

October 2017 Training Calendar

Training times are scheduled in
Pacific Time (PST)
Eastern Time add 3 hours
Central Time add 2 hours
Mountain Time add 1 hour

Training times are scheduled in Pacific Time (PST)

To enroll: Click on the training class link you would like to attend and register. (Current client email address is required for registration.)

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- **Introduction to PopCard** – This is a course for beginners new to using PopCard
- **PopCard 102** – A continuation to Intro to PopCard
- **Pop Mgr. Reports** – This training will go over reports and how to use them
- **Email Templates & Attachments** – How to create email templates and upload attachments to PopCard

| Mon | Tue | Wed | Thu | Fri |
|-----|--|---|---|--|
| 2 | 3 12:00 Intro. to PopCard | 4 9:30 PopCard 102 | 5 10:00 Intro. to PopCard | 6 9:30 Manager Reports 11:30 Email Templates |
| 9 | 10 9:30 Intro. to PopCard 12:00 PopCard 102 | 11 11:00 Manager Reports | 12 9:30 Email Templates 12:00 Intro. to PopCard | 13 |
| 16 | 17 12:00 Intro. to PopCard | 18 9:30 Intro. to PopCard 12:00 Email Templates | 19 10:00 Intro. to PopCard 12:00 PopCard 102 | 20 9:30 Manager Reports |
| 23 | 24 10:00 Intro. to PopCard 12:00 Email Templates | 25 | 26 9:30 Manager Reports 12:00 Intro. to PopCard | 27 10:00 PopCard 102 |
| 30 | 31 9:00 Intro. to PopCard 11:00 Manager Reports | 1 10:00 PopCard 102 | 2 12:00 Intro. to PopCard | 3 10:00 Email Templates |

See page 2 for November

Questions? Please call (866)209-1700 x6567

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| Mon | Tue | Wed | Thu | Fri |
|-----|---|---|--|---|
| 30 | 31 9:00 Intro. to PopCard 11:00 Manager Reports | 1 <u>10:00 PopCard 102</u> | 2 12:00 Intro. to PopCard | 3 10:00 Email Templates |
| 6 | 7 10:00 Intro. to PopCard <u>12:00 PopCard 102</u> | 8 9:30 Email Templates | 9 12:00 Intro. to PopCard | 10 10:00 Manager Reports |
| 13 | 14 12:00 Intro. to PopCard | 15 9:30 Intro. to PopCard 12:00 Manager Reports | 16 10:00 Intro. to PopCard 12:00 Email Templates | 17 <u>9:30 PopCard 102</u> |
| 20 | 21 10:00 Intro. to PopCard | 22 <u>10:00 PopCard 102</u> | 23 Closed for Thanksgiving | 24 Closed for Thanksgiving |
| 27 | 28 9:30 Email Templates 11:00 Intro. to PopCard | 29 10:00 Manager Reports | 30 <u>10:00 PopCard 102</u> 12:00 Intro. to PopCard | 1 |

See page 3 for a more in-depth description of each class.

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PopCard™ Training Session Descriptions

- Intro. to PopCard –** This course is an Introduction to PopCard™ for the first-time user or those that would like additional training. This course should be attended by all office associates using PopCard™. We will cover how to answer incoming phone and email leads, how to open a blank guest card and review the various tabs and features within the guest card. After taking Introduction to PopCard™ you will be ready to track and follow every lead!
(1 Hour Session)
- PopCard 102 –** This course is a continuation of Introduction to PopCard™. This course should be attended by all office associates using PopCard™ and who have already attended the Introduction to PopCard class. During this course, we will cover the merging of duplicate guest cards. We will also give you helpful tips for completing and recording the main types of follow-ups you will perform with your prospects. In addition, we will address any questions you may have since you started using PopCard™.
(45 Minute Session)
- Email Templates & Attachments –** This course will demonstrate how to build customized, pre-defined email templates for your property. This will make the follow-up and communication with your prospects easier and faster with just a few clicks! Tired of searching your desktop for documents you send on a regular basis to prospects? Let us show you how you can upload documents directly into PopCard™ so they are at your fingertips.
(30 Minute Session)
- PopCard Manager Reports –** This course is an additional training for Managers and should be taken after attending Introduction to PopCard™. This course will demonstrate how to access your management reports from your PopCard queue and directly from our reports site. We will review some of our more commonly viewed reports and discuss how you can use the data generated to manage your property's needs and improve your team's performance. All terminology is defined to give you a better understanding of your PopCard reports.
(45 Minute Session)