



The super bowl is in Indianapolis this year. So is T2 User Group. **Game on.**

**They say practice makes perfect.**

At the 2011 T2 User Group conference, you'll have the chance to practice with the best. New highlights include an eBusiness track, a dedicated ARC (PARCS) track with an open forum, an advanced T2 Flex track, and hard-hitting round table discussions. We've also included many of your favorite sessions and activities from past User Groups. Attend and make sure that your team is ready to perform their best on game day!

This year, we're holding the conference at the Indianapolis Marriott Downtown. It's footsteps away from championship-caliber attractions including the historic Soldiers and Sailors monument, Indianapolis's best shopping at Circle Center mall, the city market, tons of great music clubs and piano bars, and countless dozens of wonderful pubs and restaurants.

You can make your hotel reservation online directly from the T2 customer website or call the Marriott at (317) 822-3500 (be

sure to mention the T2 Systems Group). Don't wait until the fourth quarter! Book early to secure the discounted conference rate of \$167.00 per night.

**Sign up early and save!**

Early Bird Registration:	\$795
Standard Registration:	\$895
One Day Registration:	\$325
Spouse/Guest Registration:	\$150



**IMPROVE YOUR TEAM'S GAME. GO TO 2011 TRAINING CAMP.**

Want to outperform the rest of the league? Study your playbook. Then take advantage of the Support and Handheld support tables, the partner vendor area, and some quality down time with your Account Managers at User Group. Plus, don't miss the opportunity to learn more about other T2 solutions like Citation Collection Services, PermitDirect, and eBusiness.

Nov. 8

8:30-10:15

Pre-game: opening session

10:15-10:30

Break

10:30-12:00

Offensive Line: *Permits*  
Coaches: *Task & Report Scheduler*  
Team Owners: *Addressing Operational Issues with T2 Flex*  
Veterans: *Payment Plans*  
Playmakers: *Database Structure*  
Kickers/Punters: *eBusiness Solutions Overview*  
Defensive Line: *ARC Functionality*

12:00-1:30

Lunch

1:30-3:00

Offensive Line: *Citations*  
Coaches: *Setting up Permit Number Ranges*  
Team Owners: *Increase Revenue & Profitability*  
Veterans: *Cash Drawer Best Practices*  
Playmakers: *Home Field Advantage - T2 Hosting*  
Kickers/Punters: *eBusiness - Product or Project?*  
Defensive Line: *Cashier Station*

3:00-3:30

Break

3:30-5:00

Offensive Line: *Finder & Query*  
Coaches: *FUMBLE! Fixing Mistakes (1)*  
Team Owners: *PCI and PA DSS*  
Veterans: *Beginning Crystal*  
Playmakers: *Handheld Support Forum*  
Kickers/Punters: *eBusiness Template & Admin Console*  
Defensive Line: *Understanding the ARC Installation Process*

Nov. 9

8:30-10:15

General Session - *Customer Presentations*

10:15-10:30

Break

10:30-12:00 Round Tables

Offensive Line: *Letters*  
Coaches: *Appeals (workflow)*  
Team Owners: *Reporting Needs*  
Veterans: *Asset Management*  
Playmakers: *Chain of Custody*  
Kickers/Punters: *Online Services & Solutions*  
Defensive Line: *Going Unified - What Does it Mean?*  
Special Teams: *Events & PermitNow*

12:00-1:30

Lunch

1:30-3:00

Offensive Line: *Creating & Managing Letters*  
Coaches: *Appeals (new features)*  
Team Owners: *Financial & Other Reporting with T2 Flex*  
Veterans: *Asset Management*  
Playmakers: *Chain of Custody*  
Kickers/Punters: *eBusiness Permits*  
Defensive Line: *ARC Open Forum I*  
Special Teams: *PermitNow Functionality*

3:00-3:30

Break

3:30-5:00

Offensive Line: *Letters Continued*  
Coaches: *Appeals (Cont. w/ Configuration)*  
Team Owners: *Advanced Queries*  
Veterans: *Handheld Functionality*  
Playmakers: *Permit Oversell Management*  
Kickers/Punters: *eBusiness Payments*  
Defensive Line: *ARC Open Forum II*  
Special Teams: *Managing Events in T2 Flex*

Nov. 10

9:00-10:30 Round Tables

Municipal Challenges  
Large Universities  
Medium Universities  
Business Intelligence/Dashboards  
Mobile Apps & Parking  
Enforcement Challenges  
T2 Panel

10:30-10:45

Break

10:45-12:00

Offensive Line: *Managing Customers & Third Parties*  
Coaches: *Things We Bet You Don't Know*  
Team Owners: *Current & Planned Features in T2 Flex*  
Veterans: *Unified Approach to Parking Management*  
Playmakers: *I Didn't Know You Could do That in Crystal*  
Kickers/Punters: *Post Game Analysis - Permit Season Lessons Learned*  
Special Teams: *Handheld Integrators*

12:00-1:30

Lunch & Closing Session

1:30-3:00

Offensive Line: *FUMBLE! Fixing Mistakes (2)*  
Coaches: *Waitlists*  
Team Owners: *T2 Hosting*  
Veterans: *Tips & Tricks*  
Playmakers: *Interfaces*  
Kickers/Punters: *Testing Your eBusiness Site*  
Special Teams: *eTicketBook / AutoVu*

The Playbook:

Front Line Staff: *Offensive Line Managers/Supervisors: Coaches*  
Leadership: *Team Owners*  
Advanced T2 Flex: *Veterans*  
Technical: *Playmakers*  
eBusiness: *Kickers/Punters*  
T2 Flex ARC: *Defensive Line*