

THRIVE 2026

Learn More. Work Smarter.
Serve Better.

USER MEETING SESSION SCHEDULE

| Thursday, May 14th | 102A | 102C | 103 | 104A |
|--------------------|--|--------------------------------|--------------------|-----------------------------------|
| 11:30 AM- 12:30 PM | Registration / Lunch (102C) | | | |
| 12:30 PM- 1:30 PM | Opening Session - Leadership Team (Room 102C) | | | |
| 1:45 PM - 2:30 PM | Knowledge Cafe | Fiscal Year End Refresher | Smarter PO Routing | Business License & Tax Essentials |
| 2:45PM - 3:30 PM | Product Roadmap: Growing What's Next (Room 102C) | | | |
| 3:45 PM - 4:30 PM | Knowledge Cafe | Managing Documents Efficiently | AP That Thrives | Year-Round ACA Success |
| 4:30PM - 6 PM | Reception (Atrium space) | | | |

11:30 A.M. - 12:30 P.M.
REGISTRATION & LUNCH
(102C)

12:30 P.M. - 1:30 P.M.
OPENING SESSION
(102C)

1:45 P.M. - 2:30 P.M.
KNOWLEDGE CAFÉ
(102A)

Bring the question you've been sitting on, the workflow that's been slowing you down, or the feature you've never quite figured out. Harris team members are here to work through it with you. No presentation, no agenda, just time focused on what actually matters to your organization.

CLOSE THE BOOKS CLEAN (FISCAL YEAR END REFRESHER)
(102C)

Fiscal year end in SmartFusion has a specific sequence, and skipping steps or doing them out of order creates problems that are painful to unwind. This session walks through exactly what to do, in what order, and when. Your team goes into close with a checklist that works, not a hope that it does.

PO APPROVALS, UNDER CONTROL (SMARTER PO ROUTING)
(103)

If POs are sitting in inboxes waiting on the wrong person, or approvals are happening outside the system entirely, this session is for you. You'll leave knowing how to configure approval paths that match how your organization actually operates and how to keep purchases moving without sacrificing controls.

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USER MEETING SESSION SCHEDULE

1:45 P.M. - 2:30 P.M. (Continued)

TAX YEAR, DONE RIGHT (*BUSINESS LICENSE & TAX ESSENTIALS*)

(104A)

Managing business licenses and tax workflows gets messy fast when the processes aren't tight. This session walks through the day-to-day habits that keep your data clean, your workflows consistent, and your team ready when tax season hits. Not scrambling to catch up.

2:45 P.M. - 3:30 P.M.

WHAT'S NEXT FOR SMARTFUSION (*PRODUCT ROADMAP*)

(102C)

Hear directly from the development team on what's coming next: key enhancements driven by customer feedback, and three new solutions (Advanced Permitting, Code Enforcement, and Fleet Management) built to support the work your organization is already trying to do.

3:45 P.M. - 4:30 P.M.

KNOWLEDGE CAFÉ

(102A)

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STOP HUNTING FOR DOCUMENTS (*MANAGING DOCUMENTS EFFICIENTLY*)

(102C)

If your team is still printing, filing, or hunting through shared drives for documents, this session will change how you think about that problem. Harris and Milner walk through Image Director, how it integrates with SmartFusion, and how your staff can pull up any business-critical document securely from a computer or phone. No more calling someone else to dig it out.

AP WITHOUT THE PAPER TRAIL (*AP THAT THRIVES*)

(103)

Manual AP processes create delays, errors, and audit risk. This session with Harris and Strategic Payment Services (SPS) covers approval routing that keeps payments moving, ACH payment setup, and how the SmartFusion-SPS integration can open new revenue opportunities through electronic payments. None of it adds work to your team's plate.

ACA READY, ALL YEAR (*YEAR-ROUND ACA SUCCESS*)

(104A)

Most ACA pain happens because organizations wait until reporting season to look at the data. By then it's too late to fix it. This session covers the habits and checkpoints that keep your eligibility tracking, coverage data, and 1094/1095 preparation current all year, so you're not scrambling when the deadline hits.

(102C)

4:30 P.M. - 6:00 P.M.

RECEPTION

(Atrium)

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USER MEETING SESSION SCHEDULE

| Friday, May 15th | 102A | 102C | 103 | 104A |
|---------------------|-------------------------------------|--------------------------------|---------------------------|-------------------------------|
| 8:00 AM - 9:00 AM | Breakfast Buffet | | | |
| 9:00 AM - 9:45 AM | Knowledge Cafe | Thrive with Employee Solutions | Fiscal Year End Refresher | Utility Billing Essentials |
| 10:00 AM - 10:45 AM | Knowledge Cafe | | Payroll Power Tools | Fiserv Payment Best Practices |
| 11:00 AM - 11:45 AM | Partnering for Success | | | |
| 12:00 PM - 12:45 PM | Closing/Giveaways - Leadership Team | | | |

8:00 A.M. - 09:00 A.M.

BREAKFAST

(102C)

9:00 A.M. - 9:45 A.M.

KNOWLEDGE CAFÉ

(102A)

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LESS ADMIN, MORE HR (THRIVE WITH EMPLOYEE SOLUTIONS)

(102C)

Time and attendance management shouldn't require your HR staff to be the middleman for every timesheet correction, schedule question, or leave request. This session shows how Employee Self Service and Teamkeeper shift that work to the employees and supervisors who own it, reducing errors and freeing your team to focus on work that actually requires them.

CLOSE THE BOOKS CLEAN (FISCAL YEAR END REFRESHER)

(103)

Fiscal year end in SmartFusion has a specific sequence, and skipping steps or doing them out of order creates problems that are painful to unwind. This session walks through exactly what to do, in what order, and when. Your team goes into close with a checklist that works, not a hope that it does.

BILLING PROBLEMS, SOLVED (UTILILTY BILLING ESSENTIALS)

(104A)

Meter exceptions, payment posting problems, and billing cycle hiccups don't announce themselves in advance. This session covers the day-to-day processes that keep utility billing running cleanly, including common issues and how to resolve them fast. You'll also get a look at how MyGovHub payment options simplify collections for both staff and customers.

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USER MEETING SESSION SCHEDULE

10:00 A.M. - 10:45 A.M.

KNOWLEDGE CAFÉ

(102a)

Bring the question you've been sitting on, the workflow that's been slowing you down, or the feature you've never quite figured out. Harris team members are here to work through it with you. No presentation, no agenda, just time focused on what actually matters to your organization.

PAYROLL FEATURES YOU'RE MISSING (*PAYROLL POWER TOOLS*)

(103)

Most organizations use a fraction of what SmartFusion Payroll is capable of. Not because the features aren't there, but because no one showed them. This session surfaces the tools your team is most likely overlooking, explains what they actually do, and shows you how to put them to work immediately.

PAYMENT PROCESSING, DONE RIGHT (*FISERV PAYMENT BEST PRACTICES*)

(104A)

If POs are sitting in inboxes waiting on the wrong person, or approvals are happening outside the system entirely, this session is for you. You'll leave knowing how to configure approval paths that match how your organization actually operates and how to keep purchases moving without sacrificing controls.

11:00 A.M. - 11:45 A.M.

PARTNERING FOR SUCCESS

(102C)

Staffing gaps don't pause for year-end close or open enrollment. This session covers how Harris works alongside your team to absorb workload spikes, fill capability gaps, and keep operations moving. That includes outsourced Payroll Services and other hands-on support options built around SmartFusion.

12:00 P.M. - 12:30 P.M.

CLOSING & GIVEAWAYS

(102C)

Group closing remarks from the leadership team.