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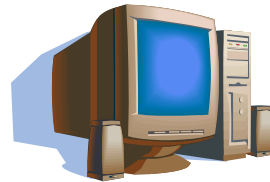
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PRESIDENT'S MESSAGE – SUMMER BOARD MEETING

[Candy Retamoza](#), HUG President

This past August, the National Hug Board of Directors along with representatives from SunGard HTE, L&A Meeting and Management and our audio/visual provider met in Orlando, Florida for our annual summer board Meeting. At that meeting we developed our goals for the coming year and started the planning process for the June 2006 conference. Some of the goals and accomplishments from that annual meeting were:

- Reviewed the previous year's goals and set goals for the coming year
- Created the next fiscal year budget
- Set membership dues at \$195 for the 2005/06 HUG year
- Set the registration fee for members at \$395 for 2006 Conference
- Decided to provide on-line registrations for the Regional Users Group conferences
- Will meet quarterly with the Regional Users Group Presidents
- Committed to improve the Enhancement Request process
 - Will be making improvements to the tracking of CPE units
 - Began review of the potential conference sites for 2009
- Reviewed the membership survey



responses from the 2005 Annual Conference for suggestions on conference content for 2006

These are just the highlights of a few of the topics we discussed and our planned actions for the coming year. The HUG Board is committed to keeping you informed of issues we believe are important to you.

The theme for next year's conference is "Surfing SunGard's Software Solutions". We hope that you will be able to attend a regional conference and or the annual conference to learn more about "surfing" through the many software applications and especially Naviline.

HUG THIS AND RUG THAT

[Dominick Fiorentino](#), HUG Past President

In the past couple of years various newsletter articles have expounded on the definition of HUG vs. RUG and the relationship between the two along with their various differences. So as to not bore you with a complete rehash I would like to give you a quick summary of these topics.

HUG is the International users group made up of all dues paying members from the United States, Canada, and the Caribbean. A RUG (there are seven of them) is made up of HUG members within a general geographical area. The RUG's most important function is to hold a Regional User's Conference (generally on an annual basis) that has as its' main focus, training for the day-to-day users within its' general geographical area. HUG on the other hand focuses on an annual International conference that has a broader appeal. The International conference has as among its' greatest responsibilities the Enhancement Request (ER) process along with providing decision makers and managers from the HUG membership with information

regarding new and innovative products, next release information, and the general direction of a products future.

To help advance the principles of HUG, the HUG Board this past year held quarterly meetings with the RUG Presidents. This is a practice we plan to continue this year as the benefit's from regular, free, and open communication helps us all to have a more united membership for the common good of all. There is a lot more we could say but this gives you a general idea of "HUG This and RUG That".

Regarding the RUG's; the Regional on-line registration process has been launched on the HUG website beginning with registrations for the Northeast RUG conference. The system has been tested by various HUG members and has been found to be a painless and smooth process. We will continue to enhance the website in the future and your comments are welcome as fresh ideas will go a long way in providing the HUG membership with the best website possible. Please visit the various web pages on the HUG website as we continue our goal of keeping you informed of HUG and RUG business.

USER LED AND USER EXPERIENCE SESSIONS

[Robert Girndt](#), HUG President-Elect

There really is nothing better than hearing from other HTE users about their experiences and the tips they can share on how the software works in the "real world" for their agency. So, the HUG Board is soliciting your help to increase the number of user led and user experience sessions at the 2006 International HUG conference at Disney's Coronado Springs.

HTE has generously offered again this year an incentive in challenging the HUG membership to expand the User-Led and User Experience sessions next year to greater heights. You can earn a maintenance credit of \$500 for your agency if you make a presentation at the 2006 conference in Orlando. Just ask any of this past year's presenters how easy it was. I think you will agree that \$500 for two one-hour presentations is some pretty easy money. It can help offset a large part of your conference expense and may afford you the opportunity to go the conference in these tight budget times.

Some of the topics presented the 2005 conference were Intermediate Query

Report Formatting, QRep for NIBRS, Mobile Data Browser, Naviline, Click2Gov,

Work Order Integration, Reconciling Cash Accounts from Cash Receipts to GM, Payroll Processing Overview, Overview of DMS, LookingGlass Dispatch Crimes and Viewer, Procurement Cards, Business License overview, Mobile Flash 3.0, HUG web site.

You can choose from two types of presentations: User Led Sessions or User Experience Sessions. User Led Sessions are presentations made by a user or a panel of users sharing their experience using one or more of HTE's software modules. User Experience Sessions are cooperative presentations made by HTE and a user or a panel of users to share their experience using a particular software module.

Please consider presenting at a user led or user experience session at the 2006 conference the week of June 5-9, 2006. For more information on how you can be a presenter, contact Robert Girndt, HUG President-Elect, at rgirndt@ci.mocivity.tx.us

Let's build on our past success to make the user led or user experience sessions better than ever!

WE'RE RAMPING UP FOR THE 2006 CONFERENCE

[Tino Anthony](#), HUG Member-at-Large

Folks I just wanted to drop you a line to keep you informed as to what's going on with respect to the Enhancement Request (ER) Process and Application Coordinators (ACs). As of October the ER site will be opened for business. Please expect a note from me just before the site opens and periodic reminder notices throughout the period the site remains open. We are expecting the ER process to change with respect to voting, all of the information will be divulged during the RUG conferences and via e-mail shortly. Remember this is your opportunity to make suggestions for the improvement of the SunGard HTE applications you use each day. If you are new to the process you must have a MyHTE account to enter an Enhancement Request. If you do not have one, you may sign up at www.myhte.com or www.sungard.com/hte (click on the MyHTE icon). There are power points available once you get to the ER site designed to help you through the entry process.

On the Application Coordinator front, I will be

**Check out the latest information about HUG at
www.HUGinc.com—it's a great place to visit!**

sending e-mails asking for HUG members to volunteer their time performing the Application Coordinator duties. I will in great detail provide information as to what the AC responsibilities are and how the process

works. My goal is to have a finalized list of ACs by the end of November 2005. Thanks again to all that have volunteered in the past; I look forward to seeing you all in Orlando, Florida next June for our annual HUG conference.

CONFERENCE VOLUNTEERS NEEDED

[Anthony Sorce](#) – HUG Member at Large

It's not too early to think about volunteering for the 2006 HUG international Conference at Disney's Coronado Springs Resort in

Orlando Florida. The HUG Board is seeking volunteers who are willing to devote a small portion of their time during the conference in Orlando in June of 2006. In the past the success of our registration process and conference labs has been directly related to the number and quality of volunteers HUG has received and utilized. Again in 2006 we will rely on these volunteers to ensure these conference processes are as well organized as they have been in the past. At the 2006 conference in Orlando we will be using volunteers to help with registration and serve as lab monitors with the added duty of monitoring and verifying the attendance of individuals whom request CPE credits. If you will be signing up for a lab or labs please think about also signing up to be a lab monitor. We will be sure and schedule you so that you can serve as the monitor for the lab that you have signed up for. If you are not attending any labs please consider helping with the registration process. For those of you who would like to go the extra

mile to assist during the conference please sign up to help with both the labs and registration.

If you are interested in serving as a volunteer, please go to the HUG web site at www.huginc.org, click on "Annual Conference". Click on the Volunteer Request Form under the 2006 Conference information. After you have completed the form, click on the Submit Volunteer Form. If you have any questions or comments please feel free to contact Anthony Sorce (Board Member at Large) at asorce@wpjwa.com or call (412) 243-6237.



Thank you in advance for your participation in this conference task.

ABOUT THE CONFERENCE HOTEL

[Teri Anticevich](#), L&A Meeting and Management Services, Inc.

First, the Coronado Springs is Disney's newest convention facility, located near the Boardwalk, Blizzard Beach water park and the Animal Kingdom. It has a theme depicting urban areas of the Southwest and Mexico and is arranged around a 15-acre

lake offering guest rooms arranged in three themed villages: The Ranchos, Cabanas and Casitas. All guest rooms are comparable in each of the three areas with coffee makers, irons, ironing boards, ceiling fans and wall safes as standard features. The resort has almost 2000 rooms, spread out over a large area, so if you would like to

be in a certain village, you may request it (this doesn't guarantee that you will be in

that area though). Casitas are nearest the convention center; Ranchos and Cabanas are near the large pool and play area. So, check with the reservations agent when you make your reservations.

There are five swimming pools, a children's playground, nature walk, bike rentals, white sand beach, full fitness center, full-service business center, and a game arcade to keep individuals of all ages happy. There is no charge for the fitness center (for guests of Coronado Springs). The center has a cardio/vascular room with treadmills, bikes, and stairmasters; a weight room with free weights and Cybex strength machines;

men's and women's locker room; a sauna and steam room. For restaurants, you can enjoy the festive Pepper Market (featuring a

buffet where food is prepared before your eyes) and a small grocery store, where you can purchase food items; the Maya Grill (their gourmet restaurant); a poolside bar and grill; and Francisco's for hors d'oeuvres and cocktails.

And, when staying at Coronado Springs Resort (as with any Disney hotel), there is complimentary transportation from the Coronado Springs Resort to all locations throughout the Walt Disney World Resort (There is not direct transportation to other Disney resorts and hotels; only to entertainment and amusement parks. You may get to other resorts by going to these venues and transferring buses.) You will also have direct charging privileges (you may charge to your room) at any location in Walt Disney World Resort.

Some great reasons to stay at the HUG host convention hotel, Disney's Coronado Springs Resort! For more information on the resort facilities, please call 407/939-1000. To make your reservations, call 407/939-1020.

MESSAGE FROM SunGard HTE
Ron Goodrow, Executive Vice President

Your HUG Board, several SunGard HTE staff members, and myself have recently completed the planning session for your 2006 HUG conference in Orlando Florida.

While the conference only occurs once a year your board meets at least once a month to discuss issues pertaining to the conference and other issues that allow for the betterments of the entire SunGard HTE customer base.

The upcoming conference will be the 18th conference. As you can see by the articles in this newsletter, your board members are already recruiting for help for next year. This years' HUG Board President, Candy

SAVE THE DATE!!

HTE Users' Group

2006 Conference

June 5—9, 2006

**Disney's Coronado Springs
Resort**

Retamoza, has set the tone for the 2006 conference to be an extraordinary event.

Your HUG boards commitment to quality improvement, sense of fiscal responsibility , and unselfish dedication makes me proud to be associated with such a group. Please join me