



# Vision Connect

October 2-4, 2024  
The Centennial  
303 West North River Drive Spokane, WA



## AGENDA

# WEDNESDAY, OCTOBER 2



8:00am – 8:30am	<p align="center"><b>REGISTRATION:</b> <i>See us at the Registration Table outside Riverfront Ballroom C</i></p>		
	<p align="center"><b>Riverfront Ballroom C</b></p>		
8:30am – 8:45am	<p align="center"><b>MENTAL HEALTH KICK START FOR THE DAY</b> <i>PRESENTER: SHELLEY PRICE DRAPER</i></p>		
8:45am – 9:00am	<p align="center"><b>OPENING CEREMONIES: WELCOME TO SPOKANE</b> <i>PRESENTER: ANDREW DRAPER</i></p>		
9:00am – 9:30am	<p align="center"><b>PRODUCT ROADMAP &amp; UPDATES</b> <i>PRESENTER: WILLIAM JONES</i></p>		
9:30am – 10:00am	<p align="center"><b>HERE TO HELP: CUSTOMER SUPPORT</b> <i>PRESENTER: MICHELLE WISE</i></p>		
10:00am – 10:20am	<p align="center"><b>BREAK TIME</b></p>		
10:20am – 11:05am	<p align="center"><b>SO, YOU THINK YOU KNOW VISION SOFTWARE.</b> <b>LEARN MORE ABOUT THE ARRAY OF MODULES AVAILABLE.</b> <i>PRESENTER: FREDDIE MERCER</i></p>		
	<b>RIVERFRONT BALLROOM C</b>	<b>FINCH ROOM</b>	<b>GRANT ROOM</b>
11:15am – 12:30pm	<p><b>UB2: BILLING PROCEDURES, TIPS, TRICKS &amp; REPORTS</b> <i>PRESENTER: KATIE BEAMAN</i></p>	<p><b>MUNICIPAL SERVICES: THE REST OF THE VISION PRODUCT SUITE, DEMONSTRATIONS, DISCUSSIONS &amp; TRAINING</b> <i>PRESENTER: WILLIAM JONES &amp; MICHELLE WISE</i></p>	<p><b>FINANCIALS: POSTING, INVOICING, RECEIPTING, JOURNALS &amp; TRANSFERS</b> <i>PRESENTER: MARY WOOD</i></p>
	<p><b>UB2: CONTACT, BILLING PROFILE &amp; PROPERTY MANAGEMENT</b> <i>PRESENTER: KATIE BEAMAN</i></p>		
12:30pm – 1:30pm	<p align="center"><b>LUNCH, RIVERFRONT D</b></p>		

	<b>RIVERFRONT BALLROOM C</b>	<b>FINCH ROOM</b>	<b>GRANT ROOM</b>
1:30pm – 2:45pm	<b>UB2: EXPANDED FEATURES – BACKFLOW, SERVICE ORDERS, VisDOCS, MOBILE METER READING</b> <i>PRESENTER: KATIE BEAMAN</i>	<b>VISION IT – STAY ONLINE OR DIE TRYING: MASTERING INTERNET FAILOVER</b> <i>PRESENTER: RUBENS RAHIM</i>	<b>FINANCIALS: BANKING, BANKING SERVICES &amp; RECONCILIATION</b> <i>PRESENTER: MARY WOOD</i>
		<b>VISION IT – SEEING IS BELIEVING: MODERN SURVEILLANCE SYSTEMS</b> <i>PRESENTER: RUBENS RAHIM</i>	
2:45 pm – 3:00 pm	<b>BREAK TIME</b>		
	<b>RIVERFRONT BALLROOM C</b>	<b>FINCH ROOM</b>	<b>GRANT ROOM</b>
3:00pm – 4:15pm	<b>CUSTOMER PRESENTATION: UB</b>	<b>CUSTOMER PRESENTATION: VISION IT</b>	<b>CUSTOMER PRESENTATION: FINANCIALS</b>
5:00pm – 6:00pm	<b>HAPPY HOUR (BUSINESS CASUAL)</b> <b>SKYLINE BALLROOM</b> <b>DRINKS &amp; HORS D’OEUVRES</b>		

## THURSDAY, OCTOBER 3

	<b>Riverfront Ballroom C</b>		
8:45am – 9:00am	<b>MENTAL HEALTH KICKSTART FOR THE DAY</b> <i>PRESENTER: SHELLEY PRICE DRAPER</i>		
9:00-9:15	<b>WELCOME TO DAY TWO</b> <i>PRESENTER: FREDDIE MERCER</i>		
9:15am – 10:00am	<b>VISION IT: CLOUDY IT WITH A VISION OF MICROSOFT</b> <i>PRESENTER: RUBENS RAHIM</i>		
10:00am – 10:15am	<b>BREAK TIME</b>		
10:15am – 11:00am	<b>SW PRODUCT ROADMAP</b> <i>PRESENTER: RUBENS RAHIM</i>		
11:00am – 12:15pm	<b>REPORTING SERVICES, YOUR STATE AUDITOR &amp; FRAUD CASE STUDIES</b> <i>INTRODUCTION: NATHAN HEBNER, IT AUDITOR, STATE AUDITOR'S OFFICE, MICHELLE WISE AND MARY WOOD</i> <i>FRAUD CASE STUDIES: BRANDI PRITCHARD, ASSISTANT DIRECTOR OVER SPECIAL INVESTIGATIONS, STATE AUDITOR'S OFFICE</i>		
12:15pm – 1:15pm	<b>LUNCH, RIVERFRONT BALLROOM D</b>		
	<b>RIVERFRONT BALLROOM C</b>	<b>FINCH ROOM</b>	<b>GRANT ROOM</b>
1:15pm – 2:30pm	<b>UB CLASSIC TRAINING AND UPGRADING TO UB2</b> <i>PRESENTER: WILLIAM JONES</i>	<b>CASH MANAGEMENT</b> <i>PRESENTER: MARY WOOD</i>	<b>PAYROLL: SETUP, TIMESHEETS &amp; PAYROLL PORTAL</b> <i>PRESENTER: MICHELLE WISE</i>
	<b>RIVERFRONT BALLROOM C</b>	<b>FINCH ROOM</b>	<b>GRANT ROOM</b>
2:45pm – 4:00pm	<b>PERMITS</b> <i>PRESENTER: WILLIAM JONES</i>	<b>VISION IT: THE GOOD, THE BAD &amp; THE COMPLIANT</b> <i>PRESENTER: RUBENS RAHIM</i>	<b>PAYROLL: POSTING, VERIFICATION &amp; PAYMENT</b> <i>PRESENTER: MICHELLE WISE</i>
			<b>CUSTOMER PRESENTATION: PAYROLL</b>
4:00pm – 6:00PM	<b>FREE TIME</b>		
6:30pm – 8:00pm	<b>DINNER, SKYLINE BALLROOM</b>		

## FRIDAY, OCTOBER 4

### Riverfront Ballroom C

8:45am – 9:00am

#### CONFERENCE OVERVIEW

*PRESENTER: FREDDIE MERCER*

9:00am – 9:45am

#### ASK THE EXPERT (SIGN-UP)

*PRESENTERS: MICHELLE, WILLIAM, MARY, KATIE*

9:45am – 10:00am

#### BREAK TIME

10:00am – 12:00pm

#### ASK THE EXPERT (SIGN-UP)

*PRESENTERS: MICHELLE, WILLIAM, MARY, KATIE*

#### TIME TO GO HOME

*THANK YOU FOR ATTENDING, SEE YOU NEXT YEAR*