TIMS

2025 Users Group Conference

September 8-9, 2025 | **DoubleTree Hotel, Billings, MT**

2025 INDUSTRIAL OVERVIEW

This page provides an overview of all sessions and product roundtables 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 CONFERENCE	MONDAY, SEPTEMBER 8		
8:15 – 9:30 AM	Industrial Keynote – Powering Your Progress Together	
10:00 – 10:50 AM	Next-Gen Order Entry – What We've Built	From Code to Impact – Key TIMS Enhancements
11:00 – 11:50 AM	Next-Gen Order Entry – What's Next	Optimizing Workflow – Tips & Tricks for Using TIMS
1:15 – 2:00 PM	TIMS A/P – The Glow Up	Worldpay Roundtable
2:15 – 3:00 PM	TIMS eCommerce – Today & Tomorrow	Power BI Updates – Unleashing the Power of Your Data
3:30 – 4:30 PM	Discover What's Next in Payment Solutions with TIMS	DDS & ECI Solutions – Product Review & Roundtable
**INDUSTRIAL CONFERENCE	TUESDAY, SEPTEMBER 9**		
8:00 – 8:50 AM	Cash Application & Bank Reconciliation Case Studies	Bulk Gas Manager – Enhancing Forecasting & Resupply
9:00 – 9:50 AM	Cylinder Plant Production & Replenishment (CIFR) & Gas Inventory Overview	Equipment Rental – Updates & Roundtable
10:00 – 10:50 AM	Specialty Gas Production – Track Progress with Fewer Disruptions	Industrial Field Service Roundtable
11:00 – 11:50 AM	Maximize Cylinder Rent Revenue	AI Support Tools in Action – Transforming Support with Intelligence
1:15 – 2:00 PM	TIMS Contract Campaign Manager & Multi-Year Contracts	ACM/TIMS Delivery Roundtable
2:15 – 3:00 PM	AI & Automation in TIMS	TIMS Mobile Roundtable
3:30 – 4:30 PM	AI & Automation Open Forum – Shaping the Future, Together	FRSecure – Security Roundtable & Presentation
**POST-CONFERENCE	WEDNESDAY, SEPTEMBER 10**		
9:00 – 4:00 PM	Automating TIMS with Events & APIs	

2025 PRESENTATION AGENDA

SUNDAY, SEPTEMBER 7

6:00 – 8:00 PM

Welcome Reception – DoubleTree Hotel, 3rd Floor, Ballroom A

MONDAY, SEPTEMBER 8

7:00 – 8:00 AM

Registration & Continental Breakfast – DoubleTree Hotel, 3rd Floor Foyer

8:15 – 9:30 AM

Industrial Keynote – Powering Your Progress Together

Kick off the Users Group Conference with an inspiring look at the future of the TIMS Platform. Discover the latest product innovations, enhancements to existing applications, and an exclusive preview of what's ahead on the TIMS roadmap. This keynote sets the stage for a dynamic event filled with opportunities to connect with industry peers, engage with CU experts, and learn from real-world customer success stories. Gain actionable insights through vendor presentations, interactive roundtables, and hands-on demos—including cutting-edge AI-powered features designed to accelerate your business growth.

David Schaer, President, Computers Unlimited

10:00 – 10:50 AM

Next-Gen Order Entry – What We've Built

Come see the progress we've made on the new Order Entry application over the past year. This session will showcase completed milestones, new features, and usability improvements, along with a live demo of the latest functionality. Join us to see how far we've come and how the user feedback you provided in past sessions has directly shaped the development.

Megan Goldammer

From Code to Impact – Key TIMS Enhancements

This class will explore the latest advancements in TIMS over the past year, showcasing our user-centric industrial modifications designed to optimize performance and enhance business efficiency.

Michael Frank & Karen Morgan

11:00 – 11:50 AM

Next-Gen Order Entry – What's Next

In this forward-looking session, we'll walk through the development roadmap for the new Order Entry. Learn what's planned next, what big milestones remain, and how we're prioritizing future features. This is a perfect opportunity to provide feedback and influence the outcome of the product.

Megan Goldammer

Optimizing Workflow – Tips & Tricks for Using TIMS

This class is designed to help distributors get the most out of TIMS. Whether you're new to the platform or looking to deepen your expertise, you'll gain valuable tips and tricks to optimize your workflow, improve efficiency, and leverage the software's full capabilities.

Nathan Baillet & Nicholas Cabrera

12:00 – 1:00 PM

Lunch – DoubleTree Hotel, 20th Floor

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

1:15 – 2:00 PM

TIMS A/P – The Glow Up

Get a behind-the-scenes look at how we're reimagining and modernizing the Accounts Payable experience in TIMS. Participate in a collaborative demo of what we've developed so far, provide feedback, and help shape the future of TIMS A/P.

Sonya Delger

2025 PRESENTATION AGENDA

1:15 – 2:00 PM	**Worldpay Roundtable** 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, Strategic Director, Worldpay**
2:15 – 3:00 PM	**TIMS eCommerce – Today & Tomorrow** Discover how TIMS eCommerce continues to evolve to meet your business needs. In this session, we'll take a look at the current platform and discuss what's coming next. From integration with product content providers to improved content management, enhanced functionality, and a more modern, user-friendly interface—we'll bring together our thoughts to see how the next release of TIMS eCommerce can help you deliver an even better experience for your customers. **Jim Dow & Dale Garland** **Power BI Updates – Unleashing the Power of Your Data** Unlock the full potential of your data with the latest updates to TIMS Power BI models. This session covers new measures, calculations, and best practices for deployment. Learn from customers who are leading the way in data-driven decision-making, with strategies for report distribution, user access, and governance. Plus, get an introduction to Microsoft Fabric and how it enhances your data and reporting capabilities. **David Schaer & Jack Larson**
3:00 – 3:30 PM	**Afternoon Break – Ice Cream Treats, 3rd Floor Foyer**
3:30 – 4:30 PM	**Discover What's Next in Payment Solutions with TIMS** Take an in-depth look at ACH/eCheck, our newest add-on programming initiative aimed at reducing high transaction costs. We'll also cover key topics, including credit card processing, surcharges, and provide a brief overview of the current credit card industry landscape. Don't miss this opportunity to explore the future of payment solutions in TIMS. **Kasey Scharnhorst** **DDS & ECI Solutions – Product Review & Roundtable** Join representatives from DDS and ECI as they highlight the latest advancements of their products and services. Hear firsthand from customers on their experience and learn important insights for a successful eCommerce launch and how to leverage a rich product catalog for your business.
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.

2025 PRESENTATION AGENDA

7:00 – 8:00 AM

Continental Breakfast – DoubleTree Hotel, 3rd Floor Foyer

8:00 – 8:50 AM

Cash Application & Bank Reconciliation Case Studies

Cashbook went live with its Cash Application module for TIMS in 2020 with Matheson Tri-Gas. Since then, with the continued support and guidance of Computers Unlimited, they have successfully integrated their Bank Reconciliation module with TIMS. Join representatives from Cashbook to discover how companies like Matheson, ARC3, Sidney Lee, and ILMO are benefiting from Cashbook's software solutions. Haroon, along with TIMS clients, will share key lessons learned, while Greg will outline Cashbook's roadmap for TIMS through 2026.

Greg Coulter & Haroon Panezai, Cashbook & Clients

Bulk Gas Manager – Enhancing Forecasting & Resupply

We invite you to attend an overview of Bulk Gas Manager's key features—from tank setup and forecasting to automated resupply and mobile integration. Learn how to streamline operations and leverage telemetry. Gain new insights into your bulk gas transactions and operations through advanced forecasting methods that help you make smarter, data-informed delivery and resupply decisions.

Christian Thode

9:00 – 9:50 AM

Cylinder Plant Production & Replenishment (CIFR) & Gas Inventory Overview

Explore the full range of TIMS capabilities designed to streamline gas and cylinder inventory management. CIFR helps bring greater visibility to the cylinder production and replenishment process—supporting both tracked and untracked gases from the branch to the plant. We'll review some recent enhancements that improve efficiency and oversight. In addition, we'll highlight how the Gas Inventory system provides a clearer view of how your source gas levels are impacted as cylinders are filled, helping you better manage supply and plan ahead. We'll also discuss how the mix information can be leveraged to optimize gas costs for your filled cylinders.

Troy Rinebarger & Nikki Salveson

Equipment Rental – Updates & Roundtable

We invite you to a review of the Equipment Rental application and changes we've made that you may have missed. We'll open the conversation to hear how customers are using rental equipment in their operations and listen to your feedback on ways to enhance the user experience in the future.

Nathan Baillet & Kim Swanby

10:00 – 10:50 AM

Specialty Gas Production – Track Progress with Fewer Disruptions

Take a closer look at the Gas Mix Production module and how it supports a smoother, more transparent production process. From gas mix setup to final output, this module offers end-to-end visibility, helping teams stay informed without unnecessary interruptions. We'll walk through recent updates, including new functionality that simplifies documentation generation for spec orders—saving time and reducing manual steps. You'll also hear from beta customers who have used this module to consolidate multiple manual systems into a single, streamlined workflow.

Nikki Salveson & Troy Rinebarger

Industrial Field Service Roundtable

With our Medical Field Service module now complete, CU is ready to look at Industrial Field Service. In this roundtable, we'll present the Field Service programming as it exists today, and discuss ideas, suggestions, and enhancements to optimize it for the Industrial market.

Robert Bertrand

2025 PRESENTATION AGENDA

11:00 – 11:50 AM

Maximize Cylinder Rent Revenue

This class will provide insights into the various ways TIMS can help distributors maximize cylinder rent opportunities. We'll cover key strategies and showcase add-on products developed by CU to increase rent revenue. In addition, we'll explore different settings that enable peak balance cylinder rent and discuss methods for controlling the number of days included in daily rent calculations.

Evan Thode

AI Support Tools in Action – Transforming Support with Intelligence

Discover how CU is using AI to make support faster and smarter. This session will show how AI helps resolve support issues quickly by providing helpful insights and answers. You'll also learn how AI can turn training materials and documentation into powerful tools for both employees and customers. See how AI is improving support from the inside out.

Michael Smith, Jason Adams, & David Schaer

12:00 – 1:00 PM

Lunch – DoubleTree Hotel, 20th Floor

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

1:15 – 2:00 PM

TIMS Contract Campaign Manager & Multi-Year Contracts

In this class, we will explore the exporting functions, along with features of Contract Campaign Manager that may not be known. We will also look at Multi-Year Contracts, which allow several years of price changes to be calculated and scheduled in advance.

Austin Speckman

ACM/TIMS Delivery Roundtable

Join the CU development and ACM implementation teams for a discussion on cylinder tracking and delivery. Discover how others are leveraging the software to meet their business needs, and gain insights into features you may not have been aware of.

Robert Bertrand, David Porter, & Blaze Wiseman

2:15 – 3:00 PM

AI & Automation in TIMS

Discover how AI and automation are enhancing TIMS to deliver smarter insights, streamline workflows, and improve operational efficiency. This session will highlight current capabilities and future possibilities in AI, predictive analytics, and process automation, with real-world applications in TIMS.

Adam Goldammer

TIMS Mobile Roundtable

TIMS Mobile continues to grow with powerful new functions and features. New functions to show this year include Rental Count and Purchase Order Receivings. In this session, we'll also discuss upcoming enhancements and share the development roadmap for even more features coming to TIMS Mobile.

Robert Bertrand

3:00 – 3:30 PM

Afternoon Break – Fiesta Appetizers, 3rd Floor Foyer

2025 PRESENTATION AGENDA

TUESDAY, SEPTEMBER 9, CONTINUED

3:30 – 4:30 PM

AI & Automation Open Forum – Shaping the Future, Together

Join us for an open and collaborative discussion on the evolving role of AI within the TIMS Platform and across CU. We'll explore current AI-powered features highlighted during the conference and share how CU is leveraging AI to enhance its business operations. This session is also your opportunity to contribute—bring your ideas, questions, and real-world experiences as we shape the future of AI together.

David Schaer

FRSecure – Security Roundtable & Presentation

FRSecure is a trusted cybersecurity company specializing in comprehensive risk assessments and solutions to protect businesses from cyber threats. Join us for a session covering the latest security updates essential for safeguarding your business against cyber attacks. We will also explore the impact of AI on security and cybersecurity, discussing how advancements in AI are transforming threat detection and response strategies as well as the social engineering space.

John Harmon, CEO, FRSecure

6:00 – 8:00 PM

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

Wrap up the conference at the historic Northern Hotel in downtown Billings. This charming venue offers the perfect setting for 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!

WEDNESDAY, SEPTEMBER 10, POST-CONFERENCE (OPTIONAL)

7:00 – 8:00 AM

Continental Breakfast – DoubleTree Hotel, 3rd Floor Foyer

9:00 – 4:00 PM

Automating TIMS with Events & APIs

Dive into the TIMS Event System and learn how to trigger powerful automations using webhooks, Power Automate, and the TIMS public APIs. This full-day, self-paced lab session is designed for all skill levels—whether you're just getting started or looking to build advanced workflows. Work through real-world examples with step-by-step labs that show how to streamline processes and extend TIMS functionality through automation.

Adam Goldammer

12:00 – 1:00 PM

Lunch – DoubleTree Hotel, 20th Floor