

INDUSTRIAL AGENDA



USERS GROUP

2026 CONFERENCE

*SMARTER TODAY.
READY FOR TOMORROW.*



SEPTEMBER 9-10, 2026 | DOUBLETREE HOTEL, BILLINGS, MT

2026 INDUSTRIAL OVERVIEW

This page provides an overview of all sessions scheduled during the Users Group Conference. If you have any questions before the event, feel free to contact us at UsersGroup@CU.net. Once you're at the conference, we invite you to visit the registration table, where our staff will be happy to assist you.

Please note that start and end times will be adhered to as closely as possible.

INDUSTRIAL SESSIONS WEDNESDAY, SEPTEMBER 9		
8:15 – 9:30 AM	Opening Keynote – Smarter Today. Ready for Tomorrow.	
10:00 – 10:50 AM	Cylinder Plant Production & Replenishment (CIFR)	Smarter Today – TIMS 8 Highlights
11:00 – 11:50 AM	TIMS Scheduler Updates	Finance Automation for Checks, ACHs & Reconciliation
1:15 – 2:15 PM	ACM Enhancements & Improving Cylinder Rent	Sales Management Panel
2:30 – 3:30 PM	Smarter Payments for a Changing Tomorrow	Power BI – From Curious to Capable
4:00 – 5:00 PM	Future-Ready Payments with Worldpay	Charting Our Analytics Roadmap
INDUSTRIAL SESSIONS THURSDAY, SEPTEMBER 10		
8:15 – 9:15 AM	A/P Rewrite Jeopardy	TeD, ACM & Mobile Panel
9:30 – 10:30 AM	A/P Rewrite Forum	Logistics Panel
10:45 – 11:45 AM	Version 9 – New Standard Options/Enhancements	Inventory/Purchasing Panel
1:15 – 2:15 PM	TIMS Industrial Field Service	AI & Analytics Panel
2:30 – 3:30 PM	Next-Gen Order Entry – Project Update	Financials Panel
4:00 – 5:00 PM	Meet TIMS Gaia – Your AI-Powered Guide to TIMS	
POST-CONFERENCE FRIDAY, SEPTEMBER 11		
8:30 – 4:30 PM	TIMS Gaia Post-Conference Workshop	

2026 PRESENTATION AGENDA

TUESDAY, SEPTEMBER 8

6:00 – 8:00 PM **Welcome Reception – DoubleTree Hotel, 3rd Floor, Ballroom A**

WEDNESDAY, SEPTEMBER 9

7:00 – 8:00 AM **Registration & Continental Breakfast – DoubleTree Hotel, 3rd Floor Foyer**

8:15 – 9:30 AM **Opening Keynote – Smarter Today. Ready for Tomorrow.**

Whether you're exploring cylinder inventory management, streamlining payments, or asking Gaia questions about your TIMS data in simple terms, this year's conference is packed with ways to get the most value from TIMS 8 right now.

You'll also hear directly from Steering Committee members who will lead sessions on solutions they've already put to work in their own companies—bringing real-world perspective from the people running TIMS every day.

Then we'll look ahead to what's next with a hands-on look at TIMS 9, including a reimagined A/P experience, new field service capabilities, and new BI tool options. We'll also share the remarkable progress we've made toward TIMS 10's next-generation order management system, giving you a glimpse of the future of TIMS.

Come curious. Leave with a plan.

David Schaer, President, Computers Unlimited

10:00 – 10:50 AM **Cylinder Plant Production & Replenishment (CIFR)**

Explore everything CIFR has to offer—from the newest tool for reviewing cylinder reorder levels and key inventory values, to quickly creating transfer orders that replenish your branches, to building fill plans at your plant that are based on actual needs—not just filling what is empty! Designed to streamline cylinder inventory management utilizing our well received Days Between Supply purchasing method, CIFR helps teams work SMARTER TODAY, and brings visibility to these essential business processes.

Nikki Salveson & Troy Rinebarger

Smarter Today – TIMS 8 Highlights

Discover the latest advancements in Version 8 and get an inside look at what Computers Unlimited has been developing. This session is a great opportunity to explore new and enhanced features that have been completed over the past year, helping you stay informed, maximize new capabilities, and be READY FOR TOMORROW!

Austin Speckman and Evan Thode

11:00 – 11:50 AM **TIMS Scheduler Updates**

Scheduler has seen numerous changes and enhancements in the past year. This class will review these changes, outline upcoming changes, and provide a forum for discussion on where Scheduler should go next.

Robert Bertrand

Finance Automation for Checks, ACHs & Reconciliation

Join the Cashbook team along with TIMS clients as they explore the benefits of automating customer checks and ACH processing, accelerating month-end close cycles through bank reconciliation, and sharing real-world insights into successful finance automation strategies.

Greg Coulter, Tony Cantillon, & Haroon Panezai, Cashbook & Clients

12:00 – 1:00 PM **Lunch – DoubleTree Hotel, 20th Floor**

Steering Committee – DoubleTree Hotel, 2nd Floor, Skybridge 2

2026 PRESENTATION AGENDA

WEDNESDAY, SEPTEMBER 9, CONTINUED

1:15 – 2:15 PM

ACM Enhancements & Improving Cylinder Rent

This class will provide an overview of ACM enhancements and strategies to improve cylinder rental efficiency, with a focus on identifying opportunities for process optimization. Participants will learn about commonly underutilized features within TIMS and how to leverage them effectively to streamline operations, reduce inefficiencies, and enhance overall performance. The session will also highlight best practices and practical applications that can be implemented to drive improved utilization and operational consistency.

David Porter

Sales Management Panel

Experienced users share how they leverage TIMS to drive sales performance and elevate sales operations. Discover practical strategies for streamlining order processes, strengthening customer relationships, and maximizing contract value—all with tools you can apply today using TIMS.

Steering Committee Members

2:30 – 3:30 PM

Smarter Payments for a Changing Tomorrow

Get smarter about payments today—and be ready for tomorrow. This class offers practical insight into credit card functionality, compliant surcharge strategies, and ACH/e-check solutions that help reduce costs and strengthen compliance.

Rachel Ward & Jason Kaatz

Power BI – From Curious to Capable

Discover what Power BI is, see it in action, and explore the enhancements our team has delivered. This demo-style session is designed for every level—no experience needed. You'll leave with a clearer picture of what your data is capable of, inspired by what's already possible, and equipped to move forward with confidence.

Danny Little

3:30 – 4:00 PM

Afternoon Break – Ice Cream Treats, 3rd Floor Foyer

4:00 – 5:00 PM

Future-Ready Payments with Worldpay

This session will highlight key Worldpay-specific features designed to help optimize your business through advanced payment solutions. Topics will include an overview of the credit card industry, future-forward technologies, and strategies to enhance payment efficiency. Attendees will learn about OmniToken payment tokenization for secure card-on-file functionality, integrated credit card terminals, and the new integrated ACH capabilities. We will also discuss best practices for implementing surcharging effectively. A Worldpay representative will provide an overview of the platform's capabilities and benefits, answer questions, and outline the steps to transition to Worldpay.

Jeff West, Worldpay

Charting Our Analytics Roadmap

Where is our analytics journey headed? In this session, we'll explore the Analytics Roadmap for Version 8 and beyond, including our direction with tabular SSAS models and a ground-to-cloud strategy. Whether we're just getting started or already making strides, you'll get an honest look at where we are, where we're going, and what it means for you. Come ready to ask questions and shape the conversation.

Adam Goldammer

6:00 – 8:00 PM

Open House Reception – Computers Unlimited, 2407 Montana Avenue

Gather with fellow Users Group attendees and Computers Unlimited staff for an enjoyable evening of delicious food and refreshments at our company headquarters, located in the heart of downtown Billings.

2026 PRESENTATION AGENDA

THURSDAY, SEPTEMBER 10

7:00 – 8:00 AM Continental Breakfast – DoubleTree Hotel, 3rd Floor Foyer

8:15 – 9:15 AM **A/P Rewrite Jeopardy**

THIS. IS. JEOPARDY! Welcome to Accounts Payable Jeopardy, the quiz show competition you know and love, with a TIMS twist. The A/P Rewrite team will share updates about the project in this fun and engaging presentation that will touch on topics like progress, features, functionality, release dates, and more!

Sonya Delger

TeD, ACM & Mobile Panel

Join our panel discussion on TIMS Delivery, ACM, and TIMS Mobile, where experienced users share how these mobile apps are enhancing delivery efficiency, improving field operations, and increasing productivity. Learn how your team can get more value from mobile technology.

Steering Committee Members

9:30 – 10:30 AM **A/P Rewrite Forum**

Join the team that is rewriting Accounts Payable in Version 9 for a full hour dedicated to answering your questions, hearing your concerns, and collecting feedback. We will supplement conversation with live demonstrations from our QA environment.

Sonya Delger

Logistics Panel

In this panel discussion, learn how distributors are optimizing routes, enhancing scheduling accuracy, and ensuring timely deliveries with proven strategies you can apply to your own business.

Steering Committee Members

10:45 – 11:45 AM **Version 9 – New Standard Options/Enhancements**

Get an inside look at the newest standard enhancements and updates coming in TIMS 9. Learn how these new features can improve your operations and discover practical ways to maximize the value of the latest innovations in TIMS.

Christian Thode

Inventory/Purchasing Panel

In this session, users share how they optimize stock levels, streamline procurement processes, and improve supply chain efficiency using TIMS. Learn practical tips to enhance visibility, reduce costs, and keep your operations running smoothly.

Steering Committee Members

12:00 – 1:00 PM **Lunch – DoubleTree Hotel, 20th Floor**

Steering Committee – DoubleTree Hotel, 2nd Floor, Skybridge 2

2026 PRESENTATION AGENDA

THURSDAY, SEPTEMBER 10, CONTINUED

1:15 – 2:15 PM

TIMS Industrial Field Service

Over the past year, CU has been working to adapt the Field Service module for installation, service, and repairs, for the Industrial customer base. In this class, we'll review our current design path, share insights gained from customer discovery site visits, and provide a forum for discussion on how the product should work and look in the Industrial industry.

Robert Bertrand

AI & Analytics Panel

Join us for an engaging panel discussion on how AI and advanced analytics are transforming distribution. Gain practical insights, proven approaches, and actionable ideas to enhance your own use of AI and analytics within TIMS.

Steering Committee Members

2:30 – 3:30 PM

Next-Gen Order Entry – Project Update

Be ready for tomorrow with an inside look at the future of TIMS Order Entry. This session will highlight development milestones completed this year, showcase new features, and include a live demonstration of the latest functionality. We'll also share what's coming next, including upcoming priorities, planned improvements, and the key milestones still ahead.

Megan Goldammer

Financials Panel

In this session, our panel will share how they manage accounts payable, general ledger, and accounts receivable with greater efficiency and control. Hear insights for streamlining financial processes, improving accuracy, and leveraging the system to support better business decision-making.

Steering Committee Members

3:30 – 4:00 PM

Afternoon Break – 7th Inning Stretch, 3rd Floor Foyer

4:00 – 5:00 PM

Meet TIMS Gaia - Your AI-Powered Guide to TIMS

TIMS Gaia is CU's AI layer for TIMS, giving users a faster, more intuitive way to work with their business data. Using natural language, you can ask questions about your operations, build reports and dashboards, execute workflows through TIMS APIs, and capture company-specific knowledge through custom Skills.

In this session, you'll get a hands-on introduction to Gaia's core capabilities, see real-world use cases, and learn how AI can help your team find answers faster, improve decision-making, and unlock more value from the data already inside TIMS. You'll also get a look at the security and governance framework that makes Gaia practical for deployment in a production environment.

David Schaer

6:00 – 8:00 PM

Dinner Reception – Ponderosa Room, DoubleTree Hotel, 22nd Floor

Wrap up the conference with an evening of dining, conversation, and networking with Computers Unlimited staff and fellow TIMS users. Don't miss out! There will also be exciting prize giveaways for some lucky attendees.

NEW LOCATION

2026 PRESENTATION AGENDA

FRIDAY, SEPTEMBER 11, POST-CONFERENCE (OPTIONAL)

7:00 – 8:00 AM

Continental Breakfast – DoubleTree Hotel, 3rd Floor Foyer

8:30 – 4:30 PM

TIMS Gaia Post-Conference Workshop

Spend a full day exploring how TIMS Gaia can help your team work smarter, access information faster, and automate common tasks. Through instructor-led demonstrations and real-world examples, you'll learn how to leverage AI across the entire TIMS ecosystem.

TIMS Documentation

Learn how Gaia can instantly find answers across TIMS documentation, user guides, release notes, and technical resources. Stop searching through manuals and start getting answers in plain English.

TIMS Data

See how Gaia can help you explore your TIMS data, understand database structures, generate SQL queries, create RDL reports, and build dashboards—all through natural-language conversations.

TIMS APIs

Discover how Gaia can interact with TIMS APIs to retrieve information, automate processes, and connect workflows without requiring deep technical expertise.

TIMS Skills

Learn how Skills extend Gaia's capabilities by packaging common tasks, business processes, and specialized knowledge into reusable AI-powered tools.

Custom Skills

Go beyond the built-in capabilities and learn how to create your own Skills tailored to your company's unique workflows, procedures, and business requirements.

Using Claude Desktop via TIMS Gaia MCP

Explore how the TIMS Gaia Model Context Protocol (MCP) enables secure access to TIMS data and functionality from Claude Desktop, opening new possibilities for advanced AI-assisted workflows and productivity.

David Schaer and CU Staff