



BUILD BETTER USERS

2019

USERS GROUP CONFERENCE

INDUSTRIAL

SEPTEMBER 9-10 | BILLINGS, MT

 **Computers
Unlimited**

2019 INDUSTRIAL AGENDA

SUNDAY, SEPTEMBER 8

6:00 – 8:00 PM

Welcome Reception – DoubleTree by Hilton, 3rd Floor Foyer

Join us for appetizers and refreshments. All conference attendees are welcome.

MONDAY, SEPTEMBER 9

7:30 – 8:30 AM

Continental Breakfast – DoubleTree by Hilton, 3rd Floor Foyer

Breakfast is provided for all Users Group attendees.

8:30 – 9:15 AM

Opening Welcome

Welcome to Users Group 2019! This year's theme is all about building better users and helping you discover new ways to run your business more efficiently. Both new users and seasoned pros will find plenty of opportunities to learn, network, and gain insight into getting the most out of TIMS Software. With hands-on opportunities, one-on-one training, panel discussions on specific business processes, and exciting business analytics and tools, this year's lineup is designed to make you a better TIMS user. We look forward to seeing you at this year's event!

Presented by David Schaer, President, Computers Unlimited

9:15 – 10:50 AM

Better Than It Ever Was – What's New in TIMS

This presentation will cover all of the significant modifications made to TIMS over the last year. We will be highlighting changes made not only in core TIMS but in *TIMS Delivery*, *TIMS Assistant*, *TIMS Plant*, as well as *TIMS Advanced Cylinder Management*. You don't know what you don't know, so come to this session to make sure you haven't overlooked a nugget that could be the missing link in your company's efficiency armor!

Presented by Karen M, Escalation/Upgrade Manager & TIMS Delivery, TIMS Assistant, TIMS Plant & ACM Product Experts

11:00 – 11:50 AM

Cylinder Plant Production & Replenishment

Check out the latest in *TIMS Cylinder Plant Production & Replenishment*, better known as CIPR. CIPR mainstreams and brings awareness to this integral business process for both tracked and untracked gases from the branch to the plant. We will give you an update on where this module is in the development stages and where it's headed.

Presented by Troy R, Software Engineer & CIPR Team

12:00 – 1:00 PM

Lunch – DoubleTree by Hilton, 20th Floor

A buffet lunch is provided for all Users Group attendees.

Steering Committee Meeting – DoubleTree by Hilton, 20th Floor

This meeting is located in a private room on the 20th floor. Users interested in joining the Steering Committee are encouraged to attend.

1:00 – 2:50 PM

Routing, Delivery & Logistics

As delivery costs continue to rise, an optimized delivery route increases the amount of deliveries made per day and reduces fuel costs and unnecessary overtime. This class will focus on the latest routing tools available in TIMS, from *TIMS Scheduler* to our integration with Omnitracs One® (Roadnet). *TIMS Delivery* completes the entire delivery loop by routing, delivering, and collecting payments, letting your drivers be productive and efficient. Come take a test drive and see for yourself.

Presented by Robert B, Smart Phone Solutions Specialist

2019 INDUSTRIAL AGENDA

MONDAY, SEPTEMBER 9

1:00 – 1:50 PM

Training Track

Tools for Improved Employee Engagement

When front-line managers discover new ways to make their teams more effective, it creates a direct and positive impact on employee engagement. At Computers Unlimited, we are dedicated to providing our customers the tools and resources they need to learn and use TIMS Software to their benefit. Attend this first training track session to learn about the wide variety of supporting tools and services at your disposal and how you can utilize them in your organization. Continue along the training track to add even more resources to your toolbox.

Presented by Crystal H, Digital Marketing Specialist & Michael F, Project Leader

2:00 – 2:50 PM

Training Track

Order Entry – Optimizing for a Better Experience

Whether you are new to TIMS *Order Entry* or need a brush-up, join us to discover how Order Entry continues to improve your daily processes. We'll touch on mouseless order entry, hotkeys, OE configuration, order history, order totals, and system options and selection to optimize your effectiveness in Order Entry processing.

Presented by Bryan U, Systems Implementer

3:00 – 3:20 PM

Afternoon Break – DoubleTree by Hilton, 3rd Floor Foyer

Snacks are provided for all Users Group attendees.

3:20 – 5:10 PM

TIMS Bulk Gas Module With Telemetry Choices

TIMS *Bulk Gas Manager* lets you manage multiple bulk gases and can now be integrated with various telemetry partners for real-time, accurate tank readings to prevent runouts! We'll go through the basics and show recent advances that will demonstrate how TIMS *Bulk Gas Manager* can help your business with delivery forecasting, various dashboards, and full TIMS integration. Listen to other customers who are using the Bulk Gas Manager module and hear from Anova and Wise Telemetry, the leading providers of remote telemetry monitors.

Presented by Nikki S, Software Quality Analyst

3:20 – 4:10 PM

Training Track

Batch & Daily Processing

What exactly do your daily and monthly batches do? What are your options? What's the best way to find what you are looking for? How do you manage all of this? Join me to explore the answers to these questions so you can understand the best way to leverage your automated batch processes.

Presented by Nathan B, Systems Implementer

4:20 – 5:10 PM

Training Track

Catalog & Pricing

Attend this session to gain a better understanding of the TIMS *Catalog System*. We'll discuss how to identify what can be accomplished and explore various pieces of utilizing the Catalog System for awareness. You'll also learn about other pricing features within TIMS that can be used to assist you in setting your inventory prices and maintaining them.

Presented by Nathan B, Systems Implementer

5:30 – 8:00 PM

Computers Unlimited Reception – 2407 Montana Avenue

Spend a casual, relaxing evening savoring tasty appetizers with fellow Users Group attendees and Computers Unlimited staff. Gather at our office headquarters located just two blocks east of the DoubleTree by Hilton in the heart of downtown Billings.

2019 INDUSTRIAL AGENDA

TUESDAY, SEPTEMBER 10

7:30 – 8:30 AM

Continental Breakfast – DoubleTree by Hilton, 3rd Floor Foyer

Breakfast is provided for all Users Group attendees.

8:30 – 9:20 AM

Training Track

Speed It Up – Pare It Down

In today's business environment, it's vital to your business to keep your data safe, secure, and operating at optimal levels. The best way to accomplish this is to store your data in the cloud. In this session, we'll guide you through the steps we take to ensure that the moving process from onsite hardware to the cloud is seamless. This includes network evaluation, moving your data, and migration testing for a separate domain in a secure cloud environment using Microsoft Azure®.

Presented by Chris L, Technical Services Manager & Ian C, Technical Specialist

8:30 – 9:20 AM

Great Tips & Tricks for Accounts Payable

Would you like a happy A/P department? If so, this session is for you. We'll discuss how to read and use various reports such as cash requirements, A/P trial balance, and voucher reversal to find and solve A/P issues. We will also look at A/P Inquiry to view past and present vouchers and payments and some ways to use the A/P system like option AP 64, Future Expense Entry and Editing Application, Vendor 1099, as well as some helpful tricks the system does.

Presented by Chris M, Systems Implementer

9:30 – 10:20 AM

A/R Collections Worklist Preview

At last year's Users Group, you expressed a lot of interest in A/R worklists. As a result, we're pleased to introduce the new TIMS *Collections Worklist*. This application will improve collector efficiency, minimize bad debt write-offs, and reduce DSO. Collectors work from custom, interactive, real-time worklists where they have access to the tools and information they need to take action. Every action is logged, providing historic context, allowing for analytics and to gauge the collector's work performance. Join us for a live demonstration of TIMS *Collections Worklist*.

Presented by Megan G, Product Owner

9:30 – 10:20 AM

Training Track

Streamline Your Purchasing Potential With Automated Purchasing

This class is an introduction to TIMS *Automated Purchasing*. We will include a review of the different options available to you on the Purchasing tab of the inventory location record. We will also highlight the Automated Purchasing Application. You'll get the insight you need to get started by becoming efficient with TIMS *Automated Purchasing*, and we'll also provide tips and tricks for current users.

Presented by Nathan S, Systems Implementer

10:30 – 11:50 AM

Contract Management Tools

Join us for a presentation of TIMS *Contract Campaign Manager* and TIMS *Multi-Year Pricing & Service Agreement* followed by a discussion from some Contract Campaign Manager beta users. See how these tools each provide better management of contract price increases and service agreement data. Learn how you can use Contract Campaign Manager to collaborate with staff to review, modify, and commit changes to contracts. Also, Multi-Year Pricing allows users to schedule contract price changes in advance, while Service Agreement automatically extends contract expiration dates.

Presented by Mark P, Software Quality Analyst

10:30 – 11:20 AM

Training Track

It's Never Too Late to Collate

What is TIMS *Collator* and what are its benefits? In this class, we'll discuss how to use Collator to suit your needs. Spool, fax, email, outsource—the choice is all yours. We'll talk about when to use Collator Document Resend or Re-Process Collated Files.

**Presented by Jason A,
Lead Software Tester**

2019 INDUSTRIAL AGENDA

TUESDAY, SEPTEMBER 10

12:00 – 1:00 PM

Lunch – DoubleTree by Hilton, 20th Floor

A buffet lunch is provided for all Users Group attendees.

Steering Committee Meeting – DoubleTree by Hilton, 20th Floor

This meeting is located in a private room on the 20th floor. New members will be welcomed.

1:00 – 2:20 PM

Power BI 101

Join us for this introductory class on Power BI® by Microsoft®. This flagship business intelligence and self-service reporting tool offers the ability to create dynamic reports and dashboards with powerful data visualizations and excellent performance. It also allows you to easily distribute reports within your organization and access the reports on your mobile device. This class will feature the TIMS connector for Power BI, which allows you to tap directly into the TIMS analytics database and analytic APIs. We'll be sure to save some time for open discussion on what you'd like to see next with TIMS analytics.

Presented by Adam G, BI Product Owner

1:00 – 1:50 PM

Training Track

Tracking Inventory & Equipment

In this class, we'll discuss features in the Equipment Application that will help you track and manage equipment and rentals, like the new rental templates and Serial Tracked Equipment Report. We will also show you how to manage your inventory effectively using various reports, such as Inactive Inventory Report and Sales History Report, and other tools available to you in the Inventory Items Application.

Presented by Bryan U, Systems Implementer

2:00 – 2:50 PM

Training Track

EIS+, Notes & Tasks – Tasks & Information Collection Just Got Easier

EIS+ screens, Notes, and Tasks individually are useful tools. When you combine them, they become incredibly helpful tools within your day-to-day operations. This class will go over what each application can do separately along with some reporting capabilities. We'll combine EIS+ screens with Notes & Tasks to see what can be accomplished, and touch on templates, editing, comments, and listing notes via a particular criteria. You'll also learn how to create a task with reporting capabilities.

Presented by Chris M, Systems Implementer

2:30 – 5:10 PM

Mobile Sales & What to Expect When You Go Mobile

Are you looking for an integrated CRM solution? We'll discuss how combining TIMS *Assistant* with TIMS *Sales Pipeline Manager* results in a CRM that is both integrated and cost-efficient. Use your smart phone or tablet to inquire on customers and inventory, add and track prospects, and create orders and quotes directly from a smart phone or tablet.

As ruggedized handhelds approach end-of-life, we will guide you through the new smart phone and tablet solutions you'll need. Join us to see what Computers Unlimited has done to translate these functions to mobile platforms. This class will touch upon TIMS *Assistant*, TIMS *Plant*, TIMS *Delivery*, and the upcoming TIMS *Warehouse Application*. See demonstrations of smart phone products comparing and contrasting them with the legacy apps. We'll also discuss a roadmap to follow for converting existing RF and ACM handheld applications to mobile devices.

Presented by Robert B, Smart Phone Solutions Specialist

2019 INDUSTRIAL AGENDA

TUESDAY, SEPTEMBER 10

3:00 – 3:20 PM

Afternoon Break – DoubleTree by Hilton, 3rd Floor Foyer

Snacks are provided for all Users Group attendees.

3:20 – 4:10 PM

Training Track

Cylinder Exception Handler & Data Cleanup

If you are using Advanced Cylinder Management (ACM), then you are probably aware of the necessity of handling cylinder exceptions. In this class, you will learn all about Cylinder Exception Handler, Cylinder Open Exception Report, and Negative Cylinder Balance Report and how to fix these data issues/errors. You will learn about the most common exceptions within the Cylinder Exception Handler, why they likely occur, and how to best resolve them. Also covered will be a review of the tools within TIMS to assist in researching cylinder data issues and cylinder exception handling.

Presented by Nathan S, Systems Implementer

4:20 – 5:10 PM

Training Track

eCommerce – The Ultimate Service Tool

Give your customers the ultimate service tool to instantly place their own orders, pay off invoices with credit cards, and review their account information. This presentation will include an overview of TIMS *eCommerce* with time for users to share and ask questions.

Presented by Marlene H, Software Quality Analyst

5:30 – 8:00 PM

Dinner Reception – Northern Hotel, 19 North Broadway, 2nd Floor

Wrap up the conference by gathering at the historic Northern Hotel in downtown Billings. Spend a relaxing evening dining with Computers Unlimited employees and other attendees at this casual dinner reception. A variety of prizes will also be given away to some lucky conference attendees.

WEDNESDAY, SEPTEMBER 11, POST-CONFERENCE

7:30 – 8:30 AM

Continental Breakfast – DoubleTree by Hilton, 3rd Floor Foyer

Breakfast is provided for all post-conference Users Group attendees.

8:30 – 4:30 PM

Business Intelligence

Attend this all-day, in-depth post-conference session on TIMS *Reporting* and Power BI®. A portion of this class will cover classic SSRS report writing, while the majority of time will be focused on Power BI, the flagship business intelligence and self-service reporting tool from Microsoft®. Power BI offers the ability to create dynamic reports and dashboards with powerful data visualizations and excellent performance. We will look at several examples of Power BI reports using a variety of TIMS data sources, including using the new TIMS connector for Power BI, which allows you to tap directly into the TIMS analytics database and analytic APIs. Attendees will take home a flash drive containing the class materials.

Presented by Adam G, BI Product Owner

12:00 – 1:00 PM

Lunch – DoubleTree by Hilton, 20th Floor

A buffet lunch is provided for all post-conference Users Group attendees.

2019 INDUSTRIAL HANDS-ON ROOM



The Hands-On Room is a place where you can gain knowledge, be part of a group discussion, and get answers to your questions or issues. TIMS experts will be available throughout the conference to assist you. Please see the schedule below to find a specialist that meets your needs.

INDUSTRIAL CONFERENCE | MONDAY, SEPTEMBER 9

	FIELD OF SPECIALTY	TIMS EXPERTS
12:30 – 2:00 PM	EIS+, Notes & Tasks	Brandon M, Jen S & John W
2:00 – 3:00 PM	Credit Card	Dawn P, Missy K, Shannon H & Eric S
3:00 – 4:00 PM	Order Entry	Bryan U & Carolyn R
4:00 – 5:00 PM	Batch	Mike M, Wayne A & Lindsey H

INDUSTRIAL CONFERENCE | TUESDAY, SEPTEMBER 10

	FIELD OF SPECIALTY	TIMS EXPERTS
8:00 – 12:30 PM	TIMS Delivery, TIMS Assistant & TIMS Plant	Smart Phone Team
8:00 – 10:00 AM	Accounts Receivable & General Ledger	Donna B & Megan D
10:00 – 11:00 AM	Accounts Payable	Chris M & Rachel W
11:00 – 12:30 PM	Purchasing/Catalog	Nathan S, Nathan B, Sonja R & Wayne A
12:30 – 2:00 PM	Collator	Jason A & Brandon M
2:00 – 3:00 PM	Contract Campaign Manager	Mike M & Mark P
3:00 – 4:00 PM	Inventory	Chris M, John S & Carolyn R
4:00 – 5:00 PM	Cylinder Control	Lindsey H, Garth M & Nathan B