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MONDAY

Time	Card Systems	Integrated Security Solutions	Housing	Clinical	Food Production	One CBORD	Training in Motion—Certification Sessions
8:00 a.m. – 9:00 a.m.	<b>New!</b> CS Gold—Why Upgrade? David Beckwith, CBORD <i>Palazzo Salon G</i>	<b>New!</b> CS Gold in the Palm of Your Hand Mark Jaimes, CBORD <i>Palazzo Salon H</i>	Starting a Gift Card Program to Increase Convenience, Service, and Revenue Mike Gray, CBORD <i>Marbella 4</i>	Advanced Meal Plan Configuration for Odyssey PCS Steven Weaver, CBORD <i>Marbella 3</i>	<b>New!</b> Door Security 101: Help Keep Your Campus Secure Beverly Vigue-Dumoret, Ingersoll Rand <i>Palazzo Salon F</i>	Patron Administration Ian Cumberbatch, CBORD <i>Marbella 1</i>	<b>New!</b> Checkup—Am I Maximizing HMS? Phil Parrish and Nancy Sullivan, CBORD <i>Marbella 2</i>
9:15 a.m. – 10:15 a.m.	<b>New!</b> CS Gold—What You Need in Order to Upgrade Dana Hart, CBORD <i>Palazzo Salon G</i>	<b>New!</b> Employee Credit Plans North Carolina—Chapel Hill William Roult, CBORD <i>Palazzo Salon H</i>	Get the Right Business Intelligence with Odyssey Reports Susan Chaffee, CBORD <i>Marbella 4</i>	Maximize Revenue by Starting Payroll Deduction—Already Have it? Get More Employees to Sign Up! Tanya Vanasse, CBORD <i>Marbella 3</i>	AD-Series Locks 101 Mat Birnbaum, CBORD <i>Palazzo Salon F</i>	ResCenter Room Inspection Jessica Doehring, CBORD <i>Marbella 2</i>	Facilities Ian Cumberbatch, CBORD <i>Marbella 1</i>
10:30 a.m. – 12:00 p.m.	CS Gold Caucus Nathan Gray, James Madison University; Keith Curtachio, University of Buffalo <i>Palazzo Salon G</i>	<b>New!</b> Webfood William Roult, CBORD <i>Marbella 3</i>	Odyssey PCS/MICROS 3700 Reconciliation: Finding the Right Balance Brian Martin, CBORD <i>Palazzo Salon H</i>	The Value of Online Vending: Increase Revenue while Reducing Labor Rob Thayer, Salem State; Grey Bartholomew, CBORD <i>Marbella 4</i>	Crystal Reports and Odyssey HMS Thomas Goodman, CBORD <i>Marbella 1</i>	Healthcare Clinical Caucus Toni Ralston, UAC Primary Representative, Piedmont Hospital; Becky Schmidt, UAC Alternate, Saint Francis Hospital <i>Segura 3</i>	ResCenter Work Orders Jessica Doehring, CBORD <i>Marbella 2</i>
1:30 p.m. – 3:00 p.m.	<b>New!</b> CS Gold/MICROS 9700 Reconciliation: Finding the Right Balance Brian Martin, CBORD <i>Palazzo Salon H</i>	<b>New!</b> Surviving an Audit Kathy Gallagher, Villanova University <i>Palazzo Salon G</i>	College & University Odyssey PCS Caucus John Patterson, Mercyhurst College; Teresa Blilie, University of North Dakota <i>Marbella 4</i>	<b>New!</b> A Comprehensive Approach to Campus Safety with CBORD Jason Rossi, University of San Francisco <i>Palazzo Salon F</i>	Advanced Find and Reports Ian Cumberbatch, CBORD <i>Marbella 1</i>	Controlling Food Cost and Waste with Nutrition Service Suite Sharyn Joliat, CBORD <i>Segura 3</i>	Judicial Jessica Doehring, CBORD <i>Marbella 2</i>
3:15 p.m. – 4:15 p.m.	<b>New!</b> CS Meal Plans—Creating Efficient and Effective Meal Plans Kevin Kelly, CBORD <i>Palazzo Salon H</i>	<b>New!</b> System Security—Keeping Your Data Secure Steve Swingler, CBORD <i>Palazzo Salon G</i>	Running a Secure System for Odyssey PCS Steven Weaver, CBORD <i>Marbella 4</i>	<b>New!</b> Security Monitor—What's Under the Hood and What Does It All Mean Bob Lemley, CBORD <i>Palazzo Salon F</i>	Advanced Judicial Nancy Oshiro and Phil Parrish, CBORD <i>Marbella 1</i>	Is My Nutrition Accurate? Becky Schmidt, Saint Francis Hospital; Laura Skrivseth, CBORD <i>Segura 2</i>	Advanced Find Drills Jessica Doehring, CBORD <i>Marbella 2</i>
4:30 p.m. – 5:30 p.m.	<b>New!</b> Revenue Enhancement Roundtable Keith Curtachio, University of Buffalo <i>Palazzo Salon G</i>	<b>New!</b> Creating a Vending Program Jim Perkins, CBORD <i>Palazzo Salon H</i>	<b>New!</b> Best Practices in Implementing a MICROS 3700 Menu Display Matt Devoe, CBORD <i>Marbella 4</i>	<b>New!</b> CS Notify John Matherson, University of Chicago <i>Palazzo Salon F</i>	Managing Guests with Room Service Dawn Kelly, CBORD <i>Segura 3</i>	Using Queries to Get What You Want David Silvanic, CBORD <i>Segura 2</i>	Implementing Pattern Fixing Robin Stephens, CBORD <i>Segura 2</i>

Time	Food Production	One CBORD	Training in Motion—Certification Sessions
8:00 a.m. – 11:30 a.m.	Worried about Nutritional Reporting? Discover Your Options Ann Anderson, CBORD <i>Segura 6</i>	1/2 Hour Sessions Note: Times  8:30 a.m. – 9:00 a.m. <b>New!</b> Executive Dashboard: Business Intelligence at Your Fingertips Michael Melander and Ryan Wagner, CBORD <i>Segura 1</i>	<b>New!</b> A Future Look at Food Production Applications J.B. Lockwood, CBORD <i>Segura 5</i>
9:15 a.m. – 9:45 a.m.	Improving Margins through Pricing Brad Krakow, CBORD <i>Segura 5</i>	9:15 a.m. – 9:45 a.m. <b>New!</b> The Importance of PCI Compliance Shane Boyer, CBORD <i>Segura 1</i>	Odyssey PCS Reconciliation Kelly Dean, CBORD <i>Del Lago 3</i>
10:30 a.m. – 11:00 a.m.	NetMenu Showcase Heather Whitehouse, CBORD <i>Segura 4</i>	10:30 a.m. – 11:00 a.m. <b>New!</b> Keep Connected with Security Monitor Wes Urban, CBORD <i>Segura 1</i>	Virtual Doors Jason Miller, CBORD <i>Del Lago 2</i>
11:15 a.m. – 11:45 a.m.	Creating a Sustainable Database Sharon Solomon, New York Presbyterian Hospital <i>Segura 4</i>	11:15 a.m. – 11:45 a.m. <b>New!</b> Getting the Message Out with Menu Boards Mark Beckerman, CBORD <i>Segura 1</i>	<b>New!</b> Nutrition Service Suite Room Service Peter Kornbrust, CBORD <i>Del Lago 4</i>
1:30 p.m. – 2:00 p.m.	Corporate & Commercial Food Management Systems Caucus Jill Travis, Disneyland <i>Segura 4</i>	1:30 p.m. – 2:00 p.m. <b>New!</b> Off-Campus Programs: Self-Operate, Outsource, or Somewhere in Between? Angela Sarno, CBORD <i>Segura 1</i>	12:00 p.m. – 3:30 p.m. <b>New!</b> MICROS 3700 Menu Item Maintenance Kimberly Woodhead, CBORD <i>Del Lago 1</i>
2:30 p.m. – 3:00 p.m.	NetHIMS—Tracking Product Movement Marty Fischer, CBORD <i>Segura 4</i>	2:30 p.m. – 3:00 p.m. <b>New!</b> POS Security: Don't Let Your Profits Walk Away Michael Dorris, CBORD <i>Segura 1</i>	CS Gold Balancing Kelly Dean, CBORD <i>Del Lago 3</i>
4:00 p.m. – 7:30 p.m.	Take the 80/20 Approach to Reporting to Tighten up Your Controls Dave Coleman, CBORD, and Heidi Klebs, Central Michigan University <i>Segura 5</i>	4:00 p.m. – 7:30 p.m. <b>New!</b> MICROS 9700 Menu Item Maintenance Kimberly Woodhead, CBORD <i>Del Lago 1</i>	Basic Alarms Jason Miller, CBORD <i>Del Lago 2</i>
	Plan your Conversion to SQL Server Dave Coleman, CBORD <i>Segura 5</i>	<b>New!</b> Odyssey PCS Semester Transition Kelly Dean, CBORD <i>Del Lago 3</i>	<b>New!</b> Foodservice Suite Order Scheduler Jonathan Empie, CBORD <i>Del Lago 4</i>
	Create Reports That Will "Wow" Your Customers Grace Alexander, CBORD <i>Segura 4</i>	<b>New!</b> Security Monitor Jason Miller, CBORD <i>Del Lago 2</i>	EventMaster Reporting Tools Put You in Control Jonathan Empie, CBORD <i>Del Lago 4</i>

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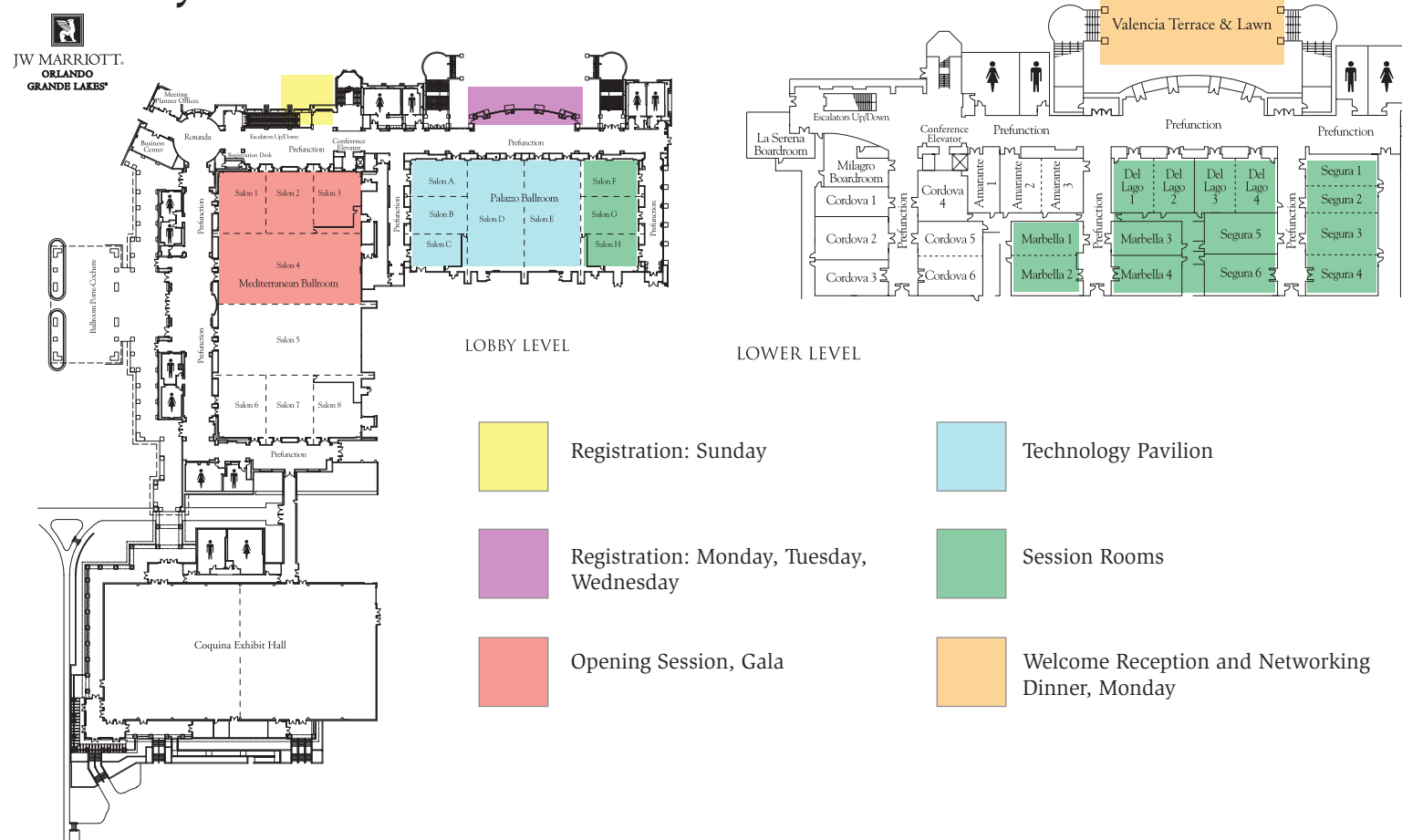
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Hotel Layout



UGC 2010 - Technology Pavilion

Come see the latest technological innovations designed to help you improve operations, lower costs, and increase profitability at your organization.

Our state-of-the-art Technology Pavilion features exhibits from CBORD® and its business partners, who will be present to showcase extraordinary technologies.

**Technology Pavilion Hours**  
Monday, October 4, 2010  
9:00 a.m.–5:00 p.m.

**Tuesday, October 5, 2010**  
9:00 a.m.–4:00 p.m.

**Product Updates**  
Sunday, October 3, 2010  
3:00 p.m.–4:00 p.m.  
Product Updates: Housing, Odyssey PCS, MICROS, and Catering

**4:00 p.m.–5:00 p.m.**  
Product Updates: MICROS (repeat), CS Gold, Nutrition Service Suite

**5:00 p.m.–6:00 p.m.**  
Product Updates: CS Access, Webfood, Housing (repeat), Foodservice Suite

UGC 2010 - Conference Networking Events

**Opening General Session & Welcome Reception**  
Sunday, October 3, 2010  
7:00 p.m.–9:00 p.m.  
**Mediterranean Ballroom & Valencia Lawn**  
Attire: Business casual

CBORD invites all conference attendees to spend the evening with colleagues and friends. Be our guest for a generous selection of hors d'oeuvres, carving stations, and cocktails. Network with other CBORD systems users and learn what's in store for the rest of the week during the conference.

**Breakfast Roundtables**  
Monday, Tuesday, and Wednesday, October 4–6, 2010  
7:00 a.m.–8:00 a.m.  
**Palazzo Ballroom**

Our breakfast roundtables allow you to network with peers and create a roundtable discussion on hot topics affecting your industry today. What better way to start your day than by enjoying an energizing breakfast and collaborating with your peers?

**Tailgating Networking Dinner**  
Monday, October 4, 2010  
6:30 p.m.–9:00 p.m.  
**Valencia Lawn**  
Attire: Casual or your favorite sports team clothing

Join us for a backyard BBQ and tailgating party the CBORD way! Our friends at the JW Marriott will be preparing their take on traditional tailgating fare, including beer-can chicken, St. Louis-style ribs, salad, corn, slaw, mac and cheese, and much more. ASSA ABLOY is sponsoring this event, where you can celebrate coming together for UGC; network with your peers, CBORD representatives, and our business partners; and show your team spirit by wearing your favorite sports team's attire.

**Fire & Ice Gala Dinner & Awards Celebration**  
Tuesday, October 5, 2010  
7:15 p.m.–10:00 p.m.  
**Mediterranean Ballroom**  
Attire: Casual or Fire & Ice themed clothing

Get ready for a CBORD gala event like you've never experienced! Sponsored by Ingersoll Rand, this extraordinary evening will be filled with fine dining and a unique entertainment experience. We recommend casual dress inspired by our Fire & Ice theme—think jeans paired with "fire" elements (reds, oranges, etc.) and "ice" accessories (anything that dazzles and shines!). At this unforgettable event, the CBORD Excellence Awards will be presented to two organizations and an individual who have demonstrated innovative uses of CBORD solutions and have provided a service to the greater CBORD user community.

Conference Schedule At-a-Glance

**Sunday, October 3, 2010**  
12:00 p.m.–7:30 p.m. Conference Registration Open  
3:00 p.m.–5:00 p.m. Product Updates  
7:00 p.m.–9:00 p.m. Opening General Session & Welcome Reception

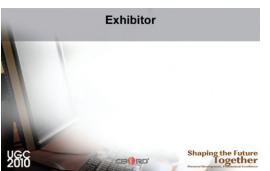
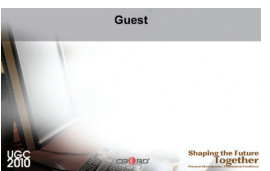
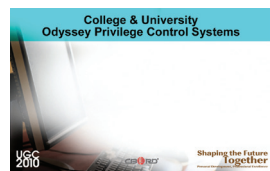
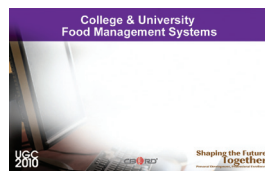
**Monday, October 4, 2010**  
7:00 a.m.–5:30 p.m. Conference Registration Open  
7:00 a.m.–8:00 a.m. Continental Breakfast  
8:00 a.m.–12:00 p.m. Sessions  
9:00 a.m.–5:00 p.m. Technology Pavilion  
12:00 p.m.–1:30 p.m. Lunch  
1:30 p.m.–5:30 p.m. Sessions  
6:30 p.m.–9:00 p.m. Networking Dinner

**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  
7:15 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. Lunch—Boxed Lunch To-Go  
1:00 p.m.

# Shaping the Future Together

TUESDAY	Card Systems	Integrated Security Solutions	Housing	Clinical	Food Production	One CBORD	Training in Motion—Certification Sessions						
8:00 a.m. – 9:00 a.m.	<b>New!</b> Reporting Tips and Tricks with Crystal Reports Sharon Smith and Tim Ross, University of North Carolina–Chapel Hill <i>Palazzo Salon G</i>	<b>New!</b> MICROS Stadium POS Management Scott Jerabek, CBORD <i>Palazzo Salon H</i>	The Troubadour: Powerful Event Management in the Palm of Your Hand Matt Devoe, CBORD <i>Marbella 3</i>	<b>New!</b> Transitioning to Contactless Grey Bartholomew, CBORD <i>Marbella 4</i>	AD-Series Locks—Understanding Door Hardware Lingo Mat Birnbaum, CBORD <i>Palazzo Salon F</i>	Web I Val Nielsen, University of Northern Colorado <i>Marbella 1</i>	Custom Functions with Web Application Programming Interface (API) Ross Louch, University of Nebraska at Lincoln; Thomas Goodman, CBORD <i>Marbella 2</i>	<b>New!</b> Nutrition Service Suite Tips and Tricks Dawn Kelly, CBORD <i>Segura 3</i>	Let’s Look at End-of-Day Settings for Nutrition Service Suite David Silvanic, CBORD <i>Segura 2</i>	<b>New!</b> Ensure Operational Efficiency for Multiple Sites Marty Fisher, CBORD; Melodie Rittenbach, Adventist Health, Roseville <i>Segura 6</i>	<b>New!</b> Using Your Foodservice Suite Data for Nutrition Labels Sharyn Joliat, CBORD <i>Segura 5</i>	<b>New!</b> Managing Resources with EventMaster Jonathan Empie, CBORD <i>Segura 4</i>	<b>1/2 Hour Sessions</b> Note: Times <b>8:30 a.m. – 9:00 a.m.</b> <b>New!</b> Webfood—Kiosk and Online Ordering William Rountt, CBORD <i>Segura 1</i>
9:15 a.m. – 10:15 a.m.	<b>New!</b> CS Gold Database Administrator Best Practices Kevin Kelly, CBORD <i>Palazzo Salon H</i>	<b>New!</b> SQL for CS Gold System Administrators John Atkinson, Baylor University <i>Palazzo Salon G</i>	<b>New!</b> ManageMyIDA to Z: How to Implement or Expand Your Existing Online Card Office Ryan Wagner, CBORD <i>Marbella 4</i>	Advanced Export Options for Odyssey PCS Steven Weaver, CBORD <i>Marbella 3</i>	<b>New!</b> Emergency Lockdown Setup and Usage Gary Conley, University of Virginia <i>Palazzo Salon F</i>	Web II Val Nielsen, University of Northern Colorado <i>Marbella 1</i>	<b>New!</b> Implementation and Training Strategies Nancy Sullivan, CBORD <i>Marbella 2</i>	Database Maintenance and Security David Silvanic, CBORD <i>Segura 2</i>	Preferences: How to Make Them Work for Your Patients When Using Bedside Menu Entry or Selective Menus Robin Stephens, CBORD <i>Segura 3</i>	<b>New!</b> Nutrition Linking Sharyn Joliat, CBORD <i>Segura 5</i>	Make or Buy? That Is the Question Brad Krakow, CBORD <i>Segura 6</i>	<b>New!</b> Best Practices: Managing Menus in a Multi-Site Catering Operation Using EventMaster 4 Jonathan Empie, CBORD <i>Segura 4</i>	<b>9:15 a.m. – 9:45 a.m.</b> <b>New!</b> It’s 9:00 a.m. Do You Know Where Your Room Service Trays Are? David Baals, CBORD <i>Segura 1</i>
10:30 a.m. – 12:00 p.m.	<b>New!</b> Printing Solutions Roundtable Dustin Schubert, University of North Carolina–Chapel Hill <i>Palazzo Salon H</i>	<b>New!</b> How to Manage Privileges in CS Access, CS Intelligent Video, and CBORD Campus Security Monitor Mark Jaimes, CBORD <i>Palazzo Salon G</i>	Tips for MICROS 3700 System Maintenance Brian Martin, CBORD <i>Marbella 3</i>	<b>New!</b> Odyssey CS Access Link: Simplify Access Control while Improving Security Teresa Blilie, University of North Dakota; Nancy Oshiro, CBORD <i>Marbella 4</i>	<b>New!</b> Door Security 101: Help Keep Your Campus Secure Beverly Vigue-Domurot, Ingersoll Rand <i>Palazzo Salon F</i>	Housing Caucus Eric Den Braber, University of Colorado at Boulder; John French, University of Tennessee–Knoxville <i>Marbella 2</i>	<b>New!</b> Implementing Holiday Menus and Foreign Language Laura Skrivseth, CBORD <i>Segura 2</i>	Fixing Processes to Ensure Patient Safety—But How Do I Know That Patients Are Also Getting What They Want? Dawn Kelly, CBORD <i>Segura 3</i>	Healthcare Food Management Systems Caucus Candy Collins, Texas Health Presbyterian Hospital Dallas <i>Segura 6</i>	<b>New!</b> Training the Masses Amy Wagner, Ball State University <i>Segura 4</i>	<b>10:30 a.m. – 11:00 a.m.</b> <b>New!</b> NetNutrition—Use Healthy Dining to Market Your Organization Jody Ward, CBORD <i>Segura 1</i>	<b>11:15 a.m. – 11:45 a.m.</b> <b>New!</b> Concorso—The Next Generation of Room Service Ordering Rich Higgins, CBORD <i>Segura 1</i>	<b>12:00 p.m. – 3:30 p.m.</b> MICROS 9700 NetVupoint Kimberly Woodhead, CBORD <i>Del Lago 1</i>
1:30 p.m. – 3:00 p.m.	<b>New!</b> Daily Card Office Tips and Tricks Julie Wesel, VPI&S; Becky Hinkle, JMU; Crissy Sampier, LU; Audrey Wilson, ASU <i>Palazzo Salon G</i>	Tips for MICROS 9700 System Maintenance Brian Martin, CBORD <i>Palazzo Salon H</i>	Healthcare Odyssey PCS Caucus John Patterson, Mercyhurst College; Teresa Blilie, University of North Dakota <i>Marbella 3</i>	<b>New!</b> Security Monitor and Cisco DVR James Perkins and David Lindsey, Radford University <i>Palazzo Salon F</i>	<b>New!</b> Financial Transactions Ian Cumberbatch, CBORD <i>Marbella 2</i>	<b>New!</b> Roundtable—Virtualization of Your Housing System Klaus Kiesenhofer, CBORD <i>Marbella 1</i>	What Reports Do You Need to Manage Your Business Today? Mary Lee Barrows, CBORD <i>Segura 2</i>	<b>New!</b> Do I Really Need AutoMate? Toni Ralston, Piedmont Hospital; Peter Kornbrust, CBORD <i>Segura 3</i>	College & University Food Management Systems Caucus Amy Wagner, Ball State University; Heidi Klebs, Central Michigan University <i>Segura 4</i>	<b>New!</b> Menu Engineering Drives Profits Ann Anderson, CBORD <i>Segura 6</i>	<b>1:30 p.m. – 2:00 p.m.</b> <b>New!</b> Save Money with Inventory Management Jack Hayes, CBORD <i>Segura 1</i>	<b>2:30 p.m. – 3:00 p.m.</b> <b>New!</b> Cashless 101: The Why, the What, and the How Michael Dorris, CBORD <i>Segura 1</i>	<b>3:30 p.m. – 4:00 p.m.</b> <b>New!</b> Housing: The Next Step to Expanding the Total Campus Vision Phil Parrish, CBORD <i>Segura 1</i>
3:15 p.m. – 4:15 p.m.	<b>New!</b> Webfood and CS Gold—Why Stand in Line? William Rountt, CBORD <i>Palazzo Salon H</i>	<b>New!</b> CBORD Virtualization Kevin Felker, University of Mississippi; Gene Barnes, Kansas State University <i>Palazzo Salon G</i>	<b>New!</b> Off-Campus Commerce Shawn McCarthy, CBORD <i>Marbella 4</i>	<b>New!</b> Department Charging Ryan Wagner, CBORD <i>Marbella 3</i>	<b>New!</b> Network Centric & Interoperable Security John Convy, Cisco Systems <i>Palazzo Salon F</i>	<b>New!</b> Advanced Web Features Thomas Goodman, CBORD <i>Marbella 2</i>	<b>New!</b> Configuring CS Access Link for Custom Door Access from Odyssey HMS Assignments and Attributes Elizabeth Wells, Indiana University <i>Marbella 1</i>	<b>New!</b> Bedside Menu Entry Best Practices Dolores Saile, Albert Einstein Medical Center; Melanie Saunders, Mount Carmel Health System <i>Segura 3</i>	<b>New!</b> Tray Ticket Troubleshooting Robin Stephens, CBORD <i>Segura 2</i>	<b>New!</b> Case Study—Ordering in a Retail Operation Jimmy Yu, Ohio State University <i>Segura 6</i>	<b>New!</b> NetHIMS—Purchasing and Receiving Marty Fischer, CBORD <i>Segura 5</i>	<b>New!</b> What’s New with EventMaster J. B. Lockwood, CBORD <i>Segura 4</i>	<b>4:00 p.m. – 7:30 p.m.</b> <b>New!</b> MICROS 3700 Menu Item Maintenance Kimberly Woodhead, CBORD <i>Del Lago 1</i>
4:30 p.m. – 5:30 p.m.	<b>New!</b> Web-Based MICROS 9700 Management Altaf Virani, University of Guelph <i>Palazzo Salon H</i>	<b>New!</b> Getting Data Into and Out of Your CS Gold System Colegate Spinks, Angelo State University; Sheila Barber, MSOE; Gene Barnes, Kansas State University <i>Palazzo Salon G</i>	<b>New!</b> Populating Your Odyssey PCS Database Matt Devoe, CBORD <i>Marbella 3</i>	<b>New!</b> Trends in the Point-of-Industry Ned Rowland, MICROS Systems, Inc. <i>Marbella 4</i>	<b>New!</b> ASSA ABLOY IP Locks Angelo Faenza, Stephanie Hensler, and Garrett Lovejoy, ASSA ABLOY <i>Palazzo Salon F</i>	<b>New!</b> Customizing Odyssey Web and ResCenter Thomas Goodman, CBORD <i>Marbella 2</i>	Assignments Jessica Doebling, CBORD <i>Marbella 1</i>	<b>New!</b> Understanding Foodservice Suite and Nutrition Service Suite Performance Klaus Kiesenhofer, CBORD <i>Segura 3</i>	<b>New!</b> Protocols and Reporting Laura Skrivseth, CBORD <i>Segura 2</i>	Inflationary Times: How to Use Foodservice Suite to Manage Escalating Costs Merelene Stanley, University of Colorado Boulder <i>Segura 5</i>	Dynamic Inventory Tools to Measure and Maximize Unit Potential Sharyn Joliat, CBORD <i>Segura 6</i>	<b>New!</b> Preparing for an Upgrade to EventMaster Jonathan Empie, CBORD <i>Segura 4</i>	<b>4:00 p.m. – 7:30 p.m.</b> <b>New!</b> CS Gold Basic SQL Kelly Dean, CBORD <i>Del Lago 3</i>



WEDNESDAY	Card Systems	Integrated Security Solutions	Housing	Clinical	Food Production	One CBORD	Training in Motion—Certification Sessions						
8:15 a.m. – 9:15 a.m.	<b>New!</b> Card Production Setup and Maintenance Dana Hart, CBORD <i>Palazzo Salon H</i>	<b>New!</b> Understanding and Creating EL Rules Steve Swingler, CBORD <i>Palazzo Salon G</i>	Odyssey PCS System Maintenance Steven Weaver, CBORD <i>Marbella 4</i>	<b>New!</b> Mercyhurst Implements Pharos 8.0 John Patterson, Mercyhurst College <i>Marbella 3</i>	<b>New!</b> I Have Approval for CS Access; Now What? Mat Birnbaum and Don Simmons, CBORD <i>Palazzo Salon F</i>	<b>New!</b> Facilities Today—Roundtable Eric Den Braber, University of Colorado Boulder <i>Marbella 1</i>	<b>New!</b> ResCenter Mobile Nancy Oshiro, CBORD <i>Marbella 2</i>	<b>New!</b> Room Service Panel Discussion Toni Ralston and Colleagues, Piedmont Hospital; Laura Skrivseth and Tanya Vanasse, CBORD <i>Segura 3</i>	<b>New!</b> Solutions for Tube Feedings Peter Kornbrust, CBORD <i>Segura 2</i>	Sustainability, Wellness, and Foodservice Suite Brad Krakow, CBORD <i>Segura 5</i>	<b>New!</b> Best Practices: Managing Maintenance for a Single- or Multi-Site Catering Operation Using EventMaster 4 J.B. Lockwood, CBORD <i>Segura 4</i>	Receiving—Managing Where Your Money Goes Marty Fischer, CBORD <i>Segura 6</i>	<b>8:00 a.m. – 11:30 a.m.</b> MICROS 9700 NetVupoint Kimberly Woodhead, CBORD <i>Del Lago 1</i>
9:30 a.m. – 10:30 a.m.	<b>New!</b> CBORD Web Products (AdminWeb and WebCard Center) John Atkinson, Baylor University <i>Palazzo Salon H</i>	<b>New!</b> Patron Alert Features in CS Gold Version 6 Steve Swingler, CBORD <i>Palazzo Salon G</i>	<b>New!</b> Switching to ISO/Starting a Banking Relationship John Patterson, Mercyhurst College <i>Marbella 3</i>	<b>New!</b> Getting the Most from MICROS 3700 Sales Reports Matt Devoe, CBORD <i>Marbella 4</i>	<b>New!</b> Configuring CS Access for Efficient Operation Dana Hart, CBORD <i>Palazzo Salon F</i>	<b>New!</b> Odyssey PCS Integration Thomas Goodman, CBORD <i>Marbella 1</i>	<b>New!</b> Odyssey HMS and SIS Integration: a Central IT Approach Gary Tidd, Calvin College <i>Marbella 2</i>	<b>New!</b> HIPAA/HITECH—Privacy & Security: Are You Doing All You Can Do? Margaret Dittloff, CBORD <i>Segura 3</i>	<b>New!</b> Implementing Intake Analysis Laura Skrivseth, CBORD <i>Segura 2</i>	<b>New!</b> Simplifying Interdepartmental Food Transfers with Unit Orders J.B. Lockwood, CBORD and Candy Collins, Texas Health Presbyterian Hospital of Dallas <i>Segura 4</i>	<b>New!</b> NetHIMS—Release the Power Shan Li, CBORD <i>Segura 6</i>	<b>New!</b> Food Cost Challenges Dave Coleman, CBORD; Amy Wagner, Ball State University <i>Segura 5</i>	<b>9:30 a.m. – 10:00 a.m.</b> <b>New!</b> Take the First Step with Nutrition Service Suite David Baals, CBORD <i>Segura 1</i>
10:45 a.m. – 11:45 a.m.	CS Gold Admin Refresher Kevin Kelly, CBORD <i>Palazzo Salon G</i>	<b>New!</b> What Can I Do with Text Messaging in CS Gold? Dana Hart, CBORD <i>Palazzo Salon H</i>	Cash Control at the Point-of-Sale: You Earned It—Now Keep It! Brian Martin, CBORD <i>Marbella 4</i>	<b>New!</b> Marketing Your Card Program Richard Routley, University of Windsor <i>Marbella 3</i>	<b>New!</b> Understanding Various Card Technologies Grey Bartholomew, CBORD <i>Palazzo Salon F</i>	<b>New!</b> Roundtable Discussion on Living Learning Community Placements and Auto Assignments Elizabeth Wells, Indiana University <i>Marbella 2</i>	Shaping the Future by Exploring Systems and Processes John French, University of Tennessee Knoxville; Wan-Yu Lee, East Carolina University <i>Marbella 1</i>	<b>New!</b> Implementing a New Cycle Menu in Your Live Environment Robin Stephens, CBORD <i>Segura 2</i>	<b>New!</b> Interface Troubleshooting and Maintenance for Admissions, Discharges, and Transfers and Orders David Silvanic, CBORD <i>Segura 3</i>	<b>New!</b> NetNutrition—a Marketing and Communication Tool Jack Hayes, CBORD <i>Segura 4</i>	Just-in-Time Purchasing—Don’t Leave Any More Revenue on the Shelf Dave Coleman, CBORD <i>Segura 5</i>	<b>New!</b> Making the Most of Your Menus Shan Li, CBORD <i>Segura 6</i>	<b>10:45 a.m. – 11:15 a.m.</b> <b>New!</b> NetMenu—Automating Food Service Production at Many Locations Just Got Easier Heather Whitehouse, CBORD <i>Segura 1</i>
12:00 p.m. – 1:00 p.m.	CS Gold Nightly Processes Kevin Kelly, CBORD <i>Palazzo Salon G</i>	Don’t Allow Profits to Walk out the Door—POS Video Security Dana Hart, CBORD <i>Palazzo Salon H</i>	<b>New!</b> Advanced Activities with Odyssey PCS Matt Devoe, CBORD <i>Marbella 4</i>	<b>New!</b> Make Every Print an Intelligent Decision Scott Murphy, Pharos Systems <i>Marbella 3</i>	<b>New!</b> Housing/Flag Access Triggers John Atkinson, Baylor <i>Palazzo Salon F</i>	<b>New!</b> ResCenter Conferences Nancy Oshiro, CBORD <i>Marbella 2</i>	Upgrades: How to Plan and Execute Them with Minimal Downtime! David Silvanic, CBORD <i>Segura 3</i>	<b>New!</b> Shifting Room Service into Overdrive Dawn Kelly, CBORD <i>Segura 2</i>	<b>New!</b> Foodservice Suite and HACCP Sharyn Joliat, CBORD <i>Segura 6</i>	<b>New!</b> NetCatering: How to “Wow” Your Customers Jack Hayes, CBORD <i>Segura 4</i>	<b>New!</b> Managing Executive Expectations (Dashboard) Brad Krakow, CBORD <i>Segura 5</i>	<b>11:30 a.m. – 12:00 p.m.</b> <b>New!</b> Securing Your Facilities—One Safe Patron at a Time Mat Birnbaum, CBORD <i>Segura 1</i>	<b>1:30 p.m. – 3:00 p.m.</b> Advanced CS Access Workshop with Bob Lemley Bob Lemley, CBORD <i>Del Lago 3</i>

## Caucus

The main business – and the legendary heart – of the User Group Conference is the creation of a prioritized list of requests for the product and service enhancements. Over the years the result of the caucus 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.

**Monday, October 4**  
**10:30 a.m.-12:00 p.m.**  
College & University Gold Systems  
*Palazzo Salon G*

Healthcare Clinical Systems  
*Segura 3*

**1:30 p.m.-3:00 p.m.**  
College & University Odyssey Privilege Control Systems  
*Marbella 4*

Corporate & Commercial Food Management Systems  
*Segura 4*

**Tuesday, October 5**  
**10:30 a.m.-12:00 p.m.**  
Housing Management Systems  
*Marbella 2*

Healthcare Food Management Systems  
*Segura 6*

**1:30 p.m.-3:00 p.m.**  
Business & Industry and Healthcare Privilege Control Systems  
*Marbella 3*

College & University Food Management Systems  
*Segura 4*