2023 Harris Govern User Conference
Feb 27 - Mar 1, 2023
Hyatt Regency Frisco-Dallas

SUNDAY, February 26, 2023									
6:30 - 8:00 PM	**Early Registration**								

MONDAY, February 27, 2023									
8:00 - 9:00 AM	**Registration & Breakfast Buffet**								

Session 1

Regency Ballroom D/E

9:00 - 10:15	OPENING SESSION - Regency Ballroom D/E

10:15 - 10:45	**Break**

Session 2

10:45 - 12:00	Track 1 PACS Appraisal TX	Track 2 PACS Collections TX	Track 3 PACS WA/MO	Track 4 PACS FL	Track 5 CollectWare/OpenForms	Track 6 RealWare	Track 7 GIS/Mobile/Vendor	Learning Lab	Learning Lab
ROOM	Juniper B/C	Regency C	Juniper A	Chestnut	Marigold	Sienna	Regency A/B	Trinity	Denton House
CLASS NAME	PACS Appraisal 101	Collections 101	REET Processing Revisited	Adding and Processing Exemptions	CollectWare 101	Evolving Tools for Querying and Reporting: ListBuilder and Custom Reports	Reevaluating Deeds Processing in PACS	Learning Lab - PACS TX/WA/FL/MO	Learning Lab - RW/CW/OF
DESCRIPTION	If you are new to PACS Appraisal, this session is for you! We will review the basics of the PACS application and share the essential knowledge required to get the most out of your appraisal software.	If you are new to PACS Collections, this session is for you! We will review the basics of the PACS application and share the essential knowledge required to get the most out of your collections software.	Let's reexamine processing of Real Estate Excise Tax Affidavits (REET) in PACS. Let us walk you through various REET processes to include: manual entry, multiple location, troubleshooting calculation issues, rate setup, reporting, and more!	Reenvision exemptions in PACS. Let us walk you through processing as well as adding multiple types of exemptions.	Need a refresh on all that CollectWare can do, or maybe you're just interested in learning more about this comprehensive collections solution offered by Harris Govern? This is the place to start. Let us guide you through the basics of billing, collection, and disbursement.	Reimagine how you can leverage new features and functionality in ListBuilder and Custom Reports to simplify your daily operations.	Looking to refine your office's deed processing workflow? Want to improve how your organization manages splits and merges? Discover the benefits of a documented deed workflow and reconsider the advantages of utilizing PACS wizards, property use codes, and inserts to improve accuracy and efficiency.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.

12:00 - 1:30	**Lunch Break - Hosted by Harris Govern - Prairie D Ballroom**

SESSION 3

1:30 - 2:45	Track 1 PACS Appraisal TX	Track 2 PACS Collections TX	Track 3 PACS WA/MO	Track 4 PACS FL	Track 5 CollectWare/OpenForms	Track 6 RealWare	Track 7 GIS/Mobile/Vendor	Learning Lab	Learning Lab
ROOM	Juniper B/C	Regency C	Juniper A	Chestnut	Marigold	Sienna	Regency A/B	Trinity	Denton House
CLASS NAME	ARB, Part One	Balancing Best Practices	Washington Focus Group	Reevaluating Ownership Transfers	OpenForms Reenvisioned	ListBuilder Workshop	Reimagining your HGO (Harris Govern Online) Services, Powered by BIS	Learning Lab - PACS TX/WA/FL/MO	Learning Lab - RW/CW/OF
DESCRIPTION	This is the first in a two-part series providing a high-level overview of a protest's life cycle. Our team of experts will cover each stage of the protest process, including necessary settings, configurations, and communications.	Reconsider your process for balancing in PACS Collections. Leverage the power of PACS to ensure your daily, monthly, and yearly balancing tasks are done accurately and efficiently.	Washington Assessors and Treasurers, join us to review legislative items and weigh in on future needs for the PACS product in Washington.	Join us as we revisit the steps required to process a deed from start to finish, including capping and exemption resets for single and multi-property transfers.	Let our OpenForms experts introduce you to the new features and technologies this highly-configurable application provides.	ListBuilder users, have an idea for a query but not sure where to start? Need additional coaching to take your query building to the next level? This workshop is for you!	Do you have a question about the transition plan for your existing HGO Online Services? Are you interested in learning about additional services available through our partnership with BIS? Join the discussion with Harris Govern and BIS.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.

2:45 - 3:00	**Break**

SESSION 4

3:00 - 4:30	Track 1 PACS Appraisal TX	Track 2 PACS Collections TX	Track 3 PACS WA/MO	Track 4 PACS FL	Track 5 CollectWare/OpenForms	Track 6 RealWare	Track 7 GIS/Mobile/Vendor	Learning Lab	Learning Lab
ROOM	Juniper B/C	Regency C	Juniper A	Chestnut	Marigold	Sienna	Regency A/B	Trinity	Denton House
CLASS NAME	ARB, Part Two	Payment Import and Mortgages Processing	PACS .NET: The Road Ahead	Reexploring PACS Imports	Collections Game Changers	Rethinking the Notification Process	Executive Session: PACS Texas	Learning Lab - PACS TX/WA/FL/MO	Learning Lab - RW/CW/OF
DESCRIPTION	Join us for the conclusion of our two-part series on a protest's life cycle, as our experts review each stage of the protest process, including necessary settings, configurations, and communications.	Let us lead you through the Payment Import and Mortgage Processing in PACS. We will discuss data files and demonstrate processes which will help your office create efficiencies and reduce data entry errors.	What's on the horizon for PACS .NET? From roadmap to redesign, join our Product Management Team for this exciting discussion.	Let us step you through how to setup and run the many types of imports available in PACS.	Reconsider what a collections solution can do for you. With industry-leading tools like ListBuilder, Custom Reports, CTD Portal and Multi-Window Interface, CollectWare resets the expectations of what you can accomplish with your collections software.	Reconsider how you notify and communicate with property owners by utilizing RealWare's E-Notice and E-File functionality.	Client chief executives, we want to hear from you! Join the Harris Govern Executive Team for collaborative and constructive discussions related to our products, services, and vision.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.

Reimagine

2023 Harris Govern User Conference
Feb 27 - Mar 1, 2023
Hyatt Regency Frisco-Dallas

TUESDAY, February 28, 2023

7:30 - 8:30	Breakfast Buffet - Prairie D

SESSION 5

8:30 - 10:00	Track 1 PACS Appraisal TX	Track 2 PACS Collections TX	Track 3 PACS WA/MO	Track 4 PACS FL	Track 5 CollectWare/OpenForms	Track 6 RealWare	Track 7 GIS/Mobile/Vendor	Learning Lab	Learning Lab
ROOM	Juniper B/C	Regency C	Juniper A	Chestnut	Marigold	Sienna	Regency A/B	Trinity	Denton House
CLASS NAME	Equity Protests and the Comp Equity Grid	Reenvisioning Appraisal Imports	Distribution Processing Reexamined	Making the Most of the Custom Report Tool	Rediscover Batch Scheduler	Revisiting the Income Module	Matix 101	Learning Lab - PACS TX/WA/FL/MO	Learning Lab - RW/CW/OF
DESCRIPTION	In this session, industry leader Scott Griscom shares his expertise and highlights the tools in PACS that can help you successfully prepare and defend against equity protests.	How do you import data into the collections database? Let's review the best practices for this critical process and reconceptualize how to simplify the workflow.	From the accounting event mapping and fund setup, to creating a distribution run, researching errors, balancing and reporting, join us as we explore the distribution process in PACS Collections for our Washington clients.	Rethink your reporting. Let us walk you through how to setup and run custom Excel reports.	Get the most out of your software! Rediscover all the possibilities of the OpenForms Batch Scheduler.	RealWare's Income Module is one of its least used, least understood utilities. Meet with our experts to learn how you can take the first steps toward making the most of this powerful utility.	Are you a new Matix user or just interested in learning more about this powerful data visualization tool? If so, this session is for you! Join us as we provide a basic overview of the application, review its practical uses, and reimagine how it could work for you.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.

10:00 - 10:15	Break

SESSION 6

10:15 - 11:30	Track 1 PACS Appraisal TX	Track 2 PACS Collections TX	Track 3 PACS WA/MO	Track 4 PACS FL	Track 5 CollectWare/OpenForms	Track 6 RealWare	Track 7 GIS/Mobile/Vendor	Learning Lab	Learning Lab
ROOM	Juniper B/C	Regency C	Juniper A	Chestnut	Marigold	Sienna	Regency A/B	Trinity	Denton House
CLASS NAME	PACS Appraisal Roundtable: Texas	Distribution Processing Reexamined	Split /Merge Processing	Workflow Reimagined	CollectWare and RealWare: The Ultimate Power Couple	RealWare Roundtable	Fine Tuning Your Mobile Experience	Learning Lab - PACS TX/WA/FL/MO	Learning Lab - RW/CW/OF
DESCRIPTION	Join the discussion with other PACS Appraisal Texas users and our panel of experts as we share our questions, answers, workarounds, solutions, and best practices!	Review the process for setting up distributions in PACS Collections, including setting up the chart of accounts, attaching the chart of accounts to your entities, balancing reports, and performing distributions out of PACS.	Explore splits and merges. Come see how to work combinations and segregations, a.k.a. splits and merges.	Reimagine how the PACS workflow process can benefit your organization. Let us demonstrate how to configure and implement the workflow process in PACS.	Reimagine a world where assessors and collectors work in perfect harmony! This session will cover the benefits achieved by working in a shared, single-source solution.	Join the discussion with other RealWare users and our panel of experts as we share our questions, answers, workarounds, solutions, and best practices!	Make Mobile work smarter for you by making the most of customizations, prop group codes, account flags, auto priority rules, and more!	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.

11:30 - 1:00	Lunch - On Your Own

Session 7

1:00 - 2:15	Track 1 PACS Appraisal TX	Track 2 PACS Collections TX	Track 3 PACS WA/MO	Track 4 PACS FL	Track 5 CollectWare/OpenForms	Track 6 RealWare	Track 7 GIS/Mobile/Vendor	Learning Lab	Learning Lab
ROOM	Juniper B/C	Regency C	Juniper A	Chestnut	Marigold	Sienna	Regency A/B	Trinity	Denton House
CLASS NAME	Updating Schedules, Part One	Revenue Recovery: Collectors, Attorneys, and Effective Collaboration	Property Level Features: A Deep Dive	Utilizing Comp Sales	Executive Session: RealWare, CollectWare, OpenForms, Govern for Windows	Marshall & Swift: The Reboot	Matix Refined: Becoming a Power User	Learning Lab - PACS TX/WA/FL/MO	Learning Lab - RW/CW/OF
DESCRIPTION	In this first of a two part series, we will focus on maintaining and modifying the Standard Improvement and Land Schedules in PACS Appraisal.	Industry leader Sherry Mueck, along with Connor Buchanan of MVBA, will demonstrate how Tax Collectors can leverage the power of PACS Collections and collaborate more effectively with their attorneys to collect delinquent taxes.	Review a property record, the multiple display options that are available, and the data available within each option. Explore the audit trail and payment history along with the command prompt for moving bills to half payment and full payment status. Reevaluate the uses and benefits of the supplement history tab.	Let our experts show you how to setup and make use of the Comp Sales process in PACS.	Client chief executives, we want to hear from you! Join the Harris Govern Executive Team for collaborative and constructive discussions related to our products, services, and vision.	We're revamping how RealWare integrates with Marshall & Swift. Let us walk you through what these changes will look like and discuss what they will mean for your organization.	Learn how to setup and configure Matix options for your office. Unleash the full power of Harris Govern's data visualization tool with advanced features like theme writing and custom labeling.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.

2:15 - 2:30	Break

SESSION 8

2:30 - 3:30	Track 1 PACS Appraisal TX	Track 2 PACS Collections TX	Track 3 PACS WA/MO	Track 4 PACS FL	Track 5 CollectWare/OpenForms	Track 6 RealWare	Track 7 GIS/Mobile/Vendor	Learning Lab	Learning Lab
ROOM	Juniper B/C	Regency C	Juniper A	Chestnut	Marigold	Sienna	Regency A/B	Trinity	Denton House
CLASS NAME	Updating Schedules, Part Two	PACS Collections Roundtable: Texas	Special Assessments and the Fiscal Year Rollover Revisited	Executive Session Florida/Washington	CollectWare Roundtable	The Evolution of RealWare and the Road Ahead	HGO Services, Powered by BIS	Learning Lab - PACS TX/WA/FL/MO	Learning Lab - RW/CW/OF
DESCRIPTION	Part Two of our series on updating schedules will focus on how to maintain and make changes to the Matrix Schedules in PACS Appraisal.	Join the discussion with other PACS Collections Texas users and our panel of experts as we share our questions, answers, workarounds, solutions, and best practices!	From imports to manual entry to copying into the new year, join us as we review the levy portion for special assessment bills, along with the fiscal year rollover.	Client chief executives, we want to hear from you! Join the Harris Govern Executive Team for collaborative and constructive discussions related to our products, services, and vision.	Join the discussion with other CollectWare users and our panel of experts as we share our questions, answers, workarounds, solutions, and best practices!	What's on the horizon for RealWare? From roadmap to redesign, join our Product Management Team for this exciting discussion.	You now understand the transition plan for your existing HGO Online Services to BIS. But you have questions on how to use these new products. Join the BIS team as they walk through the BIS Online Services and answer your questions.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.

5:30 - 10:30	Client Appreciation Event - Prairie D Ballroom

Reimagine

WEDNESDAY, March 1, 2023

8:30 - 9:30	BREAKFAST BUFFET - Prairie D

SESSION 9

9:30 - 10:45	Track 1 PACS Appraisal TX	Track 2 PACS Collections TX	Track 3 PACS WA/MO	Track 4 PACS FL	Track 5 CollectWare/OpenForms	Track 6 RealWare	Track 7 GIS/Mobile/Vendor	Learning Lab	Learning Lab
ROOM	Juniper B/C	Regency C	Juniper A	Chestnut	Marigold	Sienna	Regency A/B	Trinity	Denton House
CLASS NAME	Freeze/Refreeze	Letter Processing	PACS Roundtable: Washington, Missouri	PACS Roundtable: Florida	OpenForms/Govern for Windows Roundtable	The Power of Equation Based Adjustments	Transform Your Fieldwork with Mobile	Learning Lab - PACS TX/WA/FL/MO	Learning Lab - RW/CW/OF
DESCRIPTION	Does the freeze/refreeze process get you hot under the collar? We will review the freeze/refreeze processes in PACS, including adopting new entity freezes, running the freeze/refreeze process, and report reconciliation.	In this session you will learn how to use the Letter Processing Module in PACS. Your instructor will guide you through the process of setting up letters, using letter tags, and printing individual letters and letters in mass.	Join the discussion with other PACS users and our panel of experts as we share our questions, answers, workarounds, solutions, and best practices!	Join the discussion with other PACS users and our panel of experts as we share our questions, answers, workarounds, solutions, and best practices!	Join the discussion with other OpenForms/Govern for Windows users and our panel of experts as we share our questions, answers, workarounds, solutions, and best practices!	Rediscover all you can do within Adjustments using RealWare's equation-based adjustments utility.	Looking to rethink your office's fieldwork? Want to decrease staff time in the field? Discover the benefits of Mobile to help save time, money, improve accuracy and, efficiency, and much more!	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.

10:45 - 11:00	Break

SESSION 10

11:00 - 12:00	Track 1 PACS Appraisal TX	Track 2 PACS Collections TX	Track 3 PACS WA/MO	Track 4 PACS FL	Track 5 CollectWare/OpenForms	Track 6 RealWare	Track 7 GIS/Mobile/Vendor	Learning Lab	Learning Lab
ROOM	Juniper B/C	Regency C	Juniper A	Chestnut	Marigold	Sienna	Regency A/B	Trinity	Denton House
CLASS NAME	Exemption Processing	Litigation Module and working with Fees	Imaging in PACS Washington	PACS Secrets Revealed	Coming Soon!	The Applications Module: Reconsidering Its Uses	Coming Soon!	Learning Lab - PACS TX/WA/FL/MO	Learning Lab - RW/CW/OF
DESCRIPTION	Did you know there is more than one way to process an exemption in PACS Appraisal? We will walk you through how to enter an exemption using the Property Exemption Wizard, directly from the property itself, as well as entering special exemptions.	Unfortunately, litigation is something we must deal with. Learn how to use the Litigation Module within PACS to track lawsuits. This will include tracing properties, documentation as well as how to set up fees to be collected.	Rethink document imaging in PACS. Let us show you multiple ways to attach images and documents to property records, as well as how to create the codes used for document imaging.	Let us show you some helpful tips and tricks to getting the most out of PACS!	Coming Soon!	The Applications module can be used for more than just collecting and storing exemption data. Check out more ways our customers are rethinking this flexible tool and its uses.	Coming Soon!	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.	Meet with Harris Govern staff and have the opportunity to ask questions in a one-on-one forum.

12:00	Dismiss