



**SOFTPRO™**

2009

USER GROUP
CONFERENCE

Gaylord Palms Resort & Convention Center

ORLANDO, FLORIDA

MARCH 15 – 17, 2009

Early Bird Discount

Register by January 15 and receive \$200 OFF!



Gaylord Palms Resort & Convention Center

ORLANDO, FLORIDA

MARCH 15 – 17, 2009

USER GROUP CONFERENCE

Please join us for SoftPro's 10th Annual User Group Conference to be held March 15 – 17, 2009 at the spectacular Gaylord Palms Resort & Convention Center in Orlando, Florida. We are excited to offer an entirely new pattern to the 2009 conference with our opening banquet taking place on Sunday evening and classes being held on Monday and Tuesday. With this attractive new schedule, owners, managers and staff can spend fewer days out of the office, and it leaves room for anyone wishing to spend some leisure time in the exciting city of Orlando.

The 2009 conference will offer a robust selection of courses for beginning to advanced SoftPro users. Owners and managers will be able to attend classes focused on office productivity and management reporting tools. IT professionals can benefit from our technical level courses that discuss ways to optimize SoftPro in your office. In addition to classes on SoftPro's Standard and Enterprise Editions, our 2009 conference will feature classes on SoftPro's next-generation software solution, SoftPro Select. Built on the Microsoft .NET® platform, SoftPro Select is the most state of the art software for the closing, title and escrow industry available today.

Getting to the Gaylord Palms Resort & Convention Center is easy as it is only 20 minutes from Orlando International Airport. Located just 1.5 miles from Walt Disney World®, the Gaylord Palms is the perfect place to mix business with pleasure. Experience the "wow" of Gaylord Palms' four-and-one-half acres of indoor gardens and waterways along with an amazing offering of amenities including:

- **Canyon Ranch SpaClub with salon and fitness center**
- **South Beach pool reserved for our adult guests (18 and older)**
- **Clearwater Cove water activities playground featuring a zero-entry pool, octopus water slide, sand play area, waterfall and tons of water play fun for kids**
- **La Petite Academy® Kids Station offering supervised activities for children (ages 3 - 12)**
- **Coquina Dunes Recreation Park including executive golf putting course, sand volleyball, croquet lawn and more**
- **Five innovative restaurants and lounges**
- **Live entertainment nightly**
- **Retail street with unique shops**

For more information on the fabulous Gaylord Palms, please visit their website at www.gaylordhotels.com/gaylord-palms.

Register now to join us in March for two days of courses that will impact your business for months and years to come.



Conference Agenda

Optional Activities

Sunday, March 15

- 11 AM Golf Outing – Falcon’s Fire Golf Club (optional)
- 2 - 4:30 PM Registration
- 6 - 9 PM Opening Reception and Banquet

Monday, March 16

- 7:15 AM Continental Breakfast
- 8 - 9 AM Opening Remarks and Keynote Address
- 9 AM - Noon Classes
- Noon - 1 PM Lunch
- 1 - 4 PM Classes
- 2 - 4 PM Computer Lab Open
- 8:00 PM Blue Man Group (optional)
Depart hotel @ 5:30 PM
or 7 PM for 8 PM show.

Tuesday, March 17

- 7:15 AM Continental Breakfast
- 8 AM – Noon Classes
- Noon – 1 PM Lunch
- 1 - 3 PM Classes
- 1 - 4 PM Computer Lab Open

Golf Outing (optional)

Sunday, March 15, 11 AM Tee Off

Hit the links to tee off the conference at our Golf Outing on Sunday, March 15 at Falcon’s Fire Golf Club. Located just 5 minutes from the Gaylord Palms, this Rees Jones signature-designed championship golf course is recognized nationally. The 18-hole, 6,900 yard, par 72 course features a challenging yet playable layout.



A box lunch is included with this event. Space is limited, so please register early for this event. Be sure to note the handicaps of all players on the registration form. Club rentals are also available through Falcon’s Fire. You can check out their website at <http://www.falconsfire.com>.

Blue Man Group at Universal Orlando® Resort (optional)

Monday, March 16, 8 PM Show

Experience a Blue Man Group live performance at Universal Orlando’s Sharp Aquos Theatre. Their world-renowned show features music, comedy and multimedia theatrics to create a truly unique experience. This optional activity includes a roundtrip charter departing the Gaylord Palms. You will have the option to depart at 5:30 PM for Universal Orlando’s Citywalk. Dinner is at your leisure at one of the many restaurants available on Universal Orlando’s Citywalk. Or, you may opt to depart the hotel at 7 PM for a direct shuttle to the show. The Blue Man Group show begins at 8 PM and lasts 1 hour and 45 minutes. The chartered transport will return to the Gaylord Palms immediately following the show.



Class Descriptions

Courses for our 2009 conference are divided into 4 categories:

- **SOFTPRO SELECT**
- **ADVANCED TRAINING FOR PROFORM STANDARD AND ENTERPRISE EDITIONS**
- **BEGINNER AND INTERMEDIATE TRAINING FOR PROFORM STANDARD AND ENTERPRISE EDITIONS**
- **UNIVERSAL – CLASSES THAT APPLY TO ANY SOFTPRO USER ON ANY EDITION**

Our highly-focused, hands-on sessions allow attendees to round out their SoftPro knowledge by gaining expertise in specific areas. While each session has a prepared topic and material, users are encouraged to open discussions and share ideas – one of the most valuable benefits of past user group conferences.

SOFTPRO SELECT CLASSES

Our 2009 conference features a dynamic offering of classes for SoftPro’s next-generation solution, SoftPro Select. Built on the Microsoft .NET® platform, SoftPro Select offers incredible flexibility and customization for the closing, title and escrow industry.

Introduction to SoftPro Select

Monday 9:00 – 3:50

SoftPro Select, SoftPro’s next generation of products is on the market! We’ve taken all the functionality of the other SoftPro platforms and added to them to create SoftPro Select! With SoftPro Select there are no limits. From the small cash sale to the largest commercial transaction, SoftPro Select can accommodate any type of transaction with unlimited contacts, loans, HUDs, Commitments & Policies, Invoices, etc. This full-day course is geared to the beginner and intermediate SoftPro Select user.

SPIImage for Select

Monday 9:00 – 9:50

Learn how your office can go paperless with SPIImage. SoftPro Select’s scanning and imaging product enables easy archiving and retrieval of your title and closing documents. SPIImage also allows you to scan and attach external documents to your ProForm order for paperless storage. The user-friendly interface enables quick search and retrieval of all your associated documents.

Open Architecture for Select

Monday 10:00 – 11:50

Hear John Morris, Software Architect for SoftPro, discuss the fundamental philosophies of how Select was developed for information sharing and truly becoming the complete desktop for the title and escrow industry. Learn what integration options exist to facilitate information sharing with your in-house applications and how Select can be modified to lend efficiencies to your staff.

SoftPro Select Advanced Closings

Monday 1:00 – 1:50

This session is designed to show you how to make the most difficult closings easier to process. The instructor will cover other complex aspects such as multiple loans on one HUD-1, multiple HUD-1s in one order, ability to transfer monies from a second loan to apply to the first without leaving the order. Be sure to bring any questions you may have regarding complicated closings. We ask that you bring your solutions to difficult closing situations as well! Your solutions might just save someone else time, too!

SoftPro Select Administration

Tuesday 8:00 – 11:50

Flexibility and customization are the key components of the SoftPro Select product. You “select” the way you want to work! Your business processes drive this new software -- the software doesn’t drive your business! As an administrator, learn how you can design your company’s own custom screens, custom fields, custom calculations, custom documents and custom workflow. Learn how you can set up Users/Groups, Profiles, Permissions, Preferences, etc. With more permissions and preferences, you get more data integrity leaving you with more security than ever!

continued next page

Class Descriptions (cont'd)

Workflow for SoftPro Select

Tuesday 1:00 – 2:50

Learn all about our new Workflow management tool in SoftPro Select. We'll show you how easy it can be to track turnaround time for your orders, manage employee workloads, track ownership of orders, keep checklist and requested track items updated, manage productivity through a wide range of reports and much more all while creating your own organization's specific workflow.

ProTrust and Reconciliation for SoftPro Select

Tuesday 8:00 – 8:50

Trust account management affects everyone handling real estate closings, yet it is also the first area of office management most likely to be ignored when volume increases. Learn how to better manage trust accounts and make trust account reconciliation and audit preparation more efficient and less stressful. This class will cover the basics of how to reconcile a ProTrust account, what reports to run, and how to resolve some common problems. We'll discuss how the various ProTrust utilities and services such as PositivePay, ProClear, SoftPro Reconciliation Service and Remote Reconciliation can improve the trust account management in your office.

Maximizing SoftPro Select

Tuesday 9:00 – 10:50

Are you looking for more advanced and expanded features? You've found it with SoftPro Select! Learn how to navigate with shortcut keys! Learn how to create your own formulas! Learn how you can filter to see just the information you need! Learn how to easily manage and disburse your revenue! Learn to create your own look and feel within the application – see just the screens you want to see! Learn how you can manage your orders! With Select you know who made changes and when key changes were made to the order with the new "Order History." Ever want to customize a drop-down menu to hold the values that are important to you – now you can! Need IBA (Interest Bearing Account) functionality – Select has it! Join us... we can't wait to show you how to make your business more efficient!

ADVANCED TRAINING CLASSES FOR PROFORM STANDARD AND ENTERPRISE EDITIONS

A wide variety of courses are available to advanced users of SoftPro's Standard Edition and Enterprise Edition.

Basic ProDesign

Monday 9:00 – 10:50

Learn the mechanics of taking a ReadyDoc from a SoftPro generated document to one that is customized for how you do business. We will also cover topics that will allow you to create your own documents from the ground up and install them into ProForm.

SPIImage for Standard and Enterprise Editions

Monday 11:00 – 11:50

Learn how using SPIImage with SoftPro Standard and Enterprise can help your office go paperless. SPIImage allows you to scan and attach documents of all types to your ProForm files making it easy to archive complete files, retrieve them instantly and pull up any document you need.

MS Word Merge

Monday 1:00 – 2:50

This course is geared toward the beginner user who has limited knowledge or experience with merge documents. Learn how to create an MS Word document from the ground up that will integrate with a completed ProForm file and prevent you from retyping order information. An experienced SoftPro trainer will guide you through creating a document using field codes from ProForm, basic if/then statements, and utilization of the prompts manager to store answers to prompted questions within the document.

Advanced Closings for Standard and Enterprise Editions

Monday 3:00 – 3:50

In this class you will learn tips and tricks specific to SoftPro Standard and Enterprise to make even the most difficult closing easier to process. How do you handle closings for a 1031 exchange? What about a RELO closing? How do you handle P.O.C. Lender paid closing costs? The class will cover other difficult aspects such as multiple loans on one HUD-1, assumptions, split or seller side only transactions, etc. Be sure to bring any questions you may have regarding complicated closings. We ask that you bring your solutions to difficult closing situations as well! Your solutions might just save someone else time, too!

Advanced ProDesign

Tuesday 8:00 – 9:50

This class teaches advanced concepts in designing custom ProForm ReadyDocs using SoftPro's ProDesign. Participants will create more complex documents, utilizing expressions, if/and merge sequences, as well as the prompts manager. The prerequisite for this class is the Basic ProDesign class or equivalent experience using ProDesign.

Order Tracking & TransactionPoint for ProForm Standard and Enterprise Editions

Tuesday 10:00 – 11:50

Learn how to use Order Tracking in ProForm to track your orders and keep up with the tasks that need to be completed. Produce management reports that keep you up to date on all your files. Learn how combining Order Tracking with Transaction Point gives you the ability to send out information through the web that will keep your clients and customers informed and up to date about their real estate transactions.

Crystal Reports

Tuesday 1:00 - 2:50

SoftPro's standard Order Tracking Reports can be modified for your company's specific needs. This class is designed for those who have limited experience with Crystal Reports. You'll learn to navigate Crystal Reports, perform basic Crystal functions, modify existing Order Tracking Reports and add reports to ProForm's Reports Manager. There will also be a brief discussion and overview of SoftPro's Data Collector.

BEGINNER AND INTERMEDIATE CLASSES FOR PROFORM STANDARD AND ENTERPRISE EDITIONS

Are you a brand new SoftPro user? Have you ever wondered if you are getting the most out of SoftPro? If you've answered yes to either of these questions you will find that our Beginner and Intermediate ProForm Standard and Enterprise courses are exactly what you'll need.

ProForm Basic Training

Monday 9:00 – 3:50

This course is designed for the beginner SoftPro Standard or Enterprise Edition user. In this intensive, hands-on session you will begin with order entry and create an entire SoftPro file from start to finish with emphasis on Title Policy and HUD-1 preparation. Along the way you will learn some tips and tricks that will help make your job easier.

Intermediate ProForm

Tuesday 8:00 – 9:50

In this session you will learn how to customize ProForm to fit your office needs. Topics covered will be the ReadyDocs Manager, Template Creation, and Creating/Maintaining Lookup Tables.

ProForm Enterprise Edition Key Concepts

Tuesday 10:00 – 11:50

If you are an Enterprise Edition user or simply want more information on Enterprise you will want to attend this session. Here you will learn the specific capabilities of the Enterprise Edition and how it differs from the Standard Edition.

ProTrust and Reconciliation for Standard and Enterprise

Tuesday 1:00 – 2:50

This course is designed for individuals who want to learn how to more efficiently manage all aspects of their trust account. We'll cover the basics of how to use ProTrust to reconcile your trust account, show you which reports to run, and how to resolve common reconciliation scenarios. Lastly, we'll discuss how the various ProTrust utilities and services such as PositivePay, ProClear, SoftPro Reconciliation Service and Remote Reconciliation can improve the trust account management in your office.

UNIVERSAL CLASSES – APPLY TO ANY SOFTPRO USER

These sessions are relevant to any SoftPro user, no matter which edition (Select, Standard, or Enterprise) you use.

Computer Lab

Monday 2:00 – 4:00, Tuesday 1:00 – 4:00

A staffed computer lab will be available from 2-4 PM Monday and from 1-4 PM Tuesday for practice or for individual appointments. The lab provides a great opportunity for you to bring support or general "How to?" questions that are better covered one-on-one.

SoftPro Business Integrations

Tuesday 11:00 – 11:50

Learn more about SoftPro's new Business Integration Division, which will enable SoftPro customers to communicate electronically with various third party vendors and service providers in the industry. By utilizing this new technology, customers can reap significant cost savings by eliminating dual keying of information, reducing the amount of time spent communicating with vendors, and enjoying discounted pricing with various providers.

Please note: All classes and schedules are subject to change.

Class Schedule

MONDAY, MARCH 16, 2009

8-8:50	Opening Remarks and Keynote Address				
9-9:50	Introduction to SoftPro Select (SS)	SP Image for Select (SS)	Basic ProDesign (PFS/PFE)	ProForm Basic Training (PFS/PFE)	
10-10:50		Open Architecture for Select (SS)	SP Image for Std/Ent (PFS/PFE)		
11-11:50	CLASS ALL DAY	SoftPro Select Advanced Closings (SS)	MS Word Merge (PFS/PFE)		CLASS ALL DAY
1-1:50		Computer Lab (U)	Advanced Closings (PFS/PFE)		
2-2:50					
3-4					

TUESDAY, MARCH 17, 2009

8-8:50	SoftPro Select Administration (SS)	ProTrust & Reconciliation Select (SS)	Adv. ProDesign (PFS/PFE)	Intermediate ProForm (PFS/PFE)
9-9:50		Maximizing SP Select (SS)	ProForm Order Tracking and TransactionPoint (PFS/PFE)	ProForm Enterprise Key Concepts (PFE)
10-10:50		SP Business Integrations (U)		
11-11:50	Workflow for Select (SS)	Computer Lab (U)	Crystal Reports (PFS/PFE)	ProTrust & Reconciliation for Std/Ent (PFS/PFE)
1-1:50				
2-2:50				
3-4				

CLASS CODES

SS = SoftPro Select

U = Universal, applies to all SoftPro users on any edition

Advanced PFS/PFE = Advanced Level classes for ProForm Standard or Enterprise Editions

Beginner PFS/PFE = Beginner Level classes for ProForm Standard or Enterprise Editions



USER GROUP CONFERENCE

PLEASE AFFIX STAMP HERE

SOFTPRO
 Attn: User Group
 4800 Falls of Neuse Road
 Suite 400
 Raleigh, NC 27609-8142

► **DEADLINE FOR REGISTRATION: FRIDAY, FEBRUARY 13, 2009**

**Register Online and Get a
FREE SoftPro Flash Drive**

Register online with our quick and easy registration tool and receive a **FREE SOFTPRO FLASH DRIVE**. Just go to www.SoftProCorp.com/SPUG and click 'Register Now'.



One registration per form.

Name _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

DESCRIPTION	PRICE	QTY	TOTAL
CONFERENCE REGISTRATION: Includes Sunday reception and dinner, all conference sessions, breakfast and lunch Monday and Tuesday	Conference Registration \$795.00		
SPOUSE REGISTRATION: Banquets Sunday Opening Reception and Banquet Spouse Name: _____	\$75.00		
GOLF OUTING (see page 3 for details) 18 Holes, Falcon's Fire Golf Club Names & Handicaps of Players: _____	\$135.00		
BLUE MAN GROUP (see page 3 for details) Depart hotel @ 5:30 PM for Universal's Citywalk. Dinner at your leisure before 8 PM show. Or, Depart hotel @ 7 PM for direct transport to Blue Man Group show @ 8 PM	\$85.00		
TOTAL			

PAYMENT INFORMATION

Check VISA MasterCard American Express

Cardholder's Name _____

Credit Card Number _____ Expiration Date _____

Signature _____

Registration and full payment must be received by February 13, 2009. Cancellations received in writing prior to February 13, 2009 will receive a full refund, less a \$25.00 administrative fee. No refunds will be issued after February 13, 2009.

Accommodations

Rooms will be held until Friday, February 13.
Please make your reservation by then.

Room Rates:

Single/Double Occupancy: \$219.00

Upgrade to Emerald Bay section: Additional \$40.00

Executive Suite: \$399.00

These rates are for single/double occupancy. Each additional adult will be \$20.00. Rates are subject to applicable taxes currently at 13% and a resort service fee currently at \$15.00 plus tax, per room, per night. These rates are net, non-commissionable. Group rates will apply three (3) days prior to, and following the dates of the room block, based on availability.

A daily resort fee, currently \$15.00, will be added to the guest room rate. This fee will cover several in-room amenities which will include:

- Wired and wireless high-speed internet access
- Fitness Center access
- Designated complimentary in-room beverages
- Local shuttle service
- Daily newspaper
- Local and toll free 800 telephone calls (20 minutes per call)

Please note that the parking fee is currently \$12.00 for self-parking and \$20.00 for valet parking.

Reservations

All reservations must be accompanied by one night's deposit plus tax or guaranteed by a major credit card (and the credit card will be charged for one night's stay plus tax prior to arrival) as well as complete address information. Deposits are only refundable for cancellations occurring up to three days prior to arrival.

To make a reservation, call **(407) 586-2000**. Be sure to reference **SoftPro** when making your reservation in order to secure the group rate. You may also use the following link to make your reservation on-line:

www.softprocorp.com/SPUGreservation

Check-In/Check-Out:

Check-in time is 3:00 p.m. local time. Check-out time is 11:00 a.m. local time. Anyone checking out after 11:00 a.m. local time may incur late charges. Special arrangements can be made for late check-outs based on availability, and/or luggage can be stored for individuals with later departures.

Questions?

If you have any questions or would like more information, please call (407) 586-2000 or visit the Gaylord website at www.gaylordhotels.com/gaylord-palms.



GAYLORD PALMS®

RESORT & CONVENTION CENTER

Florida

How To Get To Gaylord Palms Resort & Conference Center

Gaylord Palms Directions & Transportation

Located only 1.5 miles from the main gate of the WALT DISNEY WORLD® theme parks and 20 minutes from the Orlando International Airport, Gaylord Palms is ideally situated for your convenience.

The resort is located at:

**6000 W Osceola Parkway
Kissimmee, FL 34746**

Gaylord Palms Directions & Transportation

To arrange airport transfers, please contact Mears Transportation at (407) 423-5566 or visit their website for online reservations at www.mearstransportation.com. Airport shuttles from Orlando International Airport to the Gaylord Palms are \$20 one-way or \$35 round-trip. Town cars for up to 4 people are also available for \$73 for airport pickup and transport to the Gaylord Palms and \$58 for transport from the Gaylord Palms to the airport.



Within Florida

North Florida I-95 South (Jacksonville)

I-95 South / I-4 West / Exit 65 Osceola Parkway East / Gaylord Palms on Right

North Florida I-75 South (Tallahassee)

I-75 South / Florida Turnpike South / I-4 West / Exit 65 Osceola Parkway East / Gaylord Palms on Right

West Florida I-4 East (Tampa/St. Petersburg)

I-4 East / Exit 65 Osceola Parkway East / Gaylord Palms on Right

East Florida I-4 West (Daytona)

I-4 West / Exit 65 Osceola Parkway East / Gaylord Palms on Right

South Florida I-95 North (Ft. Lauderdale/Miami)

I-95 North / Florida Turnpike North / Osceola Parkway West / Gaylord Palms on Left

Orlando International Airport

417 South / Exit 3 Osceola Parkway West / Gaylord Palms on Left



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and receive**

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