

General Session	Description
Future Forward: Consumer Trends & Tactics to Capitalize on Them Keynote Speaker, James Dion	Future Forward: Consumer Trends & Tactics to Capitalize on Them Market, economic, political, demographic, consumer lifestyle trends are all part of this presentation and the purpose of it is to help you understand how things are changing and get ready for those shifts. Because running a successful business is not about reacting to changes but anticipating them and even shaping them. Learn what consumers are doing now and may be doing next. Find out what are the ten or more trends that are going to change the way we do business with consumers. Learn which companies or brands are already capitalizing on those trends and with what results. And, most importantly, learn how YOU can do it in your day-to-day operations.
Target Market Real Estate - Merging Real Estate and Marketing together to attract more customers. Presenter, Dan Wirtz	This session will cover choosing the right real estate markets (dense areas of potential customers) based on Prizm Segmentation, then choosing the right real estate based on real estate characteristics, followed by using the Prizm Segmentation to market directly to your target audience around your selected real estate.
CounterPoint SQL Sessions	Description
Simple Customizations Presented by Diana Tepe	Become more proficient by learning how to work effectively with LookUps, Filters, Zooms and Table Views. Attendees will learn simple and practical ways to customize these functions to better meet their unique needs.
Price Rules Presented by Diana Tepe	CounterPoint SQL allows for various types of basic pricing needs. This session will look at specifying the details for a new price, including selecting which items, which customers, and under which conditions the new price is used. Attendees will learn how to create basic price rules, how to test their price rules, and how CounterPoint determines the selling price for an item when the item has been included in multiple rules.
Advanced Price Rules Presented by Diana Tepe	Basic price rules may not be powerful enough to meet all of your pricing needs. This session focuses on some of the more advanced methods of creating your pricing structure. Attendees will learn the importance of the 'ands' and 'ors' in a condition, and the impact of indenting a condition. BOGO and 2-fer rules will also be covered. Several scenarios will provide practical examples of how to make price rules fit your unique needs.
Effectively Managing Inventory Presented by Diana Tepe	Successful businesses have learned the importance of having the right item, at the right price, at the right place, at the right time, and in the right quantity. This session covers managing inventory by utilizing CounterPoint SQL's transfer advice and purchasing advice reports to maximize profit levels, minimize cost, and simplify daily business tasks. Attendees will also get an in-depth look at the Merchandise Analysis report and how it can be used to make inventory management decisions.
8.3.9 POS Features Presented by Mike Ritchie	Explore the latest enhancements in Point of Sale for CounterPoint SQL version 8.3.9. We'll demonstrate Scrap Returns, User-entered Discounts, BOGO/2Fer Pricing, and Miscellaneous Kits.
8.3.9 Back Office Presented by Jack Roberts	New 8.3.9 back office features help you to more effectively manage and run your business. We'll demonstrate the new Gift Registries, POS Exception Reports, Message Center, Work Center, Margin-Driven Pricing, Report Enhancements and more
Introduction to the Data Dictionary Presented by Diana Tepe	The Data Dictionary provides powerful tools for changing settings for tables, columns, and indexes for your company. This session will

	introduce you to some of the easy changes that can be made in the Data Dictionary. Attendees will learn how to make a field required, change display labels, create picture masks, create custom indexes, and much more.
Advanced Data Dictionary Presented by Marilyn Grant	Learn how to fine-tune your CounterPoint lookups through use of the Data Dictionary. Attendees will learn how to the item lookups to use each workgroup's specific view of item and inventory data. You see how to use special filter macros in the Data Dictionary to limit the records shown in a lookup, based on the user who is logged in or their store. You'll also find out how to use the value of other fields to restrict the records shown in a lookup.
End of Day Process Presented by Diana Tepe	This session covers the processes that are needed at the end of each business day to finalize Point of Sale activity. Examples of 'before posting' and 'after posting' activities provide insight into some of the issues involved with closing the day. Attendees will learn about drawer procedures, using reports to assist in closing, settling credit cards, and more.
Radiant Roadmap Presented by Chris Moreira	This session will present a high level Radiant Retail Solution overview including upcoming releases of CounterPoint SQL and CounterPoint V7m Radiant hardware and Radiant Payment Services.
Crystal Reports Presented by Marilyn Grant	Connect Crystal to your CounterPoint database, add and move fields on standard CounterPoint reports, work with the many sections in the standard reports, understand how multiple tables are linked in a single report and the role of joins, and how to create a new custom report from a template. Also discover how special macros can be used in reports that are run from CounterPoint, and how sub-reports can improve performance of a report.
Account Numbers Presented by Marilyn Grant	Reduce your confusion about setting up account numbers in CounterPoint SQL. Learn why you would define an account as a "valid posting account", rather than a "valid main account" or "valid profit center", and how the profit center method affects the account you can use for a function. You'll also find out how to view the bookkeeping entries created by CounterPoint by posting functions and what happens if an account that is updated by posting has not been set up in advance.
Different Costs in SQL Presented by Marilyn Grant	Learn about the different costs used in CounterPoint SQL. You'll find out about average cost, last cost, standard cost, and serial cost, where each cost is used in the software, how and when each cost is updated, which costs are calculated and how they are calculated, the role G/L Value plays in calculating average cost, and how and when cost corrections are done.
Forecast Driven Replenishment Presented by Jack Roberts	Effectively managing inventory can significantly impact the profitability of your business. With CounterPoint SQL 8.3.9 you can now create seasonal forecasts for your items, allowing you to more accurately estimate future demand based on historical sales, using proven forecasting methods. Join us to explore this powerful feature.
25 Things You Didn't Know Presented by Andee Williamson	Come to this session to learn tips and tricks to help you better use CounterPoint. There will be a variety of modules covered including Purchasing, Inventory and Point of Sale. The session is interactive and questions from the session attendees are welcome.
Database Disaster Recovery Presented by Morris Caen	This CounterPoint SQL session will cover recovering from system failures through restoring database and transaction logs as well recovering on systems that use log shipping, database mirroring, and Peer Direct replication.
Maximizing System Performance Presented by Morris Caen	This session will discuss how to operate your system at its max performance.
Embedded Customer Loyalty Programs	CounterPoint provides an integrated customer loyalty program.

Presented by Bill Meck	Find out how to set up your CounterPoint system to use a customer loyalty program! Learn how customers earn points and how you can set redemption rules for your own loyalty program. Learn how to print labels and about reports that can help you evaluate the success of your program
New 8.3.9 Reports Presented by Bill Meck	The 8.3.9 release of CounterPoint SQL introduced some new reports and some improvements on existing reports. This session will cover the new reporting added to 8.3.9.
CounterPoint V7 Sessions	Description
New 7.5.17 Features Presented by Andee Williamson	Explore the new features and functions of CounterPoint 7.5.17
Special File Utilities Presented by Marilyn Grant	The Special File Utilities in Version 7 gives you ways to correct and modify your data from within CounterPoint, without needing to use external editors. Learn when, how, and why you would use file utilities such as recalculating item quantities, rebuilding keywords, renumbering items, recalculating merchandise history, and more.
25 Things You Didn't Know Presented by Andee Williamson	Come to this session to learn tips and tricks to help you better use CounterPoint 7.5.17. There will be a variety of modules covered including Purchasing, Inventory and Point of Sale. The session is interactive and questions from the session attendees are welcome.
Upgrading from CounterPoint V7 to CounterPoint SQL Presented by JoAnna Cravens	Are you still running on CounterPoint V7 and apprehensive about the process of upgrading to CounterPoint SQL? This track will discuss the differences between CounterPoint V7 and CounterPoint SQL and what you need to know before making the upgrade.
A/R Modules Presented by Cathy Radford	This session will cover the A/R processes available in CounterPoint V7. This will include month end processing as well as Account Management
Embedded Customer Loyalty Programs Presented by Bill Meck	CounterPoint provides an integrated customer loyalty program. Find out how to set up your CounterPoint system to use a customer loyalty program! Learn how customers earn points and how you can set redemption rules for your own loyalty program. Learn how to print labels and about reports that can help you evaluate the success of your program
Using Coupons and Discounts Presented by Cathy Radford	This session will cover using Validated Coupons and discounts in CounterPoint V7. Learn how you can use these features in your business
Generic/Business CounterPoint Development	Description
PCI Compliance Presented by Rick Dakin, President of Coalfire	Specialty Retailers have become the focus of increasing cyber attacks and more demanding data protection requirements. Specifically, the Payment Card Industry or PCI Data Security standard has become a significant financial burden to many store operators. This session will provide a background on PCI requirements and identify a streamlined path to PCI compliance that leverages the significant investment Radiant has made in its payment application security. Financial and general management of specialty store operations should attend this session. Take out all the confusion and develop a sustainable PCI compliance program at your organization.
Getting the Most out of CONNECT Presented by JoAnna Cravens	This interactive session will touch on each class offered at this year's conference. CounterPoint attendees will be able to ask questions to determine which classes are best for their business, ensuring they maximize the Connect experience.
Radiant Resources Presented by JoAnna Cravens	Learn about the various resources Radiant provides to help you become more self sufficient with CounterPoint. Some of the topics included are the online User Forum, how to use the documentation, as well as how to make use of webinars and tutorials
Using the Power of CounterPoint POS as a Key Advertising/Marketing Device in 2010	This session will teach CounterPoint users how to use gift cards, direct mail and other distribution channels of card-based programs to build business and nurture strong customer relations. The

Presented by Card Marketing Services	session will also cover how to drive topline sales by bringing more customers in the store and bottom line profit by pushing them to higher margin products and services.
Merchant Services 101	Get an education and overview of how to create a winning and cost-effective payment acceptance program for your business. Come to this session to learn how you are charged (interchange vs. processing fees), processing cost structures, the basics in reading and understanding your statement and industry “watchouts.”
Hardware Update Presented by Joe Fulton	This session will focus on the benefits of the tremendous hardware and service solutions that Radiant Systems has to offer including the new low-cost solution, the P1515.
CPOne (CounterPoint Attendees)	Description
Growing Your Business with Ecommerce Presented by Adam Price	The Internet has fundamentally changed the way consumers research, compare and purchase goods. Have you factored the Internet revolution into your business plan? Explore the benefits of an integrated ecommerce solution.
Introduction to Search Engine Optimization Presented by Jack Ogilvie	Your online store can be a real money maker! Learn how to increase your profits by improving your search engine rankings, enhancing your site’s shopability, and effectively marketing your online store
Advanced Search Engine Optimization Presented by Jack Ogilvie	For someone who already understands the fundamentals of search engine marketing. Learn advanced techniques for link building, Google Adwords, and tracking the results of your efforts.
Google Analytics Presented by Jack Ogilvie	To ensure your website is as profitable as possible, you must understand how your customers are using your website. Using Google Analytics, you can learn how people get to your site, what pages are popular and what is or isn’t working.
25 Things You Didn’t Know About CPO Presented by Adam Price	Get the most out of your CPOne store. Tips will cover a variety of topics including improving the visual appeal of your site to operating your online store more efficiently.
Communication Forums	
Support Chat CPOne, CounterPoint SQL & CounterPoint V7	Have you encountered and technical challenges in the field that you’d like some help solving or are you looking for more effective process? The Support Chat forum will provide you with the opportunity to meet one-on-one with a Radiant Systems Support Representative and discuss these types of issues. During registration, you will have the opportunity to signup for a 20 minutes session at a time that best fits in your conference schedule.
Internet Café	Internet Café (Cairo and Hong Kong) During the conference, we will have an area set up with Internet access to allow you to keep up with your email while you are away from your business. You can also use this area to gather and have discussions with your peers of your CounterPoint business partner. Please note that Radiant Systems has negotiated complimentary Internet access in your hotel room rate as well.
Thursday Night	
Dinner at the World of Coca-Cola	Please meet in the Hyatt Lobby at 6:15pm for transportation to the World-of-Coke. We will be providing transportation to Thursday night’s dinner at the event; however feel free to walk the .75 mile through downtown Atlanta. Please allow 15 minutes for your journey. Walking directions: Turn right out of Hyatt (onto Peachtree St.) and then turn left at the first light onto Baker Street. Walk three blocks and the

	World of Coke is on the right, at the corner of Baker and Centennial Olympic Park Dr.
Petroleum and Convenience	Description
Carwash Kiosk Presented by James Hervey	Hear field experience on how the Intelio Activa Car Wash Kiosk and Radiant electronic payments software are increasing sales and profitability today. Attendees will also learn more about what is in store for the partnership between Radiant and Intelio.
Food Service Products Working Group Presented by Beth Atchison	Food Service was as hot as ever at the 2009 NACS Show. Join in on a discussion about Radiant products and features related to food service and customer self-service kiosks.
Radiant Configuration Manager/RSM Presented by Anish Patel	NEED
PCI Compliance Presented by Rick Dakin, President of Coalfire	As the percentage of Convenience Store credit card transactions continue to expand, store operators are faced with increasing cyber threats and more demanding regulatory requirements for data protection. Specifically, store operators, jobbers and distributors are required to complete annual Payment Card Industry (PCI) compliance validation. Radiant has made a significant investment in securing payment applications and completing compliance validation to the PCI Payment Application Data Security Standard. Coalfire will outline merchant compliance requirements and methods to leverage the Radiant investment to reduce the cost of PCI compliance. The session is a "must" for financial, general management and store operator staff. The session will summarize the drivers for PCI compliance, reporting requirements and a path to achieve compliance.
Using Technology for Better Cash Management Presented by Ken Boord	An overview of several new features designed to assist store managers and head office personnel track cash flow into and out of stores. The features include expanded till accountability, real time tracking of cash positions in store safes, expanded reporting capabilities and exports to send this information to the head office for analysis.
Continuous Improvement Update Presented by Jason Pastor	The Continuous Improvement team is responsible for providing escalated development support for field issues, resolving product defects impacting sites, maintaining industry certifications, legal compliance, and compliance with data security standards as well as ensuring the products are technologically up-to-date, maintainable and supportable. In this session, we will give an update on the results of the Continuous Improvement Team in 2009 and our goals for 2010.
Loyalty Working Group Presented by Ernesto Priego	NEED
Customer Case Study Presented by Ernie Floyd	NEED
POS Working Group Presented by Ernesto Priego	NEED
Hardware Update Presented by Smriti Motwani	This session will focus on the latest hardware products that Radiant has brought to market. This will include Radiant's touch screen P1515, P1560 and scanners and printers. Radiant will also showcase two most sought after products in the Petroleum Convenience Industry, which includes Tiger Fuel Controller and Epsilon Electronic Payment Controller.
New Products from around Radiant	This session is an overview of several new products being

Presented by Honza Fedak	developed or considered both in the Retail division and elsewhere in Radiant. The products include areas as diverse as loss prevention, web and mobile food ordering, proactive alerts from sites, and online targeted marketing.
NACS Update Michael Davis NACS VP, Member Services	This session will provide attendees with past and current industry metrics and a glimpse at the future direction of the industry. The session will also key in on the marketing challenges operators face moving forward.
Intel Presented by Megan Walsh	By enabling more content, mobility, and capabilities than ever before, Intel provides many advantages in a rapidly changing world. With advanced silicon building blocks, industry standard platforms, modular infrastructure solutions and ecosystem support, Intel can help deliver a more compelling digital lifestyle. Intel, the world leader in silicon innovation, develops technologies, products and initiatives to continually advance how people work and live. Come see how Intel fits into the Radiant story.
Top 5 Myths about Wireless Protection – PCI and Beyond Michael T. Raggo, Air Defense-Motorola	Many of the security approaches applied to wired networks can be insufficient for fortifying wireless networks. This can leave people with a false sense of security about their wireless network. This presentation debunks many of the myths related to wireless security; ranging from flawed Rogue AP identification to misconfigured firewalls. This presentation will outline the five most common misconceptions about wireless security approaches by pointing out these flaws with real world examples, and recommended approaches for gap-free wireless security.
Hardware Maintenance Presented by Rich George	<p>Want to lower your spend on field technician services to replace hardware in your sites? Need to improve the timeliness or quality of hardware replacements in your sites? Come learn more about how Radiant’s Field Service offering can help you with:</p> <ul style="list-style-type: none"> • Four hour part and technician SLA’s for critical parts (available across North America) • An advanced service model designed specifically to minimize hardware returns, customer disruption, and your costs. <p>We are confident we can lower your costs and improve your uptime. Please attend to learn more!</p>