



Sharing a Wealth of Knowledge

CBORD's 30th Annual User Group Conference

CBORD's 2009 User Group Conference

September 25-28, 2009
Baltimore, Maryland

CBORD® is proud to hold our 30th annual User Group Conference (UGC) at the Baltimore Marriott® Waterfront in Baltimore, Maryland. CBORD has been committed to providing our clients with the best systems training, education, support, and professional development. We invite you to attend our 2009 User Group Conference, where you can receive top-notch CBORD system certification and training, receive professional development, learn and contribute through educational sessions, and network with peers.

Why Attend?

Overcome hurdles facing your organization in today's uncertain economy by attending UGC 2009!

CBORD's User Group Conference is not just a gathering of people who share a common interest, but rather a purposeful and strategic program for increasing product knowledge and getting hands-on experience. Our 2009 conference focus is education through certification and training focusing on increasing revenue, lowering costs, and increasing safety and security.

There's Real Value in CBORD's User Group Conference

By attending UGC 2009, you will **efficiently** and **cost-effectively** receive education on your CBORD system. You will find the new products, ideas, information, and contacts you need to solve issues facing your organization today!

CBORD realizes the investment that organizations make for their staff to attend our conference. We are committed to making UGC 2009 an investment that pays for itself!

Get the most out of your CBORD investment

- Comprehensive educational sessions and systems training
- Professional development
- One-on-one access to CBORD experts
- Evaluate new products—Investigate new cost-saving technologies
- Face-to-face interactions with CBORD staff and peers
- Knowledge sharing
- Continuing Education Credits

Our goal is that you go back and directly impact your organization in a positive way. Become more productive, more knowledgeable, and be efficient when working with your CBORD system.



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REGISTRATION

Registration opens: May 21, 2009

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

Log on to www.cbord.com/ugc2009 to register!

Attendee Registration

All prices in U.S. Dollars	Early Bird by 7/15	Standard by 8/28	Late after 8/28
Full Conference Registration—3-Night	\$1,600.00	\$1,800.00	\$1,950.00
Full Conference Registration—4-Night	\$1,803.17	\$2,003.17	\$2,153.17
Conference & Events Only Registration (no hotel)	\$900.00	\$1,000.00	\$1,100.00
One-Day Registration Saturday, September 26	\$450.00	\$450.00	\$450.00
One-Day Registration Sunday, September 27	\$450.00	\$450.00	\$450.00

Full Conference Packages Include the Following:

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



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DATES

September 25, 26, 27, 28, 2009

LOCATION

Baltimore Marriott® Waterfront

700 Aliceanna Street

Baltimore, Maryland 21202 USA

Phone: 1-410-385-3000

For more information: <http://www.marriott.com/hotels/travel/bwiwf-baltimore-marriott-waterfront/>.

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 on site at the conference registration desk. All guests must register at the registration desk and receive a name badge in order to attend each event.

Saturday evening Networking Event \$60.00

Sunday Gala and Awards Dinner \$100.00

Payment Instructions

US funds only

Accepted credit cards (credit card payments will be directed to pay through PayPal when registering online):
Visa, MasterCard, Amex

Have a Purchase Order?

Please provide a valid purchase order number from your organization when prompted in the payment section of the registration form, we will send you an invoice, which must be paid in full prior to September 15, 2009.

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.

SUBSTITUTION & CANCELLATION POLICIES

Cancellations must be submitted in writing. All cancellations received by CBORD on or before August 28, 2009, are entitled to a refund, minus a \$100 processing fee. No refunds will be given to registrants who cancel after August 28, 2009, or who fail to attend the conference. Substitutions for paid registrants may be made at any time prior to September 21, 2009, 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.



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ACCOMMODATIONS

Baltimore Marriott Waterfront
700 Aliceanna Street
Baltimore, Maryland 21202 USA
Phone: 1-410-385-3000

Room Rates
\$179/night plus 13.5% taxes

Check-in/Check-out Times
Check-in: 4:00 p.m.
Check-out: 12:00 p.m.

About the Baltimore Marriott Waterfront

Located on the edge of Baltimore's historic Inner Harbor and steps from downtown sits the spectacular Baltimore Marriott Waterfront hotel. A part of Baltimore, Maryland's newest neighborhood, Harbor East, this premier Inner Harbor lodging option features a swimming pool, fitness center, and stunning Inner Harbor views.

Internet access will be available in each guest room included with CBORD's Full Conference Packages.

Guest Services

- Cash machine/ATM
- Concierge desk
- Evening turndown service
- Foreign exchange
- Housekeeping service daily
- Newspaper delivered to room
- Newspaper in lobby
- Room service, 6:00 p.m. -1:00 a.m.
- Safe deposit boxes, front desk
- Shoeshine stand
- Valet
- Dry-cleaning

Guest Facilities

- Beauty shop nearby (referral at front desk)
- Vending machines
- Video games
- Beauty shop nearby (referral at front desk)
- Vending machines
- Video games

*There may be a fee for some guest services. Not all features and services are available.

Transportation

Air Transportation

Participants will need to make their own flight arrangements. You will need to fly into Baltimore/Washington International Thurgood Marshall Airport (BWI).

Travel Discounts

Did you know that Baltimore International Airport is one of the most economical airports to fly into?

American Airlines
Offering all UGC attendees 5% off their airfare!
Promotional code: A4399AH
800-433-7300
www.aa.com/index_us.jhtml

British Airways
800-247-9297
www.britishairways.com

Continental Airlines
800-523-3273
www.continental.com/web/en-US/

Delta
800-221-1212
www.delta.com

Frontier Airlines
800-432-1359
www.frontierairlines.com/frontier/flight-info.do

Midwest Airlines
800-452-2022
www.midwestairlines.com

Northwest Airlines
800-225-2525
www.nwa.com

Southwest Airlines
800-435-9792
www.southwest.com

United Airlines
800 864-8331
www.united.com

US Airways
800-428-4322
www.usairways.com



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Attendees will be responsible for their own transportation to and from the hotel. Following is a list of resources should you need to plan your own transportation.

Taxi Service

Operated by BWI Taxi Management, Inc. The BWI taxi stand is located just outside of the lower level baggage claim area. Please note that this service is available from the airport only. For more information call 410-859-1100.

Fee: from airport to Baltimore Marriott Waterfront one way is approximately \$32.00.

Super Shuttle

Blue and yellow vans take you to the hotel and back to the airport. To keep prices low, you give a small amount of your time and share the ride with a few other passengers.

Reserve your shuttle in advance:
<http://www.supershuttle.com/default.aspx?content=HowItWorks>
or call 1-800-258-3826.

Fee: approximately \$14.00 per person one way.

Airline Specials

American Airlines
Offering all UGC attendees 5% off their airfare!
Promotional code: A4399AH
<http://www.aa.com/>

AirTran Airways specials
<http://www.airtran.com/sale/default.aspx>

Delta Airlines specials
http://www.delta.com/planning_reservations/deals_offers/web_fares/index.jsp

Southwest Airlines specials
<http://travel.southwest.com/specialoffers/topOffers.html>

United Airlines specials
<http://www.united.com/page/article/0,6722,50066,00.html?navSource=Dropdown07&linkTitle=specialdeals>

Save money on car rentals! Get to UGC for cheap!

Within driving distance to Baltimore? Pack up your car with others from your organization and SAVE!

Avis

Variable discount that will provide the lowest possible rate.
Avis Worldwide Discount: G028272

Reservations can be made by calling 800-331-1600 or online at: http://www.avis.com/car-rental/reservation/initialize-reservation.ac?&AWD_NUMBER=G028272.

Hertz Car Rental

Rates available from all corporate Hertz locations in the states of PA, WV, MD, DE, DC, VA, NC, SC, and NJ for rental start dates September 18–October 5, 2009, for local returns. Use this exclusive CV# when making your reservation: 04DL0001.

Reservations can be made by calling 800-654-3131 or online at www.hertz.com.

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.



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New in 2009! 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 \$50 OFF qualifying flight + hotel packages
- Choice Hotels-15% OFF participating hotels
- Dollar Rent A Car-SAVE 5%-25% on car rentals
- Greyhound-15% OFF walk-up fares and online
- National Car Rental-Up to 20% OFF
- Orbitz-\$50 OFF Flight + 4 night stay

Take advantage of discounts all year long!

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 the agenda is subject to change; however it is being made available 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!

Friday, September 25, 2009

- 12:00pm – 7:30pm Conference Registration Open
- 3:00pm - 5:00pm What's New and Product Road Maps—CS Gold & Odyssey PCS
- 3:30pm – 5:00pm What's New and Product Road Maps-Nutrition Service Suite, Foodservice Suite, Housing (CS Housing & Odyssey HMS)
- 7:00pm – 9:00pm Opening General Session & Welcome Reception

Saturday, September 26, 2009

- 7:00am – 5:30pm Conference Registration Open
- 7:00am – 8:00am Continental Breakfast
- 8:15am – 11:45am Sessions
- 9:30am – 5:00pm Technology Pavilion
- 11:45am – 1:30pm Lunch & Caucus
- 1:30pm – 5:00pm Sessions
- 6:30pm – 8:00pm Networking Dinner

Sunday, September 27, 2009

- 7:00am – 5:30pm Conference Registration Open
- 7:00am – 8:00am Continental Breakfast
- 8:00am – 11:30am Sessions
- 9:00am – 3:00pm Technology Pavilion
- 11:30am – 1:30pm Lunch & Caucus
- 1:30pm – 5:00pm Sessions
- 7:30pm – 9:30pm Gala Dinner & Awards Celebration

Monday, September 28, 2009

- 7:00am – 2:00pm Conference Registration Open
- 7:00am – 8:00am Continental Breakfast
- 8:15am – 1:00pm Sessions
- 1:00pm Lunch—Boxed Lunch To-Go



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Questions?

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

Melissa Flood, Corporate Events Coordinator, The CBORD Group, Inc.
607.330.3980
Email: mlf@cbord.com

**Check our website for the most up-to-date conference details:
www.cbord.com/ugc2009**

We look forward to seeing you in Baltimore!