

# Gateway

TICKETING SYSTEMS™



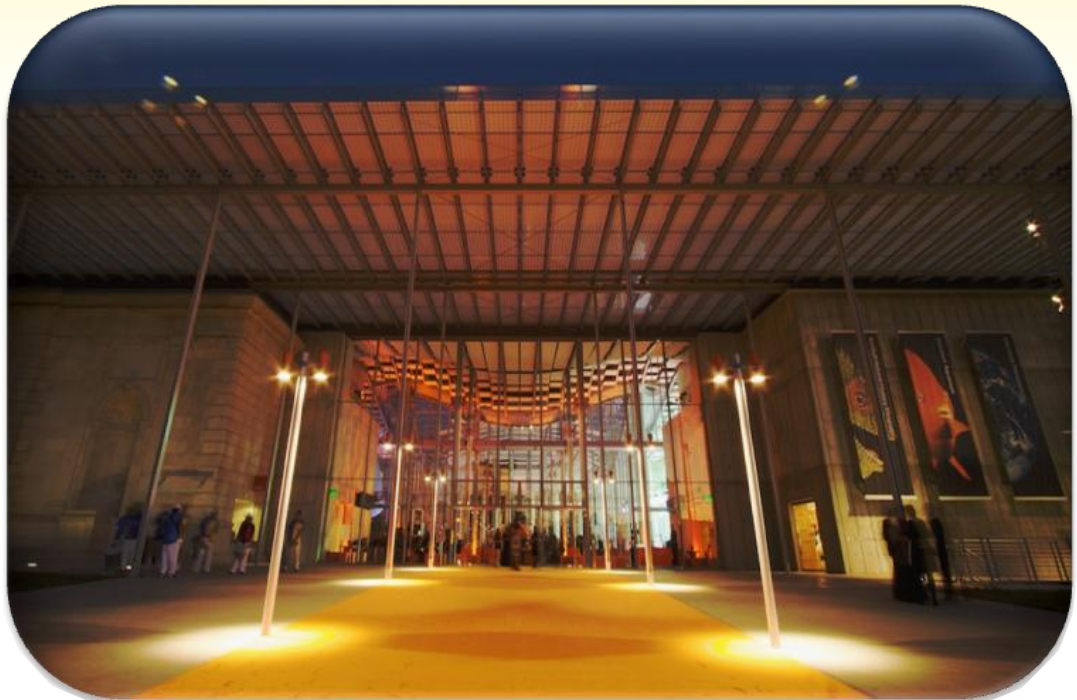
## 2010 User Group Meeting

Hosted by California Academy of Sciences

Experience · Service · Innovation

# Welcome to the 2010 Gateway User Group Meeting!

The Gateway Ticketing Systems User Group Meeting is a week-long conference coordinated by Gateway and hosted by California Academy of Sciences. The meeting gives Gateway customers an opportunity to share their Galaxy experiences, learn about recent enhancements and help plan the future direction of Galaxy. It is also a great way for users to gain industry knowledge through networking with other users, attending fact-filled presentations and even seeing the behind-the-scenes operations of the host.



## GALAXY LAB 2010

Back by popular demand, we are proud to bring you the Galaxy Working Lab 2010. Sit down and experiment with the latest and greatest software features.

Gateway staff, including our own training team, will be on hand to answer questions and discuss the new and existing Galaxy functions.

### Hours of operation:

#### **Monday**

8:30 a.m. – 12:00 p.m., 1:30 p.m.–5:00 p.m.

#### **Tuesday**

8:30 a.m. – 12:00 p.m.

#### **Wednesday**

8:30 a.m. – 12:00 p.m., 1:30 p.m.–5:00 p.m.

#### **Thursday**

8:30 a.m. – 12:00 p.m.

#### **Friday**

8:30 a.m. – 12:00 p.m.

### Location:

Franciscan C & D

## Panel and Round Table Discussions

As a *user group meeting*, we are constantly looking for new ways to increase user involvement, such as more customer presentations. This year, we're adding two panel discussions. Each panel will focus on a specific topic area. They will feature short presentations related to the topic from a few customers followed by a group Q&A session for the panelists.

Some of the most asked about sessions each year are the round tables. In fact, it's hard to imagine a Gateway User Group Meeting without them. This year's round table session will be held later in the week as a group session that includes all attendees. You'll have a chance to further discuss topics from the presentations and panel discussions earlier in the week or start new discussions.

We're very excited about the panel discussions and round table this year and the possibilities they offer for enhanced communication.

JOIN US AT IAAPA 2010 IN ORLANDO — BOOTH 2455

# User Group Meeting Participants

We would like to extend a warm and gracious thank you to all who helped make the 2010 User Group Meeting a success. From our host, California Academy of Sciences, to our presenters, sponsors and partners we are sincerely grateful as we could not have done this without them. A special thank you also goes out to our sponsors and partners for their generous financial support.

Thank you,

Gateway Ticketing Systems, Inc.

## OUR HOST: CALIFORNIA ACADEMY OF SCIENCES

Without the willingness and support of our host, there would not have been a User Group Meeting. We would like to thank all of those involved with helping to coordinate the hotel, conference rooms and many events during the week.



## CUSTOMER PRESENTERS

**Kim Le**, Director, IT & AVEE, California Academy of Sciences  
**Sam Salter**, Business Systems Administrator, California Academy of Sciences  
**Chris Blackman**, Information Technology Manager, Empire State Building  
**Beach Clark**, Vice President Information Technology, Georgia Aquarium  
**Amit Dongerdive**, Chief Architect Information Technology, Georgia Aquarium  
**Marcus Lopez**, Senior IT Manager, Universal Orlando  
**Ryan Michaelsen**, Ecommerce Manager, Legoland California  
**Monty Matteson**, Senior Technician, Santa Cruz Seaside Company  
**Michael McSparran**, Gateway Systems Administrator, San Diego Zoo & Wild Animal Park  
**Chase Mory**, IT Support Consultant, Hershey Entertainment & Resorts  
**Mike O'Connor**, System Administrator, Statue Cruises  
**Kendra Pfautz**, Assistant Manager, Guest Services & Ticketing, HERSHEY PARK  
**Sharon Smith**, Manager of Systems, Information and Accounting, The Hershey Story  
**Rich Snowden**, IT Supervisor, Metro Parks Tacoma  
**Diana Vega**, Zoo Group Sales & Events Manager, Zoo Miami  
**Craig Wenokur**, Director of Operations, Wendella Sightseeing Boats

*Thank You, Participants*

Monday, August 23

Imperial Ballroom

BREAKFAST BUFFET

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**EPSON**  
EXCEED YOUR VISION

C&KSystems

7:00 a.m.—8:30 a.m. in Plaza A

## OPENING REMARKS

9:00 a.m. — 9:30 a.m.

Opening remarks presented by:

**Michael Andre**, President, Gateway Ticketing Systems, Inc.

**Darryl Moser**, Executive Vice President, Gateway Ticketing Systems, Inc.

**Cheryl Hillen**, Customer Service Manager, Gateway Ticketing Systems, Inc.

*Who should attend: Everyone*

## HOST WELCOME

9:30 a.m. — 10:00 a.m.

Host welcome presented by:

**Sam Salter**, Business Systems Administrator, California Academy of Sciences

*Who should attend: Everyone*

## GROUP SALES ON THE eGALAXY WEB STORE

10:00 a.m. — 11:15 p.m.

One of our new enhancements is Group Sales on the eGalaxy Web Store. With this development, your customers can use the familiar eGalaxy Web Store interface for all their self-service group sales purchases. Watch your call center volume drop as your group sales customers take advantage of this self-service capability. Combined with the savings from reduced expenses by eliminating preprinted group sales tickets and consignment, Group Sales on the eGalaxy Web Store will help you create better experiences than ever for your customers. Come see how your involvement with this project from the 2009 User Group Meeting directly affected the development.

Presented by:

**Cathy Allen**, Sales Engineer, Gateway Ticketing Systems, Inc.

**Carol Cross**, Assistant Product Development Manager, Gateway Ticketing Systems, Inc.

*Who should attend: Group Sales, Marketing*

## SAN DIEGO ZOO: GROUP SALES ON THE eGALAXY WEB STORE

11:30 a.m. — 12:15 p.m.

Using the new Group Sales on the eGalaxy Web Store module, San Diego Zoo was able to obtain additional new clients. They have taken advantage of the corporate purchasing capabilities of the module to allow corporate employees to purchase tickets using their own credit cards and still receive the discounted group rate. Following the success of the corporate program, San Diego Zoo will be expanding its use of the Group Sales on the eGalaxy Web Store module to educational groups and corporate group reservations.

Presented by:

**Michael McSparran**, Gateway Systems Administrator, San Diego Zoo & Wild Animal Park

*Who should attend: Group Sales, Marketing, IT*

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Morning



## LUNCH

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12:30 p.m.—2:00 p.m. in Plaza A

## FEATURE TRAINING

2:00 p.m. — 3:00 p.m.

### Batch Printing

Group sales are a fantastic way to increase your attendance and revenue, but how do you deal with the rising tide of orders that need to be processed? Batch printing is a surefire way to take the pain out of printing and save you time and money. In this training session we'll discuss the benefits and best practices of batch printing and teach you how to configure your environment to take advantage of this little known feature.

Presented by:

**Bill D'Angelo**, Trainer, Gateway Ticketing Systems, Inc.

*Who should attend: Group Sales*

## PANEL DISCUSSION: GROUP SALES

3:30 p.m. — 5:00 p.m.

In today's economy, selling to groups can be difficult. Fortunately, it isn't impossible. With a little creativity and the right product mix, many of Gateway's customers have been able to expand their group sales. In this session, the panelists will discuss ways they've been successful in increasing attendance through efforts like marketing to groups and associations and taking advantage of third-party consignment opportunities.

Panelists:

**Michael McSparran**, Gateway Systems Administrator, San Diego Zoo & Wild Animal Park

**Nicole Meek**, Senior Manager Guest Services & Guest Support Center, Aquarium of the Pacific

**Ryan Michaelsen**, Ecommerce Manager, Legoland California

**Kendra Pfautz**, Assistant Manager, Guest Services & Ticketing, HERSHEY PARK

**Diana Vega**, Zoo Group Sales & Events Manager, Miami Zoo

**Cathy Allen**, Sales Engineer, Gateway Ticketing Systems, Inc.

**Carol Cross**, Assistant Product Development Manager, Gateway Ticketing Systems, Inc.

**Bill D'Angelo**, Trainer, Gateway Ticketing Systems, Inc.

**Jerry Lake**, Program Manager, Gateway Ticketing Systems, Inc.

**Kevin Wieand**, Lead Customer Service Representative, Gateway Ticketing Systems, Inc.

*Who should attend: Group Sales, Marketing, IT*

### Sustainability Tip

Presented by California Academy of Sciences

#### Change Your Mode of Transportation

- Walk or ride your bike for short trips
- Commute using public transportation or by carpooling
- Consider purchasing a hybrid or fuel-efficient compact car



Tuesday, August 24

Imperial Ballroom



BREAKFAST BUFFET

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**EPSON** **C&KSystems**  
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7:00 a.m.—8:30 a.m. in Plaza A

## GEORGIA AQUARIUM: SOCIAL MEDIA

9:00 a.m. — 10:00 a.m.

Facebook has over 400 million users. In a given day, about half of them log on. That's 200 million pairs of eyes every day. By comparison, this year's Super Bowl had about 106.5 million viewers. It's easy to see that social media represents an opportunity to reach a huge audience, but new methods are needed to really take advantage of it. Join Beach in this session to see what methods Georgia Aquarium has used to tap into this enormous community of potential guests.

Presented by:

**Beach Clark**, Vice President Information Technology, Georgia Aquarium

*Who should attend: Marketing*

## 10 THINGS YOU DIDN'T KNOW ABOUT GALAXY

10:15 a.m. — 11:15 p.m.

Galaxy is an extremely versatile and configurable solution which has played a large part in its success over the past two decades. But with all of its options, we're pretty sure there are features you don't know about or aren't taking full advantage of. In this presentation, Charlie and Chris will take a look at ten of these features. We're confident that you'll walk away with a few tricks to help Galaxy increase your operation's efficiency.

Presented by:

**Charlie Broschart**, Sales Representative, Gateway Ticketing Systems, Inc.

**Chris Eickhoff**, Customer Service Representative, Gateway Ticketing Systems, Inc.

*Who should attend: Everyone*

## FEATURE TRAINING

11:15 a.m. — 12:00 p.m.

### 10 Things You Didn't Know About Galaxy

In this training session we'll take a few of the topics discussed in the "10 Things You Didn't Know About Galaxy" presentation and teach you how to implement them at your facility so you can unlock the full potential of Galaxy.

Presented by:

**Bill D'Angelo**, Trainer, Gateway Ticketing Systems, Inc.

**Chris Izzo**, Trainer, Gateway Ticketing Systems, Inc.

*Who should attend: Everyone*

JOIN US AT IAAPA 2010 IN ORLANDO—BOOTH 2455

Morning



## LUNCH

Sponsored by



12:00 p.m.—1:30 p.m. in Plaza A

## GEORGIA AQUARIUM: SHAREPOINT

1:30 p.m. — 2:15 p.m.

Come see how Georgia Aquarium is leveraging Microsoft SharePoint to keep employees and volunteers current with up-to-the-minute information about the Aquarium. Learn how they use SharePoint to manage rosters in Galaxy, to create and deliver reports and dashboards, for time sheet and image management, and much, much more.

Presented by:

**Amit Dongerdiv**, Chief Architect Information Technology, Georgia Aquarium

*Who should attend: IT*

## HORNBLOWER EVENT

3:00 p.m. — 6:00 p.m.

All aboard! It's time to set sail on a fun and relaxing cruise around San Francisco Bay aboard the California Hornblower. Custom-built in New Orleans in 1988, California Hornblower is one of the West Coast's largest and most luxurious dining yachts. Patterned after turn-of-the-century steamships that sailed the coast of California, California Hornblower was constructed to blend the classic and the contemporary. Join your fellow UGM attendees for drinks and hors d'oeuvres on this special cruise hosted by Hornblower.



### Sustainability Tip

*Presented by California Academy of Sciences*

#### Getting Around: Driving Habits

- Conserve gas by observing the speed limit.
- Turn off your engine rather than idling when you are still for more than a few minutes.
- Open your windows when going slowly; close your windows and switch on the A/C when on the freeway.





**BREAKFAST BUFFET**

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7:00 a.m.—8:30 a.m. in Plaza A

**PANEL DISCUSSION: RAISE ‘N’ SAVE**

**9:00 a.m. — 11:15 a.m.**

To succeed today, businesses need to be adept at both raising AND saving money. Central to this is reaching your guests with the right product mix. In this session, the panelists will discuss ways they've been able to raise money through efforts like customer loyalty selling and retail incentives for members or pass holders. Increasing attendance and raising money is really only effective if those efforts are matched with related budget savings. The panelists will also discuss ways they've been successful in keeping costs under control.

Panelists:

**Sam Salter**, Business Systems Administrator, California Academy of Sciences

**Sharon Smith**, Manager of Systems, Information and Accounting, The Hershey Story

**Rich Snowden**, IT Supervisor, Metro Parks Tacoma

**Diana Vega**, Zoo Group Sales & Events Manager, Miami Zoo

**Craig Wenokur**, Director of Operations, Wendella Sightseeing Boats

**Chris Izzo**, Trainer, Gateway Ticketing Systems, Inc.

**Kevin Wieand**, Lead Customer Service Representative, Gateway Ticketing Systems, Inc.

*Who should attend: Operations, Marketing, Retail, Finance*

**FEATURE TRAINING**

**11:15 a.m. — 12:15 p.m.**

**Driving Retail Sales**

Galaxy is primarily thought of as a ticketing solution, but few realize what opportunities it presents an organization willing to leverage their existing investment as a retail force. This training session is designed to teach you how to use Galaxy to increase your retail sales and revenue potential. We'll discuss the benefits of member discounts, deferred member benefits and a few additional ways to drive your customers to your gift shop.

Presented by:

**Bill D'Angelo**, Trainer, Gateway Ticketing Systems, Inc.

**Chris Izzo**, Trainer, Gateway Ticketing Systems, Inc.

*Who should attend: Operations, Marketing, Retail, Finance*

Morning



## LUNCH

Sponsored by



12:15 p.m. — 1:45 p.m. in Plaza A

## SANTA CRUZ SEASIDE COMPANY: CASH MACHINE

1:45 p.m. — 2:15 p.m.

Show Me the Money! New Cashout Process at Santa Cruz Seaside Company

Presented by:

**Monty Matteson**, Senior Technician, Santa Cruz Seaside Company

*Who should attend: Finance, Operations*

## HERSHEYPARK: CONSOLIDATING DATABASES

2:15 p.m. — 3:00 p.m.

Do you have multiple sites? Do you find yourself maintaining multiple databases and struggling to make sure your guests can seamlessly go between those sites? Hershey Entertainment & Resorts recently found themselves in this position with their five sites that included HERSHEY PARK, ZooAmerica, Dutch Wonderland, Hershey Museum and Hershey Gardens. Their solution was to merge all of the databases and implement a single eGalaxy Web Store for online purchases. Come to this session to hear how this merge has resulted in a dramatic reduction in costs as well as an increase in revenue thanks to the *no per-ticket fees* on the eGalaxy Web Store.

Presented by:

**Chase Mory**, IT Support Consultant, Hershey Entertainment & Resorts

*Who should attend: Operations, IT*

## STATUE CRUISES: SQL REPORTING SERVICES AND GALAXY

3:15 p.m. — 4:00 p.m.

Timely and useful information is critical to making effective business decisions. Come hear how Statue Cruises is using Microsoft SQL Reporting Services to create custom reports and provide up-to-the-minute information for their dashboards to help them continue to provide their customers with the best service possible.

Presented by:

**Mike O'Connor**, System Administrator, Statue Cruises

*Who should attend: IT, Marketing, Operations, Finance*

## UNIVERSAL ORLANDO

4:00 p.m. — 5:00 p.m.

Some of the most memorable and informative presentations over the past few years have been from Marcus Lopez. With topics ranging from using the Multi-park feature in Galaxy to using eGalaxy Server with a new automated phone ordering system, Marcus has had something for everyone. You'll want to be sure to attend Marcus' presentation this year to see what exciting topic he has in store for us.

Presented by:

**Marcus Lopez**, Senior IT Manager, Universal Orlando

*Who should attend: Everyone*

### Sustainability Tip

*Presented by California Academy of Sciences*

#### At Home: Waste

- Purchase products with less packaging.
- Recycle bottles, cans, plastic, paper, and old electronics. Compost food waste.
- If your local government has no curbside recycling and composting program, lobby them to develop one.





**BREAKFAST BUFFET**

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7:00 a.m.—8:30 a.m. in Plaza A

**EMPIRE STATE BUILDING: ENHANCING YOUR WEB STORE USER EXPERIENCE WITH JQUERY AND CSS**

**9:00 a.m. — 9:30 a.m.**

See how The Empire State Building seamlessly integrated the eGalaxy Web Store into their Web site. Using CSS and the popular JavaScript framework, jQuery, ESB was able to mirror the look and feel of their Web site on their Web Store, creating a consistent user-experience throughout.

Presented by:

**Chris Blackman**, Information Technology Manager, Empire State Building

*Who should attend: Operations, IT*

**CALIFORNIA ACADEMY OF SCIENCES**

**9:30 a.m. — 10:30 a.m.**

California Academy of Sciences is a cutting-edge facility known for its innovative projects which have helped increase the efficiency of its operations. In this session, Kim will present projects that include:

- Galaxy mobile ticketing and mobile scanning
- Eliminating PDF attachments in e-mail confirmations in exchange for online ticket printouts
- Customizing online ticket printouts for targeted messaging
- Running Galaxy on Apple's Macintosh systems with touch screens and peripherals
- Leveraging Galaxy data for business intelligence
- Galaxy and The Raiser's Edge® integration progress

Presented by:

**Kim Le**, Director, IT & AVEE, California Academy of Sciences

*Who should attend: Everyone*

**WHAT'S NEW / UGM 2009**

**11:00 a.m. — 12:30 p.m.**

We're excited about the many enhancements to Galaxy over the last year. We've continued to streamline the user experience and provide users with ways to improve efficiency, reach wider audiences and increase revenue opportunities. In this session, we'll show you how Central Configuration can help your system administrators easily set up and maintain Galaxy configurations across an entire facility. With packages on the eGalaxy Web Store, you can offer your guests with more attractive pricing options and create opportunities to increase your revenue. Learn how you can use events on the eGalaxy Web Store to improve efficiency and expand your event sales to a wider audience. At the 2009 User Group Meeting, there were many ideas for ways to make Galaxy even better. Come hear how these and other enhancements will help your operations become more effective.

Presented by:

**Cathy Allen**, Sales Engineer, Gateway Ticketing Systems, Inc.

**Carol Cross**, Assistant Product Development Manager, Gateway Ticketing Systems, Inc.

**Leslie Mogel**, Senior Technical Writer, Gateway Ticketing Systems, Inc.

**Kevin Wieand**, Lead Customer Service Representative, Gateway Ticketing Systems, Inc.

*Who should attend: Everyone*



## LUNCH

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12:30 p.m. — 1:30 p.m. in Plaza A

## FEATURE TRAINING

1:30 p.m. — 2:00 p.m.

### Central Configuration—Are You Ready?

Central Configuration has revolutionized the role of the system administrator by creating a simplified method to administer your Galaxy environment. Before you can make the switch there are a few things you'll need to do to prepare your environment, and that's exactly what you'll learn when you attend this session. In addition, we'll discuss some of the common hiccups you may encounter when making the switch and some of the troubleshooting steps you can take to avoid them all together.

Presented by:

**Chris Izzo**, Trainer, Gateway Ticketing Systems, Inc.

*Who should attend: IT*

## DO YOU KNOW WHAT IT TAKES TO BE PCI-COMPLIANT?

2:00 p.m. — 3:00 p.m.

The new, tougher credit card security standards are out. In this session, Darryl Moser will discuss Gateway's PCI and PA-DSS certifications and how they impact your PCI compliancy. Learn about the Galaxy and eGalaxy Web Store certification efforts as well as the secure Web hosting environment Gateway offers. Darryl will be joined by Miriam Blase of Chase Paymentech who will offer some great insights into the other side of compliancy.

Presented by:

**Darryl Moser**, Executive Vice President, Gateway Ticketing Systems, Inc.

**Miriam Blase**, Sales Director, Chase Paymentech

*Who should attend: IT*

## BEHIND-THE-SCENES AND SOCIAL EVENT

3:30 p.m. — 10:00 p.m.

Join your fellow attendees for a behind-the-scenes look at the California Academy of Sciences operations. This will be followed by a special social event hosted by California Academy of Sciences.



### Sustainability Tip

*Presented by California Academy of Sciences*

#### At Home: Lighting

- Turn off all unnecessary lights.
- Switch all your bulbs to compact fluorescents (CFLs). Make sure to dispose of CFLs properly because they contain mercury and should not go into landfills.
- Install motion sensor lights that automatically switch off.





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7:00 a.m.—8:30 a.m. in Plaza A

**PRODUCT ROADMAP****9:00 a.m. — 10:15 a.m.**

You've heard about all of the new enhancements to Galaxy over the past year. Now's your chance to hear about what has us so excited about 2011 and beyond. We're working hard to keep Galaxy at the cutting edge and this is your chance to hear about those plans.

Presented by:

**Scott Trievel**, Product Development Manager, Gateway Ticketing Systems, Inc.

**Carol Cross**, Assistant Product Development Manager, Gateway Ticketing Systems, Inc.

*Who should attend: Everyone*

**REQUIREMENTS GATHERING****10:15 a.m. — 12:00 p.m.**

One of the biggest advantages to attending the User Group Meetings is the chance to get involved with future Galaxy developments. Over the years, user feedback and requests have driven much of the Galaxy development. The group environment at the User Group Meeting is very conducive to this type of participation and in this session, we're again calling on our users to help plan the direction of a future Galaxy enhancement. Here are some of the topics we will discuss:

- **CRM**—What do these three letters mean to you? Customer Relationship Management is a broad topic that crosses many business units. How will CRM fit into your organization and how will it benefit your business?
- **Joint Memberships**—What makes a family membership different than an individual membership?
- **Interactive Calendars**—Help us build the best interactive calendar to view, schedule and report on your events and reservations.
- **Smart Phone Ticketing**—Discuss smart phone ticket delivery and what was learned during the San Diego Zoo pilot.
- **Galaxy Packages**—How can we help make packages an even more powerful sales tool?
- **Packages-on-the-fly**—How are ad-hoc packages sold today?

Facilitators:

**Cathy Allen**, Sales Engineer, Gateway Ticketing Systems, Inc.

**Carol Cross**, Assistant Product Development Manager, Gateway Ticketing Systems, Inc.

**Jerry Lake**, Program Manager, Gateway Ticketing Systems, Inc.

*Who should attend: Everyone*

# Imperial Ballroom

# Friday, August 27



## LUNCH

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12:30 p.m. — 1:30 p.m. in Plaza A

## ROUND TABLE

1:30 p.m. — 3:30 p.m.

This is your chance to discuss any of the topics covered during the week as well as other ideas.

Facilitators:

**Darryl Moser**, Executive Vice President, Gateway Ticketing Systems, Inc.

**Jim Osborn**, Product Communications Lead, Gateway Ticketing Systems, Inc.

*Who should attend: Everyone*

## 2011 UGM PLANNING

3:30 p.m. until the ideas run out

**Be a Part of the Success! Help Us Plan UGM 2011.**

When we plan the User Group Meeting every year, our focus is to offer presentations and events that provide you with the information you need to be as efficient and successful as possible. Over the past few years, we've introduced new features to help increase the value we offer; features such as daily training sessions, a more personal and focused round table format and, this year, panel discussions. During the planning, we get lots of ideas and feedback from past attendees to help guide us for the next meeting. This year, however, we're taking it a step further and putting more "user" in User Group Meeting. During this session, we'll show you how we plan the User Group Meeting and then give you a chance to help plan UGM 2011. This will be a group discussion so come prepared with ideas. We look forward to this opportunity!

Facilitators:

**Cheryl Hillen**, Customer Service Manager, Gateway Ticketing Systems, Inc.

**Cathy Allen**, Sales Engineer, Gateway Ticketing Systems, Inc.

**Jim Osborn**, Product Communications Lead, Gateway Ticketing Systems, Inc.

**Chris Izzo**, Trainer, Gateway Ticketing Systems, Inc.

*Who should attend: Everyone*

### Sustainability Tip

*Presented by California Academy of Sciences*

#### At Home: Electronics and Appliances

- Turn off all electronics, including TVs and computers, when not in use.
- Unplug or shut off everything using power strips—many electronics consume standby power when they are turned off but still plugged in.
- Purchase Energy Star appliances.

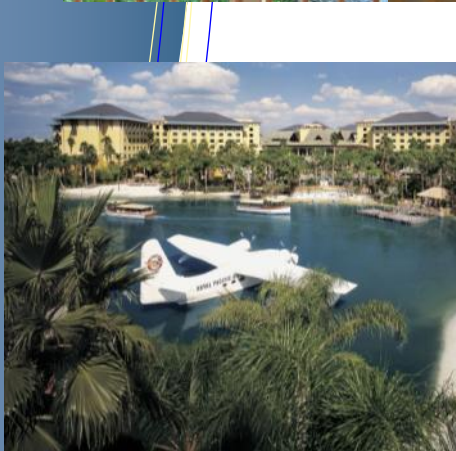
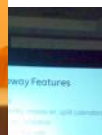
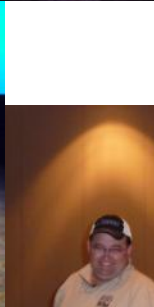


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Afternoon

# User Group Meeting 2009 Memories

UGM 2009 Memories



JOIN US AT IAAPA 2010 IN ORLANDO—BOOTH 2455

# 2010 User Group Meeting Sponsors

We encourage everyone to visit the User Group Meeting sponsors and partners in Franciscan C&D.

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## SILVER SPONSORS



## PARTNERS

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- Hitachi Data Systems Corporation
- Jacobson Consulting Applications, Inc.
- Motorola
- Precision Dynamics Corporation
- Radiant Systems
- SKIDATA People Access, Inc.
- smartmachine

## PARTNER ROOM 2010

**Location:** Franciscan C & D

**Hours of operation:**

***Monday***

8:30 a.m. – 12:00 p.m., 1:30 p.m.–5:00 p.m.

***Tuesday***

8:30 a.m. – 12:00 p.m.

***Wednesday***

8:30 a.m. – 12:00 p.m., 1:30 p.m.–5:00 p.m.

***Thursday***

8:30 a.m. – 12:00 p.m.

***Friday***

8:30 a.m. – 12:00 p.m.

JOIN US AT IAAPA 2010 IN ORLANDO — BOOTH 2455

Thank You, Sponsors and Partners

## USER GROUP 2010 COMMITTEE



**Cheryl Hillen**  
Customer Service  
Manager



**Cathy Allen**  
Sales Engineer



**Chris Izzo**  
Trainer



**Jim Osborn**  
Product Communications  
Lead



**Barb Wisler**  
Hardware Procurement  
Specialist

## ATTENDING GATEWAY TICKETING SYSTEMS STAFF

**Michael Andre**  
President

**Bill D'Angelo**  
Trainer

**Ignacio Mosqueda**  
Field Technician

**Darryl Moser**  
Executive Vice President

**Chris Eickhoff**  
Customer Service Representative

**Jim Osborn**  
Product Communications Lead

**Cheryl Hillen**  
Customer Service Manager

**Mike Furman**  
Director of Sales and Marketing

**John Patterson**  
Inside Sales Representative

**Cathy Allen**  
Sales Engineer

**Chris Izzo**  
Trainer

**Mary Tannous**  
Inside Sales Representative

**Steve Bell**  
Sales Representative

**Jerry Lake**  
Program Manager

**Scott Triel**  
Product Development Manager

**Charlie Broschart**  
Sales Representative

**Scott Lobaugh**  
Lead Inside Sales Representative

**Kevin Wieand**  
Lead Customer Service Represent-  
ative

**Carol Cross**  
Assistant Product Development  
Manager

**Leslie Mogel**  
Senior Technical Writer

**Barb Wisler**  
Hardware Procurement Specialist



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