



Annual Client Conference

**September 27 - October 1, 2010
Hilton Portland & Executive Tower
Portland, Oregon**

Imagine the Possibilities of increased effectiveness in your collection efforts. At Art of Success 2010, we'll explore the latest industry trends, discover evolving technology, and focus on industry best practices – all in an effort to help you work smarter and achieve remarkable results.

Get ready to stretch your imagination and expand your perspectives – we invite you to join us in beautiful Portland, Oregon for the must-attend event of the year!



RevQTM

A Columbia Ultimate Company

To find out more about Art of Success,
please visit www.revq.com/aos.



CONFERENCE AGENDA

MONDAY, SEPTEMBER 27

8:00 am-5:00 pm	REGISTRATION	
10:00-10:45 am	Preferred Partner Session: ClientAccessWeb Bringing the Pieces Together – Developing a Strong Web Presence	Preferred Partner Session: Columbia Ultimate Increase your Contact Rate and Speed Up Collections with Ajility Call Management Suite
10:50-11:35 am	Preferred Partner Session: The Intelitech Group Boost Your Bottom Line with Acumen! Business Analytics Suite	Preferred Partner Session: TBD
11:40 am-1:00 pm	LUNCH <i>*Meal provided</i>	
1:00-1:45 pm	Preferred Partner Session: Compass Compass edocsREV™ Workshop	Preferred Partner Session: Agility Recovery Business Resiliency 360 Beyond the Data – What About the People?
1:50-2:35 pm	Preferred Partner Session: DANTOM Security and Cents: Can You Afford NOT to be Compliant?	Preferred Partner Session: BillingTree Accepting More Payments with Fully Integrated Electronic Payments
2:40-3:25 pm	Preferred Partner Session: jBASE	Preferred Partner Session: Rocket Software
3:30-4:15 pm	Preferred Partner Session: Ecliptics Enhancing Agency and Client Efficiency through Real-Time Tools	Preferred Partner Session: The Intelitech Group Train Your Collectors to be Top Performers with CollectorTalk!
5:00-7:00 pm	OPENING RECEPTION <i>*Meal provided</i>	

TUESDAY, SEPTEMBER 28

7:00-8:00 am	Lab: Power Session
7:30 am-4:30 pm	REGISTRATION
7:30-8:30 am	BREAKFAST IN EXHIBIT HALL <i>*Meal provided</i>
8:30-10:00 am	OPENING REMARKS/KEYNOTE
10:00-10:30 am	MORNING BREAK IN EXHIBIT HALL
10:30-12:00 pm	Skip-Tracing: Tracking People and Assets on the Information Highway <i>Gain insight from an industry expert on traditional asset tracing techniques, cybertracking methods used in the age of electronic data, as well as the use of neurolinguistic interview techniques.</i>
12:00-1:00 pm	LUNCH <i>*Meal provided</i>
1:00-2:30 pm	Seize the Future with High-Impact Automation Tools <i>Serious about growing a thriving, competitive collections business? Explore the many approaches, technologies, and services that can help you improve your current debt collection procedures and/or implement new processes. The possibilities are limitless!</i>
2:30-3:00 pm	AFTERNOON BREAK WITH EXHIBITORS
3:00-4:30 pm	Best Ideas Brought to Life: Motivating and Training Collectors <i>Gain insights from your peers on how to keep your collectors at the top of their game – building confidence, overcoming objections, and getting more promises to pay.</i>
6:00-8:00 pm	PORTLAND SPIRIT DINNER CRUISE <i>*Meal provided</i>



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CONFERENCE AGENDA (CONT.)

WEDNESDAY, SEPTEMBER 29

7:00-8:00 am	Lab: Power Session	
8:15 am-12:30 pm	REGISTRATION	
8:15-9:00 am	BREAKFAST IN EXHIBIT HALL <i>*Meal provided</i>	
9:00-10:30 am	Unleash the Power of Analytics with Acumen! <i>Attend this session to discover Acumen! – a business analytics package designed to integrate with your RevQ software. Acumen! lets you take greater control over your collection strategies: profile accounts, forecast payment probabilities, and closely monitor your expenses in order to match work effort with potential ROI.</i>	
10:30-11:00 am	MORNING BREAK IN EXHIBIT HALL	
11:00 am-12:30 pm	Government Collections: Trends, Predictions, and Possibilities <i>In this unique interactive session, we invite you to share your insight on current trends within government collections, as well as your predictions for 2011. Together, we'll uncover ideas for working smarter, increasing productivity and compliance, and reducing time-to-pay.</i>	
12:30-1:30 pm	AWARDS LUNCH <i>*Meal provided</i>	
1:30-3:00 pm	What's New, What's Next with Revenue Results <i>Revenue Results is packed with powerful features that help your government agency collect delinquent revenue with greater ease. In this session, you'll discover tools and enhancements built into the latest release, gain insight on the future of Revenue Results, and make recommendations on features you'd like to see in upcoming releases.</i>	What's New, What's Next with RPCS <i>In this session, we'll discuss the latest enhancements to RPCS that will help you further streamline and organize your methods of collecting outstanding accounts and improve compliance. We'll also talk about future features and invite you to bring your ideas for upcoming releases.</i>
3:30-4:30 pm	Lab: Power Session	

THURSDAY, SEPTEMBER 30

7:30-8:30 am	BREAKFAST IN EXHIBIT HALL <i>*Meal provided</i>	
8:30 am-5:00 pm	TRAINING Getting the Most from Revenue Results (2 day class) <i>Develop a greater mastery of the Revenue Results application by participating in a hands-on learning experience focused on key features of the product.</i>	TRAINING RPCS: Management Work Strategies (2 day class) <i>Learn vital elements of the system that will enable you to more effectively manage and utilize your RPCS software. This hands-on class will allow you to discuss challenges you are facing in managing your recovery activities.</i>
Lunch 12:00-1:00 pm <i>*Meal provided</i>		

FRIDAY, OCTOBER 1

7:30-8:30 am	BREAKFAST IN EXHIBIT HALL <i>*Meal provided</i>	
8:30 am-5:00 pm	TRAINING Getting the Most from Revenue Results (continued) <i>Develop a greater mastery of the Revenue Results application by participating in a hands-on learning experience focused on key features of the product.</i>	TRAINING RPCS: Management Work Strategies (continued) <i>Learn vital elements of the system that will enable you to more effectively manage and utilize your RPCS software. This hands-on class will allow you to discuss challenges you are facing in managing your recovery activities.</i>
Lunch 12:00-1:00 pm <i>*Meal provided</i>		



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FREQUENTLY ASKED QUESTIONS

1. What's new at Art of Success this year?

New this year, we've added early-morning labs where you can ask Client Care experts your most pressing technical questions.

Based on your feedback, this year's agenda also includes more networking time to build relationships and exchange ideas with industry peers, Columbia Ultimate partners, and your Client Care team – including an opening reception with exhibitors, extended breaks, and Q&A time during conference sessions so you can get tools and information to help your collections thrive.

2. What is the price to register?

We understand that cost can be a concern – this year, we're offering a reduced registration fee, while increasing the overall value to you and your organization:

First Registration: \$375
Additional Registrations: \$325
Spouse/Social Guest: \$250

3. What's included with my registration?

Your registration fee includes:

- Conference tote and notebook
- A special gift
- Option to attend your choice of over 30 educational sessions
- Full access to exhibitor areas
- 2 full days of Art of Success Training
- All conference meals
- Admittance to all conference events, including the keynote speech and dinner cruise

4. How do I register for the conference?

Registration for Art of Success is easy – simply complete the online registration form by visiting www.revq.com/aos. Be sure to register by August 13 to take advantage of our Early Bird pricing!

