



# Big League Meeting 2010 Orlando

## Tuesday September 21st

- 1pm - 5:00pm AAA Clubs meeting – *Regency Ballroom 1<sup>st</sup> Floor*
- 5:30 - 7:30pm Early Registration – *Foyer*
- 5:30 - 7:30pm Get Acquainted Social Hour – *Tropical Garden Atrium*

## Wednesday September 22nd

- 6:30am Breakfast – *Tropical Garden Atrium*
- 7:30am Register - *Foyer*
- 8:30am Introductions and Meeting Roadmap – *Regency Ballroom 1<sup>st</sup> Floor (all day)*
- 8:45am What's New in GlobalWare 5.10 - Rebecca Pyle
- 10:00am Break
- 10:15am 3<sup>rd</sup> Party tools and tricks that work with GlobalWare - Share your experiences
- 11:15am Shopping Spree results - Rebecca Pyle – *Regency Ballroom 1<sup>st</sup> Floor*
- 12:00pm COMMTRAK – Roger Miersch
- 12:15pm Agency Technology – Lee Brubaker
- 12:30pm Lunch – *Tropical Garden Atrium*
- 1:30pm Travelport Presentation – Ron Cole, Vice President Customer Relations, North America
- 2:30pm Break
- 2:45pm Healthy Databases – April Sigmon
- 3:15pm Windows 7 and GlobalWare – April Sigmon
- 4:00pm End of Day Wrap Up - Announcements

## Thursday September 23rd

- 6:30am Breakfast – *Tropical Garden Atrium*
  - 8:30am ARC– Shelly Younger & Lucianne Leighton, Director Reporting and Settlement – *Regency Ballroom 1<sup>st</sup> Floor*
  - 10:00am Break
  - 10:15am Dugout Sessions Round 1
  - 11:30am Dugout Sessions Round 2
  - 12:30pm Lunch - *Tropical Garden Atrium*
  - 1:30pm Dugout Sessions Round 3
  - 2:45pm Dugout Sessions Round 4
  - 4:00pm Highlights of Dugout Sessions – *Regency Ballroom*
- } Room assignments at registration

**\*Special Evening Event sponsored by Travelport\***

## Friday September 24th

- 6:30am Breakfast – *Tropical Garden Atrium*
- 9:30am Scott Hemphill with the Latest and Greatest Developments
- 11:30am Q & A with Rebecca Pyle
- 12n Box lunch to go

### Dugout Sessions:

- Get Answers from the GlobalWare Help Desk - Jules Simon
- Online with Twitter, Facebook, YouTube – Mike Coleman
- Access Reporting Basic – Rebecca Pyle
- Access Reporting Advanced – Rebecca Pyle
- Database Cleanup Basic - April Sigmon
- Database Cleanup Advanced - April Sigmon
- General Q & A for New GW Users – Margaux
- How do you pay your agents - Paul Covington
- Information on Interfacing – Jackie Higgins