



2026 Class Descriptions

Tips & Tricks

One of our most popular classes every year at the Alert Users' Group is the Tips & Tricks class (aka. Advanced Features/Level 2). We are told that we could spend all day on this class and still not get to everything – that's why this year we took a unique approach and narrowed the focus for each one-hour course to a single topic:

- The Counter/Ticket Writing
- Work Order
- Financial / Back Office
- Dashboards

Come participate in these fast-paced participatory classes crammed full of time-saving skills that you can take back to your team! The perfect class for those attendees that thought they had learned it all!

Owner's Roundtable: Marketing & Branding Ideas

This user-led roundtable brings company owners together to exchange practical marketing and branding ideas that help their businesses stand out from the competition. Share what's working for you and learn from other owners as we discuss creative ways to strengthen your brand: from trucks and equipment to contracts, forms, signage, customer communications, and more. Come ready to share ideas, successes, and inspiration you can take back to your business.

AlertSign & AlertKiosk: What's New and What's Next

Join this interactive roundtable to explore the latest enhancements and new features available in AlertSign, along with a look at what's coming next. Looking for a faster, easier way to capture customer signatures at the counter? We'll also introduce AlertKiosk and discuss how it can help streamline the signature process and improve the counter experience. Bring your questions, ideas, and feedback to share with the group.



Reporting Made Easier: Mobile Reports, Excel & Sharing

Discover ways to simplify and enhance reporting in Alert using Mobile Reports and the Excel Plug-in. We'll explore tools that can make accessing and working with your data easier and more efficient. Have a custom report that works well for your business? Bring your ideas and examples as we discuss creative ways to make report sharing easier across the Alert customer community.

Roundtable: Manifest Reboot

Join us as we explore how to reboot the Manifest feature in Alert!

The goal is to make it easy to manage multiple deliveries on a single ticket - without the need to split or merge tickets.

We want your input: How would you expect this to work in Alert? Come share your ideas, workflows, and feedback to help us design a solution that works best for you.

Owner's Roundtable: Growth, Value Creation & Exit Readiness for Rental Companies

The rental industry is evolving quickly, driven by strong demand, increasing consolidation, and growing interest from both strategic acquirers and private equity investors. What was once a fragmented, local business has transformed into a scalable, high-performing sector attracting significant capital and attention.

In this session, we'll break down what's really driving success in today's rental market, and what owners need to do to stay competitive and build long-term value.

Attendees will gain practical insights into how leading companies are growing, what differentiates top performers, and how buyers evaluate rental businesses in today's M&A environment.

Connecting Alert: DataLink and Webservices

Discover new ways to put your Alert data to work with DataLink Data Extraction. This new Alert add-on makes it easier to extract and connect your data with third-party business intelligence tools, websites, and other web services. We'll explore how DataLink works, where it can be used, and the possibilities it opens for reporting, analytics, integrations, and sharing data across your business systems.



Ways to use Alert to Increase Revenue

Explore the tools and options available in Alert to help drive additional revenue through counter- and asset-level fees, surcharges, labor charges, and value-added services. We'll also share creative strategies and real-world ideas for uncovering new revenue opportunities—and invite you to bring your own successes and ideas to the discussion.

Owners Roundtable: AI & the Future of Rental

AI is quickly changing the way businesses operate—but what does that mean for the rental industry? This owner-focused roundtable will explore practical ways AI can be used to improve efficiency, enhance customer experience, support employees, and grow your business. Where could AI make the biggest impact in your operation? How are other rental businesses already putting it to work, and how might it complement the tools you use in Alert? Come ready to share experiences, ask questions, and brainstorm where AI could take the rental industry next.

Providing a Better Customer Experience

We'll kick things off with a few starter topics, but this is a fully interactive session driven by the ideas, challenges, and insights of the participants.

Want to explore ways to reduce friction for your clients? Enable more effective self-service? Minimize errors or improve communication? This is your space to dig into what matters most to your business.

Bring your questions, success stories, and ideas - the hour will go fast, and your input will shape the conversation.

Roundtable: Client Show & Tell: How You Use Alert

Sometimes the best Alert tips come from other users! This interactive, user-led session is your opportunity to share the shortcuts, creative solutions, and best practices that make your day-to-day work in Alert easier and more efficient. Learn how your peers are using

Alert, pick up ideas you can take back to your business, and come prepared with at least one favorite tip or trick of your own to share with the group.



Alert Rover: Taking the Rental Counter Further

Discover what's new in Rover and how it can help streamline your rental operation. We'll explore the latest features, including the new Driver app, and show how Rover can extend Alert beyond the traditional rental counter. Learn how these tools can help improve efficiency, simplify everyday tasks, and reduce friction for both your employees and customers.

Codes & Setup: Settings with Revisiting

When was the last time you took a fresh look at your Codes & Setup parameters? With each new version of Alert, new parameters and capabilities are added—and features that were once optional add-ons may now be included as standard functionality. Join us for a guided review of what's new, what you may have missed, and settings worth revisiting. It's a great opportunity to fine-tune your setup and make sure you're getting the most out of Alert.

Clean Data, Better Business: Alert Data Management

How clean is your Alert data? Join this discussion on best practices for managing your data and keeping your system organized and up to date. We'll talk about how long to retain historical data and ticket images, how often customer information should be reviewed, and strategies for identifying and removing obsolete data. We'll also explore the latest purge tools available in Alert and share ideas for developing an ongoing data management routine that works for your business.

Building Alert Confidence - Training New Staff

Training new employees (especially seasonal staff) can be a challenge. Join one of our senior project managers for an interactive discussion on practical ways to get new team members comfortable and productive in Alert. We'll share training approaches, helpful resources, and ideas for teaching the features employees need most. Bring your own onboarding successes and challenges as we exchange strategies for making Alert training easier and more effective.