Employee Owned

TEAM
2010 Client Conference

Conference Agenda

Monday August 30, 2010
Pre-Conference Workshops — *$99 for one class $179 all day!*

ROOM	Council Bluffs A	Elkhorn A	Elkhorn B	Elkhorn C	Council Bluffs B
8:30 – 11:30 a.m.	Payroll I	Best Practices for Accounting I	WinTeam Best Practices for Security Contractors	Budgets & Job Costing	CreaTeam for Beginners
11:30 – 1:30	***Lunch will be on your own. There are many restaurants within walking distance of the hotel.***				
1:30 – 4:30	Payroll II	Best Practices for Accounting II	WinTeam Best Practices for Building Service Contractors	Human Resources	TeamBid
5:30 – 7:30	***Opening Reception and Early Registration***				

Tuesday, August 31, 2010
Full Conference Fee: $695 — **Executive Track: $495 1 ½ day** — **Additional day: $200**

8:00 – 8:30 a.m.	*Registration*				
8:30 – 9:30	***Welcome and Conference Overview – Platte Room***				
9:30 – 9:45	*Break*				
ROOM *Track*	**Council Bluffs A** ***Accounting***	**Elkhorn A** ***Building Service Contractors Operations***	**Elkhorn B** ***Security Contractors Operations***	**Elkhorn C** ***General***	**Council Bluffs B** ***Executive***
9:45 – 11:15	Utilizing the Payroll Tax Allocation Program	Implementing & Utilizing TeamTime for Building Service Contractors	Optimizing Personnel Scheduling	Payroll Garnishment and Deduction Setup	Looking into the Future – Where is TEAM's Technology Going?
11:30 – 1:00	***Lunch – Platte Room***				
1:00 – 2:30	Accounts Receivable Troubleshooting I	Inventory 101	Operations Reports for Security Contractors	DocLink	Case Study eHub ESS Implementation
2:30 – 2:45	*Break*				
2:45 – 4:15	Accounts Receivable Troubleshooting II	Inventory Processes	eHub Employee Self Service for Security Contractors	DocLink WorkFlow	Healthcare Reform
6:00 – 9:30	***Dinner at the world-famous Rosenblatt Stadium***				

Wednesday, September 1, 2010

8:15 – 8:30 a.m.	*Welcome Back*				
ROOM *Track*	**Council Bluffs A** ***Accounting***	**Elkhorn A** ***BSC OPS***	**Elkhorn B** ***SC OPS***	**Elkhorn C** ***General***	**Council Bluffs B** ***Executive***
8:30 – 10:00	Job Costing & Labor Budgets	TeamBid 101	Implementing & Utilizing TeamTime for Security Contractors	Payroll FAQs and Reporting I	Get Close to Your Customers
10:00 – 10:15	*Break*				
10:15 – 11:45	Formatting Financials	eHub Employee Self Service for Building Service Contractors	New Client Set Up	Payroll FAQs and Reporting II	Top Industry Challenges: Roundtable Discussion
11:45 – 1:15	***Lunch & Grand Prize drawing – Platte Room EXEC Session ends***				
1:15 – 2:15	***General Session – Platte Room***				
2:15 – 2:30	*Break*				
2:30 – 4:00	Utilizing the Payroll Tax Allocation Program	Operations Reports for Building Service Contractors	Compliance Tracker	What's New in 2010	Using TEAM Resources
4:00 – ?	*Free Evening*				

Thursday, September 2, 2010

8:15 – 8:30 a.m.	*Welcome Back*				
ROOM *Track*	**Council Bluffs A** ***Accounting***	**Elkhorn A** ***BSC OPS***	**Elkhorn B** ***SC OPS***	**Elkhorn C** ***General***	**Council Bluffs B** ***General***
8:30 – 10:00	Advantages of Outsourcing Payroll Tax & Print Responsibilities	Work Scheduling	Post Watch	eHub Customer Self Service	TEAM's Professional Services Group
10:00 – 10:15	*Break*				
10:15 – 11:45	Job Costing & Incentive-Based Management	Work Ticket Profitability	eHub Employee Self Service for Security Contractors	eHub Customer Self Service – WorkFlow	Custom Settings and Import Options
11:45 – 1:30	***Lunch - Event Closing – Platte Room***				

Pre-Conference Workshop Class Objectives

Best Practices for Accounting I

Any objectives in Part I which are not covered due to time constraints will be covered in Part II.

- Discuss the importance of fiscal period-end procedures
- Learn what actions to take, by module, to close a fiscal period
- Discuss reconciliation actions

Payroll I

- Learn where Hours Types and Categories are used in WinTeam
- Learn how to setup Other Compensation Codes and Other Deduction Codes
- Discover five ways Timekeeping can be entered in WinTeam
- Learn how WinTeam calculates payroll
- Review payroll before creating the Payroll Processing Wizard

Best Practices for Accounting II

- Learn which reports are important to review, by module
- Discuss how often to review reports and who should be reviewing each report
- Learn procedures for handling corrections

Payroll II

- Learn how to create and edit a Payroll Processing Batch
- Discuss how to review Payroll Journals before printing checks
- Learn how to print checks and create the NACHA file
- Learn how to update Payroll Batches to the General Ledger
- See how Taxes and Worker's Comp liability is determined

Budgets & Job Costing

- Learn why budgets are an important part of your company's future success plan
- Learn the different types of budgets and how to use them to manage your customer accounts
- Learn to use macro (financial statement) budgets to manage your company's financial projections
- Learn the basics of formatting a Job Costing Report
- Utilize drill down features to research expenses and income down to the source document level
- Learn to customize reports to make sure applicable information is available for each level of management

TeamBid

- Learn what TeamBid can do for your company when you have been asked to submit a bid for your services
- Learn how to workload buildings to determine the number of staff needed to perform tasks in the time budgeted
- Develop the skills to quickly utilize all the features of TeamBid when creating new workloads and bids, so your sales people can spend more time with the customers than at the computer
- Discover TeamBid's reports to increase your efficiency

CreaTeam for Beginners

- Learn how to create a query
- Learn how to create relationships between tables
- Learn how to create a report
- Learn how to update CreaTeam to a different version of Access®

WinTeam Best Practices for Building Service Contractors

- Learn recommended "best practices" for your key WinTeam users
- Develop procedures for Work Scheduling, Inventory, Accounts Receivable, and Payroll
- Reduce errors and increase profit identifying your key WinTeam employees and who should be doing each task

Human Resources

- Learn how to set up a benefit
- Learn how to assign benefits to a Benefit Category
- Learn how to assign a Benefit Category to an Employee's Master File – Other Info Tab
- Learn how to bring forward beginning balances and original eligibility dates
- Learn how to run the Benefit Wizard
- Learn to generate HR reports to manage company benefits

WinTeam Best Practices for Security Contractors

- Learn recommended "best practices" for your key WinTeam Users
- Develop procedures for Personnel Scheduling, including daily activities and reports, and the Scheduling Activity Report
- Develop procedures for the PS Wizard, Accounts Receivable, Payroll, and Compliance Tracker
- Reduce errors and increase profit by identifying your key WinTeam employees and who should be doing each task

Accounting Track Session Objectives

Accounts Receivable Troubleshooting I

Any objectives in Part I which are not covered due to time constraints will be covered in Part II.

- Examine the EOM procedure on balancing AR Aging to the GL
- How to Apply Unapplied Payments
- Evaluate three scenarios of clearing Unapplied Payments
- Learn how to handle a customer's bounced check

Accounts Receivable Troubleshooting II

AR Troubleshooting items for Building Service Contractors:

- Ensuring Billable Work Scheduling Records are billed
- Learn how to set up Item Numbers for billable services

AR Troubleshooting items for Security Contractors:

- List the Custom Setting that will include a new line on the AR invoice showing Total Hours
- Explain how to create an Hourly Revenue Accrual

Advantages of Outsourcing Payroll Tax & Print Responsibilities

- Learn the basics of ADP Tax Services
- See how ADP enhances your company's tax administration
- Learn how ADP can assist you as you grow your business

Formatting Financials

- Learn the Balance Sheet and Profit and Loss format
- Learn how to customize your financial
- See how the Total Levels calculate
- Learn how to run the Balance Sheet and Comparative Income Statement using your format

Job Costing & Incentive-Based Management

- Discuss the different ways companies design incentive programs based on WinTeam information
- Learn how to track and review results

Job Costing & Labor Budgets

- Learn how to create Job Labor Budgets
- Learn to format a Job Costing Report
- Learn to use drill down features to research expenses and income down to the source document level
- Review the available report criteria to understand how to best manage your accounts

Utilizing the Payroll tax Allocation Program

- Discuss what the Tax Allocation Program can offer you
- Review the Action Plan to set up the Tax Allocation Program
- Hear how these tax figures will affect your job costing reports
- Learn how to format financial statements & job costing to reflect the tax allocation details

Building Service Contractors Operations Track Objectives

eHub Employee Self Service for Building Service Contractors

- See the benefits of using eHub ESS
- See what information can be made available on eHub ESS
- Learn how the eHub Hierarchy performs
- Discuss what supervisors and employees can do in eHub
- List the reports available in eHub

Implementing & Utilizing TeamTime for Building Service Contractors

- See the advantages of tracking labor with TeamTime
- Discover the tools available to encourage employee buy-in
- Explore ways of managing labor using Absenteeism Schedules, Paging, Caller ID, and call rejections
- Learn how to access TeamTime reports in WinTeam

Inventory 101

- Learn the functions of the Item Master File
- Learn how to bring forward beginning Inventory balances
- Learn about Inventory Reports

Inventory Processes

- Define the Purchase Orders process and how to receive items into Inventory
- Learn how to issue and update Drop Shipments
- Explain Physical Count and when to make GL Adjustments
- Learn how to create Usage and Resale records
- Discuss Inventory Reports

Operations Reports for Building Service Contractors

- Learn which reports are important to review
- Discuss how often each report should be reviewed
- Identify who should be reviewing each report

TeamBid 101

- Learn how to create work loading templates
- Fully understand task codes and all the associated features
- Utilize and understand the rollover features
- Review the import features
- Create a position report using the tasks assigned to a workload

Work Scheduling

- Discover Work Scheduling Defaults and create Task Codes
- Learn how to create a new Work Schedule
- Learn how to use the Calendar to manage Work Schedules
- Link TeamTime, Timekeeping, Accounts Payable, Inventory, and Accounts Receivable to a Work Ticket
- Learn how to run Work Scheduling Reports

Work Ticket Profitability

- Explore Project Work budgeting
- Understand how Work Ticket Profitability is tracked
- Learn how to assess the Work Ticket Profit Report
- Learn how to audit variances between AR Invoices and Work Ticket revenue
- See how Work Ticket Profitability works with Job Costing

Security Contractors Operations Track Objectives

Compliance Tracker

- See how Compliance Codes are created and associated to Jobs, Posts and Employees
- Learn how Tracking Groups can be created for multiple jobs
- Learn how to manage Compliance Requirements
- See how reports are used to oversee employee and job obligations
- Learn how Compliance Tracking is used to find qualified employees in Personnel Scheduling

eHub Employee Self Service for Security Contractors

- Identify the benefits of using eHub ESS
- See what information can be made available on eHub ESS
- Learn how the eHub Hierarchy performs
- Discuss what supervisors and employees can do in eHub
- List the reports available in eHub

Implementing & Utilizing TeamTime for Security Contractors

- Learn about the benefits of TeamTime for tracking labor
- Learn about available tools to encourage employee buy-in
- Learn how to use Paging, Periodic Checks, Caller ID functions, and call rejections to manage labor
- Hear from a project lead how their large company went from paper time cards to a successful implementation of a TeamTime process for capturing and recording employee time
- Benefit from a personal account using an open question-and-answer format

New Client Set Up

- Learn how to create a new Job and a new Customer
- Learn Bill Code Categories set up and create Bill Codes by Job
- Learn how to create the Post Setup
- Learn how to list an employee in your schedule
- Learn the reports required for billing and payroll review

Operations Reports for Security Contractors

- Explore the important reports to review in each module
- Discuss appropriate review frequency of specific reports
- Determine the best person/people at your company to review certain reports based on role
- Identify procedures for handling corrections

Optimizing Personnel Scheduling

- Learn about color coding in Personnel Scheduling Defaults and the Status Setup screen
- Learn how to reduce overtime and schedule the most qualified employees
- Discover Custom Settings for the Scheduling screen
- Learn the nine checks performed when assigning an employee to a Detail Cell
- Learn which reports to review

Post Watch

- Identify the benefits of using Post Watch
- Discuss the integration of TeamTime, WinTeam, and Post Watch
- Learn how to customize the Post Watch screen view
- Describe the functionality of the Post Watch screen

Executive Session Objectives

Case Study eHub ESS Implementation

- Learn the benefits of implementing an employee self service portal
- Discuss the culture change of becoming "paperless"
- Discover how other companies have successfully launched and completed their eHub implementations
- Talk about the roadblocks you may encounter during implementation and how to overcome them

Get Close to Your Customers

- See the benefits of starting a customer self service portal
- Discuss ways to distinguish your company from the competition
- Learn how to execute customer self service with your clients
- Explore ways to ensure a long association with the customer

Healthcare Reform

- Discuss the latest updates in healthcare reform
- Learn the top items your company should focus on when tackling this topic
- Get advice about complying with reform legislation

Looking into the Future – Where is TEAM's Technology Going?

- Learn the benefits of new features TEAM is now working on
- Discuss the latest technology available and how TEAM envisions its use within our industry
- Share your ideas for solutions that TEAM should consider incorporating into its products

Top Industry Challenges: Roundtable Discussion

- Network with Industry Peers in small discussion groups
- Discuss the challenges your business deals with regularly
- Brainstorm about ways to overcome these challenges
- Share successful solutions with other companies

General Track Objectives

Custom Settings and Import Options

- Learn about the most common Custom Settings
- Learn how to Import AR and AP Invoices
- Learn how to Import Budgets and Adjusting Journal Entries
- Learn how to automate the Payroll Process using the Pay Comp/Deduct Creator

DocLink

- See how DocLink can increase efficiency in your business
- See where DocLink is available in WinTeam
- Learn how to create and assign DocLink security groups
- Discover how DocLink is accessed and used
- Learn how to use the Integration Kit to upload documents to FileBound

Payroll FAQs and Reporting I

Any objectives in Part I which are not covered due to time constraints will be covered in Part II.

- Learn how to make adjustments, apply filters and recalculate payroll batches prior to printing checks
- Discuss procedures addressing payroll signatures, reprinting, voiding and replacing payroll checks
- Learn how to create a NACHA, Pre-Note, and ARP files and how to correct a failed Direct Deposit
- Discuss how to correct wages posted to the wrong job
- Examine the Update to Accounts Payable feature of Payroll Other Deductions

DocLink WorkFlow

- Learn about E-Forms
- Learn about WorkFlow
- See how E-Forms and WorkFlow collaborate
- Discover the DocLink Import feature
- Discuss how selective WinTeam security options can be emulated in FileBound

Payroll FAQs and Reporting II

- Discuss how and when to run Payroll Labor Accruals
- Learn the benefits and functions of the Employee Pay Rate Creator
- Learn how to employ the Pay Comp/Deduct Creator
- Review available payroll reports, which include Federal/FICA Tax, 941, W2, Unemployment Compensation, and Worker's Compensation reports

eHub Customer Self Service

- Discuss the benefits of using the new eHub CSS
- Discuss the components of a CSS Feature Set
- Learn the eHub relationship with WinTeam's Customer Master File
- Learn how to E-mail Invoice links to your Customers
- Review the new look of eHub CSS and see the available features

TEAM's Professional Services Group

- Learn about the people and services involved in the Professional Services Group at TEAM
- Learn about the roles of the Business Analyst (BA) and Consultant
- Find out how TEAM is utilizing BA and Consulting skills to partner with our clients
- Hear a client's first-hand account of their experience in choosing consulting services, their successes as result of this partnership, and the ROI realized

eHub Customer Self Service – WorkFlow

- See the benefits of using the new eHub CSS WorkFlow feature
- Review sample workflows
- Create a workflow using eHub CSS
- Submit a Work Request using eHub CSS
- Discuss how your company can utilize our Work Request/WorkFlow feature

Using TEAM Resources

- Learn ways to access Solutions Online and WinTeam Help
- Learn the most frequently asked client questions and where to find the answers
- Locate release notes and video clips for the content you need
- Use the Bits & Bytes Newsletter to get more information

Payroll Garnishment and Deduction Setup

- Learn how to create Other Compensations and Other Deductions codes and assign them to employees
- Learn how to create Garnishment Deductions to ensure proper calculation
- See how to prioritize multiple garnishment deductions
- Learn how to include administrative fees in the garnishment calculation

What's New in 2010

- Learn and discuss new release items in WinTeam during 2010 including Accounts Receivable E-Mailing Invoices, e-Hub Daily Timekeeping, Payroll Screens, General Ledger and more