you have never met before! We will give you three minutes to exchange information, then find someone new again. Need an ice breaker question? Try this: What is the craziest thing you've ever done?

1:30 pm   **Cyberquery**
Jeff Willson, Vice President of CyberScience Corporation, will show how RentWorks users can generate insightful reports and key business indicators.

CyberQuery is now the back engine for any new RentWorks reports, beginning with Version 4.

Credit Card Processing
Joel Call, Sr. Channel Development Manager for Worldpay/Vantiv/Element, will discuss:
- ➢ The recent Vantiv/Worldpay merger
- ➢ The new security mandate, TLS 1.2, which has a target date of May 1.
- ➢ TriPOS – EMV, available with unlimited PASS for $20 / month
- ➢ Moving from Express to TriPOS.
- ➢ Why use integrated payments?

Product Update
Supervisor of Development, Dave Zadrozy, will kick off presentations of software enhancements, starting with VIN Decoding and Recalls and a Customer Loyalty Program.

Dave will discuss leasing/roll-over enhancements for contracts kept open for more than thirty days to capture interim mileage.

Andres Lezcano will show the recent changes to RW Mobile (which you can also see on your cell phone!).

Finally, Harry Rios will demonstrate:

RentWorks5

3:00 pm   **Coffee Break**, sponsored by **Topaz**

New Products/Interfaces
Dave will start off this session by introducing our new *Broker XML Interface* module.

Brian Walsh, Founder of Sofiac, will demonstrate *Erez5*, a website which is fully integrated with RentWorks (versions 4 and 5). It even has its own CMS if you want to make minor changes!

Tom Foley and Steve Sweet from Topaz will present the latest signature pads and eSignature technology.

Last but not least, Christian Brugger and Brook Lang from HUF will present the exciting Phone as a Key APP.

Development Calendar/Open Forum
Our Development Staff seeks your input on prioritizing our projects on our Development Calendar. We also want to know what new features or enhancements you would like to have.

Adjournment & Collection of Evaluations