Software Solutions 2023 Fall Conference
Event Schedule

Wed, Oct 25, 2023

7:30 AM

Registration
🕐 7:30 AM - 9:00 AM, Oct 25
📍 Concourse

Breakfast
🕐 7:30 AM - 8:30 AM, Oct 25
📍 Admiral C/D

9:00 AM

Live Life (and VIP Grids) to the Fullest
🕐 9:00 AM - 10:00 AM, Oct 25
📍 Admiral A

VIP General To…

Are your grids working for **YOU**?

This beginners workshop challenges you to look at your grids through a lens of efficiency as we explore the below questions:

- What is an intelligent data grid?
- How do grids work?
- How to create a custom grid?

📢 **Speaker**

Erika Patterson
Implementation Analyst
Software Solutions

📢 **Assistant**

C **Carri Christian**
Software Solutions

Correspondence in VIP Utility Billing
🕐 9:00 AM - 10:00 AM, Oct 25
📍 Admiral B

VIP Utility Bil…

Do you create account notices by hand or in Word that are tetius and time consuming? Or do you create notices from VIP and ever wondered how you can improve them? This session will cover how to create, maintain, and utilitize the correspondence template feature in VIP. Correspondence templates allow users to pre-format account notices/letters. They provide functionality to generate multiple notices for multiple accounts all across VIP. Come and learn about how you can take advantage of the tips, tricks, and capability of VIP Correspondence templates!

📢 **Speaker**

Zach Duran
Implementation Consultant
Software Solutions

K

Kelly Hephner
Software Solutions

Req to Check in VIP Accounting
🕐 9:00 AM - 10:00 AM, Oct 25
📍 Captain A

VIP Account…

Assisting.

📢 **Speaker**

M

Melissa Swain
Software Solutions

📢 **Assistant**

B

Bill Burke
Software Solutions

Payroll Tax Tips 1 of 2
🕐 9:00 AM - 10:00 AM, Oct 25
📍 Admiral C/D

General Top…

VIP Accounting Demonstration
🕐 9:00 AM - 10:00 AM, Oct 25
📍 Port

Demonstration   eGov Topics   VIP Accounting

📢 **Speaker**

T

Trent Corbin
Software Solutions

eGov - Problem Solved! In VIP Utility Billing
🕐 9:00 AM - 10:00 AM, Oct 25
📍 Captain B

eGov Top…

In this session, we will discuss many of the issues/problems that are solved when upgrading from eGov to VIP Utility Billing. Prepare to be amazed (or at least pleased) with the improved functionality and reporting available in VIP Utility Billing that are sure to make your job easier! Feel free to bring a list of your eGov limitations and we will discuss how things would work differently in VIP.

Diana L Steck
Professional Services Specialist
Software Solutions

10:30 AM

Reporting in VIP Utility Billing

🕐 10:30 AM - 11:30 AM, Oct 25

📍 Admiral A

VIP Utility Bil...

.

Speaker

J **John Lake**
Software Solutions

Assistant

Zach Duran
Implementation Consultant
Software Solutions

Basics of VIP Analytics

🕐 10:30 AM - 11:30 AM, Oct 25

📍 Admiral B

VIP Analyt...

Speaker

S **Sheri Kleckner**
Software Solutions

Assistant

Jim Kimmel
Implementation Project Specialist
Software Solutions

VIP Accounting Tips and Tricks

🕐 10:30 AM - 11:30 AM, Oct 25

📍 Captain A

VIP Account...

Speaker

M **Mitchell Alvarez**
Software Solutions

Cyber Health
🕐 10:30 AM - 11:30 AM, Oct 25
📍 Starboard

General Top…

Payroll Tax Tips 2 of 2
🕐 10:30 AM - 11:30 AM, Oct 25
📍 Admiral C/D

General Top…

Creating Efficiencies with A/P Automation
🕐 10:30 AM - 11:30 AM, Oct 25
📍 Port

VIP Account…

Assisting.

📢 **Speakers**

Bill Burke
Software Solutions

Mike Brenner
Regional Manager
Software Solutions

Mark Penserini
Corpay

VIP Utility Billing Demonstration
🕐 10:30 AM - 11:30 AM, Oct 25
📍 Captain B

Demonstration   eGov Topics   VIP Utility Billing

This session will provide a demonstration of the VIP Utility Billing software and all of its expansive capabilities.

📢 **Speaker**

Diana L Steck
Professional Services Specialist
Software Solutions

📢 **Assistant**

Trent Corbin
Software Solutions

11:30 AM

Lunch
🕐 11:30 AM - 1:00 PM, Oct 25
📍 Admiral Ballroom

1:00 PM

Bank Reconciliation in VIP Accounting
🕐 1:00 PM - 2:00 PM, Oct 25
📍 Admiral A

VIP Account…

Assisting.

📢 **Speaker**

G   **Gayle Sharrett York**
Software Solutions

📢 **Assistant**

B   **Bill Burke**
Software Solutions

VIP Payroll Tips and Tricks
🕐 1:00 PM - 2:00 PM, Oct 25
📍 Admiral B

VIP Payr…

📢 **Speaker**

C   **Carri Christian**
Software Solutions

📢 **Assistant**

M   **Melissa Swain**
Software Solutions

Tips, Tricks, and Tools in VIP Utility Billing
🕐 1:00 PM - 2:00 PM, Oct 25
📍 Captain A

VIP Utility Bil…

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📢 **Speaker**

M   **Mason Hickey**
Software Solutions

Zach Duran
Implementation Consultant
Software Solutions

Records Retention and Sunshine Law
🕐 1:00 PM - 2:00 PM, Oct 25
📍 Admiral C/D

General Top…

Clear Gov Demonstration
🕐 1:00 PM - 2:00 PM, Oct 25
📍 Port

Demonstration General Topics

📢 **Speakers**

Dennis Maher
Clear Gov

Grant Halsey
Software Solutions

Preparing Your eGov Office for VIP Utility Billing
🕐 1:00 PM - 2:00 PM, Oct 25
📍 Captain B

eGov Top…

This session will review changes that you can make in your existing eGov data to make your conversion to VIP smoother and with less data clean-up required.

📢 **Speaker**

Don Smith
Software Solutions

📢 **Assistant**

Diana L Steck
Professional Services Specialist
Software Solutions

Correcting Periods in VIP Payroll
🕐 2:15 PM - 3:15 PM, Oct 25
📍 Admiral A

VIP Payr…

2:15 PM

📢 **Speaker**

(E) **Eunice Bowen**
Software Solutions

📢 **Assistant**

(M) **Melissa Swain**
Software Solutions

Budgets and Transfers in VIP Accounting
🕐 2:15 PM - 3:15 PM, Oct 25
📍 Admiral B

`VIP Account…`

📢 **Speaker**

(G) **Gayle Sharrett York**
Software Solutions

📢 **Assistant**

(M) **Mitchell Alvarez**
Software Solutions

Treasure Hunt in VIP Analytics
🕐 2:15 PM - 3:15 PM, Oct 25
📍 Captain A

`VIP Analyt…`

📢 **Speaker**

(S) **Sheri Kleckner**
Software Solutions

📢 **Assistant**

Jim Kimmel
Implementation Project Specialist
Software Solutions

Utility Billing Roundtable 1 of 2
🕐 2:15 PM - 3:15 PM, Oct 25
📍 Starboard

`Roundtab…`

This session will be a customer-led roundtable. Use it as an opportunity for collaboration between professionals who are performing their jobs in similar circumstances. Here's your chance to discuss common challenges that you encounter in your workplace and learn from your peers the best practices for meeting those challenges head-on. Be sure to come with some of your own ideas to share!

📢 **Facilitator**

D   **Dianne Dawson**
Software Solutions

K   **Kelly Hephner**
Software Solutions

📢 **Assistant**

Diana L Steck
Professional Services Specialist
Software Solutions

Erika Patterson
Implementation Analyst
Software Solutions

R   **Ryan Hayes**
Software Consultant
Software Solutions

Audit Tips and Tricks
🕐 2:15 PM - 3:15 PM, Oct 25
📍 Admiral C/D

`General Top…`

Office hours
🕐 2:15 PM - 3:15 PM, Oct 25
📍 Port

`Sales Tea…`

The Sales Team will be available to discuss your organizational needs and answer any questions you may have. Stop by and say hello!

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eGov - Problem Solved! In VIP Payroll
🕐 2:15 PM - 3:15 PM, Oct 25
📍 Captain B

`eGov Top…`

📢 **Speaker**

D   **Don Smith**
Software Solutions

3:15 PM

Snack Break
🕐 3:15 PM - 3:45 PM, Oct 25
📍 Concourse

3:45 PM

All Things VIP Purchasing
🕐 3:45 PM - 4:45 PM, Oct 25
📍 Admiral A

`VIP Account…`

📢 **Speaker**

C   **Carri Christian**
Software Solutions

📢 **Assistant**

H   **Heather Fleisher**
Software Solutions

What's New in VIP?
🕐 3:45 PM - 4:45 PM, Oct 25
📍 Admiral B

`VIP General To…`

Learn about new products and features in recent VIP Releases.

Topics to include : VIP Cloud, Employee Portal, AP Automation, Security, Support Site, Accounting, Payroll/HR, Utility Billing, Accounts Receivable, and much more.

This session will also give a preview of what is to come in future VIP Releases.

📢 **Speaker**

Rich Sypeck
Product Owner
Software Solutions

📢 **Assistant**

Matthew Parks
VP Product & Strategy
Software Solutions

VIP Payroll Configurations
🕐 3:45 PM - 4:45 PM, Oct 25
📍 Captain A

`VIP Payr…`

📢 **Speaker**

J   **Jessica Ross**
Software Solutions

M   **Melissa Swain**
Software Solutions

Utility Billing Roundtable 2 of 2
🕐 3:45 PM - 4:45 PM, Oct 25
📍 Starboard

Roundtab…

This session will be a customer-led roundtable. Use it as an opportunity for collaboration between professionals who are performing their jobs in similar circumstances. Here's your chance to discuss common challenges that you encounter in your workplace and learn from your peers the best practices for meeting those challenges head-on. Be sure to come with some of your own ideas to share!

📣 **Facilitator**

D   **Dianne Dawson**
Software Solutions

K   **Kelly Hephner**
Software Solutions

📣 **Assistant**

Diana L Steck
Professional Services Specialist
Software Solutions

Erika Patterson
Implementation Analyst
Software Solutions

R   **Ryan Hayes**
Software Consultant
Software Solutions

Leveraging Chat GPT in Local Government
🕐 3:45 PM - 4:45 PM, Oct 25
📍 Admiral C/D

General Top…

📣 **Speaker**

S   **Shad Bissell**
Software Solutions

VIP Payroll Demonstration
🕐 3:45 PM - 4:45 PM, Oct 25
📍 Port

Demonstration   eGov Topics   VIP Payroll

Trent Corbin
Software Solutions

eGov FM - Problem Solved! In VIP Accounting
🕐 3:45 PM - 4:45 PM, Oct 25
📍 Captain B

eGov Top…

🔊 **Speaker**

Gayle Sharrett York
Software Solutions

4:45 PM

Evening on Your Own - Enjoy!
🕐 4:45 PM - 10:00 PM, Oct 25

Thu, Oct 26, 2023

8:00 AM

Breakfast
🕐 8:00 AM - 9:00 AM, Oct 26
📍 Admiral Ballroom

9:00 AM

PERS Update
🕐 9:00 AM - 10:00 PM, Oct 26
📍 Admiral A

General Top…

🔊 **Speaker**

Jillian Gibson
Employer Compliance Specialist
Ohio Public Employees Retirement System

🔊 **Assistant**

Abby Chaffin
Ohio Public Employees Retirement System

Modeler in VIP Analytics
🕐 9:00 AM - 10:00 PM, Oct 26
📍 Admiral B

VIP Analyt…

📢 **Speaker**

Jim Kimmel
Implementation Project Specialist
Software Solutions

📢 **Assistant**

S **Sheri Kleckner**
Software Solutions

Purchase Order Adjustments in VIP Accounting
🕐 9:00 AM - 10:00 PM, Oct 26
📍 Captain A

VIP Account…

Assistant

📢 **Speaker**

H **Heather Fleisher**
Software Solutions

📢 **Assistant**

M **Mitchell Alvarez**
Software Solutions

C **Christopher Elchert**
Software Solutions

Communicating to Your Citizens
🕐 9:00 AM - 10:00 PM, Oct 26
📍 Starboard

General Top…

This roundtable is a brainstorming session for how to communicate with your citizens in a variety of ways.   Get together with your peers to discuss methods of communication and important factors in getting your message to the public. It could be social media, emails, texting, newsletters, blogs, transparency websites... the list goes on. Ask questions about different platforms, messaging styles, design platforms, etc. from SSI's Marketing Manager, Danielle Bergey.

📢 **Speaker**

Danielle Bergey
Marketing Manager
Software Solutions

Improving Revenue Collections in Utility Billing
🕐 9:00 AM - 10:00 PM, Oct 26
📍 Admiral C/D

Utility Billing General T..

📢 **Speaker**

G **Gary Sanders**
   Utility Info Pipeline LLC

Prepping Your eGov Office for VIP Accounting
🕐 9:00 AM - 10:00 PM, Oct 26
📍 Port

eGov Top…

📢 **Speaker**

D **Don Smith**
   Software Solutions

📢 **Assistant**

T **Trent Corbin**
   Software Solutions

Tips and Tricks in eGov Utility Billing
🕐 9:00 AM - 10:00 PM, Oct 26
📍 Captain B

eGov Top…

📢 **Speaker**

D **Dianne Dawson**
   Software Solutions

📢 **Assistant**

J **Jennifer Cook**
   Senior Software Engineer
   Software Solutions

10:15 AM

HR Legal Update
🕐 10:15 AM - 11:15 AM, Oct 26
📍 Admiral A

General Top…

10:30 AM

VIP Accounting - Corrections Without Journals
🕐 10:30 AM - 11:30 AM, Oct 26
📍 Admiral B

VIP Account…

M   **Mitchell Alvarez**
Software Solutions

📢 **Assistant**

H   **Heather Fleisher**
Software Solutions

Grid Reports in VIP Payroll
🕐 10:30 AM - 11:30 AM, Oct 26
📍 Captain A

VIP Payr…

Assisting.

📢 **Speaker**

M   **Melissa Swain**
Software Solutions

📢 **Assistant**

B   **Bill Burke**
Software Solutions

C   **Christopher Elchert**
Software Solutions

County Roundtable
🕐 10:30 AM - 11:30 AM, Oct 26
📍 Starboard

Roundtab…

This session will be a customer-led roundtable. Use it as an opportunity for collaboration between professionals who are performing their jobs in similar circumstances. Here's your chance to discuss common challenges that you encounter in your workplace and learn from your peers the best practices for meeting those challenges head-on. Be sure to come with some of your own ideas to share!

📢 **Facilitator**

K   **Kevin Nye**
Software Solutions

Increasing Revenue Without Raising Rates in Utility Billing
🕐 10:30 AM - 11:30 AM, Oct 26
📍 Admiral C/D

Utility Billing General T..

G **Gary Sanders**
Utility Info Pipeline LLC

Office Hours
🕐 10:30 AM - 11:30 AM, Oct 26
📍 Port

Sales Tea…

The Sales Team will be available to discuss your organizational needs and answer any questions you may have. Stop by and say hello!

Prepping Your eGov Office for VIP Payroll
🕐 10:30 AM - 11:30 AM, Oct 26
📍 Captain B

eGov Top…

📢 **Speaker**

D **Don Smith**
Software Solutions

11:30 AM

Lunch
🕐 11:30 AM - 1:00 PM, Oct 26
📍 Admiral Ballroom

1:00 PM

Corner the Expert
🕐 1:00 PM - 2:35 PM, Oct 26
📍 Admiral Ballroom

General Topics **Sales Team** **VIP Accounting** **VIP Analytics** **VIP Cloud** **VIP General Topics** **VIP Payroll** **VIP Utility Billing**

We will have 24 or more tables with an expert at each table speaking on a different topic. After 20 minutes, the bell sounds, and you will travel to the next table topic that interests you (think 'musical chairs'.) There will be four 20-minute rounds in all; this is a fun, interactive way to get some great information.

2:35 PM

Snack Break
🕐 2:35 PM - 3:00 PM, Oct 26
📍 Concourse

3:00 PM

Reports in VIP Analytics
🕐 3:00 PM - 4:00 PM, Oct 26
📍 Admiral A

VIP Analyt…

Jim Kimmel
Implementation Project Specialist
Software Solutions

📢 **Assistant**

S **Sheri Kleckner**
Software Solutions

Year End Preparation in VIP Payroll
🕐 3:00 PM - 4:00 PM, Oct 26
📍 Admiral B

VIP Payr...

Assistant

📢 **Speaker**

J **Jessica Ross**
Software Solutions

📢 **Assistant**

G **Gayle Sharrett York**
Software Solutions

C **Christopher Elchert**
Software Solutions

Delinquency and Disconnects in VIP Utility Billing
🕐 3:00 PM - 4:00 PM, Oct 26
📍 Captain A

VIP Utility Bil...

This is a learning lab session. We will be discussing and working through different parts of the deliqneuncy and disconnect process.

📢 **Speaker**

R **Ryan Hayes**
Software Consultant
Software Solutions

📢 **Assistant**

Erika Patterson
Implementation Analyst
Software Solutions

Finance Office Roundtable

🕐 3:00 PM - 4:00 PM, Oct 26

📍 Starboard

Roundtab…

This session will be a customer-led roundtable. Use it as an opportunity for collaboration between professionals who are performing their jobs in similar circumstances. Here's your chance to discuss common challenges that you encounter in your workplace and learn from your peers the best practices for meeting those challenges head-on. Be sure to come with some of your own ideas to share!

Generational Communication 1 of 2

🕐 3:00 PM - 4:00 PM, Oct 26

📍 Admiral C/D

General Top…

📢 **Speaker**

J   **Jerry Stonecipher**

VIP Cloud Panel

🕐 3:00 PM - 4:00 PM, Oct 26

📍 Port

VIP Cloud

📢 **Speaker**

G   **Grant Halsey**
Software Solutions

Tips and Tricks in eGov Payroll

🕐 3:00 PM - 4:00 PM, Oct 26

📍 Captain B

eGov Top…

📢 **Speaker**

E   **Eunice Bowen**
Software Solutions

📢 **Assistant**

D   **Don Smith**
Software Solutions

4:15 PM

Cleaning Up in VIP Utility Biling

🕐 4:15 PM - 5:15 PM, Oct 26

📍 Admiral A

VIP Utility Bil…

tbd

(K) **Kelly Hephner**
Software Solutions

📢 **Assistant**

(D) **Dianne Dawson**
Software Solutions

Erika Patterson
Implementation Analyst
Software Solutions

Year End Preparation in VIP Accounting
🕐 4:15 PM - 5:15 PM, Oct 26
📍 Admiral B

VIP Account…

📢 **Speaker**

(J) **Jennifer Davis**
Customer Service Representative
Software Solutions

📢 **Assistant**

(G) **Gayle Sharrett York**
Software Solutions

Treasure Hunt for VIP Analytics
🕐 4:15 PM - 5:15 PM, Oct 26
📍 Captain A

VIP Analyt…

📢 **Speaker**

(S) **Sheri Kleckner**
Software Solutions

📢 **Assistant**

Jim Kimmel
Implementation Project Specialist
Software Solutions

Generational Communication 2 of 2

🕐 4:15 PM - 5:15 PM, Oct 26
📍 Admiral C/D

General Top…

📢 **Speaker**

J **Jerry Stonecipher**

Employee Portal
🕐 4:15 PM - 5:15 PM, Oct 26
📍 Port

VIP Payr…

Assistant

📢 **Speaker**

T **Trent Corbin**
Software Solutions

📢 **Assistant**

C **Christopher Elchert**
Software Solutions

Tips and Tricks in eGov Financial Management
🕐 4:15 PM - 5:15 PM, Oct 26
📍 Captain B

eGov Top…

📢 **Speaker**

E **Eunice Bowen**
Software Solutions

📢 **Assistant**

D **Don Smith**
Software Solutions

Payroll/HR Office and Chat GPT
🕐 4:15 PM - 5:15 PM, Oct 26
📍 Starboard

General Top…

Linda Jones
Vice President of Administration
Software Solutions Inc.

6:00 PM

Dinner and Silent Auction
🕐 6:00 PM - 7:00 PM, Oct 26
📍 Admiral Ballroom

Silent Auction concludes at 6:30 PM

7:00 PM

Trivia Night and Music by the Tailgate Band
🕐 7:00 PM - 10:00 PM, Oct 26
📍 Admiral Ballroom

Open Bar Courtesy of Software Solutions
🕐 7:00 PM - 10:00 PM, Oct 26
📍 Admiral Ballroom

Fri, Oct 27, 2023

8:00 AM

Breakfast
🕐 8:00 AM - 9:00 AM, Oct 27
📍 Admiral Ballroom A/B

8:30 AM

Feedback Session and Election of Officers for 2024
🕐 8:30 AM - 9:00 AM, Oct 27
📍 Admiral Ballroom A/B

9:00 AM

Ethics Workshop Part 1 of 3
🕐 9:00 AM - 10:00 AM, Oct 27
📍 Admiral Ballroom A/B
General Top…

📢 Speaker

Susan Willeke
Ohio Ethics Commission

10:15 AM

Ethics Workshop Part 2 of 3
🕐 10:15 AM - 11:15 AM, Oct 27
📍 Admiral Ballroom A/B
General Top…

📢 Speaker

Susan Willeke
Ohio Ethics Commission

11:30 AM

Ethics Workshop Part 3 of 3

🕐 11:30 AM - 12:30 PM, Oct 27

📍 Admiral Ballroom A/B

General Top...

📢 **Speaker**

S

Susan Willeke

Ohio Ethics Commission