




**Tuesday May 11<sup>th</sup>, 2010**

Time		Session	Speaker(s)	Location
9:00 am	5:00 pm	<b>Vendor Setup</b>	Exhibit area open for setup. All vendors must be setup by 5pm.	Florentine Ballroom
1:00 pm	2:30 pm	<b>Vendor Session</b>	<b>The Intelitech Group</b>	Roman III
1:00 pm	2:30 pm	<b>Vendor Session</b>	<b>Compass</b> – Learn how to leverage the power of the <b>NEW</b> Compass edocsREV™ document management software seamlessly integrated into the Collector System, ManageMed and RPCS allowing you to work more efficiently and limit your liabilities. Features include: Scanning, 128-bit PDF encryption, email capture, HIPAA compliance, Windows 7 compatibility, document generation, workflow, client access and much, much more!	Roman IV
1:00 pm	2:30 pm	<b>Vendor Session</b>	<b>Columbia Ultimate – Ajility Call Management Suite</b>	Anzio
1:00 pm	2:30 pm	<b>Vendor Session</b>	<b>Dantom</b> – Products, Services and Security: What's new at DANTOM."	Capri
3:00 pm	4:30 pm	<b>Vendor Session</b>	<b>Healthware</b> – Inexpensive ways to expand your revenue stream. An overview of exciting new plug and play tools to expand the Collector Systems capabilities to handle medical claims and data verification.	Roman III
3:00 pm	4:30 pm	<b>Vendor Session</b>	<b>Ecliptics</b> – Real-Time Interfaces via TCS Web Services	Roman IV
3:00 pm	4:30 pm	<b>Vendor Session</b>	<b>Cubs Consulting</b> – Learn now to maintain accurate Accounts Receivable and obtain daily General Ledger entries from TCS. Also, a short discussion on ACH and Credit Card compliance for a collection agency.	Anzio
3:00 pm	4:30 pm	<b>Vendor Session</b>	<b>Agility Recovery</b> – Business Resiliency 360-Beyond the Data Recovery-Bring your pen & paper for an engaging Mock Disaster and leave with tangible solutions that can be immediately implemented in your organization.	Capri

3:00 pm	6:00 pm	<b>Registration</b>		Office 2
4:30 pm	5:30 pm	<b>CU Users Group Board Meeting</b> – Open to all members	You are encouraged to attend if you would like to be more involved with user group decisions.	Consul Boardroom
6:00 pm	10:00 pm	<b>Opening Reception- Appetizers sponsored by Columbia Ultimate</b>	 <b>COLUMBIA ULTIMATE®</b>	Florentine Ballroom
<b>Wednesday May 12<sup>th</sup>, 2010</b>				
7:00 am	7:45 am	<b>Registration</b>		Office 2
7:00 am	8:00 am	<b>Breakfast - Sponsored by Dantom Systems, Inc.</b>		Florentine Ballroom
7:00 am	8:00 am	<b>Vendor Area Open</b>		Florentine Ballroom
8:00 am	8:30 am	<b>Welcome and 99 Second Commercials</b>	Thomas Niman – Snap-on Credit, LLC	Roman III
8:30 am	9:00 am	<b>Keynote Speaker</b> – State of Columbia Ultimate	Fred Houston – Columbia Ultimate	Roman III
9:00 am	9:45 am	<b>Utilities Overview and XLIB programs</b>	Thomas Niman – Snap-on Credit, LLC Jason Melton – Merchants Credit Adjusters	Roman III
		<b>Intelliscript</b>	Albert Rookard – Client Access Web	Roman IV
		<b>ManageMed RFE's, Update and Forum</b> – what's new and what's next	Mike Wright – Columbia Ultimate	Anzio
		<b>Menu Builder</b> – How to use and why	Gayle Hawkins - RSI Enterprises, Inc.	Capri
9:45 am	10:15 am	<b>Break and Vendor Networking - Sponsored by Cubs Consulting Inc.</b>		Florentine Ballroom
10:15 am	11:15 am	<b>Disaster Recovery Workshop</b>	John Newman – Agility Recovery Thomas Niman – Snap-on Credit, LLC	Roman III
		<b>CU•Schedule (and other automation through day-end)</b>	Gayle Hawkins - RSI Enterprises, Inc.	Roman IV

		<b>The Collector System RFE's &amp; Forum, top 10 interactive ranking</b>	Mark Myerscough – Wilber & Associates, P.C.	Anzio
11:15 am	12:00 pm	<b>Business Continuity – What to do after the disaster</b>	John Newman – Agility Recovery Thomas Niman – Snap-on Credit, LLC	Roman III
		<b>Month-end processing</b>	Gayle Hawkins – RSI Enterprises, Inc.	Roman IV
		<b>Account Flow Manager</b>	Ryan McBride - Bonneville Collections	Capri
12:00 pm	1:30 pm	<b>Lunch and Keynote Speaker</b>	Valerie Hayes - Corporate Counsel Vice President, Legal and Government Affairs ACA International	Florentine Ballroom
1:30 pm	3:00 pm	<b>Collector System Update -</b> Listen to what's new and what's next for TCS.	Mike Wright – Columbia Ultimate	Roman III
3:00 pm	3:30 pm	<b>Break and Vendor Networking</b>		Florentine Ballroom
3:30 pm	5:00 pm	<b>Users Helping Users – open Forum. Bring your questions – and solutions – to share with your fellow CU Users.</b>	Jason Melton – Merchants Credit Adjusters	Roman III
<b>Thursday May 13<sup>th</sup>, 2010</b>				
7:00 am	8:00 am	<b>Breakfast</b>		Florentine Ballroom
7:00 am	8:00 am	<b>Vendor Area Open</b>		Florentine Ballroom
8:00 am	8:30 am	<b>Closing Remarks-</b> Closing remarks, Vendor giveaways and 99 second commercial winner	Thomas Niman – Snap-on Credit, LLC	Roman III
8:30 am	9:15 am	<b>Business Meeting –</b> All members encouraged to attend. Help us shape the direction of the group and give input on key decisions for the coming year	CU Users Group and Conference Attendees. <i>Includes the voting &amp; induction of new Directors &amp; Officers</i>	Roman III
9:15 am	10:00 am	<b>Paragraphs &amp; Phrases</b>	Mark Myerscough – Wilber & Associates, P.C.	Roman III
		<b>IS, Data security trends, regulations, audits, Management strategies (Roles &amp; Profiles)</b>	Thomas Niman – Snap-on Credit, LLC	Roman IV

		<b>Utilities Overview and XLIB programs</b>	Jason Melton – Merchants Credit Adjusters	Anzio
10:00 am	10:30 am	<b>Break and Vendor Networking</b>		Florentine Ballroom
10:30 am	12:00 pm	<b>Business Intelligence-Utilizing Analytics to Drive Results.</b> During this session scoring solutions will be discussed but our focus will instead mainly be on how to apply your score of choice within your Columbia Ultimate software in an integrated fashion. Also learn of integrated tools like cost analysis and dashboards to leverage your data in making decision. Case studies and real examples shall be included.	Joe Beekman – The Intelitech Group	Roman III
		<b>Collector Performance Monitoring/Measurement</b>	Brett Sivits – Intelitech Group	Roman IV
12:00 pm	1:30 pm	<b>Lunch</b>		Florentine Ballroom
1:30 pm	2:30 pm	<b>Vendor Area Close</b>	Vendor Tear-Down	Florentine Ballroom