

CBORD's 2010 User Group Conference October 3-6, 2010 Orlando, Florida

CBORD® is proud to hold our 31st annual User Group Conference (UGC) at the JW Marriott Orlando, Grande Lakes, in Orlando, Florida. CBORD has been committed to providing our clients with the best systems training, education, support, and professional development.

Overcome hurdles facing your organization!

CBORD's User Group Conference is more than a gathering of people who share a common interest; it is a purposeful and strategic program for increasing product knowledge and getting hands-on experience.

With the right tools, anything is possible and we are here to help!

By attending UGC 2010, you will efficiently and cost-effectively receive education on your CBORD system(s). You will find new products, ideas, information, and contacts you need to solve issues facing your organization today.

We are confident that UGC 2010 is an investment that pays for itself!

Get the most out of your CBORD investment:

- Comprehensive educational sessions and systems training
- One-on-one access to CBORD experts
- New products to see and new cost-saving technologies to investigate
- Face-to-face interactions with CBORD staff and peers
- Knowledge sharing
- Continuing education credits

REGISTRATION

Registration opens: May 20, 2010

Complete the online registration as soon as possible to confirm your spot at the conference. Certification courses have limited space available! Sign up when registering!

Log on to www.cbord.com/ugc2010 to register!

Attendee Registration—UPDATED August 2010

All prices in U.S. Dollars	Early Bird by 7/15	Standard by 8/27	Late after 8/27
Full Conference Registration—3-Night		\$1,597.50	\$1,950.00
Full Conference Registration—4-Night		\$1,708.88	\$2,128.88
Conference & Events Only Registration (no hotel)		\$1,200.00	\$1,350.00
One-Day Registration Monday, October 4	\$475.00	\$475.00	\$525.00
One-Day Registration Tuesday, October 5	\$475.00	\$475.00	\$525.00

Full Conference Packages Include the Following:

- Access to educational sessions, the Technology Pavilion, and the Cyber Café
- Access to training and certification track (preregistration required)—space is limited!
- Sunday meals: Welcome reception
- Monday meals: Breakfast, lunch, morning & afternoon breaks, networking dinner
- Tuesday meals: Breakfast, lunch, morning & afternoon breaks, gala dinner
- Wednesday meals: Breakfast, morning break, boxed lunch
- Three- or four-night hotel stay (you choose your package)

Conference and Events Registration Includes the Following:

- Access to educational sessions, the Technology Pavilion, and the Cyber Café
- Access to training and certification track (preregistration required)—space is limited!
- Sunday meals: Welcome reception
- Monday meals: Breakfast, lunch, morning & afternoon breaks, networking dinner
- Tuesday meals: Breakfast, lunch, morning & afternoon breaks, gala dinner
- Wednesday meals: Breakfast, morning break, boxed lunch

One-Day Registration Includes the Following:

- Access to educational sessions, the Technology Pavilion, and the Cyber Café
- Access to training and certification track (preregistration required)—space is limited!
- Monday meals: Breakfast, lunch, morning & afternoon breaks, networking dinner
OR
- Tuesday meals: Breakfast, lunch, morning & afternoon breaks, gala dinner

Dates

October 3-6, 2010

Location

JW Marriott Orlando, Grande Lakes, in Orlando, Florida

4040 Central Florida Parkway

Orlando, Florida 32837 USA

Phone: 1-407-206-2300

For more information: <http://www.marriott.com/hotels/travel/mcojw-jw-marriott-orlando-grande-lakes/>

Guest Special-Events Fee

Your spouse/guest is welcome to join you at the networking dinner and the gala dinner. Guest fees must be paid prior to the event. Payment may be included in your registration fee or made at the conference registration desk. All guests must register at the registration desk and receive a name badge in order to attend each event.

Monday, October 4

Networking Dinner \$65.00

Tuesday, October 5

Gala Dinner \$100.00

Payment Instructions

US funds only

Accepted credit cards at the time of registration through PayPal: Visa, MasterCard, and Amex.

CBORD accepts Visa and MasterCard payments for invoices. You can call 607.257.2410 x 2747 to pay your UGC invoice.

Have a Purchase Order?

Please provide a valid purchase order number from your organization when prompted in the payment section of the registration form.

Want to be invoiced?

If you would like to be invoiced, please type INV in the purchase-order box. An invoice will be emailed to you within forty-eight business hours and payment is expected within thirty days.

IMPORTANT NOTICE

Registrations become effective upon receipt of a completed online registration. Pre-payment is required to attend the conference. Delegates who have not paid will be required to pay on-site or will not be admitted to the conference. Registration must be completed online, and CBORD accepts the following payment options: Visa, MasterCard; company check; or wire payment. All fees must be paid prior to the Conference.

Confirmation of Registration

Upon receipt of your registration, you will receive an email confirming your registration. Following this, you will receive an invoice for payment. Once payment has been received, a final letter of acknowledgment will be sent including any further advice necessary prior to your arrival at the conference.

SUBSTITUTION & CANCELLATION POLICIES

Cancellations must be submitted in writing. All cancellations received by CBORD on or before September 3, 2010, are entitled to a refund, minus a \$100 processing fee. No refunds will be given to registrants who cancel after September 3, 2010, or who fail to attend the conference. Substitutions for paid registrants may be made at any time prior to September 24, 2010, by contacting Melissa Flood at 607.330.3980 or mlf@cbord.com.

DISCLAIMER

CBORD reserves the right to cancel an event at any time. CBORD reserves the right to replace or cancel sessions or make any other changes to the agenda without notice. All information is subject to change.

Accommodations—UPDATED August 2010

Notice: Due to the exciting number of attendees registered for UGC, the host hotel, the JW Marriott, is fully booked. A second hotel option, SpringHill Suites Orlando at SeaWorld, is close to the host hotel. Full conference registration packages are available, which include a three- or four-night hotel stay and conference meals. Attendees will be responsible for their own arrival and departure transportation; during the conference, shuttle service to and from the host hotel will be provided at no charge to guests at the SpringHill Suites.

SpringHill Suites Orlando at SeaWorld
10801 International Drive
Orlando, Florida 32821 USA
Phone: 1-407-354-1176

Room Rates

\$99/night plus 12.5% taxes

Check-in/Check-out Times

Check-in: 3:00 p.m.

Check-out: 12:00 p.m.

About the SpringHill Suites Orlando at SeaWorld

The SpringHill Suites Orlando boasts spacious suites. Complimentary breakfast and high-speed Internet are standard at this International Drive hotel.

From its unique Shamu-themed outdoor pool to its location adjacent to Aquatica, this Orlando, Florida, International Drive hotel is sure to please.

Complimentary Services

- Buffet breakfast
- Coffee/tea in-room
- Phone calls: toll-free

Business Services

- Copy service
- Fax service
- Network/Internet printing
- Overnight delivery/pickup

Guest Services

- Cash machine/ATM
- Concierge desk
- Foreign exchange nearby
- Housekeeping service daily
- Laundry on-site
- Laundry on-site, coin operated
- Local restaurant dinner delivery
- Newspaper in lobby
- Room service 11:00 AM-12:00 AM
- Safe deposit boxes, front desk
- Valet dry-cleaning

High-Speed Internet Access

- Public Areas: Wireless
- Guest Rooms: Wired
- Meeting Rooms: Wireless

Guest Facilities

- Beauty shop nearby (referral at front desk)
- Car rental nearby: Hertz, 1-407-938-9521
- Game room
- Video games

Accessibility

- Service animals allowed for persons with disabilities

Transportation

Air Transportation

As a conference participant, you will need to make your own flight arrangements into Orlando International Airport (MCO).

Contacts

American Airlines 800-433-7300

(www.aa.com/index_us.jhtml)

Continental Airlines 800-523-3273

(www.continental.com/web/en-US/Default.aspx)

Delta 800-221-1212

(www.delta.com/home/index.jsp)

Northwest Airlines 800-225-2525

(www.nwa.com)

Southwest Airlines 800-435-9792

(www.southwest.com)

US Airways 800-428-4322

(www.usairways.com)

Ground Transportation

You will be responsible for your own transportation to and from the hotel. Following are some transportation options.

Mears Shuttle Service: fee is \$17.00 USD (one way).

For transportation from the airport to the hotel, reservations are not required; for transportation from the hotel to the airport, please call 407-423-5566 twenty-four hours in advance to arrange for shuttle service.

Estimated taxi fare: \$50.00 USD (one way).

Mears Transportation Group 407-423-5566

Shuttle van fares are charged per person. Check with the attendant for round-trip fares and children's rates.

Shuttle vans are available on both the A and B sides of the Main Terminal, on the Ground Transportation Level (Level 1), at the Commercial Lane parking spaces:

A9-A10 and A36-A37

B9-B10 and B40-B41

Taxi Cabs

Ace Metro/Luxury Cab 407-855-1111

Diamond Cab Company 407-523-3333

Quick Cab 407-447-1444

Star Taxi 407-857-9999

Town & Country Transport 407-828-3035

Yellow/City Cab 407-422-2222

Taxis are available on both the A and B sides of the Main Terminal, on the Ground Transportation Level (Level 1), at Commercial Lane parking spaces:

A5-A8 and A28-A31

B5-B8 and B19-B24

Parking at the JW Marriott, Grande Lakes

On-site parking: fee is \$10.00 USD daily.

Valet parking: fee is \$21.30 USD daily.

Parking at the SpringHill Suites Orlando (Second Conference Hotel)

On-site parking: complimentary.

For conference attendees staying at the SpringHill Suites Orlando, shuttle service during the conference to and from the host hotel, the JW Marriott, will be provided at no charge.

Travel Savings - Resources

Special deals and discounts with Greyhound: <http://www.greyhound.com/home/en/DealsAndDiscounts/Deals.aspx>.

Be sure to check out deals from Amtrak: <http://www.amtrak.com/servlet/ContentServer/Page/1237405732514/1237405732514>.

If you need assistance finding reasonably priced transportation, feel free to contact Melissa Flood at mlf@cbord.com or 607.330.3980.

Group Discount

A discount applies if two or more individuals register from the same organization. The second person and every registrant thereafter will receive a \$100.00 discount off the regularly priced conference registration rate.

SAVE with CBORD's

Student Advantage discount card!

All registered attendees will receive a FREE Student Advantage discount card provided exclusively by CBORD's Off-Campus Commerce.

Take advantage of these exclusive discounts from participating travel partners:

- Alamo Rent A Car - Up to 20% OFF
- Amtrak - SAVE 15% on Rail Fares
- CheapTickets - Up to \$40 OFF qualifying flight + hotel packages
- Dollar Rent A Car - SAVE 5%-25% on car rentals
- Greyhound - 20% OFF Walk-Up Fares and Online
- National Car Rental - Up to 20% OFF
- Orbitz - \$40 OFF Flight + 4-Night Stay

Receive more than just travel savings with your Student Advantage discount card. Save money locally and online with Student Advantage every day on food, travel, school supplies, and more. See complete list of participating merchants: <http://www.studentadvantage.com/discountcard/>.

Once registered for the conference, you will receive your Student Advantage discount card via mail. Be sure your contact information is correct when registering! Happy savings!

Conference Agenda

Please note that the agenda is subject to change; it is being made available early to assist you with travel arrangements.

An updated agenda will be made available in the coming months. Be sure to check our website for the most-up-to-date information!

Sunday, October 3, 2010

- 12:00 p.m. – 7:30 p.m. Conference Registration Open
- 3:00 p.m. – 6:00 p.m. Product Updates
- 7:00 p.m. – 9:00 p.m. Opening General Session & Welcome Reception

Monday, October 4, 2010

- 7:00 a.m. – 5:30 p.m. Conference Registration Open
- 7:00 a.m. – 8:00 a.m. Continental Breakfast
- 8:00 a.m. – 12:00 p.m. Sessions
- 9:00 a.m. – 5:00 p.m. Technology Pavilion
- 12:00 p.m. – 1:30 p.m. Lunch
- 1:30 p.m. – 5:30 p.m. Sessions
- 6:30 p.m. – 8:00 p.m. Networking Dinner

Tuesday, October 5, 2010

- 7:00 a.m. – 5:30 p.m. Conference Registration Open
- 7:00 a.m. – 8:00 a.m. Continental Breakfast
- 8:00 a.m. – 12:00 p.m. Sessions
- 9:00 a.m. – 4:00 p.m. Technology Pavilion
- 12:00 p.m. – 1:30 p.m. Lunch
- 1:30 p.m. – 5:30 p.m. Sessions
- 7:30 p.m. – 10:00 p.m. Gala Dinner & Awards Celebration

Wednesday, October 6, 2010

- 7:00 a.m. – 2:00 p.m. Conference Registration Open
- 7:00 a.m. – 8:00 a.m. Continental Breakfast
- 8:15 a.m. – 1:00 p.m. Sessions
- 1:00 p.m. Lunch—Boxed Lunch To-Go

Questions?

Kelley Wilcox
Corporate Events Manager
The CBORD Group, Inc.
607.330.7558
Email: kaw@cbord.com

Lindsey White,
Corporate Events Coordinator
The CBORD Group, Inc.
607.257.2410 x2469
Email: ldw@cbord.com

Check our website for the most up-to-date conference details:

www.cbord.com/ugc2010

We look forward to seeing you in Orlando!