

## **PRESIDENT'S MESSAGE - REGISTRATION REMINDER**

**Larry J. Nicolette**, HUG President

The bulk of this newsletter deals with the many great reasons to come to the Sixteenth Annual HUG Conference. I am going to dispense with telling the specific details on why you should join us in Orlando, as these reasons are spelled out in titillating detail in the remainder of this newsletter. I will only add that I have reviewed the offerings for this year and I am excited.

In order to join us and receive the knowledge and tools to drive your agency towards success, you need to know how to register. I will spell out how and where to register.

You can register either by completing and mailing the registration form that was mailed with the conference brochure or via the Internet at <http://www.huginc.org/Conference2004/conf2004.html>. There are several payment methods available for both means of registration, however due to the limited availability of the Pleasure Island off-site event, only online credit card registrations will be accepted for that event. The labs, which are a very popular type of session, require registration through the HTE registrar system. You must register for both the conference and the labs individually.

The normal registration rate for members is \$415.00; however, if you register before April 15, 2004, the rate will be \$375.00. Registering early will not only save you \$40.00, but will also give you a better chance of securing a seat in one of the labs or getting a ticket to Pleasure Island. Advance registration will close on April 30, 2004. After that date, only on-line registrations will be accepted.

As with all important dates, the above mentioned dates are listed on the HUG website.

## **SUNGARD HTE AND THE CONFERENCE**

**Ron Goodrow**, Executive Vice President  
**SunGard HTE Inc.**

It seems that every year your User Group Board performs better and better. As a result this year's conference promises to be the most valuable educational conference ever. The results of their extra efforts are apparent as you review the program content. More sessions than ever will be offered at this conference - 327 in total. That number includes a minimum of 64 lab sessions that feature hands-on training and product exercise capabilities. Over 100 SunGard HTE staff members, Gil Santos, President of SunGard HTE, as well as the entire SunGard HTE executive team, will be attending.

In order that the conference will be beneficial for all of our customers, all application sessions will be featured in both traditional "green screen" format as

well as NaviLine. This will allow all of our valued customers the opportunity to see the newest and latest release in the format that is most applicable for you. Speaking of the latest release - Release 2.0 will be the release featured at the conference, this release includes over 350 enhancements, including some NaviLine workflow improvements that will...well, knock your socks off ! On behalf of the entire SunGard HTE staff, we look forward to seeing you in here in Orlando!

## **EVERYTHING YOU EVER WANTED TO KNOW ABOUT A HUG BUT WERE AFRAID TO ASK**

**Steve Meyers, HUG Past President**

If you're not up to date on all of the services that HUG offers to make you more successful at your job, this year's HUG conference has just what you're looking for! Did you know that HUG provides a database that allows you to search for contact information on other HUG members that use the same applications as you? Did you know that HUG has a library of Query definitions, user procedures and policies, and other documents that you can download. Did you know that HUG provides on line discussion groups for each of the major application areas? Are you aware that the HUG enhancement request voting happens via the HTE web site and your MyHTE account? Did you know that there are three separate sets of security to use all of these features (sorry) and do you know how to get enrolled in each? This year's HUG conference will have numerous opportunities for you to learn what these services are, how to get enrolled in them, and even the opportunity to get your hands on them and take them for a test drive! Check the schedule of sessions on the HUG web site and look for the "HUG Purpose and Direction" sessions, or the "HUG Web Services: Dive In & Reap the Benefits" labs. Remember that you have to pre-register for the labs on line. Go to your MyHTE account and look under "Training and Development" in the "General Functions" pull down. Also, check out the "MyHTE Product Enhancements" session and the "Working with MyHTE" labs to learn more about all of the services provided through your MyHTE account, including the HUG enhancement requests and voting process.

## **A SPECIAL THANK YOU TO OUR APPLICATION COORDINATORS AND SUNGARD HTE STAFF**

**Richard Bass – HUG Member at Large**

As our Enhancement Request (ER) submittal cycle has come to a close, I want to take this opportunity to thank a few people.

First, I want to thank our Application Coordinators (ACs) who volunteered their time and energies to insure the success of this process. Working on a short time line they were able to achieve what we set out to accomplish with the ERs.

However, the ACs' work does not stop here. At the national conference in May they will be working at the various application workshop sessions to again insure phase two of this process is successful. I salute each of the ACs and say thank you from me and the rest of the HUG Board.

I also want to acknowledge and thank the management personnel from SunGard HTE and other supporting SunGard HTE staff who helped with this process, as they were an integral part of its success.

Finally, a special thank you to Jamie Biggs, SunGard HTE Users' Group Coordinator to our Board. With Jamie's sensitivity to issues and her responding to emails and telephone calls in a rapid manner, many issues were resolved expeditiously. Jamie, thank you for "being there" for me.

I am looking forward to working with all of you at the conference, see you in May!

**DISNEY USER LED SESSIONS "SWEET 16 LICENSE TO DRIVE"**  
**[Dominick Fiorentino](#), HUG President-Elect**

The lineup is complete for the User Led sessions for the [2004](#) International HUG Education Conference to be held Sunday, May 23 through Friday, May 28, 2004, at Disney's Coronado Springs Resort.

Through the generous offering of time and talent, members of HUG have volunteered to create and put-on nearly 50 User Led sessions at the conference this year. This is the most number of sessions ever and has the promise of helping create the best conference experience possible for users of SunGard HTE software.

With the number of User Led sessions there is something for everyone who attends with topics touching many of the modules you use on a day-to-day basis with "Real World" situations explained by HUG members. We can all learn from the experiences of these members who have given generously of their time to create the hour long presentations. The HUG Board encourages you to participate in as many of these sessions as possible and to thank the various presenters for sharing their personal agency experiences with all of us.

You are invited to join us in learning more about topics ranging from Query Formatting, Cognos for NIBRS, Menu Driver, ISeries Data

Access, MDB, NaviLine, Click2Gov, LookingGlass, along with another Looking Glass session for End Users, PI & WF Workshop Work Order Basics, Cash Receipts Reconciliation in CX, Improving Crime Data, CX Overview & Open Forum, SunGard HTE Object Security – A User’s Perspective, Procurement Cards & SunGard HTE – Taking It To The Next Level, Click2Gov Enrollments, Naviline Test Environments & Disaster Planning Overview, and Paperless Print Queue to CD to name a few. We may even have a few surprises on CAD Six and Version 2. Wow what a line-up. Make your plans now to attend the User Led sessions of your choice so that you can take the wheel and drive your agency to success.

As always, if you have any questions or comments on User Led sessions please contact HUG President-Elect Dominick Fiorentino [dfiorentino@fwb.org](mailto:dfiorentino@fwb.org)

## **CONTINUING PROFESSIONAL EDUCATION**

[Shelley Carmichael](#), HUG Treasurer

SunGard HTE is a continuing professional education (CPE) sponsor approved by the National Association of State Boards of Accountancy (NASBA) to provide CPE credits for training classes.

Participation in eligible HUG sessions will help you satisfy approximately 20 hours of CPE credit. A real **bargain** for your registration dollars!

Be sure to sign the Certificate of Completion Request Sheet after each eligible session you attend at the 2004 HUG Conference. After the conference you will receive a certificate of hours accumulated during the conference.

## **HOTEL CONFERENCE RATES**

Don't forget to get your hotel registration in early! Hotel cut-off date for our conference rate is April 23, 2004; however, to assure room availability, we recommend calling for your reservation as soon as possible. Rooms at the Coronado Springs are filling up quickly!

And remember, we have some rooms available at the conference rate over the Memorial Day weekend also! But, again, they are filling up fast!

Our conference rate is \$134 single or double. For reservations, please call 407/939-1020. Room reservations must be guaranteed with a deposit of one room night plus tax.

## **SunGard HTE HUG 2004 GOLF TOURNAMENT IN ORLANDO**

Make plans now to join us for a great time at the 3<sup>rd</sup> Annual SunGard HTE HUG Golf Tournament on Monday Morning, May 24th. This is designed to allow 'golfers' of ALL levels to enjoy themselves while interacting with customers from all over North America.

We will be starting HUG Week with the SunGard HTE HUG 2004 Golf Tournament at Orange County National's Panther Lake course in Orlando, FL. I can play any course in Orlando and this is one of the top 2 - and we have zillions of courses in Orlando! Always in immaculate shape, you will experience different terrains from wetlands to pine tree lined fairways to oak forests to lake lined holes, many with elevation changes. You are guaranteed a great time.

The tournament includes golf, cart, driving range, GPS positioning, Real-time Leader Board (you'll know hole by hole who is leading), giveaways, foursome photo, lunch, awards after the tournament and transportation between the hotel and course. SunGard HTE will subsidize the cost of the tournament keeping the price at \$55, the same as last year. Riders can enjoy the tournament fun along with lunch, drink tickets and door prizes for only \$25. Rental clubs are available (top of the line Apex Irons & Taylor Made Drivers) so you don't have to lug yours (or you may not even have any but want to play).

To register for this great HUG kickoff event, fill out the form at <http://ww.hteinc.com/users/golf2004.cfm>, submit it and send payment as indicated on the site. If you have any questions, please call Jack Law, SunGard HTE HUG Golf Coordinator, at 800-727-8088 or email [jlaw@hteinc.com](mailto:jlaw@hteinc.com).

## **KARAOKE NIGHT!**

Do you sing in the shower? Then have we got an event for you - Karaoke Night!! Come join us Monday, May 24 and showcase your talents or just expand your shower repertoire. We promise a fun-filled evening of singing, (some good and some not so good-you be the judge) and general pandemonium. If you're not into singing, then you can pretend to be on The American Idol Show and judge your fellow colleagues on their hidden "talent". Where else can you go for \$5.00 and have a great time? This night always proves to be quite popular for HUG members and has plenty of room for everyone. So, join Jammin' Jon and your friends and colleagues for a night you won't soon forget. Monday, May 24, from

7:30 to 10:30pm right inside The Coronado Springs Resort Hotel. Cost is \$5.00 for entry, snacks provided, drinks are on you. See you there!!!!!!

## **TRAVEL TIPS**

Some air travel tips from the Airport Transportation Authority, Transportation Security Administration, and American Airlines:

- ✓ **Arrive On Time:**  
With checked baggage, suggested arrival time is 90 minutes before takeoff. Generally, security lines are longer during peak travel times; 6:30-9:30 a.m. and 4:30-7:00 p.m., so plan accordingly. This will also help your stress level!!
- ✓ **Know How To Pack:**  
Passengers are allowed one carry-on bag and one personal item (purse, computer, backpack, etc.). In your carry-on, don't pack prohibited items (like scissors, metal nail files, etc.) Check at [www.tsa.gov](http://www.tsa.gov) for list of these items. Keep in mind that security agents will break open locks if they need to, and they aren't liable for damages if it's done for security purposes. If you are easily embarrassed by a stranger seeing your personal items, don't pack them in your carry on! You may be subjected to a hand search of your luggage through the security procedure.
- ✓ **Be Ready At Security:**  
Passengers should have their boarding passes and identification in hand. Also, wear ship-on shoes and pack all metal objects (keys, change, jewelry, etc.) in your carry-on. Finally, laptops must be taken out of cases and coast must come off (suit jackets and blazers are OK at most airports).
- ✓ **HAVE A GREAT FLIGHT!! SEE YOU IN ORLANDO!**