CINCUP
NASHVILLE, TN
OCTOBER 2ND - 4TH

WHAT IS CINCUP?

CINC Up is the ultimate user conference that brings together innovation and education to CINC customers. That includes engaging sessions and workshops, exclusive product announcements, and networking opportunities with fellow attendees. Whether you're a seasoned CINC user or new to the community, this event is designed to inspire, connect, and empower you.

WED OCT 2ND

NASH BASH WELCOME PARTY   7:00 p.m.

Get ready to kick off the CINC Up user conference in true Nashville style at our Nash Bash welcome party! Join us for an unforgettable evening of southern hospitality, with dancing, sipping, feasting, crafting, and toe-tapping fun at the Nash Bash!

THU OCT 3RD

GENERAL SESSION   9:00 a.m.

Kickstart your CINC Up experience with our highly anticipated General Session, where you'll get exclusive insights from CINC's Chief Executive Officer, exciting updates from CINC's Chief of Product, and a dose of inspiration to propel your business forward.

LUNCH   12:00 p.m.

EXECUTIVE TRACK   1:00 p.m.

USER WORKSHOPS   1:00 p.m.

WON'T YOU BE MY NEIGHBOR PARTY   7:00 p.m.

Get ready for an unforgettable evening as we celebrate the spirit of community with our "Won't You Be My Neighbor?" party! It's a night loaded with fun, laughter, and nostalgia as we honor generations of neighbors.

FRI OCT 4TH

EXECUTIVE TRACK   9:00 a.m.

USER SESSIONS   9:00 a.m.

LUNCH   12:00 p.m.

EXECUTIVE TRACK   1:00 p.m.

USER SESSIONS   1:00 p.m.

CINC UP 2024 **SESSIONS**

EXECUTIVE TRACK

Unlock your leadership potential and take your business to the next level with our dynamic Executive Sessions at the CINC Up user conference. Designed specifically for executives and leaders, these highly engaging workshops will provide you with the strategies, tools, and insights needed to propel your organization forward.

BEGINNERS WORKSHOP: WEBAXIS   1:15 p.m.

Dive into the basics of WebAxis in this beginner-friendly workshop. Learn how to navigate, utilize essential features, and optimize your experience to manage your community effectively. (2 HOUR WORKSHOP)

CINC TANK: COMMUNICATION CENTER   1:15 p.m.

Explore the Communication Center's capabilities to streamline your interactions. Discover best practices for managing communication channels and enhancing community engagement.

COLLECTIONS BEST PRACTICES   1:15 p.m.

Master the art of collections with CINC. Learn strategies and techniques to improve your collections process, reduce delinquencies, and maintain healthy community finances.

DRIVING APP ADOPTION TO THE GENERATIONS   1:15 p.m.

Uncover strategies to encourage various generations to adopt and use the Homeowner App. Enhance their experience with user-friendly approaches and support.

REDEFINE VENDOR MANAGEMENT WITH AVIDXCHANGE   1:15 p.m.

The vendor relationship is critical in community management, but it can also be one of the most challenging aspects to your day-to-day. Learn best practices in handling negotiations, scheduling management, and ensuring that your vendors are supplying your homeowners with the best experience possible.

CINC TANK: LATEST ENHANCEMENTS FOR WEBAXIS

2:15 p.m.

Stay ahead of the curve with the latest enhancements in WebAxis. Get a sneak peek into new features, updates, and improvements designed to support community and homeowner needs.

DAILY OPERATIONS BEST PRACTICES

2:15 p.m.

A workshop covering the features, functions, and best practices of daily operating processes such as pending registrations, email blasts, homeowner payments, and work orders.

UNLOCKING THE POTENTIAL OF CINC COMMUNITY: MAXIMIZING YOUR CLIENT RESOURCE PORTAL

2:15 p.m.

Join us for an in-depth workshop designed to help you fully utilize CINC Community, your comprehensive client resource portal. Learn how to navigate and leverage these tools to support and promote your business as a CINC client. Additionally, participate in an interactive discussion where you can share your ideas and suggestions for other content needs that would benefit your business.

REDEFINE RISK ASSESSMENT MITIGATION

2:15 p.m.

On average, a management company's cost for a vendor risk mishap is about $10,000. This isn't a price anyone wants to front, so it's vital to protect your assets through a thorough review of the vendors you use.

BEGINNERS WORKSHOP: CORRESPONDENCE

3:15 p.m.

An introductory workshop using the correspondence templates module to set up templates, paper source, and merge tags. (2 HOUR WORKSHOP)

CINC UP 2024 SESSIONS

THU OCT 3RD

CINC TANK: THE LATEST ENHANCEMENTS FOR CINC ACCOUNTING
3:15 p.m.

Discover the newest enhancements in CINC Accounting. Stay updated on the latest features and improvements to streamline your accounting processes.

MONTH-END BEST PRACTICES
3:15 p.m.

A workshop covering the best practices to ensure a quick month-end close, including demonstrations on how to upload additional documents to financial packages, how to publish financials, and how to email financials.

DRIVING AWARENESS TO YOUR HOMEOWNER APP
3:15 p.m.

Increase awareness and usage of your Homeowner App. Implement strategies to promote the app's features and benefits to your community members.

REDEFINE UNDERFUNDED RESERVES
3:15 p.m.

Address underfunded reserves and learn how to assess, plan, and manage reserves to ensure long-term financial health for your community.

CINC TANK: AI FOR INVOICE INGESTION
4:15 p.m.

Explore how AI is revolutionizing invoice ingestion. Discover how to leverage AI tools to streamline your invoicing process and improve accuracy.

PAYMENTS BEST PRACTICES
4:15 p.m.

Optimize your payments process with best practices. Learn strategies to ensure timely, accurate, and secure payments within your communities.

CEPHAI IN THE HOMEOWNER APP   4:15 p.m.

Unlock the full potential of the Homeowner App by integrating Cephai, CINC's cutting-edge GenAI platform. In this workshop, you'll learn step-by-step how to enable Cephai in your Homeowner App, enhancing your community's experience with advanced AI capabilities. Hear inspiring success stories from clients who have already integrated Cephai and discover how this powerful tool has transformed their community management.

PREPARING FOR CORPORATE TRANSPARENCY ACT   4:15 p.m.

Join us at CINC Up for an essential workshop designed to help community association managers navigate and prepare for the upcoming Corporate Transparency Act (CTA). With the legislation going live on January 1st, 2025, this workshop will provide you with the tools, knowledge, and resources you need to ensure compliance and effectively educate your boards.

SESSIONS END

WON'T YOU BE MY NEIGHBOR PARTY   7:00 p.m.

Join us for an evening of music, costumes, great food, and endless fun at the "Won't You Be My Neighbor?" party! Let's celebrate the joy of community and make this a night to remember! 🌟

🎤 Live Music by Your Generation in Concert
Rock out to live music from the incredible Your Generation in Concert! This high-energy band will take you on a musical journey through the decades, playing classic hits that everyone loves. Get ready to dance, sing, and relive the greatest moments in music history.

👗 Dress Up as Your Favorite Neighbor
Who's your favorite neighbor? Whether it's a beloved TV character, a famous musician, or someone from your own life, come dressed to impress! From Ethel to Kramer, we want to see your best neighborly attire. There will be prizes for the best costumes, so get creative!

Dinner will be served.

CINC UP 2024 SESSIONS

BEGINNERS WORKSHOP: ASSOCIATION ON-BOARDING & OFF-BOARDING

9:00 a.m.

An introductory workshop to on and off board associations. Including review process, import sheets, and accounting set-up when adding a new association and learn the proper processes to offboard and block an association from your CINC portal and tools. (2 HOUR WORKSHOP)

THE CINC TANK PRESENTS: THE FUTURE OF CEPHAI

9:00 a.m.

Take a glimpse into the future of CINC's GenAI platform, Cephai. Discover upcoming features, innovations, and how they will revolutionize community management.

WEBAXIS BEST PRACTICES

9:00 a.m.

An advanced workshop to review best practices, including reservations and miscellaneous item set-up from start to finish for one association.

HOW TO MARKET YOUR APP TO PROSPECTIVE BOARDS

9:00 a.m.

Stand out from the competition and win over new communities by showcasing the power of your app in this comprehensive workshop. Learn how to effectively market and demo your app to prospective boards during meetings with potential new communities. Discover strategies to leverage your brand and tools to differentiate yourself from competitors who lack such technology.

REDEFINE ROLES: RECRUITING AND RETAINING GOOD BOARD MEMBERS

9:00 a.m.

Strengthen your board by learning effective recruitment and retention strategies. Ensure your community benefits from dedicated and capable leadership.

CINC UP 2024 SESSIONS

THE CINC TANK PRESENTS: YOUR NEIGHBORHOOD TODAY
10:00 a.m.

Discover the future of community engagement with CINC's latest innovation, Your Neighborhood Today. This groundbreaking product enables AI-generated hyper-local content tailored specifically for your homeowners within the Homeowner App. In this workshop, you will learn how to activate and customize Your Neighborhood Today to deliver relevant news, events, and updates that matter most to your community. Join us to see real-world examples, hear success stories from early adopters, and get hands-on guidance to start transforming your neighborhood's communication landscape today.

CEPHAI: BEST PRACTICES
10:00 a.m.

Join us for an insightful workshop where CINC clients share their experiences and best practices with enabling Cephai, CINC's GenAI platform, for their homeowners. Learn from real-world scenarios about what worked, what didn't, and the valuable lessons they've gained along the way. Discover the most effective strategies for integrating Cephai to enhance community management, improve homeowner engagement, and streamline operations. Our panel of experienced clients will provide actionable recommendations and innovative ideas that you can implement in your own community.

EMPOWERING BOARDS IN THE HOMEOWNER APP
10:00 a.m.

Empower your board members by utilizing the Homeowner App. Learn how to maximize the app's features for board activities and decision-making.

PREVENTING POLARIZATION: HOW TO KEEP COMMUNITIES TOGETHER
10:00 a.m.

It's time to repair divisions, improve communication, and build a sense of common purpose in your communities. This session applies advice from experts in HOA Law and communication to help board members and managers promote inclusive communities. Our panel will discuss the broader causes of conflict and how to safeguard your boards and residents from divisive influences.

BEGINNERS WORKSHOP: PORTFOLIO
11:00 a.m.

An introductory workshop covering the features, functions, and best practices of portfolio manager in CINC. Requires customers to have Portfolio enabled.

THE CINC TANK PRESENTS: THE LASTEST INTEGRATIONS
11:00 a.m.

Discover the latest integrations available for your systems. Learn how to seamlessly incorporate new tools and technologies into your community management processes.

BUDGET MODULE BEST PRACTICES
11:00 a.m.

Master the budget module with best practices. Ensure accurate budgeting, financial planning, and resource allocation for your community.

RESERVATIONS MODULE IN THE HOMEOWNER APP
11:00 a.m.

Learn how to use the reservations module within the Homeowner App. Streamline the process of booking amenities and managing reservations efficiently.

REDEFINE CONFLICT: PROTECTING BOARD MEMBERS AND COMMUNITY MANAGERS
11:00 a.m.

Board members and community managers experience harassment, abuse, and intimidation on a daily basis. Come hear real-world scenarios, learn how to promptly resolve conflict, and explore the process of filing a claim with a state civil rights department.

BEGINNERS WORKSHOP: COLLECTIONS
1:00 p.m.

An introductory workshop covering the features, functions, and best practices for collections in CINC, including start to finish demonstration on setting up a collection.
(2 HOUR WORKSHOP)

DAILY ACCOUNTING BEST PRACTICES

1:00 p.m.

A workshop covering the features, functions, and best practices of daily accounting processes such as batch posting, pending payments, bank reconciliation, and transfers.

CEPHAI IN THE HOMEOWNER APP

1:00 p.m.

Unlock the full potential of the Homeowner App by integrating Cephai, CINC's cutting-edge GenAI platform. In this workshop, you'll learn step-by-step how to enable Cephai in your Homeowner App, enhancing your community's experience with advanced AI capabilities. Hear inspiring success stories from clients who have already integrated Cephai and discover how this powerful tool has transformed their community management. This is a repeat class from Cephai in the Homeowner App at 4:15 on Thursday.

REDEFINE ROLES: CLIENT-CENTRIC PROJECT MANAGEMENT

1:00 p.m.

Focus on client-centric project management. Learn how to balance workloads and align tasks with business goals to showcase return on investment.

BANK RECONCILIATION BEST PRACTICES

2:00 p.m.

FOR CUSTOMERS WITH PARTNER BANK ONLY – Learn best practices and benefits of daily bank reconciliation.

CEPHAI IN CINC MANAGER

2:00 p.m.

This workshop will guide you through the process of enabling Cephai in the CINC Manager App, showcasing how this innovative AI tool can streamline your operations, enhance decision-making, and improve overall efficiency. Hear inspiring success stories from clients who have already integrated Cephai into their management practices.

REDEFINE REVENUE: MAXIMIZING ROI THROUGH GOAL-FOCUSED WORKLOAD MANAGEMENT

2:00 p.m.

Learn how to align workloads with business goals to maximize ROI. Implement strategies to showcase the financial benefits of effective workload management.

BEGINNERS WORKSHOP: VIOLATIONS

3:00 p.m.

An introductory workshop to learn how to set up a violation, along with associated letters and templates.
(2 HOUR WORKSHOP)

MAXIMIZING ON CINC MANAGER APP

3:00 p.m.

Learn how to get the most out of the CINC Manager App. Discover tips and tricks to enhance your productivity and management efficiency.

REDEFINE RISKS: STAYING SECURE IN THE DIGITAL WORLD

3:00 p.m.

Address digital security risks with confidence. Learn how to protect your community's data and ensure cybersecurity in your digital operations.

CINC UP 2024 SESSIONS

CINC UP 2024
FAQS

WHERE CAN I REGISTER?

You can register and learn more about CINC Up 2024 through this link.
https://cincsystems.com/cincup/

IS THERE A HOTEL BLOCK?

Yes, we have a hotel block through the Gaylord Opryland Hotel. Block is from October 2nd – 4th (with checkout being the 5th) and will close when full.

WILL MEALS BE PROVIDED?

Yes! Your ticket includes breafast and lunch. With dinner provided at the Nash Bash and Won't You Be My Neighbor parties.

WHAT IS THE DRESS CODE FOR THE CONFERENCE?

For all workshops and sessions, we suggest business casual dress.

For Nash Bash, we encourage you to wear your best western-inspired wear to kick off CINC Up 2024 in Nashville, TN!

For our "Won't You Be My Neighbor? " Party. We ask...Who's your favorite neighbor? Whether it's a beloved TV character, a famous musician, or someone from your own life, come dressed to impress! From Ethel to Kramer, we want to see your best neighborly attire. There will be prizes for the best costumes, so get creative!