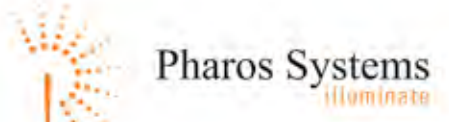


Gold Sponsors



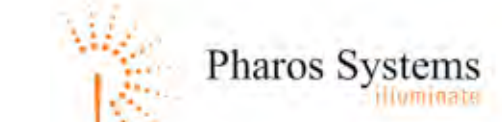
Silver Sponsors



Gold Sponsors

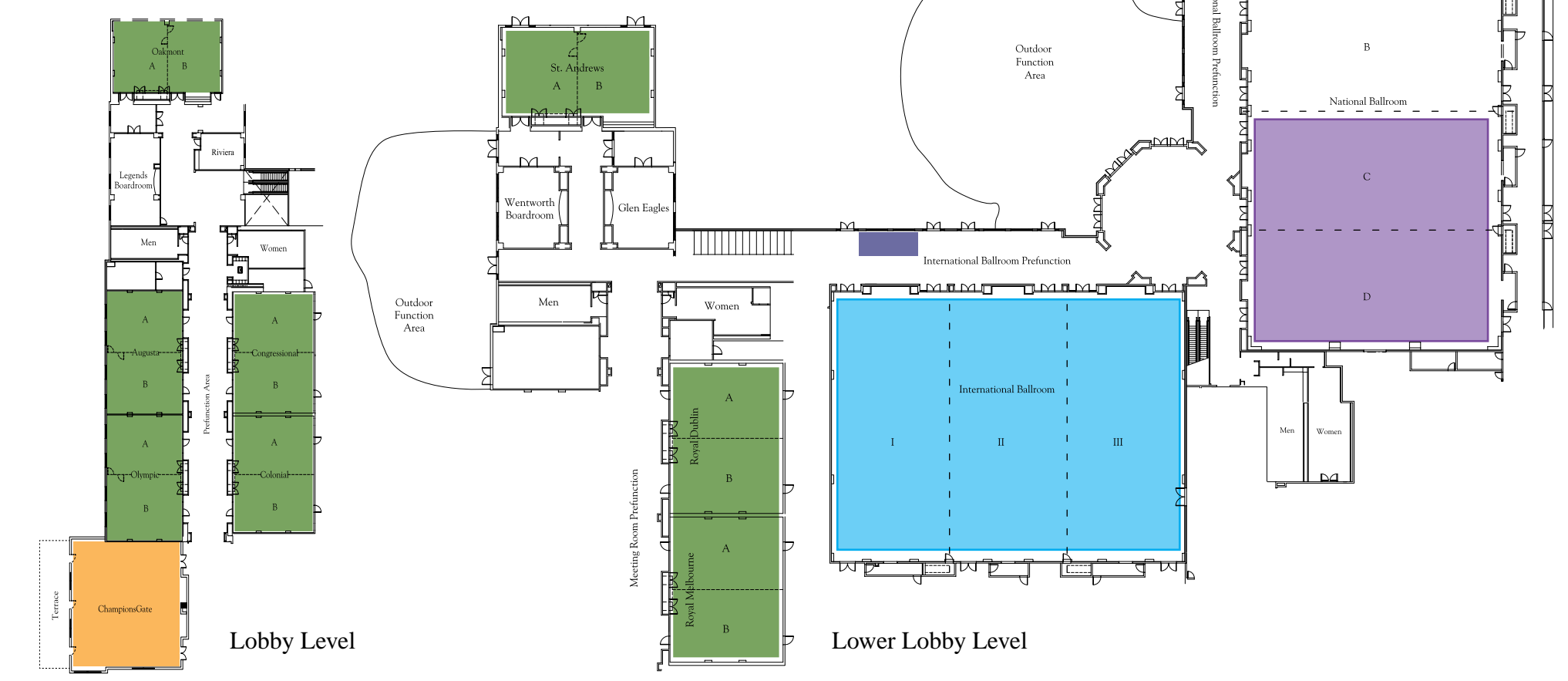


Silver Sponsors



Time	One CBORD		Card Systems & Access Control				Housing Management Systems		Nutrition Service		Food Service		Online Ordering & Catering				
Thursday	9:30am – 10:30am	Market Focus: College & University Read Winkelman, CBORD <i>Congressional</i>	Market Focus: Healthcare Rich Barnes & Dave Baals, CBORD <i>Augusta</i>	What's New in CS Gold Bob Lemley & David Beckwith, CBORD <i>Royal Dublin</i>		What's New in Odyssey PCS/Upgrade Sue Chaffee, CBORD <i>Royal Melbourne A</i>	Automatic Merchandising Wes Urban, CBORD <i>Royal Melbourne B</i>	Work Order System for Housing Administrators Robin Shuleski, Dayton <i>St. Andrews B</i>		Inside Press Ganey Marsha Diamond, CBORD <i>Olympic A</i>	Pattern Fixing Functional View Peter Kornbrust, CBORD <i>Olympic B</i>	Case Studies—Total System Integration Todd Seligman, ARAMARK <i>Colonial A</i>	Public vs. Private Operation in New South Wales Australia Carol Zeuschner, Sydney Adventist, & Daniel Lowe, CBORD <i>Colonial B</i>	NetMenu Planner Heather Whitehouse, CBORD <i>Oakmont A</i>	Multi-Unit EventMaster Ben Horan, CBORD <i>Oakmont B</i>		
	10:45am – 11:45am	Market Focus: College & University Read Winkelman, CBORD (continued) <i>Congressional</i>	Market Focus: Healthcare Rich Barnes & Dave Baals, CBORD (continued) <i>Augusta</i>	A–Z Access Control Gary Conley, UVA <i>Royal Melbourne A</i>	XML Interface Jeff Clark, Skidmore <i>Royal Melbourne B</i>	Batch Queue Vineeth Mohan, ODU <i>Colonial A</i>	Online Student Orientation Kathy Gallagher, Villanova <i>Colonial B</i>	Veteran/Newbie Q&A O. Carrillo, Trinity Univ., P. Dwenger, Indiana St., S. Gluntz, SIUE, & A. Wagner, BSU <i>Royal Dublin A</i>	Integrating the Benefits of Student Advantage into the University ID Mark Egan, Student Advantage <i>Royal Dublin B</i>	Online with Odyssey HMS Web Module Eric Den Braber, CU–Boulder <i>St. Andrews B</i>		AutoMate with NSS Kathryn Lederhause, Wisconsin Dept. Health & Family Services, & Suzy O'Brien, Saint Mary's Reg. Med. Ctr. <i>Olympic A</i>	Transitioning from DOMS to NSS Carrie Susskind, CBORD <i>St. Andrews A</i>	Converting to a New HIS—Managing the Project Karen Nocera, CBORD <i>Oakmont A</i>	ABCs of Item Costing Marty Fischer, CBORD <i>Oakmont B</i>	Disney's Wellness Journey Jill Travis, Disneyland, & Susan Wilkie, Wilkie Enterprises <i>Olympic B</i>	
	1:30pm – 2:30pm	Room Service Overview Dawn Kelly, CBORD <i>Oakmont A</i>	Integrated Security Solutions (ISS) Mat Birnbaum, CBORD <i>Royal Dublin A</i>	NICE DVR John Matherson, NC A&T <i>Augusta A</i>	Top 10 CS Gold Help Desk Brian Riffle, CBORD <i>Royal Dublin B</i>	Toad—Intro to SQL Diane Nash, JMU <i>Olympic A</i>	Intro to CS Gold Mark Jaimes, CBORD <i>Augusta B</i>	Reconciliation Odyssey PCS/POS Brittany Pipes, CBORD <i>Royal Melbourne B</i>	Odyssey PCS & UniPrint—Lessons Learned Oralia Carrillo, Trinity University <i>Royal Melbourne A</i>	DEDICATED TECHNOLOGY PAVILION TIME		Healthy Picks Vending Cindy Crawford, Kaiser <i>Colonial A</i>	Streamline Tube Feed Steve KoneffKlatt, Laguna Honda, & Peter Kornbrust, CBORD <i>Colonial B</i>	Pricing Strategies in Retail Operations J.B. Lockwood, CBORD <i>Congressional B</i>	Just in Time Inventory (Order Scheduler) Don Cooper, CBORD <i>Olympic B</i>	AutoMate Best Practices Matt Gray, CBORD, & Jack Reed, Millersville <i>Congressional A</i>	Webfood: Yesterday, Today, and Tomorrow Lou Licari, CBORD <i>Oakmont B</i>
	2:45pm – 3:45pm	Future Look—NSS Heather Whitehouse, CBORD <i>Olympic A</i>	Nutritional Accounting Overview Sharyn Joliat, CBORD <i>Olympic B</i>	Virginia Tech: A Day to be Remembered Julie Wesel, VT, & Bob Lemley, CBORD <i>National Ballroom C&D</i>		DEDICATED TECHNOLOGY PAVILION TIME		Advanced Odyssey PCS Troubleshooting Brittany Pipes, CBORD <i>Royal Melbourne B</i>	What's New in MICROS 9700 Scott Jerabek, CBORD <i>Royal Melbourne A</i>	CS Housing—Best Practices Joyce Casertino, Skidmore, & Jesse McCauley, Pepperdine <i>St. Andrews A</i>	Odyssey HMS Financial Transactions Eric Kirch, CBORD <i>St. Andrews B</i>	HIPAA Compliance—Security Administration Chris Memmesheimer, CBORD <i>Royal Dublin A</i>	NSS Menu Planning—Item Removal Dawn Kelly, CBORD <i>Royal Dublin B</i>	Virtual Machine Technology Overview with VMware ESX Ralph Ford, Disneyland <i>Congressional A</i>	FSS Overview Amy Tuvell, PHP <i>Congressional B</i>	Camtasia—Gen Y Brad Krakow, CBORD <i>Augusta A</i>	DEDICATED TECHNOLOGY PAVILION TIME
4:00pm – 5:00pm	Future Look—FSS Matt Gray, CBORD <i>Augusta A</i>	Card Tech 101 Grey Bartholomew, CBORD <i>Congressional A</i>	DEDICATED TECHNOLOGY PAVILION TIME		DEDICATED TECHNOLOGY PAVILION TIME		DEDICATED TECHNOLOGY PAVILION TIME		How to Manage Room Inventory Robin Shuleski, Dayton <i>St. Andrews A</i>	Moving to Online Scott Gluntz, SIUE, & Sarah Hardy, SFASU <i>St. Andrews B</i>	Room Service—Bedside Menu Entry Dolores Saile, Albert Einstein Med. Ctr., & Peter Kornbrust, CBORD <i>Augusta B</i>	Liberalizing Diets Dawn Kelly, CBORD <i>Congressional B</i>	Drilling Down in Order Scheduler Don Cooper, CBORD <i>Olympic A</i>	Managing Costs Carolyn Tomaino, CBORD <i>Olympic B</i>	Hidden Gems (FSS Favorites, Task List, Saved Criteria) Marty Fischer, CBORD <i>Colonial B</i>	Business Analysis Using EventMaster Ben Horan, CBORD <i>Colonial A</i>	

- Session Rooms
- Technology Pavilion, Breakfast, Breaks, and Lunch
- Opening Session, Gala Dinner & Awards
- Registration Desks
- Newcomers Reception



Keynote Speaker
Thursday, October 11, 2007
 8:00am – 9:15am
 National Ballroom C&D

Mr. Daniel Burrus
 Leading Technology Forecaster and Strategist

Keynote Address: "Technology-Enabled Innovation"

Over the past two decades, Daniel Burrus has established a worldwide reputation for his exceptional record of accurately predicting how technological, social, and business forces are converging to create enormous untapped opportunities.

Technology Pavilion Hours
Thursday, October 11
 9:30am – 5:00pm

Friday, October 12
 9:00am – 4:00pm

Networking Events
Wednesday, October 10
 6:00pm – 7:00pm Newcomers Reception
 ChampionsGate
 Attire: Business Casual

7:00pm – 9:00pm Welcome Reception
 Poolside
 Attire: Business Casual

Thursday, October 11
 7:00am – 8:00am Continental Breakfast
 International Ballroom

11:45am – 1:15pm Lunch
 International Ballroom

6:30pm – 10:30pm Off-Site Dinner—Universal CityWalk
 Attire: Casual

Friday, October 12
 7:00am – 8:00am Continental Breakfast
 International Ballroom

12:00pm – 1:15pm Lunch
 International Ballroom

7:00pm – 10:00pm Gala Dinner & Awards Celebration
 National Ballroom C&D
 Attire: Semiformal

Saturday, October 13
 7:00am – 8:00am Continental Breakfast
 International Ballroom

12:45pm – Lunch
 International Ballroom



Conference Schedule At-A-Glance

Wednesday, October 10		
11:00am – 7:30pm	Conference Registration Open	
6:00pm – 7:00pm	Newcomers Reception	
7:00pm – 9:00pm	Welcome Reception	
Thursday, October 11		
7:00am – 5:30pm	Conference Registration Open	
7:00am – 8:00am	Continental Breakfast	
8:00am – 9:15am	Opening Session & Keynote Speaker	
9:30am – 5:00pm	Technology Pavilion	
9:30am – 11:45am	Sessions	
11:45am – 1:15pm	Lunch	
1:30pm – 5:00pm	Sessions	
6:30pm – 10:30pm	Offsite Dinner – Universal CityWalk	
Friday, October 12		
7:00am – 5:30pm	Conference Information Desk Open	
7:00am – 8:00am	Continental Breakfast	
8:00am – 12:00pm	Sessions	
9:00am – 4:00pm	Technology Pavilion	
12:00pm – 1:15pm	Lunch	
1:30pm – 5:30pm	Sessions	
7:00pm – 10:00pm	Gala Dinner & Awards Celebration	
Saturday, October 13		
7:00am – 2:00pm	Conference Information Desk Open	
7:00am – 8:00am	Continental Breakfast	
8:00am – 12:45pm	Sessions	
12:45pm –	Lunch – Boxed Lunch To-Go	



Friday

Time	One CBORD		Card Systems & Access Control					Housing Management Systems		Nutrition Service		Food Service			Online Ordering & Catering	
8:00am – 9:00am	NetNutrition Peg Lacey, CBORD <i>Olympic B</i>	CBORD After the Sale Don Simmons & Nancy Sullivan, CBORD <i>Congressional</i>		Product Road Map—CS Gold Bob Lemley & Product Mgrs., CBORD <i>Royal Dublin</i>			Building a True “One Card” Program Larry Drees, UC—Boulder <i>Royal Melbourne A</i>	Odyssey PCS Reports Brittany Pipes, CBORD <i>Royal Melbourne B</i>	Server & Workstation Security Thomas Ploskon, Rutgers <i>St. Andrews A</i>	Odyssey HMS & CS Access Link Garland Lewis, K-State <i>St. Andrews B</i>	Pattern Fixing— Implementation Strategies Peter Kornbrust, CBORD <i>Colonial A</i>	Clinical Benchmarking Caroline Bohl, NY Presbyterian <i>Colonial B</i>	Manage Inventory Needs Brad Krakow, CBORD <i>Olympic A</i>	Emergency Planning Susan Dayton, UM— Columbia <i>Augusta B</i>	Manage Multiple Facilities—Citrix Cindy Crawford & Marcelinda Nikols, Kaiser <i>Augusta A</i>	Unit Orders, Healthcare Matt Gray, CBORD <i>Oakmont B</i>
9:15am – 10:15am	Prevent the Domino Effect Linda Ash, ARAMARK <i>Augusta A</i>	Odyssey PCS Overview Read Winkelman, CBORD <i>Congressional B</i>	ID Works & CardLink Vineeth Mohan, ODU <i>Royal Melbourne A</i>	CS Gold Tables Mike Scalise, CBORD <i>Royal Melbourne B</i>		Athletic Center Privilege Control Jeff Clark, Skidmore <i>Royal Dublin B</i>	Database Population Methods Sue Chaffee, CBORD <i>Congressional A</i>	New Security Features Mat Birnbaum, CBORD <i>Royal Dublin A</i>	CS Housing Crystal Reports Joyce Casertino, Skidmore <i>St. Andrews A</i>	Odyssey HMS Crystal Reports Blaise Masse, UNH <i>St. Andrews B</i>	Room Service—It Takes a Hospital Toni Ralston, Piedmont <i>Augusta B</i>	Using Protocols Chris Memmesheimer, CBORD <i>Olympic A</i>	DEDICATED TECHNOLOGY PAVILION TIME		Prevent the Domino Effect Linda Ash, ARAMARK <i>Augusta A</i>	
10:30am – 12:00pm				CS GOLD CAUCUS <i>ChampionsGate</i>		C&U ODYSSEY CAUCUS <i>Congressional</i>					HEALTHCARE CLINICAL CAUCUS <i>Royal Dublin</i>				CORPORATE & COMMERCIAL CAUCUS <i>Colonial</i>	
1:30pm – 3:00pm					B&I and HC ODYSSEY CAUCUS <i>Colonial</i>									C&U FMS CAUCUS <i>Congressional</i>	HEALTHCARE FMS CAUCUS <i>Royal Dublin</i>	
3:15pm – 4:15pm	Market Focus: College & University Read Winkelman, CBORD (repeat) <i>Augusta A</i>	Market Focus: Healthcare Rich Barnes & Dave Baals, CBORD (repeat) <i>Augusta B</i>	CS Gold Systems Security Bob Lemley, CBORD <i>Royal Dublin A</i>	Schlage CM Locks Gary Conley, UVA <i>Royal Melbourne A</i>	Rewiring DAC & A1000 for Squadron Mike Scalise, CBORD <i>Royal Melbourne B</i>	Online Deposits/ Payments Keith Joyce & Kosta Kouloufakos, Carleton <i>Congressional A</i>	Advanced Odyssey Features Sue Chaffee, CBORD <i>Royal Dublin B</i>	If You Build It, They Will Come: Payroll Deduction & Gift Card Programs Mary Houston, Heartland Reg. Med. Ctr. <i>Congressional B</i>	Room Surveying & Recording Work Requests on Handhelds Robin Shuleski, Dayton <i>St. Andrews B</i>		DEDICATED TECHNOLOGY PAVILION TIME		End of Day Ann Anderson, CBORD <i>Olympic A</i>	Recipe Testing & Development Susan Dayton, UM— Columbia <i>Olympic B</i>	Cost of Sales Reports Jill Travis, Disneyland, & Carrie Susskind, CBORD <i>Colonial A</i>	Unit Orders, Non- Healthcare Matt Gray, CBORD <i>Colonial B</i>
4:30pm – 5:30pm	Market Focus: College & University Read Winkelman, CBORD (continued) <i>Augusta A</i>	Market Focus: Healthcare Rich Barnes & Dave Baals, CBORD (continued) <i>Augusta B</i>	Nightly Processes Nathan Gray, JMU <i>Congressional B</i>	Practical MICROS 9700 SQL Wes Urban, CBORD <i>Royal Melbourne A</i>	Disaster Recovery CS Gold Bob Lemley, CBORD <i>Royal Dublin A</i>	Multi-Siting Mark Brown, Augusta, & Mark McKenna, Vermont <i>Royal Melbourne B</i>	Odyssey PCS Disaster Recovery Scott Jerabek, CBORD <i>Royal Dublin B</i>	Selecting the Right Equipment for an Integrated Security Solution Mat Birnbaum, CBORD <i>Congressional A</i>	Automated Placements John French, Univ. of Tennessee <i>St. Andrews A</i>	Automatic Assignments Odyssey HMS Eric Kirch, CBORD, & Sarah Hardy, SFASU <i>St. Andrews B</i>	Room Service—What Will It Take? Toni Ralston, Piedmont <i>Olympic A</i>	Foreign Language Menus Anthony Borjas, Health Alliance <i>Olympic B</i>	Make Your Director Look Good Brad Krakow, CBORD <i>Oakmont B</i>	Tips & Tricks with Nutritional Accounting Sharyn Joliat, CBORD <i>Oakmont A</i>	FMS/MICROS Integration Jim Froehlich, Dayton <i>Colonial A</i>	College Catering from Coffee Service to Reunion Weekend Don Cooper, CBORD <i>Colonial B</i>

Mind, Body, Spirit
Friday, October 12
10:30am – 12:00pm
1:30pm – 3:00pm

Take a break from your busy schedules and get in tune with your senses. You may choose from the following activities:

Relaxing chair massage provided by the luxury spa at the Omni Orlando Resort: National Ballroom C&D, 11:00am – 12:00pm or 1:30pm – 2:30pm.

Basketball or tennis: These courts are reserved exclusively for CBORD conference attendees during these times.

Pilates or yoga classes: If weather permits, these classes will be held on the beautiful lawn outside by the pool. Rain location is in the National Ballroom. Class times are 11:00am – 12:00pm and 1:30pm – 2:30pm.

Lazy river: Mosey down the resort’s lazy river on a raft and have fun in the sun.

Chip-and-putt golf instruction at the David Leadbetter Academy: Meet on the Champions 9 putting green, 11:00am – 12:00pm or 1:30pm – 2:30pm.

**The choice is yours.
Relax. Rejuvenate. Refresh.**

Saturday

Time	One CBORD		Card Systems & Access Control					Housing Management Systems		Nutrition Service		Food Service			Online Ordering & Catering	
8:00am – 9:00am	NetCatering Phillip Andrews, New Hanover Reg. Med. Ctr., & Ben Horan, CBORD <i>Oakmont B</i>	Menu Planning & Publishing Heather Whitehouse, CBORD <i>Olympic B</i>		Access Expansion Jason Rossi, USF <i>Royal Dublin A</i>	Student Information Systems Jeff Clark, Skidmore <i>Congressional B</i>	CS Gold Admin Refresher Mike Scalise, CBORD <i>Royal Melbourne A</i>	Future Trend Card Office Martin Rasberry, CBORD <i>Congressional A</i>	PCI/CISP Shane Boyer & Bob Lemley, CBORD <i>Royal Dublin B</i>	Assignment Issues (Roundtable) Susan Tegatz, UIC, & Scott Gluntz, SIUE <i>St. Andrews A</i>	Advanced Find Eric Kirch, CBORD <i>St. Andrews B</i>	Tube Feeding vs. Supplements—What Is Right for You? Chris Memmesheimer, CBORD <i>Olympic A</i>	Connecting NSS/FSS— Service Tallies Ann Anderson, CBORD <i>Colonial B</i>	Inventories Using Handhelds Amy Wagner, BSU <i>Colonial A</i>	Sustainable Food Peg Lacey, CBORD <i>Augusta B</i>	IDNs—Selecting the Right Solution (NSS, AccuMenu, GeriMenu, or GeriCard) Rich Barnes, CBORD <i>Augusta A</i>	NetCatering Phillip Andrews, New Hanover Reg. Med. Ctr., & Ben Horan, CBORD <i>Oakmont B</i>
9:15am – 10:15am	Webfood...It’s Not Just for Pizza Anymore! John Connelly, Boston College, & Lou Licari, CBORD <i>Oakmont B</i>	Best Practices for Test Environments & Testing Ralph Ford, Disneyland <i>Augusta A</i>	CBORD Laundry View Kathy Gallagher, Villanova, & Bob Lemley, CBORD <i>Congressional A</i>	Access Control: Assessing Locations Gary Conley, UVA <i>Royal Dublin A</i>	Alarms Management Mike Scalise, CBORD <i>Royal Melbourne A</i>	EL Rules Steve Swingler, CBORD <i>Royal Melbourne B</i>	Handheld POS Sue Chaffee, CBORD <i>Congressional B</i>	Integrated Security Solutions (ISS) (repeat) Mat Birnbaum, CBORD <i>Royal Dublin B</i>	Housing Road Map & What’s New in Housing Phil Parrish & Nancy Oshiro, CBORD <i>St. Andrews</i>		Bedside Menu Entry Personal Touch Marsha Diamond, CBORD <i>Olympic B</i>	Calorie Counts Peter Kornbrust, CBORD <i>Olympic A</i>	NetMenu—But I Already Have FSS Rich Barnes, CBORD <i>Augusta B</i>	Streamlining Your Food Production Operation with Advanced Recipe Features Carolyn Tomaino, CBORD <i>Colonial B</i>	Campus-Wide Purchasing & Distribution Don Cooper, CBORD <i>Colonial A</i>	Webfood...It’s Not Just for Pizza Anymore! John Connelly, Boston College, & Lou Licari, CBORD <i>Oakmont B</i>
10:30am – 11:30am	Off-Campus Advantage Shawn McCarthy, Off- Campus Advantage <i>Augusta A</i>	EventMaster PLUS! Phillip Andrews, New Hanover Reg. Med. Ctr., & Ben Horan, CBORD <i>Augusta B</i>	MICROS Web Interface Altaf Virani, Guelph <i>Royal Melbourne A</i>	CS Gold Advanced Bob Lemley, CBORD <i>Congressional A</i>	ManageMyID Tony Warner, ETSU <i>Royal Dublin A</i>	Banking Partnerships Paul Carlisle, SDSU <i>Royal Melbourne B</i>	Xchange Program Cindy McCall, CBORD <i>Congressional B</i>	What’s New: MICROS 3700 Scott Jerabek, CBORD <i>Royal Dublin B</i>	Jumping Around the “House” with Toad John French, UTK, & JoAnne Moore, UVM <i>St. Andrews A</i>	Judicial Process at Indiana St. Pam Dwenger, Indiana St. <i>St. Andrews B</i>	Reaching Out to Your Customer—Selecting the Right Service Methodology Dave Baals, CBORD <i>Colonial B</i>	Implementing Holiday Menus Dawn Kelly, CBORD <i>Oakmont B</i>	Client Commissary Case Studies JB Lockwood, CBORD <i>Colonial A</i>	C-Stores Matt Gray, CBORD <i>Olympic B</i>	Managing from a Distance Jill Travis, Disneyland <i>Olympic A</i>	EventMaster PLUS! Phillip Andrews, New Hanover Reg. Med. Ctr., & Ben Horan, CBORD <i>Augusta B</i>
11:45am – 12:45pm	AccuMenu Heather Whitehouse, CBORD <i>Oakmont B</i>	NetRecipe/NetMenu Alex Gladstein, CBORD <i>Colonial A</i>	CS Gold Program Enhancements Julie Wesel, VT, & Steve Swingler, CBORD <i>Royal Dublin</i>			MICROS 9700 Basics Paul Coleman, Skidmore <i>Royal Melbourne A</i>	Odyssey PCS Security Tips Brittany Pipes, CBORD <i>Royal Melbourne B</i>	“Hey, That’s Kew!” Read Winkelman, CBORD <i>Congressional A</i>		Contact Management Tom Goodman, CBORD <i>St. Andrews B</i>	Menu Cycle—New Cycle Life Peter Kornbrust, CBORD <i>Augusta B</i>	Increasing Patient Satisfaction with Preferences Chris Memmesheimer, CBORD <i>Augusta A</i>	Labeling from FSS Craig Howard, Washington St., & Matt Gray, CBORD <i>Olympic A</i>	NetNutrition—Tips & Setup Brad Krakow, CBORD <i>Olympic B</i>	Sales Performance Reports Dara Vincent, CBORD <i>Colonial B</i>	

**The User Group
Caucus Sessions
Friday, October 12**

10:30am – 12:00pm
Corporate & Commercial Caucus
Colonial
CS Gold Caucus
ChampionsGate
C&U Odyssey Caucus
Congressional
Healthcare Clinical Caucus
Royal Dublin

1:30pm – 3:00pm
B&I and HC Odyssey Caucus
Colonial
C&U FMS Caucus
Congressional
Healthcare FMS Caucus
Royal Dublin
Housing Caucus
St. Andrews B

The main business—and the legendary heart of the User Group Conference—is the creation of a prioritized list of requests for product and service enhancements. The result of the caucus over the years has been the most effective and best-supported repertoire in existence of systems for food, nutrition, and auxiliary services management. Clients should come prepared with their issues.