

e-automate User's Group Meeting

Detailed Agenda

Dates: October 18th Thru 21st, 2021
Location: Sheraton Hotel, Salt Lake City, UT

Day 1 - Monday October 18		Canyons & Bryce Ballrooms	
Times	Title	Description	
8:00 am – 4:30 pm	Registration will be available in the Lodge Lobby		
9:00 am – 9:45 am	Vendor Sessions - TBD		
9:45 am – 10:00 am	Break		
10:00 am – 10:45 am	Vendor Sessions - TBD		
11:30 am – 1:00 pm	Lunch (on your own)		
1:00 pm – 2:00 pm	EUG Welcome & Guest speaker	Start of EUG conference	
2:00 pm – 2:45 pm	ECI		
2:45 pm – 3:00 pm	Break with refreshments		
3:00 pm – 5:30 pm	ECI		
5:30 pm – 7:00 pm	Vendor Meet & Greet	Food and Drinks Available in Vendor Area located in the Canyons Lobby, Arches Room, & Deer Valley Room	



Day 2 - Tuesday October 19	Learning Tracks	
Simultaneous Learning Tracks for Accounting, Contracts, Inventory, Order Processing, Service and System Administration. Room assignments are indicated in GREEN.		
Times	Committee – Title – Room	
7:00 am – 8:15 am	Breakfast is available in vendor room	
8:15 am - 9:15 am	<ul style="list-style-type: none"> • Accounting – Meet & Greet/Pandemic Recovery (SNOWBIRD/POWDER MOUNTAIN) • Contracts – Panel for Newbies (WASATCH) • Inventory – Contingency \ Disaster Recovery do you have a plan (CANYONS) • Order Processing Best Practices for Customer File, Vendor File, and Contact File Maintenance (ALTA/BRIGHTON) • Service – I am a beginner, ask our panel (BRYCE) • System Admin – I'm New and Need to Know What to Do" *For both new and seasoned users new to the Admin role* (SOLITUDE/SUNDANCE) 	
9:25 am – 10:25 am	<ul style="list-style-type: none"> • Accounting – Joint session with order processing, Review setup and processes that affect GL and other accounting functions (CANYONS) • Contracts – Ask the experts (WASATCH) • Inventory – Inventory - Ask the Experts (CANYONS) • Order Processing – Joint session with Accounting, Review setup and processes that affect GL and other accounting functions (CANYONS) • Service – Service KPI's (BRYCE) • System Admin – Contingency \ Disaster Recovery do you have a plan? - Security (SOLITUDE/SUNDANCE) • Canon Dealers – Changes in PO Processor and Dealer Gateway 	
10:25 am – 10:45 am	Break with refreshments Sponsored by	
10:45 am – 11:45 am	<ul style="list-style-type: none"> • Accounting – What's new (SNOWBIRD/POWDER MOUNTAIN) • Contracts – Highlights from ask the experts (CANYONS) • Inventory – Gwentaa products increasing your productivity and profitability (CANYONS) • Order Processing – Best Practices for an Order Process Workflow () • Service – Ask the Experts, Managed IT Roundtable (BRYCE) • System Admin – DCA Topics (SOLITUDE/SUNDANCE) 	
11:45 pm – 1:15 pm	Lunch (on your own)	



1:15 pm – 2:15 pm	<ul style="list-style-type: none"> • Vendor Presentation –TBD (SNOWBIRD/POWDER MOUNTAIN) • Contracts – eAgent Contract specific (CANYONS) • Inventory – ILC with Restock E agent (CANYONS) • Order Processing – Best Practices for an Order Process Workflow continued () • Service – Territory Alignment/Management, Tech Inventory, car restock, audits, etc. (BRYCE) • System Admin – E-Automate Upgrade Best Practices (SOLITUDE/SUNDANCE)
2:25 pm – 3:25 pm	<ul style="list-style-type: none"> • Accounting – Software: sales or contract revenue?? (SNOWBIRD/POWDER MOUNTAIN) • Contracts – CEO Juice – PowerBi Service MIF & Profitability Dashboard (WASATCH) • Inventory – Inventory - I am New and Need to Know What to Do (CANYONS) • Order Processing – Supplies Intelligence in Use (ALTA/BRIGHTON) • Service – Green Parts (BRYCE) • System Admin – Data Strategies: Importing, Bulk-Edits, and Acquisition Strategies (SOLITUDE/SUNDANCE)
3:25 pm – 3:55 pm	Break with refreshments Sponsored by
3:55 pm – 5:00 pm	<ul style="list-style-type: none"> • Accounting – Pivot tables (SNOWBIRD/POWDER MOUNTAIN) • Contracts – Supplies Network – HP – Expanding Revenue and Margins by Billing Multi-Color Meters on HP Page Wide MFPs (WASATCH) • Inventory – Joint session with System Admin, Sales Order Process and the Drop Ship Model (CANYONS) • Order Processing – Custom Properties (ALTA/BRIGHTON) • Service – Ask the Experts, Service Manager Round Table (BRYCE) • System Admin – Automating Operations: Supplies and Service (CANYONS)
5:00 pm – 5:30 pm	Steering Committees can meet (WASATCH)
6:00 pm – 9:00pm	<p>EUG Reception at The Sheraton Hotel – Don't Forget Your Drink Tickets! (they are located at the bottom of the events flyer you received at registration)</p> <p>Entertainment sponsored by</p>
Day 3 - Wednesday October 20	Learning Tracks & Vendor Interaction



**Simultaneous Learning Tracks for Accounting, Contracts, Inventory,
Order Processing, Service and System Administration.
Room assignments are indicated in GREEN.**

Times	Committee – Title – Room
7:00 am – 8:15 am	Breakfast is available in vendor room
8:15 am - 9:15 am	<ul style="list-style-type: none"> • Accounting – Accounting Alerts & Dashboards (ALTA/BRIGHTON) • Contracts – Meter corrections (CANYONS) • Inventory – Advanced inventory issues caused by acquisitions (BRYCE) • Order Processing – Ask the Experts (SNOWBIRD/POWDER MOUNTAIN) • Service – Ask the Experts, Service Manager Round Table (WASATCH) • System Admin – Supporting Your Users – Tools, Tips, Setting Expectations (Staffing your IT) (SOLITUDE/SUNDANCE)
9:25 am – 10:25 am	<ul style="list-style-type: none"> • Accounting – Joint session with Contracts, Review setup and processes that affect GL and contract profitability (CANYONS) • Contracts – Joint session with Accounting, Review setup and processes that affect GL and contract profitability (CANYONS) • Inventory – Inventory Management - Dead Stock and Returning toner (BRYCE) • Order Processing – How to use e-Views and Custom e-Views (SNOWBIRD/POWDER MOUNTAIN) • Service – Service setup and settings (WASATCH) • System Admin – Ask the Experts (SOLITUDE/SUNDANCE) • Canon Dealers – Service Integrations with e-Automate
10:25 am – 10:45 am	<ul style="list-style-type: none"> • Break with refreshments
10:45 am – 11:45 am	<ul style="list-style-type: none"> • Accounting – ask the experts/tips & tricks (ALTA/BRIGHTON) • Contracts – Rate Schedules (CANYONS) • Inventory – Inventory Best Practices Roundtable (BRYCE) • Order Processing – I’m new and need to know what to do (SNOWBIRD/POWDER MOUNTAIN) • Service – Profitability - Model, Contract and Equipment (WASATCH) • System Admin – Ask the Experts II (SOLITUDE/SUNDANCE)
11:45 pm – 1:15 pm	Lunch (on your own)



1:15 pm – 2:15 pm	<ul style="list-style-type: none"> • Accounting – Joint Session with Inventory, Review setup and processes that affect GL and other accounting functions (BRYCE) • Contracts – Joint session with order processing, Hybrid billing (CANYONS) • Inventory – Joint Session with Accounting, Review setup and processes that affect GL and other accounting functions (BRYCE) • Order Processing – Joint session with contracts, Hybrid billing (CANYONS) • Service – Managing the Dispatch Board (WASATCH) • System Admin – Reporting Strategies: SSRS/Tableau (SOLITUDE/SUNDANCE)
2:25 pm – 3:25 pm	<ul style="list-style-type: none"> • Accounting – Acquisitions (ALTA/BRIGHTON) • Contracts – Beginning Contract e-Views Part 1 (CANYONS) • Inventory – Growing pains, Branching Record Set-up & Inventory Maintenance (BRYCE) • Order Processing – E-Info (SNOWBIRD/POWDER MOUNTAIN) • Service – Aftermarket Cost (WASATCH) • System Admin – SQL RoundTable (SOLITUDE/SUNDANCE)
3:25 pm – 3:55 pm	Break with refreshments
3:55 pm – 5:00 pm	<ul style="list-style-type: none"> • Accounting – Equipment History Configuration (ALTA/BRIGHTON) • Contracts – Contract e-Views Part 2 (CANYONS) • Inventory – Inventory Utilities -Bulk Updates ILC Use (BRYCE) • Order Processing – Interterritorial best practices (SNOWBIRD/POWDER MOUNTAIN) • Service – Ask the Experts, Service Manager Round Table (WASATCH) • System Admin – Professional Development: Leveling Up Your IT Skills (SOLITUDE/SUNDANCE)
5:00 pm – 5:30 pm	Steering Committees can meet (WASATCH)
EUG Meeting Concludes – CEO Juice User’s Group meeting begins tomorrow!	





Day 4 - Thursday October 21		CEOJuice User's Group	
Times		Title	
7:00 am – 8:15 am		Breakfast is available in vendor room	
8:00 am - 10:00 am		Steering Committee members only (BRYCE) meet w/ ECI to review wish list/stories	
10:00 am – 12:00 pm		CEOJuice User's Group Session 1 (CANYONS)	
12:00 pm – 1:30 pm		Lunch (on your own)	
1:30 pm - 3:00 pm		CEOJuice User's Group Session 2 (CANYONS)	
3:00 pm – 3:15 pm		Break with refreshments	
3:15 pm - 5:00 pm		CEOJuice User's Group Session 3 (CANYONS)	

