

Seminars for Fall Convention

Oct 14th, 15th & 16th

Thursday 14th

Apprentice Program - Thursday Afternoon

1. Marketing Strategics – Customer Service & Keys to Running a Successful Business -Tom Fergus & John Orr
2. Insurance Do's & Don't's – Betty Clayton
3. How to Take the Proper Photos – Photo Evidence (for Court) & Subrogation Documentation -Champ Coddington
4. Contact, Inspection, & Identification of Trucks, Trailers, and Heavy Equipment – Eric Schuster, Brad Rankin, and John Gamble.

Friday 15th

3M Automotive - Friday Morning 11:00am

Collision Repair Solutions and Repair Process Considerations for Heavy Duty Trucks and Commercial Vehicle Collision Repair

Todd Mathes - Advanced Application Engineering Specialist and work for the Automotive Aftermarket Division at 3M

This presentation will include discussion around building repair procedure templates and estimates, capturing accurate material usage, validating repair procedures, cost containment, commonly overlooked or missed repair steps, and examples of proper repair methods within HD Truck and Commercial Vehicle repair.

PETERBILT - Friday Morning 10:00am

Heavy Truck Industry Update & Peterbilt New Product Introductions

Cathleen Valentine has worked for PACCAR for 15 Years. She currently is the Western Region Field Service Manager for Peterbilt Motors.

Update on the Heavy Truck Industry and trends. Learn about Peterbilt New Model 579, New Medium Duty Introduction, 2021 MX engine, New Medium Duty Transmission, and New Electric Vehicle Introductions.

Truckwriter Estimator – Friday Morning 9:00am

David Jimenez

We will go through the estimate process from the inspection point, the pricing process, and the final product our system. We will also show an estimate process with school busses and box trucks and trailers.

Saturday 16th

Prevost Presentation – Saturday 1A 8:00am

Robert Hitt - Director of Aftermarket Training for North America for Prevost Car Technology and safety systems on today's motorcoaches

These systems include but are not limited to Collusion mitigation, Automatic Fire suppression, 360 Cameras, E-mirrors just to name a few.

Saturday 16th

Volvo – Saturday 1B 8:00am

Volvo Lights Program

Kailas Aravind Ph.D. is the Advanced Technology Policy Director

He will go over the Volvo Lights Program as well as the components that comprise of the electrified truck.

He will also present the infrastructure as required for the electric trucks.

Brand & Tapely – Saturday 2A 9:00am

Adam Brand - Founding and managing partner of Brand & Tapply, LLC.

Combatting towing and recovery disputes.

Mitchell – Saturday 2B 9:00am

Overcoming New Challenges in Estimating and Collision Repair

Jerry Gastineau, Senior Director, Database Development, and Industry Relations, Mitchell International

In this session, we will share information that collision damage appraisers can use to streamline the commercial and specialty vehicle appraisal process—delivering greater estimate accuracy and consistency. With a focus on decreasing claims handling time and increasing customer satisfaction, attendees will learn.

Certified Boom – Saturday 3A 10:00am

ROPS repair. ROPS being Rollover Protective Structures.

Tyler Smith - Certified Boom Repair Service, Inc.

These are the protective structures where operators sit while running heavy equipment.

Most people call them operator's cabs.

There is a lot of stigmata attached so I will try to shed a little light in terms of OSHA guidelines, repairs, documentation and more.

PACCAR – Saturday 3B 10:00am

Casey Keil – PACCAR Parts Product Director Proprietary & Collision Program

Jarid Waltz, Senior Fleet Sales Manager

Overview of collision program and summary of 2021 new truck programs, Kenworth, Peterbilt & PACCAR Parts

WHECO – Saturday 4A 11:00am

David Wood- Director and past President. WHECO Corporation

Conforming structural repair and its evolution in the lift equipment industry

Berkley Fire – Saturday 4B 11:00am

Contractors' Equipment Claim Challenges

Debra Brickner, Sr. National Claims Director, W. R. Berkley Group

Tom Fergus, Heavy Equip. Claims Specialist, N.E. Truck & Equipment Claims

Examine and apply policy coverages in a variety of contractors' equipment losses.

Evaluate issues with scope of damage and reparability with specialty equipment.

Review valuation provisions and settlement strategies with various contractors' equipment claims.

Saturday 16th

ABC Companies – Saturday 5A 1:00pm

Ed Harmon- National Director of Operations for ABC companies
Current trends and challenges in collision repairs

Marshall – Saturday 5B 1:00pm

Insurance Claims in the Age of the Internet.

Thom Kramer / Byron Kitchens

Social media in insurance fraud investigations is more common than you may think, thanks to the ubiquity of the internet and smartphones. We use their cameras and willingly post this content for the world to see.

Mid-South Claims – Saturday 6A 2:00pm

Cargo in the Free Trade Zone

Jeri Brannon / Shannon Pittman

Cargo in the Free Trade Zone: What it is, where it is and how you deal with claims that occur in those areas. Types of currency used in those areas and rules that apply both good and bad.

Refrigerated Breakdown claims reading a Data Logger print out and what to look for. Difference in optimal temps and FDA allowed temps.

Broker Carrier Agreement changes and the mistakes motor carriers are making about their legal liability imposed by these contracts.

Open Forum Discussion - Saturday afternoon 7A 3:00pm