

Conference Agenda*

Tuesday, March 20, 2012

- 7:00am-8:30am: Breakfast & Registration
- 8:30am-9:30am: General Session
- 9:30am-10:30am: Tony Geraci: IT Needs, Tools & Industry Partnering for Building Our Programs
- 10:30am-10:45am: Break/Technology Pavilion
- 10:45am-11:45pm: "Ask the Experts" Product Session #1
- 11:45pm-1:00pm: Lunch/Technology Pavilion
- 1:00pm-1:45pm: Mo Shamali: Increasing Participation
- 1:45pm-2:00pm: Break/Technology Pavilion
- 2:00pm-3:00pm: "Ask the Experts" Product Session #2
- 3:00pm-3:15pm: Break/Technology Pavilion
- 3:15pm-4:00pm: Dennis Barrett: Best Practices and Technology Deployment in Child Nutrition
- 4:00pm-5:00pm: "Ask the Experts" Session #3
- 5:00pm-6:30pm: Free Time... Get Ready for the Masquerade!
- 6:30pm-10:30pm: Masquerade in March Gala

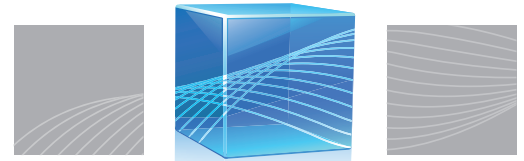
Wednesday, March 21, 2012

- 8:00am-9:00am: Training Classes & Workshops #1
- 9:00am-9:15am: Break
- 9:15am-10:15am: Training Classes & Workshops #2
- 10:15am-10:30am: Break
- 10:30am-11:30am: Training Classes & Workshops #3
- 11:30am-12:30pm: Lunch
- 12:30pm-1:30pm: Training Classes & Workshops #4
- 1:30pm-1:45pm: Break
- 1:45pm-2:45pm: Training Classes & Workshops #5
- 3:30pm-5:30pm: Afternoon Activities
- 7:00pm-9:00pm: Movie Night: *Cafeteria Man* (Q&A after with Tony Geraci)

Thursday, March 22, 2012

- 8:00am-9:00am: Training Classes & Workshops #6
- 9:00am-9:15am: Break
- 9:15am-10:15am: Training Classes & Workshops #7
- 10:15am-10:30am: Break
- 10:30am-11:30am: Training Classes & Workshops #8
- 11:30am-12:30pm: Lunch
- 12:30pm-1:00pm: Prepare for shuttle to airport

*All times and events subject to change



TECHNOLOGY MATTERS

2012 horizon users group conference

Class Schedules*

Wednesday, March 21				
8:00am–9:00am	9:15am–10:15am	10:30am–11:30am	12:30pm–1:30pm	1:45pm–2:45pm
OneSource/ KidServe POS <input type="checkbox"/>	OneSource/KidServe Free & Reduced Application Processing <input type="checkbox"/>	Application Scanning and Online Application Processing <input type="checkbox"/>	OneSource/KidServe End-of-Month Reporting <input type="checkbox"/>	OneSource/ KidServe Troubleshooting: <i>Basic</i> <input type="checkbox"/>
FastLane POS <input type="checkbox"/>	VBOSS F&R Application Processing <input type="checkbox"/>	Front of House Migration <input type="checkbox"/>	FastLane POS Suite: End-of-Month Reporting <input type="checkbox"/>	FastLane POS Technical Support <input type="checkbox"/>
OneSource Central Warehouse <input type="checkbox"/>	Back Office Basics <input type="checkbox"/>	DC File Imports <input type="checkbox"/>	Back Office Conversion <input type="checkbox"/>	TrainSmart: Horizon eLearning <input type="checkbox"/>
Driving Down Costs/Loss Prevention <input type="checkbox"/>	Healthy, Hunger-Free Kids Act Roundtable <input type="checkbox"/>	Cycle Menus & Meal Patterns <input type="checkbox"/>	Creative Marketing and Social Media <input type="checkbox"/>	Temperature Management <input type="checkbox"/>
IQ POS <input type="checkbox"/>				

Thursday, March 22		
8:00am–9:00am	9:15am–10:15am	10:30am–11:30am
OneSource/KidServe Inventory & Procurement <input type="checkbox"/>	OneSource/KidServe Menu Planner & Production <input type="checkbox"/>	OneSource/KidServe Troubleshooting: <i>Advanced</i> <input type="checkbox"/>
VBOSS Inventory & Order Processing <input type="checkbox"/>	VBOSS Menu Planner & Production <input type="checkbox"/>	VBOSS Support <input type="checkbox"/>
MyPaymentsPlus* Basic Features <i>*formerly MealpayPlus</i> <input type="checkbox"/>	OneSource/KidServe F&R Verification <input type="checkbox"/>	Audit Prep <input type="checkbox"/>
Healthy Vending <input type="checkbox"/>	VBOSS F&R Verification <input type="checkbox"/>	MyPaymentsPlus* Advanced Features <i>*formerly MealpayPlus</i> <input type="checkbox"/>

*All times and classes subject to change

Class Descriptions

OneSource and KidServe POS

For existing users of either OneSource or KidServe POS, this workshop will cover POS operations and configurations.

A separate workshop for customers migrating from FastLane POS is scheduled.

- Enhanced POS menu button layouts
- Improved ease of use for your cashiers
- Maintain central control of student data, menu layouts and merge letters
- Communications between sites and CO during the day
- Benefit from POS features inspired by our non-K12 markets

OneSource and KidServe F&R Application Processing

By popular demand, this dedicated session focuses on application processing and related configurations in the Free & Reduced software. Separate workshops on verification, application scanning and online processing will follow.

- Income-based and categorical applications
- Integration with POS operations
- Notification letters in different languages
- Best practices for tracking and auditing application data

Application Scanning and Online Application Processing

For the Central Office Staff, learn how to process Free and Reduced applications centralized in the most cost effective way for your district. This material will accommodate VBOSS, OneSource and KidServe users.

- Scan applications in seconds using Horizon software and store a picture of the applications where it can be accessed by the Horizon software.
- Applicants can enter their information online and the application can be processed with little intervention from the central office staff.
- Discuss the setup, operation, and best practices for efficiency.

OneSource/KidServe End-of-Month Reporting for FOH

For the experienced OneSource or KidServe user, this class covers several reports in POS, Accountability and F&R.

- Special attention placed on the Meal & Revenue report
- Comparison of available reports in POS, Accountability and F&R
- Using saved criteria and export functions

OneSource/KidServe Basic Troubleshooting

For the OneSource/KidServe Project Manager and IT support, this class discusses the most common technical support scenarios involved with the Horizon software. Horizon support reps will share their troubleshooting expertise to identify root causes and effective resolutions.

- Top support issues
- Automated communications & maintenance
- Front office and back office integration
- General database support

FastLane POS

For all staff supporting the FastLane POS software and peripherals in your district, this workshop discusses the day-to-day functions at both site and Central Office.

- Keeping centralized control of student data, menus and parent notifications
- POS cashiering and manager's end-of-day operations
- Implementing Horizon's best practices in your cafeteria to increase line speed and maximize productivity
- Touchscreens, PIN pads, biometrics and scanners

VBOSS Free & Reduced Application Processing

By popular demand, this dedicated session focuses on application processing and related configurations in the VBOSS Free & Reduced software. Separate workshops on verification, application scanning and online processing will follow.

- Income-based and categorical applications
- Income Eligibility Guidelines
- Notification letters in different languages
- Best practices for tracking and auditing application data
- Import/Export templates

Front of House Migration

For the project manager and IT support, this workshop discusses the necessary preparations for migrating your FastLane and VBOSS front of house data to Horizon's OneSource or KidServe software.

- Key differences between FastLane/VBOSS and OneSource/KidServe
- What to expect before, during and after your migration
- Learn best practices and proven strategies
- Walk through Horizon's Migration Toolkit with a Horizon engineer
- Service options for migration
- When should you make the switch?

FastLane FOH Suite: End-of-Month Reporting

For the experienced FastLane user, this popular class covers several reports in Site FastLane and Central Office FastLane along with their counterparts in VBOSS Accountability.

- Special attention will be placed on the Accountability Cashier Report and State Claims
- Comparison of available reports in FastLane and VBOSS
- Added reporting in recent versions

FastLane POS Technical Support

(A separate workshop will cover support items for the VBOSS F&R and Accountability software.)

For the front office Project Manager and IT support, this class discusses the most common technical support items involved with FastLane POS at Central Office and Site. Horizon support reps will share their troubleshooting expertise to identify root causes and effective resolutions.

- Top FastLane support issues
- Cashier and manager support
- Communications & POS peripherals

OneSource Central Warehouse

For those implementing the OneSource warehouse module, efficiently manage the distribution of food and supplies from your external vendors to your sites through Horizon's central warehouse functionality.

- Applying OneSource to your shipment process: Who needs what and do we have enough?
- Taking a physical inventory at the warehouse.
- Maintaining routes, pick tickets and locations.

Back Office Basics

For customers not yet using Horizon's back office products, this session focuses on the concepts and best practices for tracking inventory on hand, usage and the challenge of placing an accurate food order. Once the concepts are established, understanding how Horizon's software solves these challenges becomes much easier to understand and plan for.

DC File Imports

Recent changes in regulations require districts to perform multiple imports of Direct Certification files into the Horizon software. For the Central Office staff responsible for processing F&R applications and importing your DC files, how can your district configure these imports for regular, repeatable results?

- What's in the DC file and how to get it into Horizon's software?
- Automating DC imports for repeatable and accurate results.
- When good imports go bad: How to identify a bad import and how to fix it.

Back Office Conversion

For the FSD or Project Manager moving from VBOSS BOH to either OneSource or KidServe, discuss the key decisions and milestones involved with your data conversion, configuration, training and implementation.

- What is the state of your current BOH data in VBOSS? The good, the bad and the ugly.
- What are the key changes in functionality that will impact configuration and training?
- Review the timeline of a typical BOH conversion from VBOSS to start planning your move.

TrainSmart: Horizon eLearning

For the project manager and training staff, manage your team's training efforts through Horizon's online, on-demand training resource. TrainSmart: learning made easy, training made smart.

- What is eLearning and why do we need it?
- Account maintenance and course navigation in TrainSmart.
- TrainSmart for 2012 and beyond.

Driving Down Costs /Loss Prevention

For the FSD or Project Manager, learn to utilize Horizon's software to its fullest potential to drive down operating costs and increase your ROI.

- Identifying and addressing common sources of high cost and inventory loss.
- Setting goals and tracking progress to reduce cost.
- What message do you send to your staff and faculty? To your students? To the parents?

Healthy, Hunger-Free Kids Act Roundtable

For Directors, RDs, and Project Managers, this interactive session will include the latest update on the implementation of the Healthy, Hunger-Free Kids Act, and allow districts across the nation to discuss with each other the actions they are taking in their own district to handle the new regulations. This session will also include the steps Horizon is taking to ensure our software supports your district in meeting the new regulations.

Cycle Menus and Meal Patterns

For Directors, Project Managers, and RDs, a comprehensive workshop focusing on cycle menu planning and its benefits from an operations management and regulatory compliance viewpoint.

- Meet your business objectives with OneSource's cycle menu planning and menu analysis tools.
- See a preview of what Horizon is doing to ensure our software meets the national nutrition standards for menu planning.
- Learn more about what you can do now to prepare for new menu planning regulations.

OneSource/KidServe Inventory & Procurement

For the back office project manager and kitchen managers, an in-depth workshop on the core Back of the House operations offered in Horizon OneSource.

- EZ Steps for physical inventory and ordering
- Groups, par levels and re-order quantities
- Receiving, stock transfers and returns
- Handling changes in packaging, vendors and pricing

Creative Marketing & Social Media

For Food Service Directors, School Administrators, Media Specialists, and/or anyone who works with marketing school-related offerings to students and parents.

- Focusing on the four "P"s of marketing: Product, Pricing, Placement, and Promotion
- Finding the right people and processes to make your marketing effective
- The Pros and Cons of using social media in marketing
- Low-cost and no-cost strategies to start or enhance your marketing efforts
- Keys to a successful marketing campaign

OneSource/KidServe Support Advanced

For the IT staff involved with supporting Horizon's software and database, go beyond the basic training issues and user errors to resolve the more technical issues requiring assistance from Horizon engineers.

- Data imports, communication and custom exports.
- SQL data maintenance and file structure.
- Accommodating Horizon's needs while maintaining your district's security policies.

Temperature Management

For all attendees, learn more about food safety practices and HACCP compliance. Workshop will include review of Horizon's temperature management system, TempAlert, and ways it will make your food safety program more efficient and accurate.

OneSource/KidServe Menu Planner & Production

Intended as a follow up for the OneSource™ Inventory class, this workshop covers the powerful menu planning and nutritional analysis tools offered in Horizon OneSource.

- Use scheduled menus to create order forecasts, create production records and maintain perpetual inventories
- Build detailed recipes, menu plans and schedule cycled menus for your sites
- Use the analysis tools to keep menus in compliance with your Wellness Program and food cost goals
- Menu plan ordering to eliminate "guesstimates"
- Powerful reporting available at the sites and central office

VBOSS Inventory & Order Processing

For the back office project manager and central office personnel, this workshop will discuss functionality contained in the Inventory, Order Processing, and USDA Commodity Management modules.

- Adding/Updating Inventory Attribute- Cost, Descriptions, Vendors, etc.
- Taking accurate physical inventory counts
- Stock transfers and inventory adjustments
- Placing Shopping List/Orders
- Receiving items into Inventory
- Standing orders, manual receiving, back orders and substitutions
- Allocating USDA commodities to your sites

VBOSS Menu Planner & Production

For the back office project manager, district dietician or central office personnel, this class goes into detailed setup of your recipes, using your inventory items as ingredients. Horizon's best practices are applied to combine recipes and individual stock items into menu plans that are then organized into cycles and scheduled for production.

- Using recipes within recipes
- Creating production records to maintain perpetual inventory
- Tracking leftovers and other substitutions
- Menu plan order processing / forecasting
- Customized nutrient analysis tables
- Analysis of planned menus vs. actual production

VBOSS Support

For the Project Manager and IT support, this workshop discusses the most common technical support scenarios involved with the VBOSS software. Horizon support reps will share their troubleshooting expertise to identify root causes and effective resolutions.

- Top VBOSS support issues
- Best practices
- Back office setups
- General VBOSS database support and maintenance
- VBOSS F&R and accountability setup

OneSource/KidServe Free & Reduced Verification

For the Central Office staff responsible for processing F&R applications, learn how to properly select applications for verification, perform the necessary follow up and complete verification.

- Regulation changes for F&R applications.
- EZ-Steps for starting and completing verification.
- Related reports and common mistakes with verification.

MyPaymentsPlus: Basic Features

Everything a director or upper management team needs to know about Horizon's powerful online prepayment solution.

- The "Do's" & "Don'ts" of MyPaymentsPlus—utilizing reports and preventing, troubleshooting and resolving issues
- MyPaymentsPlus Back-Office Reporting
- Get the most out of your MyPaymentsPlus System—Latest marketing tools and tips to increase parent participation
- Fees/Activities—brief overview
- What's new to MyPaymentsPlus? Orientation feature, Facebook Fan Page and more!
- Enhancements in the works

Audit Prep

For the food service director or central office management team, this class is an overview of how to prepare for and pass the CRE audit and SMI audit using Horizon's software.

- What reports to review and what information to have
- What to expect during an audit
- What reports auditors will want to see

- What parts of the Horizon system the auditors will review

Healthy Vending

This session is geared for the food service director or central office management team. See for yourself how a Horizon Smart Enabled vending machine can increase participation while potentially reducing your costs.

- Connect all Smart Enabled vending machines to a central POS location: vend reimbursable meals and a la carte items
- Increase participation: place Smart Enabled vending machines outside cafeterias, near buses or anywhere participation is low
- Expand service cost effectively: serve more reimbursable meals without a cashier

VBOSS Free & Reduced Verification

For the Central Office staff responsible for processing F&R applications, learn how to properly select applications for verification, perform the necessary follow up and complete verification.

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VBOSS Free & Reduced Verification

For the Central Office staff responsible for processing F&R applications, learn how to properly select applications for verification, perform the necessary follow up and complete verification.

- Regulation changes for F&R applications.
- Starting and completing verification.
- Related reports and common mistakes with verification.

MyPaymentsPlus: Advanced Features

For both new and existing users, everything you need to know about turning your MyPaymentsPlus system into a one-stop-shop for all online payments. Allow parents to pay online for other school-related activities.

- Parent interface and the latest enhancements
- Stunning Statistics: how adding Fees & Activities can increase meal participation
- Adding documents and required reading to the web for parents
- Uploading Fees & Activities
- Viewing Enrollment Reports for your activities
- Collaborative marketing program for all MyPaymentsPlus payments

IQ POS

For all staff supporting the IQ POS software and peripherals in your school, this workshop discusses the day-to-day functions.

- Keeping centralized control of student data, menus, meal plans, accounts
- POS cashiering and manager's end-of-day operations
- Implementing Horizon's best practices in your account to increase line speed and maximize productivity
- Touchscreens, magstripe scanners, prox readers, barcodes, poll displays, receipt printers, cash drawers
 1. Centralized control of actives/inactives, rollovers, menu plans and cycles, meal plans
 2. Cashier functions
 3. Manager functions
 4. Overview of hardware (care & troubleshooting)