

2

See the  
Conference  
Schedule at a  
Glance

3

Your guide to this  
year's Network  
Meetings

4

Meet the Board!

6

Meeker on the  
benefits of a  
Network Group



## Welcome to our 20th Year!

The evening of December 31st I found myself reflecting on how, not that long ago, we all held our collective breath and watched to see if the sun came up on January 1st, 2000. Years of amazing and rapid technological changes and rapid progression of the digital revolution have since passed.

Innovation has made our lives easier, more complex, and not as private as some of us would like. Our homes are smart, our cars are smarter, and some people would say that we have gotten dumber.

New skills are now required in our businesses, a new level of technical knowledge and the ability to bridge the gap between technology and business requirements and processes.

Regardless of the technology, regardless of the products we sell, how much has your business process changed?

We buy products, we sell and deliver products, collect payment, and pay our vendors. What has changed?

Well, margins are getting squeezed. The channels through which we sell our product have gone electronic and, in some cases, global, we need to do more with less people and digital interaction has transformed every aspect of how we operate and how every department functions.

There is a delicate balance between embracing the digital world and maintaining a Human Touch. It isn't just that human interaction with your customers but also with your stakeholders and your network outside of your business.

That is why I feel our annual conference is so vital. All year long we interact through webinars and on our forum, but each year we have a chance to shake hands, renew old friendships, make new friends, and



*Della Coffelt, CSCP  
Chairman of the Board, TUG  
Dir. of System Integrations & Analytics  
Porter Pipe & Supply  
Infor CSD and SX.e GUI User*

go home with knowledge and tools to make our digital life at work better. The conference provides the perfect blend of digital and human experience. **Welcome to fusion at TUG CONNECTS 2025!**

# schedule at a glance

**sunday, april 13**

3 - 6 pm Registration Opens

**monday  
april 14**

7 am - 6:30 pm Registration  
7 am - 8:30 am Breakfast (Griffin Hall, 2nd Floor)  
8 am - Noon Network Meetings  
Noon - 1 pm Lunch (Griffin Hall, 2nd Floor)  
1 pm - 5 pm Network Meetings  
5 - 6:30 pm Solutions Center Opens with Happy Hour

**tuesday  
april 15**

7 am - 6:30 pm Registration Open  
7 am - 8:30 am Breakfast (Griffin Hall, 2nd Floor)  
8 am - 8:45 am Breakout Sessions  
8:45 am - 10:30 am Solutions Center Open  
10:30 - Noon General Session (Solutions Center Closed)  
Noon - 1 pm Lunch (Griffin Hall, 2nd Floor)  
1 pm - 5 pm Breakout Sessions  
1 pm - 6:30 pm Solutions Center Open  
5 pm - 6:30 pm Solutions Center Happy Hour

2

**wednesday  
april 16**

7 am - 6:30 pm Registration Open  
7 am - 8:30 am Breakfast (Griffin Hall, 2nd Floor)  
8 - 9 am Breakout Sessions  
8:45 am - 10:30 am Solutions Center Open  
10:30 - Noon General Session (Solutions Center Closed)  
Noon - 1:00 pm Lunch (Griffin Hall, 2nd Floor)  
1 pm - 5 pm Solutions Center Open  
1:30 pm - 5 pm Breakout Sessions  
6 pm - 10 pm Penultimate Dinner Reception at Bull & Bowl  
Genny White Casino Night & Silent Auction  
Benefitting Team Fox for Parkinson's Research

**thursday  
april 17**

7 am - 5 pm Registration Open  
7am - 9 am Birds of a Feather Breakfast (Griffin Hall, 2nd Floor)  
8:30 am - 11:15 am Solutions Center Open  
9:15 am - Noon Breakout Sessions  
12 pm - 1 pm Lunch (Griffin Hall, 2nd Floor)  
1 pm - 5:30 pm TECH DAY Sessions

**friday  
april 18**

7am - 12 pm Registration Open (2nd Floor)  
7am - 8 am Breakfast (Griffin Hall, 2nd Floor)  
8 am - 12:30 pm TECH DAYS Sessions  
12:30 pm - 1:30 pm Lunch



MONDAY, APRIL 14

# network meetings



SCAN HERE TO LEARN MORE  
ABOUT OUR NETWORK GROUPS!



**WMS / TWL Network**  
8 am to Noon  
JW Grand Ballroom 1



**CSD Network**  
8 am to Noon  
JW Grand Ballroom 2-4



**Products and Pricing Network**  
8 am to Noon  
Room 201/202



**Assembly & Service - ISM Network**  
Three Sessions: 8am to Noon |  
1 pm to 2:45 pm | 3:15 pm to 5 pm  
Room 203



**eCommerce Network**  
9 am to Noon  
Brazos Room



**FACTS Network**  
10:15 am to 2:45 pm  
Room 306



**Reporting & Analytics Network**  
1 pm to 5 pm  
Brazos Room



**Technical CSD/SX.e Network**  
1 pm to 5 pm  
JW Grand Ballroom 2-4



**Inventory Management Group Network**  
1 pm to 5 pm  
Room 201/202



**HVACR Network**  
1 pm to 2:45 pm  
Room 301



**CSDe / M3 Network**  
1 pm to 5 pm  
Room 302



**Project Job Management (PJM)**  
1 pm to 5 pm  
Room 303



**Automotive Network**  
1 pm to 3:45 pm  
Room 305



**Electrical User Group (EUG)**  
1 pm to 2:45 pm  
Room 304



**Finance Network**  
1 pm to 5 pm  
Room 402/403



**Meet the Infor Support Team**  
3:15 pm to 5 pm  
JW Grand Ballroom 1

3



## Fueling Fusion ESPRESSO BAR



**COME BY THE ASW BOOTH**

8:30a-10:30am Tue, Wed, Thur



# meet the board!



**Della Coffelt, CSCP**  
**Chairman of the Board**  
*Director of System Integrations  
& Analytics*  
Porter Pipe & Supply  
**Infor CSD and SX.e GUI User**



**Mel Church**  
**Vice-Chairman of the Board**  
*ERP Director*  
SMC Electric / Southern Supply  
**Infor CSD User**



**Mark Law**  
**Immediate Past Chairman**  
*Group IT Director*  
Hayley Group  
**Infor SX.e User**



**Brad Maguire**  
**Past Chairman**  
*VP of Information Technology*  
American Paper and Twine  
**Infor A+ User**



**David White**  
**Director Emeritus**  
*President*  
Kyana Packaging Solutions  
**Infor CSD User**



**Steve McEnany**  
**Director at Large**  
*Senior Vice President*  
Midwest Wheel Companies  
**Infor CSD User**



**Robin McGuire**  
**Director at Large**  
*Chief Information Officer*  
Reinders  
**Infor CSD User**



**David Church**  
**Director at Large**  
*IT Applications Manager*  
First Supply, LLC  
**Infor CSD User**



**Kyle Dinaut**  
**Director at Large**  
*Purchasing Agent*  
Kerr Controls  
**Infor CSD User**





5

*It's a 'Happy Hour Welcome' in the Solutions Center!*

Join us Monday evening  
as we meet, connect, and  
reconnect with Infor  
users from all areas  
of distribution.

Doors to the fusion  
TUG Connects 2025  
Solutions Center open at  
5 pm. Refreshments, hors  
d'oeuvres, and plenty of  
smiles and laughter await!

*See you there!*





# TUG Networks Help Members Cope with the Fast Pace of Business

From new and emerging technologies to the sudden arrival of tariffs as a dominant priority, the lightning fast speed of business is the best reason to get involved and stay involved with TUG's network groups, says network leader Brandy M. Meeker, Director of Procurement at SMC Electric.

"Probably the biggest thing facing distribution is how fast things change," says Meeker, one of the leaders of TUG's Inventory Management (IMG) Network Group.

6 "When you talk about tariffs, it's fast—here, it's done. Now you have a price increase, and you have to be out fast with the

details" so that customers and vendors can understand and prepare for what's ahead.

*Throughout the conference, the IMG Network will cover topics like managing excess inventory and lead times, vendor management, units of measure, and file maintenance.*

In such a volatile business environment, she added, Job One for any distributor is to "maintain customer service and accuracy and utilize the system the way it needs to be utilized," to make sure the right information gets into the right hands in a timely way.

The IMG network will be hosting four different information sessions during TUG Connects 2025, covering topics like managing excess inventory and lead times, vendor management, units of measure, and file maintenance. One of the sessions will feature distribution strategy veteran Grant

Howard, principal of The Grant Howard company, a perennial favorite at TUG conferences and webinars.

"As the year moves on, distributors will be looking at how to keep inventories accurate and how to use the system," Meeker says. "We'll have new users and changing personnel in our companies, and they may not know how to deliver the right inventory at the right time."

So "if you work in inventory management, get involved," she urges. "Even if you're just listening as a participant in our monthly meetings, anything is helpful. You might hear something that you take away with you, or bring up something that nobody else has thought of."



**Brandy Meeker,**  
IMG Network Leader  
(Inventory Management  
Network Group)

INTEGRATES TO CLOUDSUITE DISTRIBUTION

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FOR SMARTER, EASIER COMMISSION MANAGEMENT

- Automatic calculations result in significant time savings
- Strategically plan and manage sales and incentive plans
- Give sales reps easy access to real-time reports

CASE STUDY BREAKOUT SESSION

Wed. April 16 at 8 am  
Hear Martin Supply's Success Story  
Or visit us at Booth #34



[INCENTVIZ.SINGLESRC.COM](http://INCENTVIZ.SINGLESRC.COM)



"CALCULATING  
COMMISSIONS USED TO  
TAKE ME DAYS. NOW,  
IT'S ONE CLICK"





# It's our Penultimate Night Reception!

## 3 Levels of Entertainment for 1 Night of Penultimate Fun!

It's all happening **WEDNESDAY EVENING** from **6 pm - 10 pm!** Join us as we experience Austin Nightlife! We'll take a short ride to the iconic **Bull & Bowl** where we've reserved ALL 3 LEVELS just for TUG!

**1st Floor:** Try your luck on the **Mechanical Bull**, impress your friends with your **Duckpin Bowling** or **Billiard** skills, then warm up for 3rd floor entertainment in the **Karaoke practice room!** (Oh yes, and there's a **bar**).

**2nd Floor:** Test out your best poker face for a very worthy cause! Great prizes are yours for the win in our **Casino Night** —a thrilling event benefitting our **Genny White fundraiser with Team Fox for Parkinson's Research**. Stay tuned for more details on bidding, playing, and giving back! (Oh yes, and there's a **bar**).

**3rd Floor:** The hors d'oeuvres passed around on the first two floors are just a teaser for what awaits on third. Enjoy a **sumptuous buffet dinner** on the rooftop overlooking the Austin skyline. The **Live entertainment** is not just for **dancing**; bring those warmed-up vocal chords from the first-floor practice room and make the **karaoke** stage your own! (Oh yes, and there's a **bar**).

**Transportation:** Follow the signs for shuttles from both the JW Marriott and the Fairmont. And **BE SURE TO BRING YOUR WRISTBAND**. *There's no admittance without it!* (Replacement bands are \$125 each).

Scan below & give directly to TEAM FOX for Parkinson's Research in honor of Genny White



# floorplans



- LEVEL 2**
- Breakfast
  - Lunch
  - Breakouts



- LEVEL 3**
- Solutions Center\*
  - Breaks
  - Happy Hour
  - Breakouts

*\* Partner locations in the Solutions Center can be found in the PheedLoop Go! app*



- LEVEL 4**
- Registration
  - General Sessions
  - Breakouts