

2021

TIMS

The Platform For Possibilities



USERS GROUP CONFERENCE
INDUSTRIAL
SEPTEMBER 13-14 | BILLINGS, MT

 **Computers
Unlimited**

2021 INDUSTRIAL AGENDA

SUNDAY, SEPTEMBER 12

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

MONDAY, SEPTEMBER 13

7:30 – 8:30 AM **Continental Breakfast – DoubleTree Hotel, 3rd Floor**

8:30 – 9:10 AM **Opening Welcome**

Welcome to Users Group 2021. We are excited to announce that this year's conference will once again be held in-person here in Billings, MT. 'A Platform for Possibilities' is this year's theme as we celebrate and highlight the new capabilities in our latest software release, TIMS 8! We have a great lineup of sessions on popular applications like *A/R Collections Worklist*, *Contract Campaign Manager*, *Bulk Gas Manager/Telemetry*, *CIFR* (Cylinder Production), new smartphone apps, a full suite of Power BI® data models, as well as panel discussions on a variety of topics including eCommerce/PIM catalogs, cylinder gas costing, and more.

In addition to the in-person event, the start of a series of ongoing virtual (recorded) online training-based webinars will commence later this year. Each recorded webinar will include a live Q&A. We believe this represents a great balance between face-to-face collaboration on best practices and ideas and the ongoing need for training-based videos that are offered up throughout the year.

We look forward to seeing everyone here in Billings, MT, to continue the conversations and networking opportunities that are vital to improving our products and taking your business to the next level!

Presented by David Schaer, President, Computers Unlimited

9:20 – 10:45 AM **eCommerce Panel – A New Direction**

CU has recently partnered with industry leader ES Tech to create the next-gen eCommerce platform which also includes a PIM element. Learn the key components involved to making an eCommerce initiative successful; from research & planning, choosing your partners, the people and skills needed for the project, timeline, investment, how to get your team on board, and the challenges that can come up along the way. Expect valuable working insight into the *digital transformation* this newest eCommerce platform can provide.

Presented by Amy Dardis, General Distributing & Matt Johnson, ES Tech/EvolutionX

10:45 – 11:00 AM **Morning Break – DoubleTree Hotel, 3rd Floor**

11:00 – 12:00 PM **Calculating Customer Profitability**

Is all your business good business? Are your good customers carrying your "dogs"? See how one TIMS distributor has leveraged the power of Excel® to extract TIMS data to quickly answer this question for a single customer or group of related customers. Learn a method to reasonably apply your company's total costs to individual accounts to calculate a per customer return on sales and assets required to service them. We will review the underlying setup required to enable extraction of the data, show how the data is summarized to calculate returns, and discuss how identified "poor performers" are remediated.

Presented by David Haas, Keen Compressed Gas

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

Steering Committee Meeting – DoubleTree Hotel, 20th Floor

The Steering Committee acts as the voice of TIMS users, working closely with CU to enhance and improve our product. Users interested in joining the Steering Committee are encouraged to attend. This meeting is located in a private room on the 20th floor.

2021 INDUSTRIAL AGENDA

MONDAY, SEPTEMBER 13

1:00 – 3:15 PM

Mobile Enhancements

See what's new with CU's smartphone applications. This class will be split into 4 separate sections, one for each smartphone app: *TIMS Assistant*, *TIMS Delivery*, *TIMS Plant*, and our newest mobile product, *TIMS Mobile* for Version 8.

Presented by Robert Bertrand, Danny Little, & Les Schuman

3:15 – 3:35 PM

Afternoon Break – Ice Cream Treats – DoubleTree Hotel, 3rd Floor

3:35 – 4:15 PM

ACM Enhancements

Many significant enhancements have been made to *TIMS Advanced Cylinder Management (ACM)* over the last year. These changes have been designed to improve both the accuracy and efficiency of maintaining customer's cylinder balances, increase visibility when handling cylinder exceptions, and much more.

Presented by Danny Little

4:15 – 5:00 PM

ACM Forum

Immediately following the *ACM Enhancements* session, please join CU resources and other *Advanced Cylinder Management* users in an open discussion. Forum topics will include *ACM* features currently in development, the roadmap for future enhancements, and *ACM* support topics. Those interested in *ACM*'s direction, have support questions, or want a dialog with other *Advanced Cylinder Management* users should attend this interactive session.

6:00 – 8:00 PM

Reception – Computers Unlimited, 2407 Montana Avenue

Spend a casual evening savoring tasty appetizers and refreshments with fellow Users Group attendees and Computers Unlimited staff. Visit our newly remodeled offices located just two blocks east of the DoubleTree Hotel.



2021 INDUSTRIAL AGENDA

TUESDAY, SEPTEMBER 14

7:30 – 8:30 AM	Continental Breakfast – DoubleTree Hotel, 3rd Floor
8:30 – 10:00 AM	Increase Projected Revenue with <i>Contract Campaign Manager</i> <p>There are always possibilities with TIMS <i>Contract Campaign Manager</i>, and in this class you'll see enhancements designed to improve sales through contract pricing. With TIMS and <i>Contract Campaign Manager</i> you have the ability to hone your contract's price with a plethora of information in a practical interface. New features bring contract-specific costs and rebates into view, which help users make more informed decisions about contract price changes. Sales history calculations are more accurate than ever, providing a foundation for the best possible sales projections to help you meet your revenue goals. And, there are plenty of new fields available in the export/import feature, allowing you greater potential to customize and streamline your contract campaigns through Microsoft Excel®. All of this and more, as we review the latest that TIMS <i>Contract Campaign Manager</i> has to offer!</p> <p>Presented by Mark Poynter</p>
10:00 – 10:15 AM	Morning Break – DoubleTree Hotel, 3rd Floor
10:15 – 11:00 AM	Notes & Tasks – Leveraging the Synergy <p>Using the Notes System in conjunction with the Task System opens many new opportunities to leverage TIMS. Add the EIS+ System to capture data and you really have a valuable recipe for quickly and efficiently communicating information amongst your team members. In an effort to get your creative juices flowing, we will walk through a few examples of how these three elements can work together to provide excellent communications tools along with reportability you can use.</p> <p>Presented by Nathan Baillet</p>
11:10 – 12:00 PM	TIMS Assistant, Prospects, & Sales Pipeline – A TIMS CRM Solution <p>Check out CU's fully integrated CRM Solution, utilizing both a desktop interface and mobile application. Learn how to create and track prospective customers, record interactions, and generate tasks for follow-up with <i>Sales Pipeline Manager/Prospects</i>. TIMS Assistant puts the power of TIMS on smartphones or tablets for your sales staff giving them the ability to look up inventory price and availability, create orders, and track customers and prospects in real time out in the field and onsite with customers.</p> <p>Presented by Robert Bertrand</p>
12:00 – 1:00 PM	Lunch – DoubleTree Hotel, 20th Floor
1:00 – 1:55 PM	A/R Collections Worklist – Make This Process Transparent <p>Collecting A/R can be tricky at times. Wouldn't it be great to quickly and easily see where your efforts are throughout every step of the collection process? Learn how <i>A/R Collections Worklist</i> can prevent A/R from falling through the cracks. We will demonstrate how new communication and reporting tools in TIMS help you to keep the cash flowing!</p> <p>Presented by Nathan Baillet</p>
2:05 – 3:00 PM	TIMS Bulk Gas Manager – One Integrated Solution for Your Bulk Gases <p>For setup, forecasting, routing and delivery, TIMS <i>Bulk Gas Manager</i> is not only capable of managing your bulk gas installations and deliveries, it is also integrated with various other TIMS products. Developed for use with your bulk gas business (CO2, propane, oxygen, argon, nitrogen, helium, and hydrogen), <i>Bulk Gas Manager</i> interfaces with your telemetry partners to get tank readings into TIMS for even more accurate forecasting. Utilize TIMS <i>Scheduler</i> to route your bulk gas deliveries, and then efficiently deliver them using TIMS <i>Delivery</i>. Come meet the bulk gas team and hear about our latest enhancements and how we can help make your bulk gas business and your staff more productive!</p> <p>Presented by Nikki Salvesson</p>

2021 INDUSTRIAL AGENDA

TUESDAY, SEPTEMBER 14

3:00 – 3:20 PM **Afternoon Break – Fiesta Appetizers – DoubleTree Hotel, 3rd Floor Foyer**

3:20 – 4:00 PM **Cylinder Plant Production & Replenishment (CIFR)**

Check out the latest in TIMS *Cylinder Plant Production & Replenishment*, better known as *CIFR*. *CIFR* mainstreams and brings visibility to this integral business process for both tracked and untracked gases from the branch to the plant. We will give you an update on recent enhancements as well as where we are headed!

Presented by Troy Rinebarger

4:10 – 5:00 PM **TIMS Scheduler**

As delivery costs continue to rise, an optimized delivery route reduces fuel costs and unnecessary overtime, ultimately increasing the number of deliveries made per day. We'll demonstrate how TIMS *Scheduler* can help reduce delivery costs, assist with same day orders, and provide robust analytics to your management team.

Presented by Robert Bertrand

6:00 – 8:00 PM **Dinner Reception – Billings Petroleum Club, DoubleTree Hotel, 22nd Floor** New Location!

Wrap up the conference by gathering at the Billings Petroleum Club located on the 22nd floor of the DoubleTree Hotel. This charming venue provides the perfect backdrop to spend the evening dining and exchanging ideas with CU staff and TIMS users. We will also have plenty of great prize giveaways for some lucky conference attendees.

WEDNESDAY, SEPTEMBER 15, POST-CONFERENCE

7:30 – 8:30 AM **Continental Breakfast – DoubleTree Hotel, 3rd Floor**

8:30 – 12:00 PM **TIMS Analytics for Power BI Post-Conference Workshop**

We've come a long way in the past year with TIMS *Analytics* for Power BI®! We've moved beyond the beta phase and TIMS *Analytics* for Power BI is now available to everyone. At last year's virtual conference, we previewed a couple of the early models we were working on, and we've since developed almost 20 Power BI models that cover nearly the entirety of TIMS, from orders to receivables to cylinder balances and *Sales Pipeline* and everything in between. During this half day post-conference class, we'll show you how you can use these models to build incredible Power BI reports and dashboards. Please join us to see how your organization can use TIMS *Analytics* for Power BI to gain new insights into your business. Get ready to take TIMS business intelligence to a whole new level!

Presented by Adam Goldammer & Jack Larson

Forum – Preparing TIMS for Specialty Gas Workflow & Gas Costing

How can TIMS potentially assist distributors who are mixing non-standard gases with workflow and costing? What TIMS substructure needs to exist in order to capture the relative data, move the workflow, and produce the necessary reporting and managerial insights? After an introductory presentation by David Schaer, David Haas of Keen Compressed Gas will present how he has tackled industrial and specialty gas costing for KCG. Mr. Haas has a cost accounting background and worked for 9 months in Keen's ISO certified lab analyzing their gas production. David will present what he believes are the key drivers of gas costs and his perspective on what data needs to be captured to enable reasonable calculation of gas cost. After the introductory presentations, this open forum invites users' feedback and discussion. Please come prepared to share your current methods, ideas for improvement, and the absolute requirements that need to be considered. We will also outline and rank the priorities for developing this potential new TIMS application. (The option to attend this forum is included with your regular registration fee.)

Presented by David Schaer, Jim McKenney, & David Haas