



SESSION UPDATES
Additions and Featured Sessions for Wednesday.

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Meet the TUG Leadership

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Highlights from the SX.e lunch presentation

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TheUserGroup.org
TUG 2010 U2U

Interface

The Year Ahead for TUG *making members indispensable at work*

2010-2011 is shaping up as a year of opportunity and challenge for TUG participants, according to TUG Board Member, Director of Communications, Suzanne Minard.

“The opportunity is to help each other,” she said in a pre-conference interview. “The challenge is to get our arms around the issues, and to take advantage of the opportunities that are out there.”

Over the next year, Minard said it will be increasingly important for TUG members and their organizations to extend the use of their existing software, to maximize the results they generate from every investment. “We’re not necessarily going to have the monies we’ve had in the past to buy new products, so the question will be how to leverage what we have.” TUG stands ready to help its members become more knowledgeable about software

tools in all key areas of their ERP system and supply chain management, and to help them help their organizations make best use of those products.

Meanwhile, TUG board members hope to “get people to be more intentional about their participation” in the organization itself, using TUG to build their own success and make themselves indispensable at work. “The tools are there, but members have to use them,” Minard said.

SESSION ADDITIONS

These Friday session were omitted from the Conference Brochure.

Please take note! (They are found in the mini reference guide).

02:45 PM SX.e Colorado Hall E
218 Leveraging CAM and EM for CRM (Only chance)

Jim Brown, Infor

This session will show you how to use Contacts, Activities and Events to track customer contacts and events.

02:45 PM SX.e Colorado Hall A
239 Infor Storeroom Management (Only chance)

Eric Ryerson, Infor

Infor is developing a new module to help distributors add value and create loyalty by managing their customers stock room inventory directly. This basically allows your customer to outsource the management of their MRO type items to you as a distributor. During this session I will be describing key elements of the functionality to assess interest in the module as well as solicit feedback on design considerations.

02:45 PM A+ Broadmoor Hall 2nd Floor, Astor Room

319 Projects Planned & Current Roundtable (Only chance)

Carla Pickard, PaperlinX

What are you up to? This is an opportunity to share ideas and learn what other companies are doing with A+ modifications, system integration, etc.

02:45 PM A+ Broadmoor Hall 2nd Floor, Larkspur Room

320 RF Roundtable (Only chance)

Jeremiah Stone, Infor

This session will start with a presentation from Infor on current Radio Frequency functionality within A+ and a discussion on how companies get started using RF. Bring your real life experiences to this roundtable, and learn how other companies have implemented it.

02:45 PM SHIMS Broadmoor Hall 2nd Floor, Primrose Room

409 Simple TCL reports (Only chance)

Gary Brown, System Design Solutions

This session will show you how to identify and extract data from SHIMS files, then format it into a readable format for viewing or printing. This will be a beginners level session, but some knowledge of TCL will be helpful.



THIS JUST IN ...

FRIDAY | 08:30 AM All Attendees
Broadmoor Hall F

114 Infor Product Configuration (Only chance)

Scott Sandusky, TDCI, Inc.

Configurable products offer the core solution with options selected by the customer. Offering a 'customizeable' product for customers' needs is a trend in almost every market as solution providers use product differentiation as a new way to grow revenues and outperform competition. Infor product configuration is the solution that enables your organization to leverage your product-flexibility into your order capture process - while simplifying the capture of a complex product order and ensuring order accuracy.

Interface is the daily newsletter of TUG 2010 U2U, April 21-23, 2010 in Colorado Springs, CO, hosted by TheUserGroup.org.

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Today's Featured Sessions: Gross Profit Optimization

1:45 PM: Training and Education to Find and Fix Harmful Pricing Records (epaCUBE)
Presented by: Gary Stone, epaCUBE

4:15 PM: Case Study from an epaCUBE Margin Manager User
Presented by: Rusty Wells, State Electric

Curtail Overrides with Margin Manager

A two- or three-point improvement in gross profit can translate into a significant increase in sales and net income, as demonstrated by State Electric Supply Co. in a session at 4:15 today.

When the firm installed epaCUBE Margin Manager to find opportunities for margin improvement, management realized that account representatives were overriding customer prices on about 20% of sales, said Rusty Wells of State Electric. That mattered, because the company's price matrix already incorporated discounts or special prices negotiated with individual customers.

"Until now we didn't have the ability to get tough on the order-writers for overriding matrix price, and sometimes we have contract pricing set up to meet competitive situations for a limited time," Wells said. Without visibility to the detailed information behind a published price, account managers might have sold below cost, or missed opportunities for higher margins.

Within six months of installing Margin Manager, Wells said, the company cut overrides by 40%; reduced customer invoicing errors, and improved sales, margins, and customer service. "If your bottom line is 2%, and you increase your margin by only one point without changing your overhead, you've just improved your bottom line by 50%," said Gary Stone, president and CEO of epaCUBE. "That's huge!"

Wells stated, "the president of State Electric is very happy."

enter to win an iPad® or a Kindle®

We want to know how TUG is benefitting you and your business. Have you gleaned a great idea from a particular session or instructor? Did you implement an idea from last year's meeting which netted an ROI for your company?

Keep your eyes open for business card-sized entry slips with this year's conference logo. Fill out the information on the reverse, and enter to win one of our fabulous prizes by dropping off your cards at the registration desk.

Drawing will be at Friday's lunch in International Center. You need not be present to win.





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Carla Pickard, New TUG Coordinator

Carla Pickard, CPIM, Director of Commercial Business Systems at PaperlinX Canada Ltd., has taken over the volunteer role of TUG Coordinator, acting as convenor and facilitator for the TUG board and committees.

Pickard joined the TUG Board in 2006 as a representative of Infor's A+ user community. She had previously been active in the National A+ Customer Group (NAPCG), most recently serving as its president.

The role of TUG coordinator grew out of the structural changes the Board introduced in response to the economic recession. "We decided to go with a more informal committee format," Pickard explained. "We're trying to find a way to get more done with the resources and people we have. By focusing on single issues in smaller groups, we thought we'd have a better chance of getting those things accomplished."

In a more distributed structure, the TUG coordinator plays a crucial role. Individual board members will lead committees to deal with



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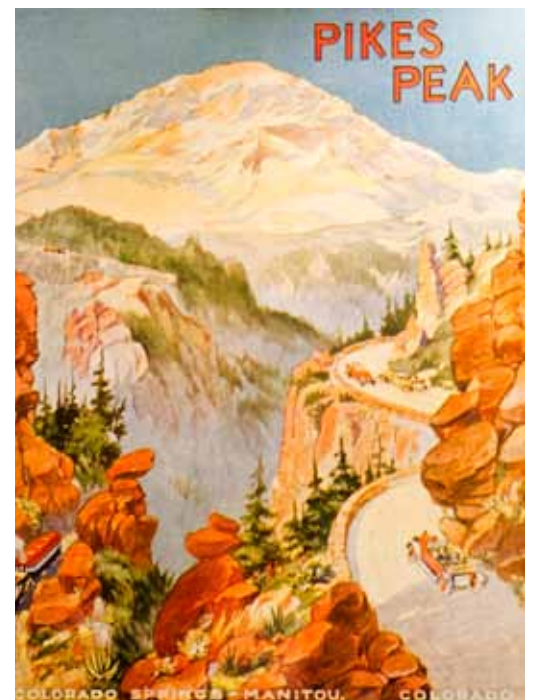


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specific tasks, and Pickard’s job will be to help them achieve their mandates. She said she also expects to work closely with Karen and Gary Brown, principals of Salisbury, MD-based Conferences by Design, to expand TUG’s association management portfolio and lay the groundwork for next year’s U2U meeting.

For individual TUG members, the committee structure opens up opportunities to learn new skills and help shape the development of the Infor products their companies use. “Depending on what you’re exposed to in your day job, you may not get involved in strategic planning, leadership development, or recruiting,” but those are just some of the responsibilities the committees will take on.

“Your company benefits, as well, because a closer relationship with TUG gives them a degree of insider knowledge of what’s going on in Infor,” Pickard said. “We hear about things first in TUG, and even before the general membership, anyone involved in the Board or the committee structure will hear the latest news up front.”



The Year Ahead for TUG

CONTINUED FROM PAGE 1

A key goal for TUG is to create more opportunities for members to connect and converse throughout the year, beginning with TUG's LinkedIn and Facebook pages. They can also use the email function on the TUG website, www.theusergroup.org, to contact different Special Interest Groups (SIGs), share information, and send queries to other members.

"People have used the email function on the website to send out a question, such as whether anyone has ever done special pricing or used

vendor costing to reduce costs," she said. The system has handled hundreds of queries on hundreds of issues over the last year, but "we'd like to see that used more. We want to help people connect by providing more information about the member, such as the industry they're in and unique solutions they've created. Right now, we have basic information about each member on the website; but we'd like to expand that in the future."



Suzanne Minard, business systems manager for Rapidparts in Grand Rapids, Michigan, is the Director of Communications on TheUserGroup.org's Board of Directors.

Infor Panel Stresses Creative Solutions



*Senior Vice President of Development
Soma Somasundaram*

Open communication and creative solutions are the hallmarks of the relationship between TheUserGroup members and Infor, according to participants in a luncheon panel Tuesday afternoon.

Thad Zylka, Infor's Vice President of Customer Direct Sales, Distribution and Manufacturing, said Infor is renewing its focus on the customers and industries it serves. The company has brought its entire wholesale and distribution team together in one unit, with more than 100 people in the United States and 300 globally. Infor has hired three new business representatives in the last three months, and will soon bring in a general manager.

Zylka thanked TheUserGroup volunteers for their commitment and urged more members to volunteer. He encouraged participants to take what they learn back to their companies.

Senior Vice President of Development Soma Somasundaram said the key to Infor's success is its ability to stay close to its customers, learn what they do and need, and deliver what they want. He expressed concern, however, that customers aren't upgrading more regularly. As a result, they lose the benefit of the time and effort Infor puts into product improvements.

Customers depend on Infor products working well with other applications, functionality they need to make sure they don't lose over time. Somasundaram said the company is working hard on better integration, better navigation, and a single relational database for business documents and reports.

By mid-day Tuesday, she said Infor had received 212 requests from the different Special Interest Groups. All will be reviewed by the company's development team, and many will also go to customer service and support. Implementation decisions are based on the scope of each request, the value it represents, and its priority for different user groups.

Don Harrington of Horizon Solutions emphasized the potential to leverage the energy and ideas among people in the room and combine them with Infor's resources.



Jamie Hutt-Semple
Kerr Controls Ltd

"This conference is my chance to network with peers, find out what other users are doing with the software, and bring that back to my company to help improve our operations. I've attended before, and the third party software solutions have been a fabulous help. It guides us in the right direction with our software choices."



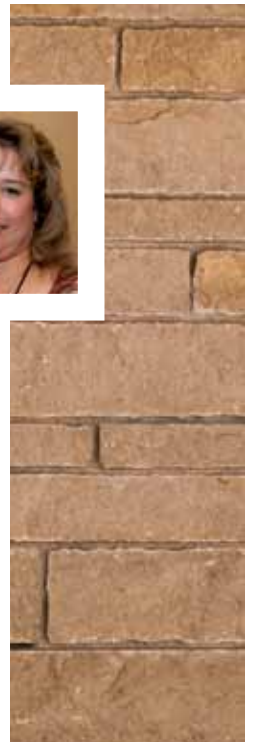
Kenneth Plough,
Plough Electric Supply

"I've been attending TheUserGroup regularly for over 20 years. The conference keeps me up to date on what other distributors are doing with their software, and helps me incorporate ideas from outside vendors that we can use in our system."

April Martin
WEDCO, Inc



"We come here to take back one little thing that will help our business. Last year, it was inventory management. This year, we're making a lot of changes internally, and we're looking for things that will help us operate more efficiently. Efficiency is what we're going for."





TUG U2U 2010 Expo and Solutions Lab



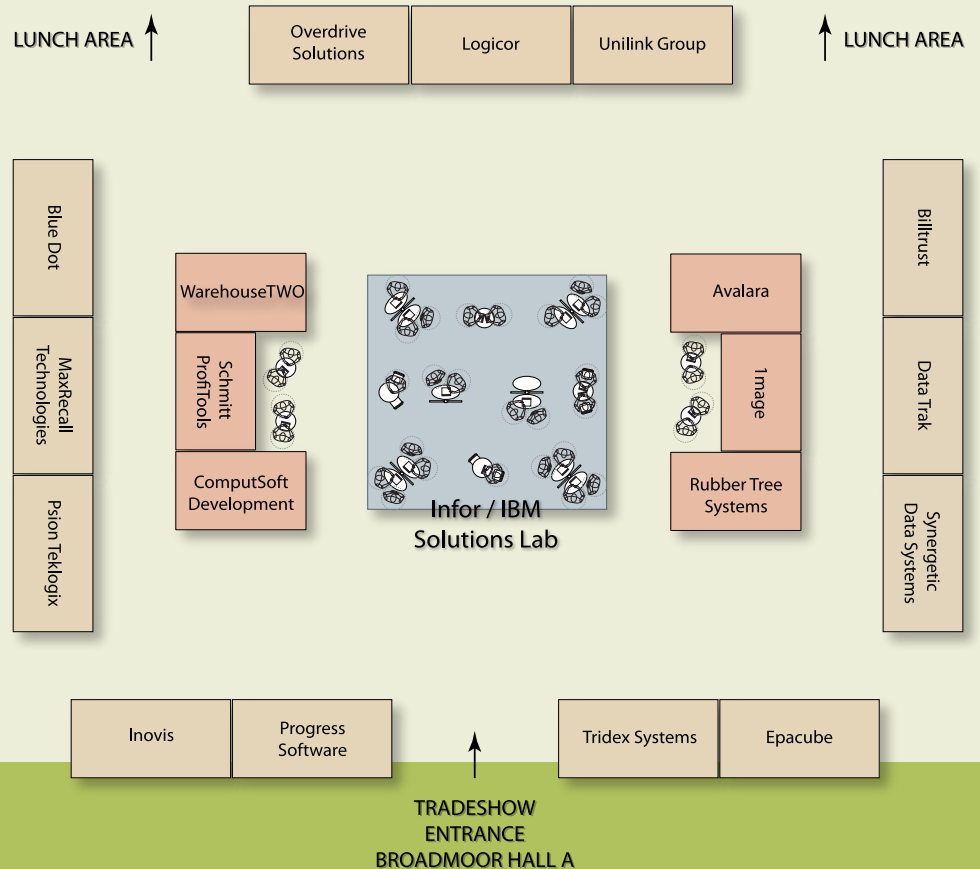
looking ahead: thursday's highlights

- Steve Epner's session 'Over My Dead Body,' will speak to anyone who has had family succession in business.
- Our Gold Sponsors' presentations will give insight to third party applications which will make your software hum and sing. Watch for: BillTrust, Overdrive Solutions, Blue Dot Solutions, Progress Software, EpicUBE, Tridex Systems, Logicor.
- Platinum Sponsor IBM hosts Paul St. Germain's relevant presentation on "Making the Best of Difficult Times."
- Don't miss the final day of the Expo and Solutions Lab!
- User-led Sessions are hidden gold mines of pertinent information gleaned from your peers. Catch Jeff Focke talking about 'Writing Simple Q&Ds' and 'Event Manager.' Nick Velonis tells you everything you need to know about Excel, and Jim Roma leads a session on Non-stock Functionality. Jamie Hutt-Semple covers Operational Excellence in a SHIMS environment.

Our TUG exhibitors are an important part of the annual conference. It's your chance to visit with the vendors contributing to the expansion and implementation of Infor components.

While you're in the exhibition area, be sure to visit the Infor / IBM Solutions Lab area and IBM kiosk. With one-on-one demonstrations of various applications and experienced consultants, it's your chance to have your questions answered.

Look for these hot topics: ERP SX.enterprise & TWL, ERP A+, ERP FACTS, CORrelation, Storefront, Performance Management, MyDay, Decisions, Demand Planning, Expense Management, Warehouse Management, KnowledgeZone Training Tools, EPAK, SX.Architect, and Infor365.



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