

2008
DOMIN-8



USER GROUP CONFERENCE

SEPTEMBER 21~24
GAYLORD OPRYLAND™

★ *Nashville* ★

Success Begins Today

THE EDUCATION AND TRAINING CONFERENCE
OF THE YEAR FOR OUR CUSTOMERS WITH

Tenant Pro

Spectra

ManagementPLUS

i-CAM

8 Learning Tracks ★ 55 Training Sessions

- Measurement & Results
- Tips & Tricks
- Reports & Execution
- Industry Trends & Forecasts
- Compliance News & Updates

Plus:

- Product Fair
- Hand's on Demonstrations
- Peer2Peer Roundtable
- Networking Events



Welcome to Domin-8's first annual User Group Conference.

As part of our ongoing commitment to superior customer service, we have planned a very comprehensive User Group Conference agenda. Every participant will have the opportunity to learn more about how to use their Domin-8 property management software to its fullest capability, to gain valuable insight on the latest industry trends, to be introduced to our portfolio of value-added services that can truly help you maximize your business potential, as well as to provide exciting networking opportunities with your peers and the Domin-8 team.



Nashville is a wonderful location for our inaugural Conference. Its central location, coupled with the amenities of the Gaylord Opryland Resort and the surrounding entertainment venues in Nashville should make for a great time.

The entire team at Domin-8 looks forward to welcoming you and working diligently to ensure that you find the User Group Conference to be an extraordinary benefit.

Sincerely,

A handwritten signature in black ink, appearing to read 'Gregory McGrath', written over a light blue circular stamp.

Gregory McGrath

★ ★ *Sunday, September 21* ★ ★



Sunday 1 - 5 pm
Registration
Open for Early Arrivals
Magnolia Mezzanine Lobby

Sunday 7 - 9 pm
Welcome Reception
Cocktails & Hors d'oeuvres
Magnolia Pool Cabana area

Monday 9 am - 4 pm
Registration Open
Magnolia Mezzanine Lobby

Monday 9 am - 4 pm
Domin-8 Store Open
Magnolia Mezzanine Lobby

Monday 9 am - 5 pm
All Day Product Fair
Belle Meade AB Room

General Session
Monday 9:30 - 11:15 am

Look Before You Lease
You know how critical it is to screen prospective residents, but is screening alone enough? Where is your business vulnerable? How can you fortify your defenses? Let's develop an action plan.

Belle Meade CD Room

Spectra Session
Monday 9:30 - 11:15 am
Small Changes, Big Results
Over the years we've made hundreds of small changes to Spectra. You'll be surprised by the impact some of these changes actually have had in improving productivity.

Cheekwood C Room

Tenant Pro Session
Monday 9:30 - 11:15 am
Everything Accounting
Practical Revenue Management, Understanding Your Financial Statements, Reports, A/P Processing, Accounts Receivables, Unit Inventory, Tenant Payments & Bill Processing.

Cheekwood GH Room

ManagementPLUS Session
Monday 10 am - 12 pm

Q&A Forum
Domin-8 MPW technical support staff will be available to assist you with your questions. Bring your technical problems to our experts. Questions as they relate to all applications supported by Domin-8 will be addressed.

Cheekwood F Room

★ **Monday, September 22** ★

i-CAM Session
Monday 10 am - 12 pm

Q&A Forum
Domin-8 i-CAM technical support staff will be available to assist you with your questions. Bring your technical problems to our experts. Questions as they relate to all applications supported by Domin-8 will be addressed.

Cheekwood B Room

Opening Luncheon
Monday 12 - 1 pm

Our Future. Get Ready!
Keynote Speaker, Greg McGrath,
President of Domin-8 Enterprise Solutions.

Greg founded Domin-8 in 2002 with the vision to provide solutions that could allow any size property management firm to unify the way it managed its portfolio. During the luncheon, Greg will share his industry knowledge, future direction of Domin-8 and announce our exciting new service launchings that are coming.

Hermitage CD Room

Spectra Session
Monday 1 - 2:30 pm
Power User Tips 101

Our clients are adamant that they've experienced a 100% productivity improvement after implementing Spectra. Find out the many secrets our power users employ to get the most out of their systems.

Cheekwood C Room

Tenant Pro Session
Monday 1 - 2:30 pm
Power User Tips 101

Property Setup, Creating & Screening Applicants, Tracking Prospects, Using Tenant Pro Preferences to Your Advantage, Creating Leases, Posting Rents, Move-in/Move-out Process Made Easy, Using Paymatic to Generate Management Fees and Owner Checks.

Cheekwood B Room

General Session
Monday 1 - 2:30 pm

New - Can Electronic Payment Services ease the stress of "Rent Week"?

Processing receivables is vital to cash flow, but it doesn't have to be so stressful. Your dream would be to direct debit every residents' bank account automatically every month. Your residents have different ideas. Balancing your needs and your residents is possible. Streamlining payment processing can happen now and we'll show you how.

Belle Meade CD Room

i-CAM Session
Monday 1 - 2:30 pm
Life of a Lease (part 1)

This double session will take you thru the entire life of a lease, even before it becomes a lease. From Traffic to Applicant thru Residency and Former Resident, everything you ever wanted to know.

Cheekwood H Room

ManagementPLUS Session
Monday 1 - 2:30 pm
Advanced Reports & Forms

An in-depth review on how to create and modify reports within the Management Plus application. This includes an introduction to the Crystal Reports tool to be able to create your own reports. You will also learn how to modify existing forms within the application.

Cheekwood F Room

i-CAM Session
Monday 1 - 2:30 pm
New - Enterprise Console Module (ECM)

i-CAM 2.5 introduces the long awaited Enterprise Console Module. This is your opportunity to learn, in depth, how you can leverage this new module. If you are running on a hosted environment this is a "must attend" session for you!

Magnolia Boardroom B



Monday, September 22



General Session

Monday 1 - 2:30 pm

ExecConnect Deployment

Explore the power of ExecConnect, the i-CAM and MPW Executive Dashboard application.

This application will provide you with customizable data consolidation of your entire management portfolio represented both in a graphical and reporting mode. A true ASP application, you will be able to see financial and management data for your properties at a glance - anytime, anywhere.

Cheekwood G Room

Tenant Pro Session

Monday 3 - 4:30 pm

Power User Tips 201

Communication Log – use efficiently and in sync w/reminder systems, Work Order Expense Pass-through, Word Processor Document Setup and Usage Tips, Bank Reconciliation & Reporting, Customizing Tenant Pro to Meet Your Needs.

Cheekwood B Room

ManagementPLUS Session

Monday 3 - 4:30 pm

MP Financials

Learn and understand the financial process of ManagementPLUS. From reading a ledger to how we process adjustments and keep your Gross Potential “honest” - this is a numbers session.

Cheekwood F Room

General Session

Monday 3 - 4:30 pm

Deploying i-DOC

In this session you will learn how to implement and utilize the leading document management application for the property management industry.

Magnolia Boardroom B

Spectra Session

Monday 3 - 4:30 pm

Power User Tips 201

Additional and advanced methods to maximize your staff’s productivity, communication and reporting.

Cheekwood C Room

i-CAM Session

Monday 3 - 4:30 pm

Occupancy, HAP and Collections - Basic

Learn how to use i-CAM to track traffic and applicants. Review the approval process for applicants, reserving units, collecting resident’s receipts, security and pet deposits, preparing bank deposits, tenant concessions, billing rents, sending notices, managing the leasing process and much more. HAP processing will also be addressed. This is a must-attend session!

Cheekwood G Room

i-CAM Session

Monday 3 - 4:30 pm

Life of a Lease (part II)

This double session will take you thru the entire life of a lease, even before it becomes a lease. From Traffic to Applicant thru Residency and Former Resident, everything you ever wanted to know.

Cheekwood H Room



Customer Appreciation Dinner

Monday 6 - 9:30 pm

Wild Horse Saloon

Join us for a Nashville-style dinner, dancing and entertainment. Please bring your ID.

**Bus shuttle pick-up at 6 pm
Magnolia Lobby Entrance**

★ Tuesday, September 23 ★

Tuesday 8:30 am - 5 pm
All Day Product Fair
Belle Meade AB Room

Tuesday 9 am - 5 pm
Domin-8 Store Open
Mezzanine Lobby

General Session - Breakfast
Tuesday 9 - 10 am
What Really Matters to Renters and Improves Your Business Performance
Speaker, William J. Deakin, V.P. of Marketing, Domin-8 Enterprise Solutions.

One of the industry's top leaders in understanding and explaining the behaviors and motivations of the North American renting population. In just the past 3 years, Bill has been instrumental in more than \$15 MM dollars in primary consumer research and interviewing more than 350,000 renters on a wide range of topics. As the former head of marketing at Equity Residential, the largest REIT in North America, Bill focused on implementing programs which lowered marketing costs, increased retention and improved the success of the property teams. You will certainly hear strong opinions about the renter, the industry's challenges and opportunities to improve your business results during this session.

Hermitage D Room

ManagementPLUS Session
Tuesday 9 - 10:30 am
Life of a Lease

This session will take you thru the entire life of a lease, even before it becomes a lease. From Traffic to Applicant thru Residency and Former Resident. Everything you ever wanted to know.

Belle Meade CD Room

i-CAM Session
Tuesday 9 - 10:30 am
Affordable & TRACS - Basic
If you manage HUD properties and submit to TRACS then you need to attend this session.

Magnolia Boardroom B

General Session
Tuesday 9 - 12:30 am
Avoiding Tax Credit Stumbling Blocks

If you are managing Tax Credits properties this is a "must attend" session. Delivered by an expert in the industry, this is a unique opportunity to learn what everyone else is doing.

Cheekwood C Room

General Session
Tuesday 9 am - 12:30 pm
Fair Housing Seminar CEU Accreditation

Presenter, Roxie Munn, President of Compliance Watch.

Fair Housing - not just the right thing to do, it's the law. One of the greatest challenges for both conventional and affordable housing managers is what and when is a request for an accommodation or modification considered reasonable. HUD & the DOJ issued guidelines on both reasonable accommodations and modifications. Come test your knowledge to see if you know what 'reasonable' is.

Cheekwood GH Room

General Session
Tuesday 10 - 11 am
Your Connected Future

Speaker, Larry Newcomer, Director of Value-Added Services, Domin-8 Enterprise Solutions.

Larry has over twenty years of experience in software solutions marketing and product management. Prior to Domin-8, Larry held several senior positions as Senior Director of Marketing and Corporate Development and Senior Director of Product Management at a \$2 billion a year retail solutions provider. In this session, Larry will share his expertise in the value of integrating your Management Software with other services versus disparate systems, as well as explore what's on the horizon for the industry and help you get connected with the future now.

Cheekwood F Room

General Session
Tuesday 11 am - 12:30 pm
Background Screening & ePay

Learn about implementing Background Screening while complying with Fair Housing and your Resident Selection Program. We will demonstrate how both MPW and i-CAM are fully integrated with these value-added services and you will leave the session wondering how fast can you get going!

Cheekwood F Room

ManagementPLUS Session
Tuesday 11 am - 12:30 pm
HUD & Section 42 Set Up

This session will cover the set up of HUD and Section 42 properties in MP. Come by to make sure that you know everything that needs to be done to maximize the usage of the application.

Belle Meade CD Room



Spectra & Tenant Pro Customers
Tuesday 11:15 am - 12:30 pm
Peer2Peer Luncheon

ManagementPLUS & i-CAM Customers
Tuesday 12:30 - 1:30 pm
Peer2Peer Luncheon

Old Hickory Restaurant, Glaxo Atrium

Tenant Pro Session

Tuesday 1 - 2:30 pm

Mixed Portfolio Management

Association Setup (Condo/HOA)
Commercial Property Management
- Company/CAM/Utility Billing
- Section 8 Setup for Tenants
- Storage Units, Marinas, Others

Hermitage B Room

Spectra Session

Tuesday 1 - 2:30 pm

Business Process Enhancements

Clients use our software for much more than accounting. Find out how Spectra can be deployed with your property managers, leasing staff, maintenance staff and executives without exposing or endangering your accounting data.

Magnolia Boardroom B

General Session

Tuesday 1 - 2:30 pm

New – Can Electronic

Payment Services ease the stress of “Rent Week”?

Processing receivables is vital to cash flow, but it doesn't have to be so stressful. Your dream would be to direct debit every residents' bank account automatically every month. Your residents have different ideas. Balancing your needs and your residents is possible. Streamlining payment processing can happen now and we'll show you how.

Cheekwood B Room

ManagementPLUS & i-CAM

Tuesday 1:30 - 2 pm

User Steering Committee

As part of a new initiative, we would like to create a User Steering Committee to assist us with making our products and services the best that they can be.

Cheekwood C Room

i-CAM Session

Tuesday 2 - 3:30 pm

Maintenance Enhancements

Learn how to use the i-CAM maintenance scheduler, create work orders, send tenant notices, schedule staff and charge damage and maintenance fees. This session will cover the setup procedures to maximize its use.

Cheekwood C Room

★ Tuesday, September 23 ★

Management PLUS Session

Tuesday 2 - 3:30 pm

MP Compliance Module

If you have properties reporting to HUD, CA's or HFA's, this is a must attend session for you. TRACS and LIHTC issues and how to use the application will be discussed.

Belle Meade CD Room

i-CAM Session

Tuesday 2 - 5:30 pm

ACCPAC & Accounting Reports

This is a must attend session for Asset Managers and accounting staff. We will review the closing procedures, learn how the accounting set up of the system reflects on the reports and even review end-of-the-month reports!

Cheekwood F Room

General Session

Tuesday 2 - 5:30 pm

Fair Housing Seminar CEU Accreditation

Presenter, Roxie Munn, President of Compliance Watch

Fair Housing - not just the right thing to do, but it's the law. One of the greatest challenges for both conventional and affordable housing managers is what and when is a request for an accommodation or modification reasonable. Come test your knowledge to see if you know what 'reasonable' is and that your methods are in compliance with the federal mandated laws.

Cheekwood GH Room

Tenant Pro Session

Tuesday 2:30 - 4 pm

Reporting Enhancements

Improve performance with faster and custom report lists - ability to build custom report lists with any field from any major record and tie in with other user-defined fields.

- Report Sorting
- SQL Performance

Hermitage B Room

Domin-8 Store

**Ask Questions, Give Answers
Earn Domin-8 Dollars & Buy Stuff.**



Spectra Session

Tuesday 2:30 - 4 pm

Not Your Father's Desktop

Spectra offers numerous options that allow you to move or hide information, create report groups, add functionality favorites and even limit one's access to any part of the program to create a totally custom interface for your staff.

Magnolia Boardroom B

General Session

Tuesday 4 - 5:30 pm

Look Before You Lease

You know how critical it is to screen prospective residents, but is screening alone enough? Where is your business vulnerable? How can you fortify your defenses? Let's develop an action plan.

Cheekwood B Room

Tenant Pro Session

Tuesday 4 - 5:30 pm

Business Process Advances

Word Processor full field merge for all tenant documents, sort lists by column and generate report showing sorted list.

- SQL Performance
- Paymatic Advances
- Move-Out Advances

Hermitage B Room

Spectra Session

Tuesday 4 - 5:30 pm

Commercial Leasing

Cost Recoveries and Commercial Leasing for Beginner and Advanced Users.

Magnolia Boardroom B



Wednesday, September 24



i-CAM Session

Tuesday 4 - 5:30 pm

WordWrite

Learn how to customize your forms and letters with i-CAM's new WordWrite feature, which will allow you to customize and create an unlimited number of letters and forms to be used with i-CAM. This is a must attend session to comply with LEP.

Cheekwood C Room

ManagementPLUS Session

Tuesday 4 - 5:30 pm

MP Compliance Module

If you have properties reporting to HUD, CA's or HFA's, this is a must attend session for you. TRACS and LIHTC issues and how to use the application will be discussed.

Belle Meade CD Room

General Session

Wednesday 9 - 10:30 am

iMAX & TRACS 202C

Everything you NEED to know and MUST know to be ready for this major regulation change.

Belle Meade CD Room

Tenant Pro Session

Wednesday 10 - 11:30 am

Your Turn! Talk to US.

Q&A Forum: Get answers to your questions. Help determine the future of your Domin-8 product. Give us your wish list for future product enhancements.

Cheekwood GH Room

ManagementPLUS Session

Tuesday 4 - 5:30 pm

MP Compliance Module

If you have properties reporting to HUD, CA's or HFA's, this is a must attend session for you. TRACS and LIHTC issues and how to use the application will be discussed.

Belle Meade CD Room

i-CAM Session

Wednesday 9 - 10:30 am

Using i-CAM with ACCUCert

If you are an i-CAM and ACCUCert user this session is a must for you! Learn how to maximize both applications in this session.

Cheekwood F Room

i-CAM Session

Wednesday 11 am - 12:30 pm

i-CAM Rural Development

If you have properties in your portfolio reporting to MINC for Rural Development (USDA), you must attend this session.

Cheekwood F Room

ManagementPLUS Session

Wednesday 9 - 10:30 am

Train the Trainer

Get the basics on how to train MPW to your team. Review how to set up new properties.

Belle Meade AB Room

General Session

Wednesday 11 am - 12:30 pm

Background Screening & ePay

You will learn about implementing Background Screening while complying with Fair Housing and your Resident Selection Program. We will demonstrate how both MPW and i-CAM are fully integrated with these value-added services.

Belle Meade CD Room

Spectra Session

Wednesday 8 - 9:30 am

Coming Attractions:

Product-specific roadmap building. New Releases, Migration and Enhancements Scheduling.

Cheekwood C Room

i-CAM Session

Wednesday 9 am - 12:30 pm

Advanced WordWrite

Back by popular demand, attend this extended session and discover how much more you can do with i-CAM's WordWrite!

Magnolia Boardroom B

ManagementPLUS Session

Wednesday 1:30 - 3 pm

Roundtable

Meet with our technical support staff. This is your opportunity to be heard. Come share your ideas, visions and requests for future releases.

Magnolia Boardroom B

Tenant Pro Session

Wednesday 8 - 9:30 am

Coming Attractions:

Product-specific roadmap building. New Releases, Migration, Enhancements & Scheduling.
January 2009 – Custom List reports, expanded word processing capability, print checks list to include all bank accounts, enhanced Operating and Property Statements, more keystroke functionality.

Spring 2009 – ePay-more fully integrated and with new lower cost; new Paymatic reports.

Future Plans - Drill-down reporting, Tenant transfer wizard, ability to print IRS form 1096, Traffic summary reports and Tenant invoices.

Cheekwood GH Room

Spectra Session

Wednesday 10 - 11:30 am

Your Turn! Talk to US.

Q&A Forum: Get answers to your questions. Help determine the future of your Domin-8 product. Give us your wish list for future product enhancements.

Cheekwood C Room

i-CAM Session

Wednesday 1:30 - 3 pm

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Cheekwood GH Room

