

PSA 2023 SCHEDULE



PSA 2023 Appliance Service Convention CLASS SCHEDULE



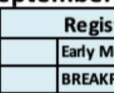
Sunday --- September 24, 2023					# 26
3 pm - 7 pm	Registration Desk Open				
8 am - 5 pm	Certification Testing - Conference Room 1 & 2 - Hans & Team				
7 pm - 8 pm	New Attendees & Convention Information Meeting - Conference Room 4 & 5				
Storage	Room 3 For Duration of Convention				
Office					
Monday --- September 25, 2023					
6 am - 5 pm	Registration Desk Open				
7 am - 8 am	WELCOME BREAKFAST - Grand Ballroom B & C				
9:50 am - 10:10 am	Morning Break - Break Area				
12:00 pm - 1:00 pm	LUNCH - Grand Ballroom B & C				
2:50 pm - 3:10 pm	Afternoon Break				
ROOMS / TIMES	8 am - 9:50 am	10:10 am - 12 p.m.	Lunch	1:00 pm - 2:50 pm	3:10 pm - 5:00 pm
Room 1 & 2	Certification Testing Hans & Team			Certification Testing Hans & Team	Testing Continues but No New Tests will be started after 3:00 pm
Ballroom D	132 LG Refrigerators and Washers James White			Electrolux- Induction Cooking with demonstrations and theory Matt Faber	
Ballroom E	132 Samsung Steve Polzin				
Ballroom F	132 Alliance Laundry Speed Queen Randal Powell & Tim Puetz			Alliance Laundry Speed Queen (repeat) Randal Powell & Tim Puetz	
Ballroom G	132				
Room 4 & 5	48	What Should I say?— Helping techs deal with pain points in the home. Linda Knudsen			
Room 7 & 8 2nd floor	60 Introduction to the PSA Business Track. Ralph Wolff & Don Harris	Vulkan Locking uses and applications. Sean Allen, Jeremie Hedges and Jesse Lentini		Midea Matthew Halke	
Room 9 & 10 2nd floor	60 Basic Electricity in Today's Appliances - Charles (Chuck) Kramer			Today's Refrigeration in Appliances - Steve Gelman	
Room 11 & 12 2nd floor	60 MGT Proper Pricing for Your Services, for Now, for Growth and for Retirement. Dean Landers	MGT Business Operations Bobby Hall		MGT Becoming a Business Specialist Financial Statements Virtual CFO	MGT Becoming a Business Specialist Making a Profit Ralph Wolff & Don Harris
Room 13 & 14 2nd floor	60 Service Company Solutions - Improving Internal Efficiencies for Service Companies Jack Miller	Leading Your "A" Players Jeremiah Webb			Top Tax Deductions You Have Never Heard of Angela Sticca Snyder / Taxanista
Room 6	24 MGT Rossware Basic ServiceDesk Karlie Sevigny			Rossware - Advanced ServiceDesk Kenton Mattos	Rossware - SD Mobile Karlie Sevigny
Dinner on your own					
LEGEND >>>	MANUFACTURER CLASS OUTSIDE RESOURCE	PSA TECHNICAL CLASS CERTIFICATION TESTING		PSA BUSINESS CLASS Hotel will provide Storage Area	VENDOR CLASS



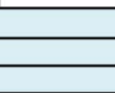
PSA National Appliance Service Convention CLASS SCHEDULE



Tuesday --- September 26, 2023					# 26
7 am - 5 pm	Registration Desk Open				
6 am - 7 am	Early Morning Coffee & Idea Exchange -Room 4 & 5 - Mike Callahan				
7 am - 8 am	BREAKFAST - Grand Ball Room B & C				
9:50 am - 10:10 am	Morning Break				
12:00 pm - 1:00 pm	LUNCH - Grand Ball Room B & C				
2:50 pm - 3:10 pm	Afternoon Break				
ROOMS / TIMES	8 am - 9:50 am	10:10 am - 12 p.m.	Lunch	1:00 pm - 2:50 pm	3:10 pm - 5:00 pm
Room 1 & 2	Certification Testing Hans & Team			Certification Testing Hans & Team	Testing Continues but No New Tests will be started after 3:00 pm
Ballroom D	132 Electrolux Induction cooking with demonstrations and theory Matt Faber			LG Refrigerators and Washers (repeat) James White	
Ballroom E	132 Whirlpool Dishwashers and washers Michael Trushinsky			Samsung (repeat) Steve Polzin	
Ballroom F	132 Alliance Laundry Speed Queen Randal Powell & Tim Puetz			General Electric Linda Knudsen & Chuck Kramer	
Ballroom G	132 General Electric Linda Knudsen & Chuck Kramer			Liebherr Builtins and Core Product Jeff Walter, Tiffany Phillips and Michael Pullano	
Room 4 & 5	48 Sunbelt Re-Sales—The Keys to Selling Your Business Terry Kelm	Educators Meeting - Skills USA Greg Doster		Understanding the Operation of Microwaves Steve Gelman	
Room 7 & 8 2nd floor	60 Vulkan Locking uses and applications. Sean Allen, Jeremie Hedges and Jesse Lentini	Service Power		SmartHQ Service for the GE Profile Combo Unit Juan Morales	Service Power
Room 9 & 10 2nd floor	60 MGT Cost of Doing Business Understanding how and why you need to calculate and know your cost of doing business. Don Harris	MGT Taking the Mystery out of your financials- Why you don't need to be an accountant to understand your financials. Don Harris		Fred's Appliance Academy- Running a Service Company of the future- Adam Butcher and Jessica Shreve	How to Prepare to Negotiate Warranty Rates Mark Pollitz / Nationwide
Room 11 & 12 2nd floor	60 Ultimate Customer Satisfaction (aka UCS) Developing Your Companies "Big Picture" Initiatives to achieve UCS Dean Landers	Guardsman—Working with Guardsman and System Changes David Velasquez		R600 and R134A Sealed System Characteristics and Servicing Procedures Richard Zilka	
Room 13 & 14 2nd floor	60 MGT Marketing and Selling Giovanni Livia	Anti Sales Method to Triple Your Business Jeremiah Webb		Proctor & Gamble troubleshooting Dishwasher and Laundry Issues Diane Hoffman	Service Company Solutions Understanding Unified Communications and Maximizing Quality of Service Tim Fuller
Room 6	24 Rosware - Automation and Communication Kenton Mattos	Rossware - SD Mobile Karlie Sevigny		Rossware - Parts Overview Karlie Sevigny	RosswarePay Casey Putvin & Kenton Mattos
2 PM - 4 PM	Tradeshaw Set Up				
4 PM - 4:30 PM	Tradeshaw Vendors Meeting				
5 PM - 8 PM	Tradeshaw Opens with Cocktail Social (Cash Bar) - Grand Ball Room				
5 PM - 8 PM	The Nation's Top Tech Contest				
Dinner on your own					
LEGEND >>>	MANUFACTURER CLASS OUTSIDE RESOURCE	PSA TECHNICAL CLASS CERTIFICATION TESTING		PSA BUSINESS CLASS Hotel will provide Storage Area	VENDOR CLASS



PSA National Appliance Service Convention CLASS SCHEDULE



Wednesday --- September 27, 2023					# 26
7 am - 5 pm	Registration Desk Open				
6 am - 7 am	Early Morning Coffee & Idea Exchange - Room 4 & 5 - Mike Callahan				
7 am - 8 am	BREAKFAST - Grand Ballroom A - B - C				
7 am - 2:00 pm	Tradeshaw - Grand Ballroom A - B - C				
9:50 am - 10:10 am	Morning Coffee Break				
11:30 am - 1:30 pm	LUNCH - Grand Ballroom A - B - C				
2:50 pm - 3:10 pm	Afternoon Coffee Break				
ROOMS / TIMES	8 am - 9:50 am	10:10 am - 11:30 p.m.	Lunch	1:30 pm - 2:50 pm	3:10 pm - 5:00 pm
Room 1 & 2	Certification Testing Hans & Team			Certification Testing Hans & Team	Testing Continues and ends today but No New Tests will be started after 3:00 pm
Ballroom D	132				
Ballroom E	132 Whirlpool Dishwashers and Washers (repeat) Michael Trushinsky			Samsung (repeat) Steve Polzin	
Ballroom F	132 Technical - Gas Fueled Appliance and their Components Linda Knudsen			Hisense Steve Gelman	
Ballroom G	132 Liebherr Core Products then Built Ins Jeff Walter, Tiffany Phillips and				Using AI to drive Revenue Paul Greenland-Braviti
Room 4 & 5	48 Refrigeration Food Dynamics—tech tips for best food preservation practices for consumers Linda Knudsen	Proctor & Gamble focus groups Diane Hoffman		CDA Software Frezza	Dan
Room 7 & 8 2nd floor	60 MGT Becoming a Business Specialist- Marketing & Selling PSA Jeremiah	MGT Becoming a Business Specialist Leadership Jeremiah		MGT Capture More Money on Your Service Call Mike	Vulkan Locking uses and applications Sean Allen, Jeremie Hedges and Jesse Lentini
Room 9 & 10 2nd floor	60 How to Avoid an IRS Audit Angela Sticca Snyder / Taxanista	Top 5 Business Mistakes to Avoid Angela Sticca Snyder / Taxanista		Rookie Mistakes- All the things I did wrong AND/OR Wish I had done differently. Dean	Encompass EZ Stock App Andy MacPherson / Encompass
Room 11 & 12 2nd floor	60 Smart HQ service for the GE Profile Combo Unit Juan	JustPressOne Introduction to ClaimWorks Janice Salmon		R600 and R134A Sealed System Characteristics and Servicing Procedures Richard Zilka	
Room 13 & 14 2nd floor	60 Women in the Service Industry Meet and Greet Susan Callahan	WOW! What is Women of Warranty? Bonus- 7 marketing Tips Under \$20.00 Angie Breedlove		Proctor & Gamble- focus groups Diane Hoffman	Proctor & Gamble- troubleshooting Dishwasher and Laundry Issues Diane Hoffman
Room 6	24 Rossware - Dashboard and Rosswarepay Casey Putvin & Kenton Mattos	Rossware - Advanced ServiceDesk Kenton Mattos		MGT Basic ServiceDesk Karlie Sevigny	
5 PM - 6 PM	Cocktail Social (Cash Bar) - Grand Ball Room A - B - C				
8 AM - 2 PM	The Nation's Top Tech Contest Continues				
6 pm	PSA Annual Banquet - Grand Ball Room A - B - C				
LEGEND >>>	MANUFACTURER CLASS OUTSIDE RESOURCE	PSA TECHNICAL CLASS CERTIFICATION TESTING		PSA BUSINESS CLASS Hotel will provide Storage Area	VENDOR CLASS



PSA National Appliance Service Convention CLASS SCHEDULE



Thursday --- September 28, 2023					# 26
7 am - 11 AM	Registration Desk Open				
7 am - 8 am	BREAKFAST - Grand Ball Room B & C				
9:50 am - 10:10 am	Morning Break				
ROOMS / TIMES	8 am - 9:50 am	10:10 am - 12 p.m.			
Ballroom D	132				
Ballroom E	132				
Ballroom F	132				
Ballroom G	132				
Room 4 & 5	132				
Room 7 & 8 2nd floor	60 How to Prepare to Negotiate Warranty Rates Mark Pollitz / Nationwide	Vulkan Locking uses and applications. Sean Allen, Jeremie Hedges and Jesse Lentini			
Room 9 & 10 2nd floor	60	Technical- Basic Electricity in Today's Appliances - - Charles (Chuck) Kramer			
Room 11 & 12 2nd floor	60	Technical- Today's Refrigeration in Appliances -			
Room 13 & 14 2nd floor	60 S-Corp When is the right time? Angela Sticca Snyder / Taxanista	OSHA & Whistleblowers. OSHA Nevada Bill Gardner & Lara Pellegrini			
Room 6	24 MGT- Rossware Service Desk Questions & Answers Karlie Sevigny, Casey Putvin and Kenton Mattos				
Room 6	CONVENTION CONCLUDES at 12:00 We would like to thank you for being a part of NASC 2023, SEE YOU NEXT YEAR!				
LEGEND >>>	MANUFACTURER CLASS OUTSIDE RESOURCE	PSA TECHNICAL CLASS CERTIFICATION TESTING		PSA BUSINESS CLASS Hotel will provide Storage Area	VENDOR CLASS