

## TUG at Inforum

### SCHEDULE OF EVENTS

#### MONDAY, OCTOBER 13TH

- 1 pm CIO Council Meeting  
(Invitation Only)
- 1 pm SX.enterprise SIG Meeting
- 1 pm BMUG SIG Meeting  
(SX.enterprise users)
- 7 pm NAPCG Meet & Greet (open to all Infor ERP A+users) at the Tao Lounge

#### TUESDAY, OCTOBER 14TH

- 9 am Distribution General Session
- 6-8 pm Welcome Reception in Expo Hall  
(TUG Booth Open)

#### WEDNESDAY, OCTOBER 15TH

- 9 am TUG Booth Open in Expo Hall  
- 4 pm
- 11:30 am BIRDS-OF-A-FEATHER SESSIONS:
  - NAPCG Meeting  
(for Infor ERP A+ users)
  - FACTS SIG Meeting
  - CORrelation Meeting
  - MaxRecall Meeting (New SIG!)
  - EUG Meeting  
(SX.enterprise / Electrical Users)

- 3:15 pm An Introduction to TUG:  
The Value of Membership
- 5-7 pm SIG COCKTAIL CONVERSATIONS  
(BYOWallet)
  - SX.enterprise Users: Tao Lounge
  - FACTS Users: V Bar
  - A+ and commerce@work Users:  
Lavo Lounge

- 6-8 pm Reception in Expo Hall  
(TUG Booth Open)

- 8-10 pm Eagles LIVE!

#### THURSDAY, OCTOBER 16TH

- 8:30am TUG Booth Open in Expo Hall  
-4:30pm
- 8:45 am An Introduction to TUG:  
The Value of Membership
- 5-7 pm TUG Cocktails & Conversations  
All Platforms BYOWallet to  
Aquaknox Lounge

## WELCOME TO INFORUM 2008

Gregory Chun, President, TheUserGroup.org



TheUserGroup.org is pleased to welcome you to the beautiful Venetian Hotel and Sands Expo in Las Vegas, NV for Inforum 2008. We look forward to a great week of learning, information sharing and networking. TUG has a lot going on while at the conference, including SIG meetings, cocktail receptions, hosting two sessions, and a booth in the expo center. We are also pleased to be a part of the opening session for Distribution. Check to the left for the specifics of the events TUG is helping to coordinate.

Inforum has evolved over the last few years. Inforum 2008 includes Distribution Connections. This dedicated conference-within-a-conference will get you connected to colleagues, industry and product experts, information, technology, and training related to your current business needs. Distribution

Connections is a direct result of feedback from past Inforum attendees who said they wanted to more easily connect with users with similar interests. Look for those opportunities to connect.

The current economic climate and the issues being addressed in Washington DC create a unique opportunity. There is no better time to make sure the investment to come to Inforum 2008, and the investment you have in your Infor products are contributing to the success of your company. Use this conference to connect with peers and key Infor people to make sure you are getting the most out your applications.

Make the most of what Inforum 2008 has to offer and enjoy your time in Las Vegas!

## FACTS USERS: SMALL & MIGHTY

Companies using Infor ERP FACTS usually fall under the 'small' company category, but there are many of us. TheUserGroup.org ("TUG") provides you an opportunity to gather valuable information from other FACTS users and add your voice to influence the direction Infor takes FACTS. This is an opportunity for your company, no matter how small or large, to more fully utilize your FACTS investment and propel your company forward to success.

TUG membership includes access to an online community of other FACTS members, including member contact information and email functionality, issues submission and ranking, forum for discussion boards, and user group news. Don't wait; add TUG membership to your toolbox for success.

SUZANNE MINARD  
Rapidparts, Inc.  
TUG Board of Directors  
FACTS Special Interest Group Leader  
sminard@rpionline.com  
(616) 647-3110

**GREGORY CHUN**

TUG President  
McNaughton-McKay Electric  
Company  
(248) 399-7500  
chung@mc-mc.com

**JIM SCHWANTES**

TUG President 2007  
Perez Trading Co.  
(305) 769-0761  
jschwantes@pereztrading.com

**DIANNE MELI**

TUG Treasurer  
VP Supply Corp  
(585) 575-0110  
dmeli@vpsupply.com

**CARLA PICKARD**

TUG Director at Inforum  
PaperlinX Canada, Ltd.  
(905) 265-5000  
carla.pickard@pperlinx.ca

**GEORGE MCKIBBIN**

TUG Director of Channel Partners  
First Supply  
(608) 791-3611  
gmckibbin@1supply.com

**SUZANNE MINARD**

TUG Director of Communications  
Rapidparts, Inc.  
(616)647 - 3110  
sminard@rpionline.com

**STEVE TURNER**

TUG Director of  
Special Interest Groups  
Indian Jewelers Supply Company  
(505) 722-4451 x103  
steve@ijsinc.com

**DARRELL HENSLEY**

TUG Director of Membership  
IBT Central Distribution Center  
(913) 677-3151  
dhensley@ibtinc.com

# SIG UPDATES

## (TUG<sup>2</sup>)

### TakeStock Users Group

The TakeStock User Group(TUG<sup>2</sup>) meets annually at TUG's annual conference, the U2U. This year in Palm Springs, version 6.0.020 of TakeStock was unveiled, offering many of the enhancements requested by TheUserGroup.org at the TUG 2007 U2U. Some of the main enhancements include:

- Dunning Letter Enhancement
- Ability to Export Reports to Excel
- Drill-Down on Stock Reservations
- Warehouse Transfer Inquiry Screen
- Certification of the Lastest Version of Radio Beacon and VSI-Fax

We also discussed request for the next release of TakeStock, 6.0.040, which is due out 4th Quarter of 2008. Items that made this list include:

- Additional Reports that Allow Exporting to Excel
- Audit History on Creating Records
- Urgent Note Display in Inquiries
- Color Preferences by Company
- Batch Print of Past Invoices

We are looking forward to TUG 2009 U2U, next year's annual TUG conference in Colorado Springs. Some of the breakout sessions we are considering are:

- Crystal Reports Intermediate to Advanced
- GL Budgets
- Returns Roundtable
- Progress Tools (4GL Editor, Data Dictionary, Results)
- Radio Beacon Warehouse Management

If you have ideas for sessions in 2009, or have questions about TUG<sup>2</sup>, please contact Chris Rutz (crutz@charter.net)

**Chris Rutz**  
Rutz Computer Solutions

## CORrelation Update

The goals for the CORrelation SIG are three-fold:

1. Give Infor input on Product Distribution (ideas for future enhancement),
2. Help prioritize fixes, which ones are more critical or important
3. Network between User Companies to share ideas (this can have the biggest impact.)

At the March U2U Conference, CORrelation identified and ranked some issues/enhancements for their software. A follow-up conference call in September led to additional enhancements to the list. Bob Cloutier, the CORrelation SIG leader, has had conversations with Infor confirming the release of version 6.0 at the end of the year. Infor is looking for enhancement ideas for the next release, with the goal of conducting a major release once a year.

Another goal from the September conference call is to build a list of companies using the different modules within CORrelation. This will provide each user with a master list of companies using their same module for further networking and open discussion about issues or ideas for enhancements.

Companies have been asked to bring their Top 10 issues/enhancements to the Inforum conference and CORrelation will analyze the commonalities. The Top 15-20 issues (along with a description of each) will be posted onto TUG website, and users will vote for the Top 5-10 issues that will be sent to Infor. In addition to bringing the Top 10 issues to Inforum, CORrelation is eager for their members to have additional networking opportunities within the group.

For additional information about the CORrelation SIG, please contact Group Leader, **Bob Cloutier** at [robert.cloutier@nichols.com](mailto:robert.cloutier@nichols.com).

---

---

## SX.enterprise General SIG

The SIG representing users of the Infor ERP SX.enterprise provides opportunities for networking and for members to learn from and share with other group members their experiences using the SX.e application. This group serves as a communication channel between Infor and your company.

There are several goals of the SX.e SIG to support your business:

- Provide a forum for members to network across horizontal business lines
- Provide a forum for the exchange of ideas and issues with other users of the SX.e application
- Provide a forum for members to share new application experiences
- Provide a forum for members to share with new implementation and upgrade experiences
- Determine common issues not specific to any one business line.
- Provide a larger common voice to Infor based on these issues.

Since the U2U in March, the focus of the SX.e SIG is continuing to focus on the Issues List. SX.e has notified group members about over-the-phone meetings, emails, and surveys, giving members an opportunity to be as involved as they wish to be. Several phone meetings took place about the plan for the next ten issues/enhancements to be addressed. A survey on these issues has been sent out in early September and the SX.e group are eagerly awaiting results.

At Inforum 2008 SX.e has several items to discuss: the charter, user profiles, issues/enhancement discussion, and update goals if necessary. The charter revisions will include a definition of the Board of Director roles as well as defining the roles of the President, Vice President, and Treasurer. There have been some issues affecting members receiving emails. It is believed this is because of incomplete or inaccurate user profiles. There will be a review on user profiles and the group website, which will be informative for new members as well as a refresher for existing members. The Issues/Enhancement discussion will be addressing ways to promote (or sell) issues not highly ranked in this last survey.

**Please contact the SX.e SIG's President, Karin Hegenbarth of WA Roosevelt Co. for more information at [hegkar@waroosevelt.com](mailto:hegkar@waroosevelt.com).**

---

---

## EUG Meeting Focuses on Price Optimization

EUG, the Special Interest Group for electrical distribution users of SX.enterprise, is one of TUG's oldest and most active SIGs - providing issues management and networking opportunities for almost fourteen years. The EUG meets periodically with Infor's product management team to help direct the shape of the platform.

In addition to the U2U and Inforum, the EUG also meets during interim periods at user-hosted venues. The most recent on-site meeting was held in September and hosted by McNaughton-McKay Electric Company in Madison Heights, Michigan. This conference was attended by 21 companies and 49 members. The 3-day session also included key vendor partners such as Infor and Rockwell Automation. Vendor presentations were made by Infor, epaCUBE, Logikor, Rockwell Automation and Strategic Pricing Associates (a non-Infor vendor). The EUG was also fortunate to have Dr. Barry Lawrence (Texas A & M University) as the keynote speaker who gave a presentation on distribution price optimization.

The current and future economic outlook indicates a continuing decline in domestic manufacturing and commercial and residential real estate. This decline has a significant impact on key customers of the electrical distribution channel including manufacturers, original equipment manufacturers (OEM) and electrical contractors. This lack of overall market growth creates a higher level of competition between distributors to compete for market share and gross margin dollars. Beyond traditional efforts to increase sales revenue or reduce operating costs, the implementation of a price optimization strategy will result in increased profitability. One of the goals of the EUG is to continue to support the partnership with Infor to drive the product development of SX.enterprise as a "best-in-class" ERP system for distribution.

As the new President of the EUG, Jamie Wilkinson would like to extend his gratitude to Don Harrington of Horizon Solutions for his leadership of the past two years. He has been instrumental to meet the objectives of the EUG and continue to grow our relationship with Infor. Also, special thanks go to Lorie Morrow of EECO for her past role of Secretary.

If you have any questions about the EUG, please contact **Jamie Wilkinson** ([wilkinsj@mc-mc.com](mailto:wilkinsj@mc-mc.com)) or **Danny White** ([dewhite@distcorp.com](mailto:dewhite@distcorp.com)).

We know that effectively servicing our customers' needs is requisite to achieving success. Yet far too often we formulate service strategies based on our intuition or as a reaction to the demands of a few "squeaky wheel" customers. Unfortunately, in these circumstances we can't always know if we are making decisions that favor the majority of our customers; nor can we be certain that we are investing our limited resources into the specific functional areas that have the potential to return the greatest benefit to us.

Our company has found that administering an annual customer survey has been key to achieving our continuous improvement goals. As a provider of information technology solutions and services to the wholesale/distribution industry, our customers provide us with a wealth of information about their specific issues and needs that are related to our company and the markets they serve. Through the survey process, we gain insight into how we can improve our services and, in turn, help make our customer's daily work lives a little easier.

Admittedly, putting together a customer survey might seem a bit intimidating. And with an abundance of information available from government, industry associations, third party consulting firms and the like, you might be challenged to justify the need for conducting your own, independent survey. Your task, however, is not to replicate what is already known about your industry but to compare and contrast the experiences of your customers and to determine how well your company may be meeting their particular expectations.

For example, we created a survey for a distributor to help ensure that its investment in an e-commerce site would be supported. What product lines should be featured on the site? Would some customer groups be more likely to use the site than others? And so on. The insights gained from the survey helped guide the development and marketing of the Website and assured a positive return on investment for our client.

Fortunately, a number of Web-based services such as Formsite [www.formsite.com], Poll Daddy [www.poll daddy.com] and Survey Monkey [www.surveymonkey.com] are available to assist you. These sites provide tools that allow you to quickly harvest, format and analyze your survey results. You can download the raw data to perform your own statistical analysis and use the built-in features to produce charts and graphs to aid in your internal presentation and discussion.

Of course, it remains your responsibility to ask effective questions. It is advisable to develop the survey questions with input from multiple staff members and to test a small group of customers first to make sure that there is no ambiguity or confusion. Importantly, you should strive to obtain responses from a representative sample of your customer base; for example, a survey that is limited in scope to your ten largest customers might have some benefit to you but it will probably not provide a complete picture of your company's overall performance or the opportunities that may be waiting to be discovered.

People are busy, and incentives can go a long way towards rewarding your customers for their time and effort completing your survey. Take care to select incentives that support your company's brand identity and are proportional to the task, meaning that you discourage

soliciting responses from persons who otherwise would not bother completing your survey simply because they want a shot at winning the prize.

Respond to the surveys you receive, both good and bad. Publish the results when appropriate and share your findings with your customers. You might be surprised at the media attention you can receive and how much more effectively your advertising works when you are able to include the customer testimonials you've gathered through the survey process in your ads.

# Survey Your Customers



Tom Birdwell, MBA

Most importantly, don't sit on the data; develop an actionable item list and work diligently towards fulfilling your business plan. As you use the survey to demonstrate your willingness to listen and respond to your customer's concerns, you will gain their loyalty. Do this well, and you will move further along the path of success.



#### About the Author

*Tom Birdwell, MBA is a Marketing Manager at Earnest & Associates, Inc. (E&A) with twenty years of experience in the computer reseller channel. Tom has made presentations to hundreds of distributors about customer surveys, e-commerce strategies, information*

*technology and related issues both individually and at dozens of industry conferences. Tom can be reached at 410.766.6076 or tom.birdwell@earnestassoc.com.*

#### About Earnest & Associates, Inc. (E&A)

*E&A is a professional services firm dedicated to helping companies increase their productivity and profitability through the implementation of information technology. Since 1978, E&A's business solutions have helped hundreds of clients achieve a competitive advantage and enjoy new levels of success. E&A is the largest services company in North America dedicated to supporting Infor's Distribution Essentials product line, including the Infor ERP FACTS, Infor ERP SX.e and Infor ERP TakeStock software systems with over 400 installations nationwide. E&A has revenues of approximately \$10 million annually with over 70 employees in eight offices located in Atlanta, GA; Baltimore, MD (headquarters); Cleveland, OH; Greensboro, NC; Greenville, SC; Miami, FL; Richmond, VA; and Springfield, IL. For additional information, visit www.earnestassoc.com.*

# The SHIMS Wholesalers Association (SWA)

## Meeting Update

The SWA (SHIMS Wholesalers Association) hosted a meeting in September in Providence, RI. This meeting was attended by 48 SHIMS users, along with 8 sponsors who all offered a product or service that integrates with SHIMS to add functionality. Session presentations and roundtables were led by Grant Howard, Dobie Yates, Roy Beard and a number of very knowledgeable SHIMS users.

With the number of SHIMS users getting steadily smaller, a primary focus of the SWA board for the upcoming year is to make contact with all companies still utilizing SHIMS and increase networking opportunities between users. Another goal of the board is to try to keep SHIMS as close to the cutting edge as possible by identifying third party technology that integrates with SHIMS to enhance functionality and improve user efficiency.

Other goals for the year include starting an ongoing discussion with SHIMS users regarding existing modifications that are available in the enhancement parks from SHIMS programmers; solicit feedback from users regarding additional enhancements they would like to have available; and in the near future, SHIMS users will be asked for the type of agenda they would like to see at upcoming meetings.

Looking forward to 2009, the SWA board will have a full SHIMS agenda for the TUG Conference in Colorado Springs. Members, keep an eye out for surveys on ideas for this Conference's agenda.

**The SWA** is comprised of people from within our industry using SHIMS. Our mission is primarily communication - providing a forum for exchange between well-informed SHIMS users, Infor and each distributor's top-level management. Our specific objectives are:

- To provide a forum for the exchange of ideas and experiences.
- To consolidate and voice the desires and concerns of the SHIMS users to Infor.
- To assist SWA members in maximizing the use of the SHIMS system.
- To provide a channel to assure the perpetuation of support for the SHIMS system.

SWA currently has an 11 member board of directors, and each member is involved in one of 4 committees:

**Agenda committee:** responsible for preparing the agenda for our annual conference.

**Agenda committee:** responsible for preparing the agenda for our annual conference.

**Membership committee:** responsible for building a database of all know SHIMS users.

**Technology committee:** acts as a liaison for the successful deployment of new technology for SHIMS users through third party solution providers as well as Infor Global Solutions products.

**Training committee:** formed to study the various ways that companies provide SHIMS training to new and existing employees, and to develop utilities to enhance the processes and specific training agendas, so we can all do a better job getting employees up to speed.

### The 2008 SWA Board of Directors:

**Jamie Hutt-Semple (Pres.)** Kerr Controls Limited [jhsemple@kerrcontrols.ca](mailto:jhsemple@kerrcontrols.ca)

**Nick Velonis (Secretary)** Peabody Supply [nvelonis@peabodysupply.com](mailto:nvelonis@peabodysupply.com)

**Gary Brown** TheUserGroup.org [gbrown@theusergroup.org](mailto:gbrown@theusergroup.org)

**Debora Barber** Hirsch Pipe & Supply Co., Inc. [dbarber@hirsch.com](mailto:dbarber@hirsch.com)

**Jeff Corrick** Stoneway Electric Supply [jcorrick@stoneway.com](mailto:jcorrick@stoneway.com)

**Lee Goldman** United Pipe & Steel Corp. [lgoldman@united-pipe.com](mailto:lgoldman@united-pipe.com)

**David Helse** Helse-Jepperson Electrical [dhelse@hjelectric.com](mailto:dhelse@hjelectric.com)

**Pete Huddleston** Corken Steel Products [phuddleston@corkensteel.com](mailto:phuddleston@corkensteel.com)

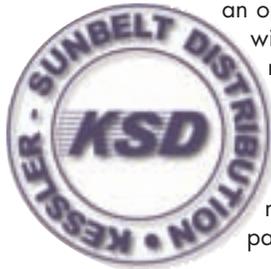
**Michael Kochajda** Teal Electric Company [mike@tealelectric.com](mailto:mike@tealelectric.com)

**Ken Plough** Plough Electric Supply [ken@plough-electric.com](mailto:ken@plough-electric.com)

**Terrie Turella** Calverley Supply [turella@calverleysupply.com](mailto:turella@calverleysupply.com)

## BuildingLinks® Delivers to the Bottom Line of Major Home Depot Supplier

Kessler-Sunbelt Distribution (KSD), a New Jersey based distributor of piping materials, has a success story that would make any company owner or general manager envious. KSD had built a successful relationship with The Home Depot, supplying 30 SKU numbers to over 250 stores. This successful track record gave them an opportunity to expand their relationship with The Home Depot to include an entirely new Home Depot region. This expansion allowed them to double their revenue with The Home Depot.



The high points of this successful management and sales coup on KSD's part include:

- **Return on Investment** in less than three months. KSD's initial investment was extremely low, allowing the immediate doubling of Home Depot revenue to quickly begin to offset the startup and ongoing maintenance cost of outsourcing this effort to The UniLink Group
- **Allowed Sales to Close the Deal.** The Home Depot valued KSD as a high quality, customer care focused supplier. KSD was able to close the deal to supply to a new Home Depot region with the assurance of being able to support over twice as many stores using EDI technology.
- **Doubled Revenue While Reducing Overhead.** While sounding almost too good to be true, KSD was able to expand their Home Depot business and move two customer care personnel to higher value direct customer care tasks. Once EDI with Home Depot freed them from data entry and data correction chores, they are now able to provide higher return to KSD in more in-depth customer contact with key accounts.
- **Increased Customer Service and Quality.** By receiving and processing all The Home Depot's orders and shipping notices electronically, KSD no longer encounters the occasional data entry and/or shipping problems that can be introduced by re-keying faxed information into KSD's computer systems. This generated the additional benefit to Home Depot and KSD of improved quality and service of shipments made to The Home Depot.
- **No Capital Investment, No Steep Learning Curve.** KSD's EDI Project Manager, Carol King, was able to negotiate and coordinate this effort in under two months, from initial contact to production "go-live" of the business transaction processing. There was no translation software to purchase and no extensive training or consulting engagements required. KSD also did not have to purchase VAN (Value Added Network) services. Outsourcing this project allowed Carol to effectively get their mission-critical EDI effort off the ground, while still attending to her other management and operational duties that she handles for KSD.



### Background

KSD has been a valued and successful supplier to The Home Depot for many years. KSD began exploring the strategy to add as many additional stores as possible. Their sales force began contacting other Home Depot regions and was close to securing an additional 300 stores. However, they came across an issue that if not addressed, would reduce their opportunity of closing a new Home Depot region.

Kessler-Sunbelt Distribution utilized manual, paper processes to receive and process orders and invoices. This took two full time employees to process Home Depot orders alone. The Home Depot has sophisticated information systems in place and preferred to receive all transactions and correspondence electronically. KSD decided that taking the tact of converting their business processes to make use of electronic communications would allow them to expand their revenue without a commensurate increase in their internal operating and overhead cost.

### Results

KSD chose to implement BuildingLinks® from The UniLink Group, a streamlined, outsourced data translation and connectivity service that converted their paper system to electronic and also created the link to Home Depot's information systems. This addressed Home Depot's requirement, paving the way to add the additional 300 stores. However, KSD started receiving several additional benefits they were not expecting:

- They no longer needed two full time employees involved and were able to refocus their time to providing customer service via phone and supporting other customers, which improved their overall customer satisfaction;
- The cost savings they began seeing from electronic transaction processing justified the hire of an EDI specialist assigned to manage all Home Depot transactions, again improving their level of service to a major client;
- Errors were practically eliminated, meaning orders were correct and shipments were sent to the proper location, reducing costs and again improving customer care;

KSD's ability to quickly and easily connect this type of technology to their existing business software systems not only allowed them to double their business with The Home Depot, it also provided them efficiency gains that reduced operation costs, improved customer care, and the ability to expand their business even further.

If you would like more information about BuildingLinks®, please contact Gene Stewart with The UniLink Group at 678-438-5195, or [gstewart@unilinkgroup.com](mailto:gstewart@unilinkgroup.com).

# Document Management: Is It For Me?

Did you know that 90% of your corporate memory exists on paper and that 30% of the paper memory contains obsolete information? Most companies do a better job managing their inventory or office supplies than managing the masses of paperwork that is in their offices. That paper memory is the back bone of your organization. It is often stored in file cabinets, binders, cardboard banker's boxes. Sound familiar?

Every day you spend time and money, managing, storing, filing, looking up and delivering documents. Most industry analysts agree that the average professional office worker spends over 400 hours per year processing, storing and retrieving documents. Document Management software allows you to capture and store these documents electronically in a secure database. Just like your daily critical accounting records you can store them, back them up and be sure they are secure. Samples of documents that distributors can and should store include:

- Sales tax exemption certificates
- Signed proof of delivery documents
- Pick tickets with warehouse notations
- AR & AP aged trial balances
- End of month stock status reports
- HR documents
- Any piece of paper you save in your organization

Document Management brings all the paperwork together and makes it available right from your desktop. This eliminates costs involved in the following:

- Off-site storage of documents
- Paper costs
- Bankers boxes
- File cabinets
- Transfers of documents from branch to branch
- The time involved in filing, delivering, and looking up information

Document Management also eliminates the risks associated with paper document storage. Risks such as:

- Documents taken home for research -- never brought back
- Lost or misfiled documents
- Security –e.g., how secure are those paper HR files?
- Natural disaster, disaster recovery planning
- Documents stored on laptops that are not backed up

Transforming paper based information to electronic files along with the ability to deliver these documents on demand to your employees, suppliers and customers not only improve your customers experience with your company it dramatically reduces your costs.

You may ask, what should I look for in a Document Management solution? Following are some suggestions:

- Proven track record
- Reference accounts in your industry
- Distribution expertise
- Integrated to your back office ERP
- Certified or provided by your ERP provider
- ERP level solution to handle all paperwork in your organization

*Lori Allaman Hanken is the Vice President of Sales & Business Development for MaxRecall.*

*MaxRecall has been providing Infor customers in wholesale distribution with Integrated Document Management solutions for over 10 years. For further information contact Lori Hanken at 678-805-1141 or [lhanken@maxrecall.com](mailto:lhanken@maxrecall.com).*



# NAPCG UPDATE

## (NATIONAL A+ CUSTOMER GROUP)

The National Application Plus Customers Group (NAPCG) is a dynamic organization created by Aplus customers, with the support and sponsorship of Infor. The Board of Directors meets on a monthly basis, usually via conference call to keep on top of issues and events that effect the group. One of NAPCG's mandates is to speak on behalf of the membership and act as a liaison with Infor. To ensure open communication and quick resolution of issues and concerns, an Infor representative joins the monthly conference calls.

The last few meetings have been focused on preparing for Inforum. Additionally, there has been much discussion regarding the Enhancement Request voting process. The voting will begin after Inforum and will be open until late November. All NAPCG member companies can submit Enhancement Requests by downloading the form from the TUG website. The process for voting is fair and effective. Each member company gets 10 votes, and can apply up to 3 votes per Enhancement Request. This creates equality between small and large companies and prevents the loading all votes on one Enhancement. Based on the voting process, Infor reviews the top 20 Enhancements and most if not all are added to the Development Roadmap for inclusion in future Aplus releases. Currently, Infor is planning to release up to 9 NAPCG Enhancements in release 8.2, which is scheduled for Spring 2009.

NAPCG's goals for the upcoming year are to continue to their mandate of providing Aplus customers with a strong voice with Infor, to continue to manage the Enhancement Request voting process thereby providing the most effective route to enhancing the base A+ product, and to grow membership in NAPCG & TUG.

For additional information about NAPCG, please email Carla Pickard at [carla.pickard@paperlinx.ca](mailto:carla.pickard@paperlinx.ca).

## 2008 TUG SPECIAL INTEREST GROUPS

### **Building Materials (BMUG)**

GARY WEITZMAN, MARJAM SUPPLY  
(631) 249-4900 X218  
[GARY@MARJAM.COM](mailto:GARY@MARJAM.COM)

### **Carrier Users Group**

ED BAILEY, CARRIER GREAT LAKES  
(734) 793-0225  
[EBAILEY@CGLCORP.COM](mailto:EBAILEY@CGLCORP.COM)

### **commerce@work**

JIM SCHWANTES, PEREZ TRADING  
(305) 769-0761  
[JSCHWANTES@PEREZTRADING.COM](mailto:JSCHWANTES@PEREZTRADING.COM)

### **CORrelation Users Group**

BOB CLOUTIER, NICHOLS PAPER & SUPPLY COMPANY  
(231) 799-3543  
[ROBERT.CLOUTIER@ENICHOLS.COM](mailto:ROBERT.CLOUTIER@ENICHOLS.COM)

### **Electrical (EUG)**

JAMIE WILKINSON, McNAUGHTON-McKAY ELECTRIC Co.  
(248) 582-2398  
[WILKINSJ@MC-MC.COM](mailto:WILKINSJ@MC-MC.COM)

### **Enspire**

DAVID WHITE, KYANA PACKAGING  
(502) 922-3333 X115  
[DAVID@KYANAIND.COM](mailto:DAVID@KYANAIND.COM)

### **FACTS**

SUZANNE MINARD, RAPIDPARTS, INC.  
(616) 647-3110  
[SMINARD@RPIONLINE.COM](mailto:SMINARD@RPIONLINE.COM)

### **NAPCG (National A+ Customer Group)**

CARLA PICKARD, GRAPHIC PAPER  
(905) 265-5000  
[CARLA.PICKARD@PAPERLINX.CA](mailto:CARLA.PICKARD@PAPERLINX.CA)

### **SHIMS**

JAMIE HUTT-SEMPLER, KERR CONTROLS LIMITED  
(902) 896-1231  
[JHSEMPLE@KERRCONTROLS.CA](mailto:JHSEMPLE@KERRCONTROLS.CA)

### **Storefront**

DAVID STARR, McNAUGHTON-McKAY ELECTRIC Co.  
(770) 825-8613  
[STARRD@MC-MC.COM](mailto:STARRD@MC-MC.COM)

### **SX.enterprise Users**

KARIN HEGENBARTH, WA ROOSEVELT Co.  
(608) 781- 8369 X224  
[HEGKAR@WAROOSEVELT.COM](mailto:HEGKAR@WAROOSEVELT.COM)

### **Plumbing, Heating and Cooling (PHAC)**

JOEL SKAGERBERG, GOODIN COMPANY  
(612) 287-1124  
[JOEL.SKAGERBERG@GOODINCO.COM](mailto:JOEL.SKAGERBERG@GOODINCO.COM)

### **TakeStock**

CHRIS RUTZ, RUTZ COMPUTER SOLUTIONS  
(618) 632- 3956  
[CRUTZ@CHARTER.NET](mailto:CRUTZ@CHARTER.NET)

### **Toro/Stihl Users Group**

WENDY DE LARBER, L.L. JOHNSON DISTRIBUTING  
(303) 320-1270  
[WDELARBER@LLJOHNSON.COM](mailto:WDELARBER@LLJOHNSON.COM)

### **TWL**

WILLIAM HASKINS, NOBLE TRADE  
(416) 676-6852  
[williamhaskins@nobletrade.ca](mailto:williamhaskins@nobletrade.ca)

- 1 WELCOME TO INFORUM 2008!  
SCHEDULE OF EVENTS  
FACTS USERS: SMALL AND MIGHTY
- 2 THEUSERGROUP.ORG'S BOARD OF DIRECTORS  
SIG UPDATES: TAKESTOCK, CORRELATION
- 3 SX.ENTERPRISE SIG  
EUG'S FALL MEETING: FOCUS ON PRICE OPTIMIZATION
- 4 SURVEY YOUR CUSTOMERS
- 5 SWA FALL MEETING RECAP
- 8 NACPG UPDATE  
SIG LEADERS AND CONTACT INFO

*Save the Dates!*

**TUG 2009 U2U**  
**MARCH 11-13, 2009**

SIG MEETINGS, MARCH 9-10, 2009

**THE BROADMOOR**  
**COLORADO SPRINGS, CO**

