Computers Unlimited

CELEBRATING

40 YEARS

ANNIVERSARY

DEDICATION. PARTNERSHIP. INNOVATION.

2018 AGENDA

INDUSTRIAL USERS GROUP CONFERENCE

SEPTEMBER 13-14 | BILLINGS, MT

INDUSTRIAL AGENDA

WEDNESDAY, SEPTEMBER 12, PRE-CONFERENCE

7:30 – 8:30 AM	**Continental Breakfast – DoubleTree by Hilton, 3rd Floor Foyer** Breakfast is provided for all pre-conference Users Group attendees.
8:30 – 4:30 PM	**TIMS Business Intelligence & Reporting – Analytics You Need to Know** This full-day class offers a deep dive into TIMS *BI and Reporting*, with a strong emphasis on self-service analytics. We'll demonstrate how you can use a variety of tools and TIMS data sources to create your own custom reports and dashboards, and demonstrate numerous examples. You'll get an introduction to the new TIMS *Data Connector and Warehouse* and learn how to pull data from either the warehouse or cubes or standard TIMS views. We will also take a close look at Power BI®, Microsoft's flagship analytics tool, in addition to long-time favorites such as Microsoft Excel®, Visual Studio®, and Report Builder 3.0®. Attendees will take home a flash drive containing class materials and actual reports created during the class. **Presented by Adam G, BI Product Owner & David Schaer, President**
12:00 – 1:00 PM	**Lunch – DoubleTree by Hilton, 20th Floor** A buffet lunch is provided for all pre-conference Users Group attendees.
6:00 – 8:00 PM	**Welcome Reception – DoubleTree by Hilton, 3rd Floor Foyer** Join us for appetizers and refreshments. All conference attendees are welcome.

THURSDAY, SEPTEMBER 13

7:30 – 8:30 AM	**Continental Breakfast – DoubleTree by Hilton, 3rd Floor Foyer** Breakfast is provided for all Users Group attendees.
8:30 – 9:30 AM	**Opening Welcome & Keynote** Welcome to Users Group 2018 as we celebrate our 40th anniversary! This year, we highlight the results of building TIMS out and open for a world that is increasingly automated, mobile and connected. There will be plenty of smartphone demos for fill plant operations, delivery drivers, sales teams, and more! New TIMS data connectors will showcase the power to connect and integrate TIMS with other software systems using standard interfaces. We will also unveil a new cylinder production and forecasting module, aka "CIFR," and a new price contract management tool that promises to ease the pain of managing contract prices for gases, cylinder rental rates, and hardgoods. In addition to highlighting the latest features and improvements in TIMS, training classes and opportunities to meet one-on-one with key resources will also be a part of the conference. We hope to see everyone at this year's event! **Presented by David Schaer, President, Computers Unlimited**
9:30 – 10:50 AM	**Contract Price Management – Enhanced Capabilities to Your Contract Pricing Methods** NEW In this session, experience a live demo of the all-new TIMS *Contract Campaign Manager*. Sales and management can now collaborate efficiently to create, review, and publish contract price changes in house and in bulk. We'll demonstrate how you can modify gas, hardgood, and cylinder rent contracts, and view projected sales dollars. You'll also see contract history information, total account sales, and learn how to use *Contract Notes* to help your team make informed decisions regarding contract price increases. **Presented by Mark P, Lead Tester**
11:00 – 11:50 AM	**Ecommerce Enhancements for a Better Customer Experience** Join us to hear about the new features available to you and your customers in TIMS *Ecommerce*. Highlights include the ability to browse inventory items without a login and how to use procurement lists that limit the purchase of available items on a per user basis. We have also added new metrics to TIMS *Ecommerce* administration so you can view how customers are using your system. You'll also learn how to use the new import feature to enrich your customer's buying experience. **Presented by Marlene H, Software Quality Analyst & Jim D, Programmer Analyst**

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11:00 – 11:50 AM	**Take Your Business Processes Back to the Future with Notes, Tasks & EIS+** Does your company still have legal pads, legal inboxes and filing cabinets full of customer notes and information? Maybe it's time to retire those outdated, disorganized methods of tracking information for the TIMS standard tracking built right in the same software that runs the rest of your business. Join us in this session as we cover *Notes, Tasks*, and the *Extended Information System (EIS)* to make TIMS work for you in tracking and categorizing all kinds of information including: customers, vendors, inventory, equipment, and general company-wide TIMS *Notes*. **Presented by Nathan S, Systems Implementer**
11:00 – 12:30 PM	**Hands-On Room – Inventory & Equipment**
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.
12:30 – 2:00 PM	**Hands-On Room – EIS+, Notes & Tasks**
1:00 – 5:10 PM	**The World is Mobile & So is TIMS** **NEW** What better way to learn about the power of the TIMS suite of smartphone apps than live demos of TIMS *Assistant*, TIMS *Plant*, and TIMS *Delivery*. TIMS *Assistant* is the perfect on-the-go productivity tool for your entire sales team enabling them to place orders, check inventory, and much more. TIMS *Plant* provides a new level of mobile productivity for fill plant operations and TIMS *Delivery* takes driver productivity and visibility to a new level. This class will also cover the ways to integrate orders with TIMS *Delivery* using TIMS *Scheduler*, TIMS *Delivery* (Mobile Direct/Walk in), or Roadnet®. Daun Brown from Oxygen Service Company will cover the benefits of using Omnitracs' Roadnet® technology, along with lessons learned. Lastly, we will cover how to incorporate and migrate from ruggedized handheld devices to smartphones and tablets. **Presented by David Schaer, President; Robert B, Mobile Tester; Les S, Mobile Solutions Specialist; & Daun Brown, Oxygen Service Company**
2:00 – 2:50 PM	**Order Entry – A TIMS Staple** With TIMS *Order Entry* being one of the older applications still in daily use within TIMS, there have been many changes over the years that are largely underutilized by many companies. This class will cover a plethora of shortcuts, tips, and tricks to make your daily processes within TIMS *Order Entry* more efficient and effective. Bring your own tips and tricks you've discovered over the years, as this will bring us back to the basics while expanding all of our shared knowledge on the application central to daily business processes—TIMS *Order Entry*. **Presented by Nathan S, Systems Implementer & Bryan U, Systems Implementer**
2:00 – 3:00 PM	**Hands-On Room – Ecommerce & Credit Card Processing**
3:00 – 3:20 PM	**Afternoon Break – DoubleTree by Hilton, 3rd Floor Foyer** Snacks are provided for all Users Group attendees.
3:00 – 4:00 PM	**Hands-On Room – Order Entry**

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THURSDAY, SEPTEMBER 13

3:20 – 4:10 PM	**Streamlining Tools Within Batch & Auditing** Are there a lot of transactions occurring within TIMS that you are unaware of? Are you sure you are catching all the mistakes and/or changes that users are making within your system? This class will highlight all of the tools within the *Daily Batch* that may help you customize and make TIMS work more efficiently and securely for your company. Along with the *Batch System*, we will also cover the many auditing and security tools that TIMS has to offer. **Presented by Nathan S, Systems Implementer**
4:00 – 5:30 PM	**Hands-On Room – Batch & Auditing**
4:20 – 5:10 PM	**Catalog & Pricing – Gain a Better Understanding of the Catalog System** Attend this session to recognize what can be accomplished within the *Catalog System* in TIMS. We will explore various pieces of utilizing the *Catalog System* for awareness. You'll learn about other pricing features within TIMS that can be used to assist in setting your inventory prices and maintaining them. **Presented by Michael F, Conversion Coordinator**
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.

FRIDAY, SEPTEMBER 14

7:30 – 8:30 AM	**Continental Breakfast – DoubleTree by Hilton, 3rd Floor Foyer** Breakfast is provided for all Users Group attendees.
8:00 – 10:00 AM	**Hands-On Room – TeD, TiA & TeP**
8:30 – 9:50 AM	**Cylinder Plant Production & Replenishment** NEW We are excited to unveil the new TIMS *Cylinder Plant Production & Replenishment* module, aka CIFR! Learn how this module supports your fill-plant production requirements based on cylinder inventory supply and demand at branch locations, as well as the plant itself. This includes "cylinder friendly" replenishment formulas driven by average daily usage, new gas item attributes, and new applications to streamline production planning from beginning to end within TIMS. **Presented by Troy R, Software Engineer & CIFR Team** **Understanding the Current G/L Processes Through Transaction Posting** In this session, we'll help you understand how the differences of certain transactions flow to the TIMS *General Ledger*. We will follow the path of a variety of transactions: charge sales versus cash sales, cylinder deposits, accounts payable, warehouse transfers, and more. In addition, we will discuss the setup that determines which G/L accounts are affected, how to drill down to the transactional detail, as well as reporting tools and data types that will aid you in research and balancing. **Presented by Nathan S, Systems Implementer & Rachel W, Sr. Application Support Representative**
10:00 – 10:50 AM	**TIMS Bulk Gas Manager – Seamlessly Track Your Bulk Gases** NEW TIMS now offers a fully integrated bulk gas module to manage argon, CO_2, helium, hydrogen, nitrogen, oxygen and propane. Learn about all the changes we've made to TIMS *Bulk Gas Manager* including at-a-glance dashboards that give you clarity on a location level and on a specific customer level. See how delivery forecasting lets you create orders in mass. TIMS *Bulk Gas Manager* can integrate with leading telemetry reading devices to capture actual tank levels so you can accurately forecast and schedule replenishment orders. **Presented by Nikki S, Software Quality Analyst & Bulk Gas Team**

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10:00 – 10:50 AM	**Automated Purchasing – Let TIMS Assist You with Your Buying** This class is an introduction to the TIMS *Automated Purchasing* module. We will review the options available on the purchasing tab of the inventory location record. We'll also discuss all the functionality and availability of information within the application. This class will give you the insight you need to get started by becoming efficient with TIMS *Automated Purchasing* and will provide tips and tricks for current users. **Presented by Michael F, Conversion Coordinator**
10:00 – 11:00 AM	**Hands-On Room – Accounts Receivable & General Ledger**
11:00 – 11:50 AM	**The Power of Business Intelligence** Microsoft's Power BI® is a solid and flexible data analytics tool that's growing in popularity. This class will demonstrate how to connect Power BI to TIMS and serve up dashboards, insightful analytics, and intuitive reports for sales transactions and *ACM* cylinders. Examples will also include how to access and view Power BI reports from a web browser, smartphone, or tablet. **Presented by David Schaer, President**
	Are You Taking Advantage of Collator? TIMS *Collator* can be one of the biggest time-saving tools within TIMS that can give you a boost over your competitors. Along with extensive process reductions, TIMS *Collator* is one of the best methods for saving paper and postage when integrated with an email or fax server. This class will cover some of the changes within the *Collator System* that we have made in recent releases, as well as some possibilities you may not be aware of. **Presented by Nathan S, Systems Implementer**
11:00 – 12:30 PM	**Hands-On Room – Purchasing, Catalog & APIs**
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.
12:30 – 2:00 PM	**Hands-On Room – Collator**
1:00 – 2:50 PM	**TIMS in Our Rearview Mirror – A Trip Through Prior Year Enhancements** Technology is constantly in flux. Our challenge is to learn and adapt. Join us to learn more about TIMS, so you can adapt your business processes to promote efficiency throughout your organization. We will highlight all the important TIMS modifications in our quarterly releases and hot fixes over the past year. We hope to see you in the front row for another fact-based and fast-paced presentation! **Presented by Karen M, Escalation/Upgrade Manager & Guest Presenters**
2:00 – 3:00 PM	**Hands-On Room – Cylinder Control**
3:00 – 3:20 PM	**Afternoon Break – DoubleTree by Hilton, 3rd Floor Foyer** Snacks are provided for all Users Group attendees.
3:00 – 4:00 PM	**Hands-On Room – Accounts Payable**

FRIDAY, SEPTEMBER 14

3:20 – 4:10 PM	**Credit Card Processing – Simplifying the Ins & Outs**

Managing credit cards can be a daunting, time-consuming, and labor-intensive endeavor. In this class, you'll find out about new enhancements and functionality to help you get paid and grow cash flow. We will explore how to automate credit card payments, do collections, process multiple credit cards, capture signatures, and do split payment methods in TIMS *Order Entry*. Lastly, we'll help you understand the EMV/chip card process and establish a rollout game plan in order to prevent chargebacks and fraud liability.

Presented by Kasey S, Lead Tester

Getting Started with Barcoding – Utilize Inventory Barcodes to Assist in TIMS Processes

This session will provide insight into how barcoding your hardgood items in your warehouse and showroom can improve efficiencies within TIMS. This will be an introduction class for those users who are not barcoding today. We will review different barcode printers that can be used, label formats that we offer, and several ways to print the barcodes throughout the TIMS system.

Presented by Michael F, Conversion Coordinator

4:00 – 5:30 PM	**Hands-On Room – Business Intelligence**

4:20 – 5:10 PM	**A/R Collections Worklist Open Forum**

Join us for a discussion about *A/R Collections Worklist*, an application that would allow you to create custom, interactive, real-time collection worklists for your staff. Improve collector efficiency, minimize bad debt write-offs, and reduce DSO. Collectors work from within TIMS instead of using a paper report. Using TIMS, they have access to the tools and information they need to take action. Every action is logged, providing historic context and tracking for analytics on collector performance and workload. This is also your opportunity to provide feedback to the Product Owner to guide future development. What tools and features would help your collection staff become more effective?

Presented by Megan G, Product Owner

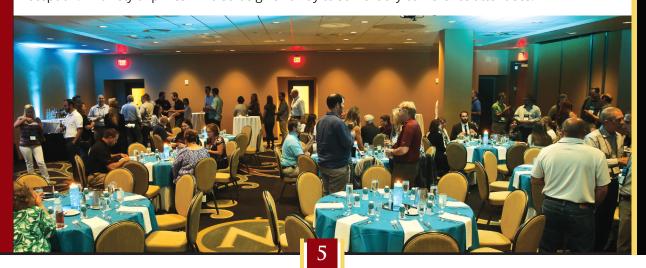**Implementing TIMS Community Portal Within Your Organization**

Subject matter experts at Computers Unlimited have worked diligently over the past two years to compile their expertise within the easily accessible TIMS Community Portal. Attend this class to learn how you can take advantage of this knowledge in your new employee training programs, team meetings, or technical support teams. Give your employees the confidence they need to use TIMS Software successfully from day one with this free and easily accessible information.

Presented by Crystal H, Digital Marketing Specialist

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.

2018 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 | THURSDAY, SEPTEMBER 13

	FIELD OF SPECIALTY	TIMS EXPERTS
11:00 AM -12:30 PM	Inventory & Equipment	Jan S, Lindsey H & Mark P
12:30 PM - 2:00 PM	EIS+, Notes & Tasks	Jayme K, Kristine W, Jen S & Nathan S
2:00 PM - 3:00 PM	Ecommerce & Credit Card Processing	Dawn P, Missy K, Marlene H & Kasey S
3:00 PM - 4:00 PM	Order Entry	Bryan U, Nathan B & Eric S
4:00 PM - 5:30 PM	Batch & Auditing	Nathan S, Jason A, Mike M & Karen M

INDUSTRIAL CONFERENCE | FRIDAY, SEPTEMBER 14

	FIELD OF SPECIALTY	TIMS EXPERTS
8:00 AM - 10:00 AM	TeD, TiA & TeP	Chris B, Robert B & Les S
10:00 AM - 11:00 AM	Accounts Receivable & General Ledger	Rachel W & Megan D
11:00 AM -12:30 PM	Purchasing, Catalog & APIs	Jan S, Lisa K, Michael F & Chris B
12:30 PM - 2:00 PM	Collator	Jason A, Nathan S & Brandon M
2:00 PM - 3:00 PM	Cylinder Control	Garth M, Wayne A & Jayme K
3:00 PM - 4:00 PM	Accounts Payable	Patty B, John W & Stephanie E
4:00 PM - 5:30 PM	Business Intelligence	Kevin G & Ben W