

Monday 20th October				Tuesday 21st October				
10.00	11.30	13.30	14.45	16.15	9.30am	11.00	1400	15.15
Personalising Your Raiser's Edge Home Page Jeff O'Toole Blackbaud Room - Edward 3	The Raiser's Edge: Querying Made Simple Daithi O'Flaherty Blackbaud Room - Edward 3	Running a Direct Debit Programme in The Raiser's Edge John Anderson Blackbaud Room - Edward 3	Tips for Maintaining a Healthy Database Gordon Mitchell Blackbaud Room - Edward 1 & 2	Understanding Reports in The Raiser's Edge Nikki Cameron Blackbaud Room - Edward 1 & 2	Building Relationships with Major Donors Oliver Davey Blackbaud Room - Edward 3	The Raiser's Edge and MS Outlook: Working Together Jean-Marc Rushton Blackbaud Room - Edward 3	A Beginner's Guide to Mail Merging in The Raiser's Edge Caroline Okone Blackbaud Room - Edward 3	Advanced Importing - Importing Actions, Notebooks, Constituents and More. Richard Stefani Blackbaud Room - Edward 4
Creating a Policy and Procedures Guide Gordon Mitchell Blackbaud Room - Edward 4	Accessibility in Blackbaud NetCommunity Tim Wolf Blackbaud Room - Edward 4	Socially Engage Your Constituents with Blackbaud NetCommunity Tim Wolf Blackbaud Room - Edward 4	Basic Importing - Have You Planned Your Data Map Richard Stefani Blackbaud Room - Edward 3	Managing your Activity and Tasks in The Raiser's Edge: Using Actions Daithi O'Flaherty Blackbaud Room - Edward 4	Getting the Most from Blackbaud Support John Anderson Blackbaud Rooms - Edward 1 & 2	A Guide to Getting Gift Information into The Raiser's Edge via Import Richard Stefani Blackbaud Room - Edward 4	Introduction to The Patron Edge for Raiser's Edge Users Alistair Armit & Jeff O'Toole Blackbaud Room - Edward 4	The Raiser's Edge: I Didn't Know You Could Do That! Carolyn McLellan Blackbaud Room - Edward 3
Processing Honour Memorial Donations in The Raiser's Edge® using RE:Tribute Jean-Marc Rushton Blackbaud Room - Edward 5	Alumni Management Made Easy with Blackbaud Products Nikki Cameron Blackbaud Room - Edward 5	Using Blackbaud Technology to Manage Events Robert McAllen Blackbaud Room - Edward 5	The Raiser's Edge - More Than Fundraising Emily Cunningham Blackbaud Room - Edward 5	How to Run Gift Aid Schemes in The Raiser's Edge Gina Marwick Blackbaud Room - Edward 5	Matched Giving in The Raiser's Edge Emily Cunningham Blackbaud Room - Edward 4	Custom Views - What Can They Do For You? Caroline Okone Blackbaud Rooms - Edward 1 & 2	Maximising Data Entry with The Raiser's Edge Nikki Cameron Blackbaud Rooms - Edward 1 & 2	Fundraising on the Move Robert McAllen Blackbaud Rooms - Edward 1 & 2
Marketing Capabilities within Patron Edge Alistair Armit Blackbaud Room - Albert 1	The Patron Edge and The Raiser's Edge: Working Together Robert Fleming Blackbaud Room - Albert 1	The Patron Edge Online: Tips and Tricks Robert Fleming Blackbaud Room - Albert 1	Introduction to The Raiser's Edge for Patron Edge Users Jeff O'Toole & Alistair Armit Blackbaud Room - Albert 1	Smart TPS:Card Processing for The Patron Edge Jez Pipkin Blackbaud Room - Albert 1	The Patron Edge/The Patron Edge Online: A Roadmap Part 1 Karl Voesper Blackbaud Room - Edward 5	The Patron Edge/The Patron Edge Online: A Roadmap Part 2 Karl Voesper Blackbaud Room - Edward 5	Top Ten Tips to Make Your Life Easier When Using The Patron Edge Ed Lee Blackbaud & Rebecca Conneely Liverpool Everyman and Playhouse Room - Edward 5	Making Use of Digital Communications from The Raiser's Edge (SMS/email) John Anderson Blackbaud Room - Edward 5
Define and Plan Your Project Azadi Sheridan Blackbaud Room - Albert 3	Risk Management: 10 Strategies for Implementing a "No Surprises" Game Plan Charles Njoku Blackbaud Room - Albert 3	The Design Phase of a Project Oliver Davey & Jodi Davidson Blackbaud Room - Albert 3	Build and Test with Blackbaud Enterprise CRM Charles Njoku Blackbaud Room - Albert 3	Deliver and Support Your Project Azadi Sheridan Blackbaud Room - Albert 3	Have you booked time to speak with one of our experts in the Consulting Clinic?			
Deep Dive into Blackbaud NetCommunity Steve MacLaughlin Blackbaud Room - Edward 7	Search Engine Optimisation for Use with Blackbaud NetCommunity Stuart Mackie Blackbaud Room - Edward 7	You've Got Mail! Now What? Improving Your Email Communication Steve MacLaughlin Blackbaud Room - Edward 7	Email Tools in Blackbaud NetCommunity Tim Bowden Blackbaud Room - Edward 7	Web 2.0 – Using the Latest Internet Tools to Engage New Supporters and Enhance Existing Relationships Andrew Mosawi Blackbaud Room - Edward 7	Effective Team Fundraising in Blackbaud NetCommunity Euan Fergusson Blackbaud Room - Edward 7	The Power of True CRM: Unleashing Integrated Online and Offline Strategies to Get Results Steve MacLaughlin Blackbaud Room - Edward 7	Effectively Integrating The Raiser's Edge and Blackbaud NetCommunity Euan Fergusson & Tim Bowden Blackbaud Room - Edward 7	
Introduction into the Infinity SDK Ben Lambert Blackbaud Room - Edward 1 & 2	PCI Compliance: What Does It Mean and How Blackbaud are Enabling You to Be Compliant Emily Cunningham & Karl Voesper Blackbaud Room - Edward 6	The Raiser's Edge Decoded: A First Look at the Raiser's Edge API David Zeidman Blackbaud Room - Edward 6	Tips for Customising The Raiser's Edge Using API (For the Techies) Anuraag Lal Blackbaud Room - Edward 6	SQL Connectivity - Troubleshooting Tips and Other Advanced User Tools for The Raiser's Edge Stuart Mackie Blackbaud Room - Edward 6	Loyalty Schemes - Making Them Work For You Katherine Sayer English National Opera Room - Edward 6	Direct Marketing Charles Njoku Blackbaud Room - Edward 6	Best Practice for Optimising your Mailing Data Stephen O'Neill Blackbaud & Peter Doonican University of the Arts London Room - Edward 6	Online Donors: Are They A Breed Apart? Kevin Kibble Whitewater Room - Edward 6
The Seven Document Sins – Increasing Efficiency in the Document Process Duncan Harris Bottomline Technologies Europe Room - Edward 6	The Missing Millions – How Opt-Outs Can Ruin Your Fundraising Targets and What to Do about It Rosemary Smith DMA's Governance Committee/ Opt-4 Room - Edward 1 & 2	Charities and the Data Protection Act DPA; Development and More Rosemary Smith DMA's Governance Committee/ Opt-4 Room - Edward 1 & 2	The Impact of Social Media on Not-for-Profits Jude Habib sounddelivery Room - Edward 4	Of Mice and Men - the Role of Annual Giving in Qualifying Major Prospects and Legators John Rux-Burton Rux Burton Associates Ltd. Room - Edward 3	From Cradle to Grave: the Lifecycle of a Donor Jeff O'Toole Blackbaud Room - Albert 1	In Memoriam Giving - the Forgotten Hero Kevin Kibble Whitewater Room - Albert 1	Supersize Me: The Dawn of North American Annual Funds in the Education Sector John Rux-Burton Rux Burton Associates Ltd. Room - Albert 1	
Top 10 Things to Know About the Gift Aid Programme Gina Marwick Blackbaud Room - Albert 2	Changes in the World of UK Collections and Payments Richard Ransom Bottomline Technologies Europe Room - Albert 2	Call That a Database? Wainwright's Database Nightmares Ivan Wainwright "IT for Charities" Room - Albert 2	Making the Most of Gift Aid and VAT on Fundraising Events Helen Elliott Sayer Vincent Room - Albert 2	Online Fundraising - How to Make It Work Sue Fidler Independent web consultant Room - Albert 2	The Significance of Major Gifts For Your Cause Chris East Action Planning Room - Albert 2	Managing Corporate Events Using The Raiser's Edge Events Module and a Finance System Rogier Chester LionHeart Room - Albert 2	From Push to Pull to Porosity Hannah Rudman Rudman Consulting Room - Albert 2	Finding the Major Donor Within: Identifying the High Net Worth Individuals Hiding in Your Database Kerry Rock Action Planning Room - Albert 2

RE Internet & Communications	RE Advanced Technology	PE Development and More	FOCUS methodology Gift Aid (Finance and SI)	RE Internet & Communications	RE Advanced Technology	PE Development and More	FOCUS methodology Gift Aid (Finance and SI)
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