



2010 software education schedule

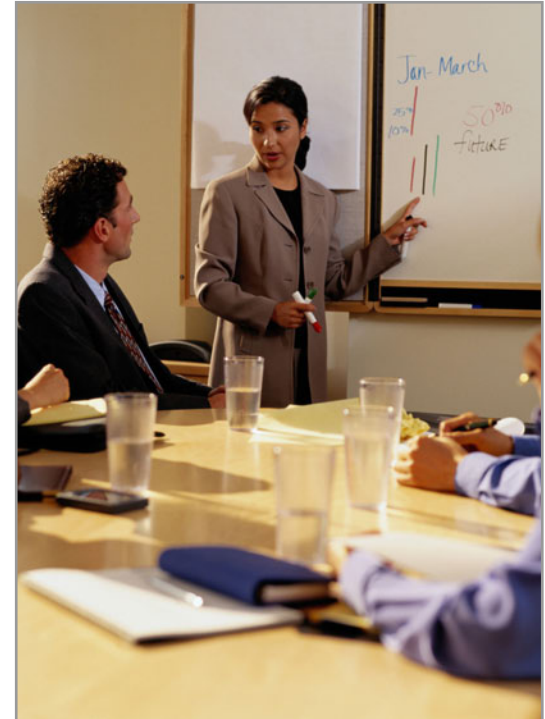
Complete system utilization can only be achieved through software education.

GBS has made a very substantial investment in our continuing software education program. This additional service is designed to provide our customers with the type of detailed training that is vital in today's data processing environment.

Please note the following:

1. All classes are FREE to all software maintenance and software warranty customers.
2. Non-software maintenance customers will be billed hourly at the current applicable rates.
3. To enroll in any of the classes, please contact our receptionist at 1.800.860.4427. Because of the time and effort that go into planning these classes, GBS would appreciate that customers follow a few simple steps when enrolling in classes:
 - A. Please make reservations for classes at least two weeks in advance.
 - B. If canceling, please allow sufficient notice.
 - C. Please notify our receptionist as to the number of people planning to attend the class.
4. GBS reserves the right to cancel any class where enrollment is not sufficient to warrant conducting the class. In the event of class cancellation, you will be notified of the cancellation and made aware of alternate meeting dates.
5. Each class offered pertains to a particular vertical application.
6. WebEx training is remote training via the internet.

Listed below are detailed course descriptions for each class offered.





healthcare

PPM/POM classes:

file maintenance: Learn the best ways to set up and manage your information within the PPM/POM software. This will help maximize your understanding of the daily functions, reporting, and billing.

demographics: Master the many possibilities of the core of PPM/POM, patient demographics. Learn how to attach files, product reports, alert others about patient facts, and much more.

transaction entry: Become efficient on putting in charges, payments, adjustments and reversals, and daily functions.

recall and collections: Learn how to enter recall and collections to get reports and print to letters and labels.

reporting: This class will help you balance monies, do follow-ups, and manage accounts within your PPM/POM system.

billing: Learn how to submit claims, statements, rebill and follow up with submissions for paper and electronic.

IQ: Become familiar with writing, editing, and executing IQ reports. This class requires knowledge of data structure and program logic.

appointment scheduling: This class will review and enhance your knowledge and management of PPM/POM appointment scheduling. Learn how your daily routines of patient traffic management and reporting can be simplified with this product.

forms generation: Discover the background process of claim, statement, and face sheet creation.

end-of-year closeout & reporting: This class will help you balance monies, do follow-ups, manage accounts within your PPM/POM system and review year-end procedures.

crystal reports: Beginner level class will help you become familiar with writing, editing, and executing Crystal Reports. This class requires knowledge of data structure and program logic.



NextGen classes:

To access NextGen Education/Training offerings, please go to the following web site: <http://www.nextgen.com>. Under “Client Resources,” go to “Training” in the Client Toolbox to register for an upcoming complimentary training course or webinar. Select “Complimentary Webinars” on the left to view full course information.

Each item is detailed on the NextGen web site with information regarding registration and availability.

Easy ID Administrator classes:

Refresher Administrator training: Anyone who is interested in attending Easy ID Administrator refresher classes can contact the Support Desk by phone or email as listed below:

- Call the Service Desk at 1.800.369.0595
- Send an E-Mail to EasyID Support at easyidsupport@gbscorp.com

Document Design classes:

Document Design: We will be conducting Document Design – MS Word Best Practices classes throughout the year. If you are interested in attending these classes, you must register by contacting the Support Desk by phone or e-mail as listed below:

- Call the Service Desk at 1.800.369.0595
- Send an E-Mail to EasyID Support at easyidsupport@gbscorp.com



sharetec credit union classes:

GUI training: This course is designed as a supplement to the conversion training that the end user receives. It is also good to take prior to being updated to a new release or as a refresher course. It covers all day-to-day functions of the application.

accounting: This course is designed to provide an understanding of general Credit Union accounting concepts as they relate to the Sharetec product.

lending: An overview of loan processing, forms, collections and credit bureau is the agenda for this course.

results report writer: This class covers the Report Writer that is interfaced to the Sharetec product. It will provide training on defining end user reports.

system administration: This course is designed to give the Credit Union system administrator the basic concepts needed to maintain system operations and security.

year end: This course is designed to review the month-end procedure and go over year-end processing issues.

back office: This course is designed to review the processing of daily files and answer common processing questions.

member application: Member Application is a new wizard-like application process leading the Member Service Representative through the new member process. Integration to ID Scan, OFAC verification, Credit Reports, and account packages streamlines the new member process.



2010 software education schedule

JANUARY

All classes begin at 10 A.M. unless otherwise noted.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1 Office Closed	2	3
4	5	6 PPM Demographics, Youngstown	7	8	9	10
11	12	13 PPM File Maintenance, WebEx	14	15	16	17
18 PPM Crystal Reports, WebEx	19	20	21	22	23	24
25	26 PPM Billing, WebEx	27	28	29	30	31



2010 software education schedule

FEBRUARY

All classes begin at 10 A.M. unless otherwise noted.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2 PPM File Maintenance, WebEx	3	4	5	6	7
8	9	10 PPM Reporting, WebEx	11	12	13	14
15	16	17	18 PPM Demographics, Youngstown	19	20	21
22	23 PPM Appointment Scheduling, WebEx	24	25	26	27	28



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MARCH

All classes begin at 10 A.M. unless otherwise noted.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2 PPM Reporting, WebEx	3	4	5	6	7
8	9	10 PPM Transaction Entry, WebEx	11	12	13	14
15	16	17 PPM Crystal Reports, WebEx	18 Credit Union Results Report Writer, WebEx	19	20	21
22	23 PPM Appointment Scheduling, WebEx	24	25	26	27	28
29	30	31				



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APRIL

All classes begin at 10 A.M. unless otherwise noted.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2 Office Closed	3	4
5	6 PPM Billing, Youngstown	7	8	9	10	11
12	13	14 PPM Transaction Entry, WebEx	15	16	17	18
19	20 PPM Crystal Reports, WebEx	21	22	23	24	25
26	27	28	29	30		



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MAY

All classes begin at 10 A.M. unless otherwise noted.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
3	4 PPM Appointment Scheduling, WebEx	5	6	7	8	9
10	11	12 PPM Billing, WebEx	13	14	15	16
17	18 PPM Reporting, WebEx	19	20	21	22	23
24	25	26	27	28	29	30
31 Office Closed						



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JUNE

All classes begin at 10 A.M. unless otherwise noted.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1 PPM File Maintenance, Youngstown	2	3	4	5	6
7	8	9 PPM Reporting, WebEx	10	11	12	13
14	15 PPM Crystal Reports, WebEx	16	17 Credit Union Lending, WebEx	18	19	20
21	22	23	24	25	26	27
28 PPM Demographics, WebEx	29	30				



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JULY

All classes begin at 10 A.M. unless otherwise noted.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2	3	4
5 Office Closed	6 PPM File Maintenance, WebEx	7	8	9	10	11
12	13	14 PPM Forms Generation, WebEx	15	16	17	18
19	20	21	22	23	24	25
26 PPM Appointment Scheduling, Youngstown	27	28	29	30	31	



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AUGUST

All classes begin at 10 A.M. unless otherwise noted.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2	3 PPM Reporting, WebEx	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18 PPM Crystal Reports, Youngstown	19	20	21	22
23	24 PPM Transaction Entry, WebEx	25	26	27	28	29
30	31					



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SEPTEMBER

All classes begin at 10 A.M. unless otherwise noted.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6 Office Closed	7	8 PPM Billing, Youngstown	9	10	11	12
13	14	15 PPM Transaction Entry, WebEx	16 Credit Union Member Application, WebEx	17	18	19 Credit Union User Meeting
20 Credit Union User Meeting	21 Credit Union User Meeting	22	23	24	25	26
27	28 PPM Crystal Reports, WebEx	29	30			



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OCTOBER

All classes begin at 10 A.M. unless otherwise noted.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1	2	3
4	5 PPM Forms Generation, Youngstown	6	7	8	9	10
11	12	13 PPM File Maintenance, WebEx	14	15	16	17
18	19 PPM Reporting, WebEx	20	21	22	23	24
25	26	27	28	29	30	31



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NOVEMBER

All classes begin at 10 A.M. unless otherwise noted.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
8	9	10 PPM Billing, WebEx	11	12	13	14
15	16	17 PPM Appointment Scheduling, WebEx	18	19	20	21
22 PPM Crystal Reports, WebEx	23	24	25 Office Closed	26 Office Closed	27	28
29	30					



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DECEMBER

All classes begin at 10 A.M. unless otherwise noted.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2 PPM Transaction Entry, WebEx	3	4	5
6	7 PPM Billing, WebEx	8	9	10	11	12
13	14	15 PPM Billing, WebEx	16 Credit Union Reporting, WebEx	17	18	19
20	21	22	23 Office Closed	24 Office Closed	25	26
27	28 PPM Reporting, Youngstown	29	30	31 Office Closed		