

SNUG Newsletter

Summer 2025 - Update 8/28/25

Hello Northwest Flex Users,

Spillman (now Flex) customers in Washington have been meeting to share ideas, concerns, tricks and tips, training, and using their combined voice to help direct development of the software and draw attention to our unique needs since the early 1990's. We invite you to participate in the Spillman Northwest User Group (SNUG) if your agency is in Washington, Oregon, Idaho, Montana, or Alaska. Get on the email list! Come to our biannual (Spring and Fall) 2-day meetings and trainings! Receive the benefits of participating with your peers from across the region as many of us have already been doing!

Our user group officers as of 8/15/2025 are as follows:

President - Andy Malchert @ Grays Harbor 911
Vice-president - Nate Kunishige @ Lewis County
Secretary - Beverly Crawford @ Kootenai County SO
Treasurer - Jennifer Wheeler @ Longview PD
Event Coordinator - Jacoba Gage @ Skagit County SO

2025 SNUG Officer Elections

Spillman/Flex Northwest User Group (SNUG) board of directors officers are elected by the SNUG membership. Each board position shall have a regular term of office of 2 years, beginning on January 1st of the first year and ending on December 31st of the second year. The President, Secretary, and Treasurer are elected in even years, and the Vice President and Event Coordinator are elected in odd years.

The two positions that are up for election are Vice-president and Event Coordinator.

Voting will be conducted online using the following link:

https://docs.google.com/forms/d/e/1FAIpQLSeR43kZIsXm23_ajGGkFyg-L7bFNAHYbfZDzrCMdAbI9cD96A/viewform?usp=dialog

Each SNUG member agency gets one vote. If multiple votes for a single agency are submitted, the first vote submitted for that agency is the one that is counted. SNUG Secretary Beverly Crawford has temporarily been appointed Election Administrator.

The voting is open from 8/15/25 through 8/29/25, after which the Election Administrator will count the votes and distribute the results to the entire SNUG membership. Newly elected board members will take office on January 1st of the upcoming year (2026).

Sign up for SNUG Emails

Send an email to flexusersgroup@gmail.com with your name, agency, and position held requesting to be added to the SNUG email list. We only send emails out about once a month or so, so don't expect us to fill your Inbox with unnecessary correspondence!

SNUG Website

The SNUGonline.net Web page is where we post user group information, including conference agendas, registration and hotel links, and newsletters. Visit often to get the updates on upcoming events and the latest info.

Fall 2025 Joint SNUG/IFLEX Conference

When: October 21st and 22nd, 2025

Where: Northern Quest Resort and Casino

100 N Hayford Rd, Airway Heights, WA 99001

877-871-6772

It's recommended that you call the Northern Quest Resort to make your reservation. Their number is 877-871-6772. Please request the SNUG Spillman Northwest Users Group rate or you may use the booking ID number 32850 to receive the rate. Cancellations prior to 72 hours before arrival are required for a refund or credit for future stay.

Guest room rates are subject to a \$2.00 per room night Tourism Promotion Assessment (TPA), and 9.1% lodging fee. Room rates quoted are for single or double occupancy. Additional persons in the room (up to 4 persons) will be at the rate of \$10.00 per person, per night.

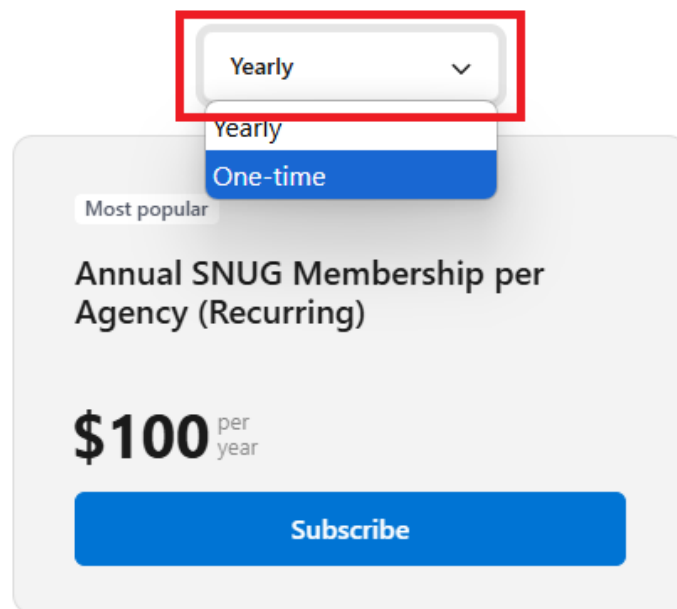
- We are planning for this to be a joint SNUG and IFLEX (Idaho Flex User Group) conference with breakout rooms for region-specific content (like StateLink).
- **Register for the Fall SNUG Event at snugonline.net – This is to help us gauge if our facility will be big enough and if we need to adjust the size of the conference room. It also provides us a way to give you pre-printed name tags and lanyards. * We will always welcome walk-in (unregistered) attendees.**
- A draft agenda will be posted to the snugonline.net Web site soon so you will have it if you need it to ask for training and travel approval.
- We will also be providing a link to the book rooms at Northern Quest Resort and Casino with the rate negotiated by the user group.

We are going to stream the conference using Zoom. We will share the link to the Zoom conference on the snugonline.net Web page as the conference approaches.

Paying for SNUG Dues Online

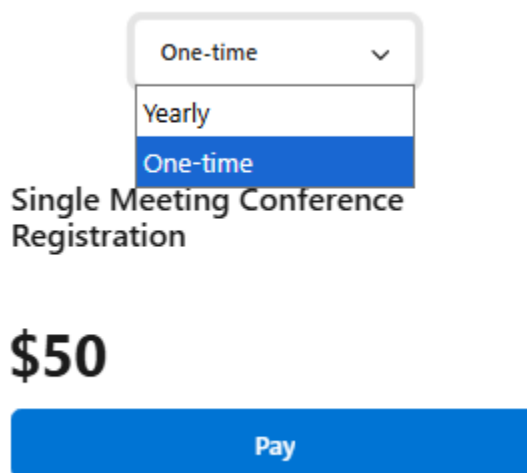
For those of you who are already SNUG members, we keep the SNUG conferences going through voluntary membership dues of \$100 per year per participating agency. You can pay online at snugonline.net or request an invoice from our Treasurer, Jennifer Wheeler by emailing said request to flexusersgroup@gmail.com.

If you do pay your membership dues online, make sure you pay attention to the selection box for Yearly recurring payments -OR- One-time payment. Then click the Subscribe button to start entering payment information.



A screenshot of a web form for SNUG membership. At the top, a dropdown menu is open, showing 'Yearly' as the selected option, with 'One-time' as an alternative. The dropdown is highlighted with a red rectangle. Below the menu, the text 'Most popular' is visible. The main heading is 'Annual SNUG Membership per Agency (Recurring)'. The price is displayed as '\$100 per year'. At the bottom, there is a blue button labeled 'Subscribe'.

For Agencies that may be attending **one** conference. Please use the option for a one-time \$50 registration fee to help cover the cost of the conference for any number of attendees from your agency.



A screenshot of a web form for single meeting conference registration. A dropdown menu is open, showing 'One-time' as the selected option, with 'Yearly' as an alternative. Below the menu, the text 'Single Meeting Conference Registration' is visible. The price is displayed as '\$50'. At the bottom, there is a blue button labeled 'Pay'.

Motorola Account Rep Contact Information

Motorola Technical support: 1-800-MSI-HELP (800-674-4357)

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Upcoming Events

Spring 2026 SNUG Conference

Tentatively March 24th and 25th, 2026

Hampton Inn Vancouver

315 SE Olympia Drive

Vancouver, Washington 98684 USA

360-891-3000

Do you have questions, feedback, or concerns? Please don't hesitate to bring them to the attention of any SNUG officer at the conference or email flexusergroup@gmail.com. We will get back to you as soon as possible.

I hope you stay cool and safe this Summer!

Andy Malchert

SNUG President