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TUG President Raisch Bids Fond Farewell

The annual user conference marks the end of my tenure as president and the beginning of the term for Jim Schwantes. As I look back on my year as president and my four year involvement with TheUserGroup.org (TUG) board, I ask myself the question "Was the experience worth the effort?" I can say with confidence that it most certainly was!

Like most things in life I find that the value taken from the experience is dependent on the effort that is put in. On one level the board involvement is a rewarding experience. Working with a group of talented and driven individuals helps to sharpen your teambuilding skills. Another interesting aspect is to be on the inside and be privy to some interesting business dealings. In the case of TUG the

dynamics are interesting because there is the organization of TUG, the dialogue with Infor (our information systems business partner), the varying interests of the individual industry user groups, and interaction with many wholesale distributors around the country.

There have been lessons learned where we least expect them. For example, we tend to think our particular industry has "unique" problems only to find other wholesalers in completely different industries have the same problems we face in ours. Who knows, you might even find that the problems you are facing has been solved by some creative people in another industry. Seeing the progress that has been made with the communication between various industry-focused Special Interest Groups (SIGs) has been extremely encouraging. Evidence of this fact are the many SIG meetings that are being held in conjunction with the TUG conference in Tucson this October. These meetings will give the opportunity for ideas to flow across industry, software platforms, and geographic boundaries. I believe this

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2006 TheUserGroup.org Board of Directors:

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Farewell cont'd from page 1

trend will continue as people find this approach gives us as users more clout with Infor as it becomes a larger and more diversified company.

The best thing about being involved with a user group is the feeling that we are doing something to control the direction of our software development and our understanding our how to use it better. It is easy, and useless, to complain that we don't know how make the best use of our software investment or that we do not like the way the system is designed. Get involved! By participating in the user group you can have some influence over your destiny and the direction of the development of your software. Your company will benefit and you will build personal skills that will make you more valuable to your employer.

In summary, I would encourage anyone to get involved with a user group if they can. It doesn't have to be TUG, it could be one of the various industry groups. It doesn't have to be at the board level. You may be able to contribute by moderating a session at the U2U conference. As important as anything you may be able to add value just by being an active participant in user group activities, whether by attending a conference in person or by communicating with other members during online discussion groups. You may know other people who have talents that

can help the cause – get them involved. The organization depends on the talents of people like you. Get involved - you will be glad you did.

I have enjoyed my involvement with TUG and I look forward to the next phase of my membership. I have made good friends of the people I have had the opportunity to interact with. Thanks to all the people I worked with before, especially my predecessor, Clarence Martin. It is comforting to know that the future of the organization is in the capable hands of Jim Schwantes and the new board. Thanks to Karen and Gary Brown for all their hard work in producing a first-class conference and to Gary Perkins for getting me involved in the user group to begin with. A special thanks to Greg Chun for seeing the benefit of coordinating the efforts of the various user groups and the energy to make it happen.

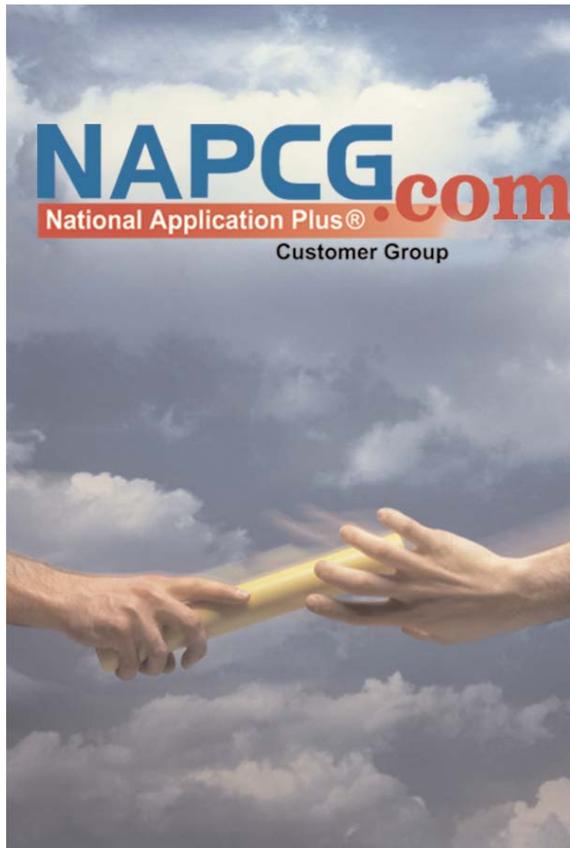
While it is not yet settled where and when the 2007 U2U conference will be held, I look forward to seeing you all there.

Sincerely,
Michael L. Raisch

p.s. – There is no better way to make sure your issues are being heard than by being involved. If you or someone you know is interested in being involved with the board please contact the TUG president, Jim Schwantes, at jschwantes@pereztrading.com.

TheUserGroup.org, Inc. is an independent software users group formed by owners of Sx.Enterprise, SHIMS, Application Plus, commerce@work, FACTS, TakeStock, and Enspire software. TheUserGroup.org provides networking opportunities and a unified voice for members to Infor Global Systems, Inc.

Our mission is to provide our members a forum for the exchange of ideas and experiences regarding the use of Infor software in their companies. Through active membership participation, theUserGroup.org assists members in maximizing the use of their application systems and consolidates issues raised by the membership to present to Infor.



As President of NAPCG for the past two years, I'd like to express what an honor it has been to lead this group.

The people and companies that make up this assembly have proven time and again that there is a strong commitment to the constant evolution of the Aplus application. The importance of our group and its goals continue to grow as more members become involved. Our focus on issues has remained consistent and the message we communicate to Infor does not waiver. "Listen and we can help!"

Infor has listened and the results are gratifying. We're very excited to see our relationship work so well. But the work is not yet done. There are still issues that remain to be completed and it is up to us as a group to stay on track. We have the ears of the people responsible for the future direction of these products. We cannot miss the opportunity to have our ideas and solutions incorporated into the base product. So we must keep pushing forward. We must

continue to participate in the phone conferences with development. We must do our best to attend these user conferences to show our support of the software. But most importantly we must do everything within our means to lead this group and make a difference. The group needs you and you need this group.

I step down as President during our General Session on Tuesday. I will remain part of the Board in the position of Past President. Aaron Gerraughty from Waxie Sanitary Supply will be stepping up as President. His years of experience with Aplus will provide a tremendous advantage to the leadership role. We all look forward to working with him.

Finally, since I will be filling the position of Past President, our Board will sadly be losing an important proponent to the cause, Linda Smith. Linda has served on our Board for several years and her attention to detail, ideas and opinions have been valuable to our growth and direction. We all wish to offer our gratitude for participation and commitment. Although Linda will get to skip out of our monthly Board conference calls, she will continue to be a key member of this group. Thanks for everything Linda!

Thank you for your support and allowing me to lead this group. It has been a pleasure and unique experience that will stay with me for years to come.

Sincerely,

Jim Schwantes
NAPCG – Past President



A Common Sense Approach to Breakthrough Inventory Management

Managing your inventory is vital to your company's success. Having the right quantities of the right items at the right time is crucial for sales growth and financial viability. Yet Distributors have always struggled to balance how much inventory to have on hand in order to satisfy their customers' demand.

Problem: The Vicious Cycle of Inventory Management

Many of today's buyers are forced into a vicious cycle of reactionary buying.

Pressed for time and lacking information, buyers are forced to make hurried, gut-feel decisions. While too much time is spent in one area, other areas go untended causing a recurring stream of urgent problems. This cycle repeats, often leading to unnecessarily high inventory levels, dead stock, and low fill rates.

The problem manifests itself in frequent stock outs, overstocking of slow moving items and low inventory turns. These, in turn, cause lost sales, poor use of capital and decreased Buyer productivity. We call this problem the "vicious cycle of inventory management."

Breaking the Vicious Cycle

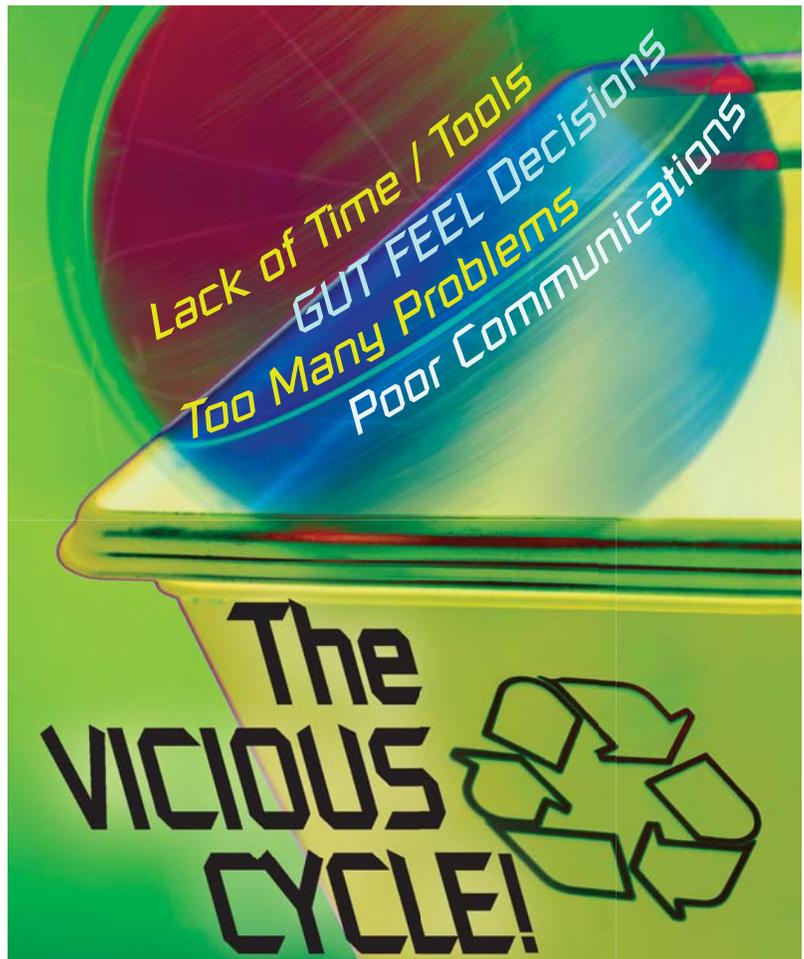
The only way to break the vicious cycle of inventory management & replenishment is to simultaneously attack the issues of too many exceptions, too little time and a lack of software tools. It requires a solution that combines practical expertise, along with industry best practices and software tools.

Providing a Common Sense Solution

OverDrive Solutions has developed a solution that combines practical expertise, along with industry best practices and innovative software development. Our method integrates the many important facets of inventory management including **automated forecasting**, early **problem discovery and resolution** and **sales force forecast review**, into each buyer's periodic buying routine. Handling exceptions as a normal part of the management process, saves time, improves communication, and produces superior results.

For more information and to download our white paper, "The Vicious Cycle of Inventory Management; A Common Sense Approach to Breakthrough Inventory Management," visit our web site:

www.overdrivesolutions.com/breakthrough



Many, many thanks to our presenters and their organizations for lending us their incredible time and talent to make the TUG U2U happen.

Much gratitude also to our vendors and partner presenters, who bring it all up to a higher level.

Tim Alexander ACR Group, Inc.	John Miller Electrical Equipment Co.
Neil Bakker Dalco Enterprises	Paul Morris Kerr Controls
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Isabel Friedlander Graphic Paper	Jim Roma State Electric Supply
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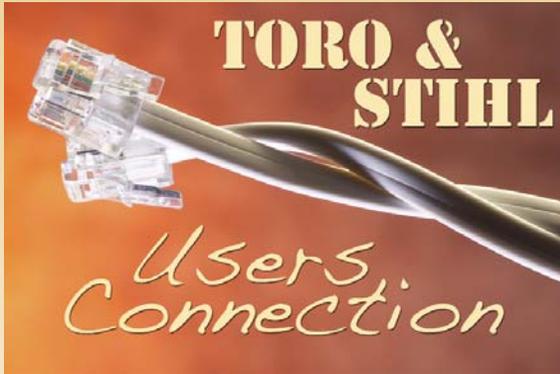
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Here is a little brain game to help get your creative juices flowing. It's a Sudoku puzzle from www.websudoku.com. If you've never played Sudoku, the rules are simple. Each row must contain the numbers 1 to 9, each column must contain the numbers 1 to 9 and each 9 square box must contain the numbers 1 to 9. Solutions to this puzzle are available on the web site.

2	3			7				6
9	1						8	
	8	4		6			3	
	7				4	6		
		8		1		7		
		2	8					3
		7		9		5	4	
		1					6	7
5				8			1	3

Medium Puzzle 5,891,780,851 - [Select a puzzle...](#)

Is everyone on board the TUG boat?

User Groups are like a life ring in the software world. We need to be close to one in case there is a problem, and we can use the group to help find a solution to the issue. In the case of the Toro / Stihl user group, we have finally made steps to get the Toro side of the group to make commitments to meet annually with an agenda so that we can get more out of the SX.enterprise product, and make things more standard so that it is easier and less expensive to do upgrades to the latest version of SX.e. Stihl has been committed to have annual meetings for just their side of the group, and they are committed to going to an annual meeting where they can share with the Toro group to see where we can combine our strengths and make the 'outdoor power equipment' needs better heard at Infor. Keeping this in mind, it is important to recognize and utilize TUG. TUG is the culmination of all the Sx.E user groups to create an even bigger voice for Distribution within Infor. We all need to commit some time to TUG and help make it a better resource for all of us.

I am very excited about this meeting in Tucson because of the commitment the Toro distributors have made, and all the effort everyone has put into making our user group successful. I look forward to the benefits we will realize as we present our needs for CFE's to Infor, and this process makes it easier for us to all be on the same page, or version of SX.enterprise, and in having a better understanding of where strengths are within our group. Our momentum has started, and we need to keep it going. If we can keep this momentum not only going, but building, we will realize even more benefits.

I hope everyone has a safe trip to and from the event, and that everyone has fun. I also hope that there is a melding of minds to share ideas and give new ways to look at our issues where we can reduce the number of issues, and increase the number of solutions. Lets make this the best user group meeting to date!



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IT'S ALIVE!

Yes, you old die-hards—it's true!

SHIMS users will be meeting at U2U to discuss how to revive our old beloved SWA. It may not have the same structure as the group did back in the 80's and 90's, but the purpose of the group hasn't changed: to provide a network of SHIMS users to share ideas, help define the direction of the product, and act as a forum and liaison to Infor. As we become a stronger group, we can develop and communicate better ways to use SHIMS as a business tool, and that will make the product stronger and sustain its life.

It used to be a common question among us: "How much longer do you plan to stay on SHIMS?" For a while, it seemed like there was a limited shelf life and we were just waiting for the official notice that it would be no longer. A few intrepid users even had back room discussions about getting together and buying the software rights. But these days you don't hear that question so much any more. It's being replaced with questions like: "What are you doing to integrate a Storefront (or EDI, or Barcoding)? The fact is, Infor will continue to support SHIMS, IBM will continue to support Universe, and there are a growing number of third party vendors offering strap-on technology that integrates quite nicely.

So yeah, we may not have the sexiest product on the market, but hey, it works, it's relatively cheap, and I bet we all have a few countermen who can slam in a sales order on SHIMS just as fast as they do on certain "other" cutting-edge software (and we only need two fingers!). There's a lot we can do as users to help keep SHIMS alive and well. Stay plugged into the user group, and get ready to check out the new TUG website, which will be introduced at U2U in Tucson. SWA will be a part of TUG, and we will be able to take advantage of some new functionality on the website that will make it easier to share ideas and stay connected as a group.

Gary Brown

CIO

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Huey Lewis and the Ruse?

Jim Schwantes' air guitar at Inforum lands him backstage with Huey Lewis



Las Vegas, Nevada– April 11, 2006 – Tuesday's general session at Inforum exposed new talents of TUG leadership the likes of which this group won't see again soon.

"When Infor asked me to participate in the General session, I was told it would involve girls and rock & roll. I figured it was Vegas and how bad could it be?" Schwantes said. "Needless to say, rocking out an air guitar session with Robin Pederson, Jim Schaper's daughter and 4,000 cheering customers was a bit more than expected. The best part was definitely the back stage passes to see Huey Lewis. He's a cool dude and can still put on quite a show!"

Schwantes is the Vice President of TheUserGroup.org, President of NAPCG and Chairman of the commerce@work SIGs. He and his wife Diane are raising four children in Fort Lauderdale, Florida. In his spare time, Jim is the Manager of Information Systems for Perez Trading in Miami.

You can leave accolades for Jim at jschwantes@pereztrading.com

How Infor Users Are Improving Billing and Profitability

As 2006 comes to a close, the business environment is healthy but cost pressures are rising. Wages and benefits are on pace to increase by 3%, energy costs are higher than ever and postal rates are 5.5% higher than last year. How can you keep costs under control while taking advantage of the growth opportunities?

Many distributors are answering that question by outsourcing non-core functions like billing to specialists like Billtrust. They gain immediate savings of 20-35% due to Billtrust's lower postage, labor and material costs. The savings grow every month as clients migrate to Billtrust's advanced email, web and fax billing options.

Outsourcing billing to Billtrust also simplifies operations, giving you more time to focus on running the business. That's been the experience of Snow & Jones, an Infor SHIMS user. According to David Jones, owner:



"We're very happy to have Billtrust handle our billing. It simplifies our life, especially at month-end when statements used

to interfere with the closing process. Now closing the month is a breeze and there are lots of happy faces here."

Infor clients continue to use SX Enterprise, SHIMS, Application Plus or other products to create their invoices and statements. They just send the electronic billing file at night to Billtrust, who guarantees next day mailing or electronic delivery, six days a week

According to Renee Keene, Office Manager of Rampart Supply, a SX Enterprise user:

"We were considering adding an extra person to handle our growing billing volume. Now with Billtrust we avoided making that additional hire, saving us thousands of dollars this year alone. We love the redesigned invoice that Billtrust did for us; it's clearer and easier for our clients to understand."

For more information, see Billtrust in the exhibitor area at TUG U2U or visit www.billtrust.com.

Psion Teklogix is a global provider of solutions for mobile computing and wireless data collection. The company's fully integrated mobile computing solutions include rugged hardware; secure wireless networks, robust software, professional services and exceptional support programs. Psion Teklogix is committed to helping its customers reap the benefits of new and emerging technologies, including image capture and RFID. With over three decades of industry experience, Psion Teklogix



has customers in more than 80 countries around the world, and over 36

sales and support offices in 17 countries. Psion Teklogix is headquartered in Mississauga, Ontario, with additional corporate offices in America, Europe and Asia. Psion Teklogix is the operating business of Psion PLC, which is publicly listed in the London Stock Exchange (PON.L). For more information, visit www.pSIONteklogix.com.

Sudoku Solution



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Infor Accelerates Strategy, Increases Global Market Share With New Acquisitions

Extensity, Systems Union and SSA Global Acquisitions Broaden Offering; Annual Revenues Reach \$2.1 Billion

ATLANTA, GA– Aug 2, 2006 -- Infor, one of the largest global providers of enterprise software and a portfolio company of Golden Gate Capital, today announced it has accelerated its strategy of offering customers a choice of integrated enterprise software solutions and standalone best-in-class solutions, by closing three acquisitions which extend its global scale and broaden its offerings for new markets and new territories. In addition to closing the previously announced acquisition of SSA Global on July 28, 2006, Infor has acquired Extensity, a leading financial performance management software company, and Systems Union Group, a UK-based provider of financial and performance management solutions including budgeting, reporting, business intelligence and a comprehensive suite of financial applications.

Infor, the fastest growing enterprise software company in the world, now has annual revenues totaling \$2.1 billion, offices in 100 countries and approximately 70,000 customers -- more than Infor's two largest competitors combined in its target markets. In addition, the company has the largest number of customers in the fastest growing segment of the market: mid-size companies.

"We are broadening our offering to include solutions that will enable our customers to improve performance throughout the organization," said Jim Schaper, chairman and CEO of Infor. "Companies can now choose fully integrated solutions for specific industries as well as best-in-class standalone solutions from one provider."

Infor's acquisition strategy benefits customers by extending the life of an enterprise's technology investment, integrating highly complementary product sets and providing rich vertical market experience. Infor enriches and extends its

customers' current solutions, while providing a path to new technologies.

Extensity and Systems Union products will be delivered as part of Infor's expanding group of best-in-class solutions such as enterprise asset management, customer relationship management, and supply chain planning and execution. With industry leading solutions, Infor continues to provide customers with expanded choices from a single vendor with scale and stability.

The two stage transaction was financed through a combination of cash on balance sheet and committed debt financing. The aggregate facilities are comprised of a \$150 million revolving credit facility, \$2.25 billion term loan facility, and a \$1.425 billion senior subordinated bridge facility. The facilities are denominated in both US dollars and Euros. J.P. Morgan Securities ("JPMorgan"), Credit Suisse Securities (USA) LLC ("Credit Suisse"), Merrill Lynch Co. and Merrill Lynch, Pierce, Fenner & Smith Incorporated (collectively "Merrill Lynch") acted as Joint Bookrunners and Co-lead Arrangers for the first stage, and JPMorgan, Merrill Lynch and Credit Suisse acted as Joint Bookrunners and Co-lead Arrangers for the second stage. Goldman Sachs Credit Partners L.P., Wells Fargo Foothill, General Electric Capital Corporation and Barclays Bank PLC acted as Co-Documentation Agents for the first stage senior secured credit facilities, and Goldman Sachs Credit Partners L.P., General Electric Capital Corporation, Wells Fargo Foothill, Inc. and Barclays Bank PLC acted as Co-Documentation Agents for the second stage senior secured credit facilities. Goldman Sachs Credit Partners L.P., General Electric Capital Corporation and Barclays Bank PLC acted as Co-Documentation Agents for both the first and second stage senior subordinated bridge facilities.

Kirkland & Ellis LLP acted as legal advisor to Infor

and Golden Gate Capital. Credit Suisse Securities (USA) LLC acted as financial advisor to Infor with respect to its acquisition of SSA. Close Brothers, JPMorgan, and Merrill Lynch acted as financial advisors to Extensity with respect to its acquisition of Systems Union; Close Brothers role included acting as financial advisor in relation to the UK public offer for Systems Union. Credit Suisse Securities (USA) LLC and Merrill Lynch acted as financial advisors to Infor with respect to its merger with Extensity.

About Infor

Infor delivers fully integrated enterprise solutions for specific industries, as well as best-in-class standalone products that address the essential challenges its customers face in areas such as enterprise resource planning, supply chain planning and execution, customer and supplier relationship management, asset management, product lifecycle management, and business intelligence. With more than 8,100 employees and offices in 100 countries, Infor provides enterprise solutions to more than 70,000 customers. For additional information, visit www.infor.com.

About Golden Gate Capital

Golden Gate Capital is a San Francisco-based private equity investment firm with \$2.8 billion of capital under management. Golden Gate Capital is dedicated to partnering with world-class management teams to invest in change-intensive, growth businesses. Golden Gate targets investments in situations where there is a demonstrable opportunity to significantly enhance a company's value. The principals of Golden Gate Capital have a long and successful history of investing with management partners across a wide range of industries and transaction types. For additional information, visit www.goldengatecap.com.

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www.tugu2u.com

SIG Meetings October 10-11, 2006
User-to-User Educational Conference &
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Find Your Voice in a Special Interest Group

Gregory Chun

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TUG Board Member

Past experience has shown success in gathering companies together with like interests centered around their ERP software application. These user groups have come to be referred to as Special Interest Groups or SIG's. By definition, these groups have a special or common interest related to their software application, their industry, a "parent" organization, or a complimentary software application they are implementing and using in their business. Some of these Infor related groups have been around for over 10 years, and others, with the help of The User Group (TUG), are being created now and holding their first meeting in conjunction with the Tucson U2U conference.

Some of the areas addressed by these SIG's include: creating issues or enhancement lists

that get prioritized and submitted to Infor Development for review and action; sharing best practices on the current use of modules and functions; working together on the implementation of new modules, functions or 3rd party products; networking with other professionals running the same software application and/or by job function; and an overall consolidation and transmission, to the right Infor personnel, of the issues burning a hole in the desks of Infor's customers.

The groups are led by users, the agendas are created by the members of the SIG, and Infor commits to supply resources to attend the meetings as the agenda requires/permits. A typical scenario is for these groups to meet twice per year in conjunction with Inforum and the TUG U2U Conference.

TUG has many resources available to help in the creation, facilitation, and maintenance

of these SIG's. Some of these resources include a hosted web site, web collaboration tools, issues list tracking tools, yearly conferences, and meeting facilitation aids. TUG can also play a role in consolidating issues, concerns and opportunities across multiple software applications, cross application products (i.e. MaxRecall and CORelation) and can be an overall voice to Infor on areas that affect a larger group of customers, and in some cases, all customers.

Any group is only as good as the effort put in by its members. It takes strong leadership and a passionate group of people to make these groups successful. Contact information for each of these groups is listed on the front page. You may also visit the TUG website (www.theusergroup.org) for more information on these groups.