



Annual Conference Attendee Program



Conference Registration Form

Contact Information

(Attendees not registered by Oct. 12 must register onsite.)

Name: _____

Company Name: _____

Address: _____

City: _____

State/Province: _____

Zip/Postal Code: _____

Country: _____

E-mail: _____

Phone: _____

Fax: _____

Payment Method (Check one)

- Check Enclosed
 MasterCard Visa AMEX

Credit Card Number: _____

Exp. Date: _____

CVV Number: _____

(3 digits on the back of card or 4 on front of AMEX)

Name on Account: _____

Signature: _____

Phone Number: _____

E-mail: _____

These items are required for credit card payment.
 Payment can not be processed if the required information is incomplete.

- Full Registration NWRA Member -
 Primary Attendee until 10/12/07 \$150
 Full Registration NWRA Member -
 Primary Attendee after 10/12/07 \$200

- Full Registration Non-NWRA Member -
 Primary Attendee until 10/12/07 \$350
 Full Registration Non-NWRA Member -
 Primary Attendee after 10/12/07 \$400

Total Fees _____

Note: All prices will increase for on-site rates.

Fax forms and fees to 540/720-3470 by October 12, 2007

or mail to 385 Garrisonville Rd, Ste 116, Stafford, VA 22554

Speakers

Mike Boyle

GlasWeld, Inc.

Mike is president of GlasWeld, Inc., an Oregon-based manufacturer and international supplier of glass repair equipment.



ance and collision repair. In 1997 he co-founded B.R.I.N.K Kiosk Corporation and was responsible for the concept and deployment of the company's EazyImage Digital Image Management application for the collision repair industry. Through successful acquisitions, he was able to yield substantial gains for employees and investors alike.

Dave Casey

SuperGlass Windshield Repair

Dave is the president of SuperGlass Windshield Repair in Orlando, Florida. He is also the vice



president of the NWRA.

Paul Gross

Harmon Solutions Group

Paul is president of Harmon Solutions Group, one of the largest third party administrators in



the insurance industry. Paul also sits on the NWRA Board of Directors.

Gary Hart

eDirectGlass – CEO/President

Gary is the founder of two successful technology companies focused on delivering solutions to high-end markets such as insur-



Matt Larson

Vice President, Sales and Training, Delta Kits

Matt is the head trainer for Delta Kits a supplier of glass repair products. He was voted the 2006



MobileTech Windshield Repair Person of the Year. Matt also serves on the NWRA Board of Directors and the ROLAGS Standards Committee.

Debra Levy

President, Key Communications Inc.

Deb is president of Key Communications Inc., publisher of **AGRR**, glass-BYTES.com, **USGlass** and numerous other industry



publications. Deb has more than 25 years in the glass information industry. She is the author of a number of related books and arti-

cles and has been a presenter at many international industry events. She sits on the ANSI Z97.1 Safety Glazing Committee and the Auto Glass Replacement Safety Standard (AGRSS)/ANSI board of directors. She also serves as the executive director of the NWRA and ROLAGS Secretary.

Dan Molloy



is the Founder and President of Molloy, LLC. With 30 plus years of sales and marketing experience, Dan has accumulated a unique combination of

skills in a variety of industries; it's one of the reasons his program is so successful!

Troy Mason

TechnaGlass, Inc.

Troy is the founder of TechnaGlass,



Paul Syfko

Glass Medic America

an auto glass retailer in Utah. Troy also serves on the NWRA Board of Directors.



Paul is president of Glass Medic North America, an international supplier of glass repair equipment. Paul serves as the president of the NWRA.

Gerry Zwart

Clearview Windshields Inc.



Gerry is president of Clearview Windshields in Inwood, Iowa. Gerry is a member of the NWRA.

Auto Glass Week

November 1 - November 2, 2007

Your badge also earns you attendance at:



Coctail Party:
November 2, 6:00PM - 8:00 PM

To register visit www.nwrassn.org or fax to 540/720-3470

NWRA 2007 Conference

Thursday, November 1

8:00AM – 4:00PM

Walt Gorman Memorial Windshield Repair Olympics: Co-sponsored by the NWRA and AGRR Magazine – The Walt Gorman Memorial Windshield Repair Olympics (WRO), now in its second year, was created to provide a venue for repair technicians to showcase and learn the finest repair techniques from one another. The first place winner will receive \$1,000, a gold medal and trophy, as well as bragging rights as the “World’s Best Repair Technician.”

Friday, November 2

7:30AM – 6:00PM

Conference Registration Open

8:00AM – 8:30AM

Welcoming & Opening

Speaker: Paul Syfko – NWRA president

8:30 AM – 9:00 AM

ROLAGS update – The NWRA Board of directors will report to the membership on the passage of ROLAGS and the next steps the association will take in relation to the standard.

Speaker(s): Debra Levy – of the ROLAGS committee.

9:00AM – 9:45AM

NWRA Green Initiative: Selling Windshield Repair as Environmentally Friendly – In a world where cities are banning plastic bags and bottled water, most consumers do not know that laminated glass cannot be recycled. The repair industry is doing its part to preserve our planet for decades by repairing damaged windshields instead of sending them to landfills. The NWRA is launching an initiative to educate consumers about the benefits of windshield repair.

Speaker(s): Dave Casey – SuperGlass Windshield Repair; Mike Boyle – GlasWeld, Inc.

9:45AM – 10:00AM

Break

10:00AM – 10:45AM

NWRA Green Initiative: Selling Windshield Repair as Environmentally Friendly, Part II – The NWRA will show attendees how to turn the environmental benefits of repair into more repair jobs and provide them with the tools to do it.

10:45AM – 11:00AM

Break

11:00AM – 12Noon

Angels in the Parking Lot: Ethics in Windshield Repair – Everyday, the morally straight repair shop has to compete in a market where any person can repair damaged windshields whether they need to be repaired or not. A panel of repair industry experts will meet to discuss how shop owners can compete and maintain their integrity in a sometimes morally corrupt industry.

Moderator: Paul Gross – Harmon Solutions Group; Panelists: Matt Larson – Delta Kits, Gerry Zwart – Clearview Windshields Inc.,

12Noon – 1:00PM

1:00PM – 1:30PM

Lunch on Your Own

Stretch Your Legs @ the NACE Show – The International Autobody Congress & Exposition presents the NACE Show. Visit the Auto Glass Expo @ NACE and see the latest and greatest the auto repair industry has to offer. Your conference badge gives you complimentary admission to the show.

1:30PM – 2:30PM

Get Digital Cash: Internet Marketing – Keeping your doors open in the 21st century requires proper marketing and branding on the internet. Putting your address and telephone number on a web page is not enough. Maximize your profits by maximizing your internet presence. Our industry experts will show you how.

Speaker(s): Gary Hart - eDirectGlass

2:30PM – 3:45PM

Ten Great New Advantages of Repair Over Replacement

– Why repair a windshield when your insurance company will give you a new one for free? We will give you ten great reasons that will help you sell more repair business.

Speaker(s): Troy Mason - TechnaGlass

3:45PM – 4:00PM

Break

4:00PM – 5:00PM

World’s Best Customer Service Representative: Proper CSR Training – You have invested in the best equipment, the best repair technicians, the best internet presence and a yellow page ad but 80% of sales are made over the phone by your business’ customer service representative (CSR). What have you invested in your CSR? We’ll show you how to find and train the world’s best CSR.

Speaker(s): Dan Molloy of Molloy Sales Institute

6:00PM – 8:00PM

NWRA Member Cocktail Party: Join us for food and drink to talk shop, network or just meet and greet.

Here’s What Your Registration Gets You

- Walt Gorman Memorial Windshield Repair Olympics
- NWRA Green Initiative: Selling Windshield Repair as Environmentally Friendly
- Get Digital Cash: Sell your business on the internet
- How to train the world’s best CSR
- Admission to the NWRA Conference—all seminars, demos and social events
- Admission to the NACE Show and the Auto Glass Expo @ NACE
- Admission to the Walt Gorman Memorial Windshield Repair Olympics™
- Admission to the Auto Glass Technician Olympics™

To register visit www.nwrassn.org or fax to 540/720-3470

Board of Directors Election

Dear NWRA member,

During the 2007 NWRA Annual Conference the attending membership will vote to fill the open on the NWRA Board of Directors.



According to the Association bylaws, "The nominating committee shall ... submit its list of nominees to the President at least 60 days prior to the Annual meeting. The President shall cause this list to be distributed to the membership together with an announcement of the date of the Annual Meeting not less than 30 days prior to the date of the Annual Meeting."

Association members submitted nominations to the committee this summer through an official process as specified by the NWRA bylaws. The committee interviewed candidates that were eligible for board membership. Nominated members must be in good standing and their names were submitted to the committee by June 1, 2007.

Board members must be able to commit eight to ten hours per month to the NWRA in addition to traveling two to three times per year for board meetings, as well as participate in six bi-monthly conference calls.

Elections will take place at the Annual Meeting in Las Vegas on November 2.

Thank you for attending to take part in this important election.

Sincerely,
NWRA Nomination Committee

The NWRA Annual Conference will take place at the Mandalay Bay Conference Center in Las Vegas November 2-3 during what is fast becoming one of the industry's most important events—Auto Glass Week™ in Las Vegas.

To Register, visit www.nwra.com. Discounted registration runs through October 12, 2007. Full price onsite registration will also be available.

Affordable hotel rooms are still available.

The NWRA has secured discount pricing for those attending the annual conference at the Plaza Hotel & Casino. An 11 minute ride from the Mandalay Bay Convention Center, the Plaza provides the best of Las Vegas for less. Call 800/634-6575 and mention the NWRA Conference to reserve your room.

Attendees also may stay at any of the NACE show hotels. These hotels are closer to the Mandalay Bay Convention Center but they are also more expensive. Call 800/221-3531 or visit www.naceexpo.com to reserve these rooms. When reserving a room in the NACE show housing block, attendees must mention the NACE show to receive the discounted rate.



To register visit www.nwrassn.org or fax to 540/720-3470