



Rural Computer
Consultants, Inc.

26TH ANNUAL RCC CUSTOMER SEMINAR

June 17-20, 2024

DoubleTree Resort by Hilton Myrtle Beach Oceanfront

www.rccbi.com

Our Mission

Evaluate, Engage, and Educate

Thank you! You are here, the hardest part is complete. Time to soak in the whole experience and learn.

This year's 3 ½ day seminar promises to unlock the full potential of RCC, foster invaluable connections, and ensure every participant leaves with a sense of accomplishment.

We sincerely appreciate your decision to dedicate your valuable time away from work and family to join us at our annual seminar. Your presence means a lot to us, and we are truly grateful for the time you've chosen to invest with us. Thank you for your commitment and participation.

Enjoy the Show!

For Fuel People, By Fuel People

We value your suggestions, insight, and experiences you share.

When you feel inclined to do so, please scan the QR code with the camera on your phone and give us your thoughts, ideas, suggestions, or better ways to continue to grow business together.



RCC Fun Facts

210

hours RCC staff
volunteered in 2023

25

new company
converts in 2023

2,778.44

hours for support
helping customers

9283

Items Handled from
Support Queue in 2023

54274

Screenshots captured
by the Fuel Support
Department in 2023

340

NEW Member Hub
accounts since launch

Total Lines of Code

V-10: 2,540,343
Classic: 4,764,628

V10 Releases per year

2022: 5 Service Packs, 31 Hot Fixes
2023: 3 Service Packs, 26 Hot Fixes

Enhancements Released

2023: 225
2022: 206
2021: 253
735 since 2021-2024

Customer Apps Released

2021: 24
2022: 103
2023: 58
2024: 26 so far

Average Years of Experience at RCC for our Dev Team Leads

14.67 (88 years total)

Celebrating *Susie*



Read some of the best staff anecdotes about Susie!

★ Susie is #lifegoals with her casual but professional demeanor, sense of humor (few have the ability to laugh off snoring in a meeting-that has been recorded), and community minded thinking.

I had a particularly difficult customer on repeat and Sue sent them an email defending me and my work with them during a time they had me feeling pretty defeated. I still have the email saved in my inbox several years later because I was so impressed and grateful for it.

My favorite thing about Susie is that she can sleep anywhere, anytime. At her desk, under her desk, on a conference call. I've found her laying on her floor sleeping or sitting in her chair and lest we all forget the snoring incident.

I admire Susie for her quick brain and intelligence. She is always two steps ahead of everyone else and her mind is always working. And even better, she is good at pausing and letting others catch up.

My wife, Cathy, and I were talking to Sue at the Southeastern in Atlanta. It was a rare break where we were sitting down. A customer caught Sue's attention, so she stood up. As she stood up her name tag caught the bottom of her skirt so, unbeknownst to Sue, it hiked her skirt way up. Cathy's face contorted with shock and awe as she tried to speak to warn Sue. Cathy was so shocked, about all she could do was grunt and point. In true Sue fashion, she got the message, fixed her skirt, and took care of the customer without skipping a beat.

★ For Sue it was always about how much time she put into RCC. It was something I admired and tried to keep up with her but was not successful. Almost always woke up to emails from her overnight ★

Day 1

Monday, June 17, 2024

Day 2

Tuesday, June 18, 2024

7:30 AM	Customer Registration & Breakfast
8:00 AM	Welcome to the 26th Annual RCC Customer Seminar
8:30 AM	MOGO Morning - Meet the MOGO Team, Hardware & Software Overview, What's Next for MOGO (information every MOGO customer should know)
10:25 AM	MOGO Morning - Delivery Demo, Best Practices, Real Time Communications, Reports (How to improve your MOGO experience)
12:00 PM	Vendor Sponsor Lunch
1:00 PM	Keynote Speaker Kate Gaziano from the NPGA
2:10 PM	Service Manager / MOGO Service Tablet
3:00 PM	DM & Forecasting Logic, Monitor Usage & Forecasting in RCC
4:10 PM	Imaging
6:00 – 8:00 PM	RCC Welcome Reception on Front Lawn

Why do you come back to the RCC Seminar?

We returned to the RCC Seminar because of its valuable and relevant training sessions!– Angie Trettin, Johnson Oil & LP Company

7:30 AM	Vendor Sponsor Breakfast
8:00 AM	RCC Did You Know? Discuss BYB, FDS FF, RCC Newsletter, Podcasts, Member Hub
9:00 AM	Daily Work - Uploading & Posting How To
10:30 AM	Reports & Queries, Notifications, RCC Business Analytics
12:00 PM	Vendor Sponsor Lunch
1:00 PM	Keynote Speaker Steve Gasser, CEO Vivid Image
2:00 PM	Web Services & Auto-Payments & App
3:00 PM	Customer Budgets
3:30 PM	Customer Contracts
4:00 PM	Vendor Fair - Atlantic A&B Ballroom
6:00 – 8:00 PM	RCC Customer & Vendor Appreciation on Front Lawn

What is your favorite part of seminar?

I have found that listening to all the companies' ideas is a great way to find new ways to add value to our company.– Tom Watson, Newport Propane

Thank You!

To Our **AWESOME** Seminar Sponsors

Please help us thank these vendors!

They help to keep our seminar rates low, help feed us, and bring great prizes!

Be sure to visit with them Tuesday, 4:00-6:00 PM at the Vendor Fair in the Carolina Rooms A,B.



Day 3

Wednesday, June 19, 2024

8:00 AM

Breakfast & Roundtables Session - Carolina Ballroom and Virtual Roundtable Online Room

10:15 AM

The Hub (+2-way notifications chat of dashboard)
- Navigating New Customers/New Equipment/New Locations

12:00 PM

Vendor Sponsor Lunch

1:00 PM

Sit down with Susie

2:00 PM

Feature Flags

3:00 PM

NEW Month End

4:00 PM

Letter Templates

6:00 –
9:00 PM

Evening Shuttles (Sunway Charters) to Boardwalk At The Beach - Please be sure to signup for shuttle times

Do you learn at the Customer Seminar?

In the 24/25 years I have been attending, I have never attended a seminar that I haven't learned several things that our company benefits from. RCC listens to their customers and is always finding new ways of doing things that saves time and makes my job easier.
– Kim Wagner, Northwest Gas

Day 4

Thursday, June 20, 2024

7:30 AM

Vendor Sponsor Breakfast

8:00 AM

Stump Support - Q&A Session with all RCC Support Staff

10:00 AM

General Ledger, Financials, Inventory, Accounts Payable, Payroll

11:00 AM

Leadership Talk & Development Direction of RCC

RCC Farewell - This is not a goodbye, but a See You Soon!

We can't say this enough - Thank you for joining us this week. If you would like to revisit any of the training sessions hosted these past 3 1/2 days, we will have all available to enjoy again at the Member Hub > RCC Annual Seminar page.

Why do you come back to the RCC seminar?

I've made lifelong friends from all over the country at the RCC seminars. I can freely bounce ideas and debate best practices with the staff at RCC and my fellow colleagues in the fuel business. I always come back with a few gems. I'm proof that you can teach an old dog a new trick once in a while. – Rick Francis, Newport Propane

Meet Your Speakers

Kate Gaziano, Director of Regulatory Affairs and Associate General Counsel NPGA



Kate Gaziano represents the propane industry as the Director of Regulatory Affairs and Associate General Counsel at NPGA, the National Propane Gas Association; the national non-profit trade association of the propane industry with a membership of about 2,400 companies, and 36 state and regional associations that represent members in all 50 states. Prior to joining NPGA, Kate was previously a regulatory attorney with Akin Gump Strauss Hauer & Feld in DC and a law clerk to Judge Edith Jones on the U.S. Court of Appeals for the Fifth Circuit in Houston, TX. She has also worked in the Office of Chief Counsel at the Transportation Security Administration (TSA) and the Bill of Rights Institute. Kate is a graduate, summa cum laude, of the Antonin Scalia Law School at George Mason University and the University of Virginia.

At NPGA, Kate works with various federal grant programs that distribute grants to propane and propane Autogas, as well as meets with and submits comments to federal regulatory agencies that regulate the propane industry, including the Department of Transportation, the Department of Energy, and the Environmental Protection Agency.



www.npga.org

Meet Your Speakers

Steve Gasser, CEO Vivid Image



I know that spending time and money on marketing that doesn't work is frustrating. That's why I focus on making marketing intentional and effective. Seeing companies thrive with a clear plan and solid support is what drives me.

At Vivid Image, we specialize in helping family-owned propane companies stand out. We create marketing strategies that showcase your unique qualities and make you truly remarkable.

Our clients not only save time and money; they also see their businesses grow like never before. You can end each day knowing they're on the right path, making progress with every step.



If you think you're too small to make a difference, try sleeping with a mosquito. – Dalai Lama



Meet the RCC Team

You'll find the following RCC staff throughout this year's seminar. Say hi, ask us a question, give us a high-five - we're here to connect with you!



Abby
Head of Operations
16 years

Bummy
Sr. MOGO Support
& Team Lead
13 years



Freddie
Head of Business Growth
19 years

Holly
Head of People
10 years



Jamie
Software Support
6 years



Jason
CTO
26 years



Kyle
Head of Sales
& MOGO
11 years



Nancy
Sales &
Communication
Executive Assistant
13 years



Nate
Head of
Development
22 years

Samantha
Sr. Software
Support
5 years



Susie
CEO
26 years

Tara
Head of Consulting &
Corporate Accounts
20 years



Tony
FRF Productions



Coming together is a beginning, keeping together is progress, working together is success. — Henry Ford

I never lose. Either I win or learn. – Nelson Mandela

Why do you come back to the RCC seminar?

I have been attending the RCC seminar for 10 years and every single year I am never disappointed in how much more knowledge of RCC and the industry that I come home with. – Amanda L. Haugen, Chippewa Valley Energy



Year after year, I leave the seminar with more knowledge, tips and tricks than I thought possible! 1st seminar or 10th seminar, you will leave with an abundance of helpful information to make using RCC easier and more efficient!
– Amber LaFountain, Helmers Fuel

What is your favorite part of the RCC Customer Seminar?

On top of all the great knowledge we gain from the RCC staff, I love the collaboration we can get from being with other companies to learn together and from each other and be able to improve our processes. — Dustin Owens, Owens Energy

Message from your Seminar MCs

We extend our heartfelt gratitude for your presence at the RCC Customer Seminar.

This week holds a special place in our hearts as we dedicate ourselves to serving RCC. We're genuinely excited to have you here, learning alongside our team and forging connections with fellow RCC Customers. As we navigate through the challenges together, let's remember that RCC is always there to provide stability amidst the waves of uncertainty.



Your RCC Seminar MCs,
FRANCY (Freddie & Nancy)



Why do you come back to the RCC seminar?

Attending the seminar is an excellent way to get to know the RCC staff and learn about all the features the program has to offer. It is also an excellent opportunity to network and learn from other attendees. And you really need to participate in the Freddie & Nancy experience. They put together a fun way to learn for everyone.

— Michael Koopman, Koopman and Sons Gas Co, Inc.

Shell yeah, thank you for attending!



**Rural Computer
Consultants, Inc.**

320-365-4027 | www.rccbi.com