

FALL

2013

United Systems Technology, Inc.

JUSTInfo



A Note from our General Manager

As most of you know by now we have had some changes recently at **USTI**. Tom Gibbs announced in April at the Users Conference in Dallas that he would be retiring in September of this year on his 65th birthday. We had been planning for Tom's departure for several months prior to his announcement. Well, as planning sometimes go, that plan changed. In July **USTI** was sold to StarDyne Technologies, Inc. located in Kelowna, British Columbia. This was not an easy decision for us to make as we have spent over 20 years creating and growing the business. I am confident that we made the right decision for our customers and employees as **USTI** has strengthened its position in the market through the ability to access and leverage the strengths and resources of StarDyne.

What does this mean for you? You will see no difference in **USTI** as a result of the sale. We have been planning for Tom's departure for several months and the sale allowed Tom to start his retirement a few months early. I will assume the role of General Manager. All the other **USTI** employees will continue to do the jobs they have always done and **USTI** will run essentially the same as it has in the past. We will continue to offer the current products and services going forward. We have a great product in **asyst**; one that has all the features needed by our customer base, and we have **asyst^{OL}** which we believe will become a significant product in the marketplace going forward. Most important, StarDyne maintains a similar view to the importance of customer service and satisfaction that has always been a priority of **USTI**. We understand and practice daily, the art and science of keeping our customers happy.

We are all excited to be moving on to the next chapter at **USTI**. Now that summer is over and kids are back in school this is a good time to look at your operation and see how **USTI** can help you make your job easier and save money on budgets and resources at the same time. Changes are never easy but changes are good. Take a look at the **eCommerce** solutions that **USTI** has to offer to you. They are inexpensive but can save you a significant amount of time.

Call or email me if you have any questions or concerns related to the changes at **USTI**.

- Randy McGee, General Manager



Customer Spotlight on Gurley, NE

Leigh Niekum
Village Clerk

Give us a brief history of Gurley:

The Village of Gurley celebrated their 100th year anniversary this summer. A Board of Trustees represented by 5 community members manages the Village. We service approximately 115 accounts with water, electricity, trash, and sewer. We currently bill on a flat fee basis since we do not have meters. A full-time maintenance person and a part-time office clerk handle all village services and monthly billing/disconnects.

How easy was it to implement asyst^{OL}?

It was extremely easy. Once we decided on **USTI** billing software, we submitted the check and were up and running within a few days. Training and Customer Service representative, Sandy, was very helpful and fun. She walked us through the process in a logical manner and was very patient answering all our questions. The "log a call" option to place service calls is fantastic and they are very prompt in assisting with all problems. The ability for the technicians to remote into our system has been a huge asset in troubleshooting issues. Since we do not have regular office hours, it has been a simple and easy way to place a service call and have an answer that is convenient for us.

How has asyst^{OL} helped your daily operations?

This software has simplified our process. Everything is tied up in one easy process. There are checks and balances that we didn't have in place prior.

What information do you feel might be helpful to other asyst^{OL} customers?

Don't hesitate to utilize the customer service and service technicians. They provide some of the best service around and are very prompt!

Gurley, NE was one of the first wave of clients that are successfully billing with **asyst^{OL}.UtilityBilling**. The Cloud version of utility billing allows you to access your utility data from any web browser. You have access to your data from any location at any time. We have over 6 clients that are successfully billing with **asyst^{OL}** and we are adding new customers daily. We just recently released **asyst^{OL}** for the General Ledger and Accounts Payable.

Thank you for speaking with me!

- Becky Boeh, Customer Account Representative

April 9-11 2014
UserForum Dallas

GENERAL INFORMATION

New Employees

USTI would like to announce the addition of 2 new employees!



Scotty Thomas
Sales

Scotty is from a small town outside of Little Rock, Arkansas called Maumelle. He graduated from Florida State University and during his time there, he was a cheerleader. His life after college involved playing arena football for 2 ½ years. He also became a Body Builder specializing in strength, conditioning, and sport nutrition. Scotty became a Pro-MMA fighter & instructor for 9 years while working in the Investment Banking & Copier industry. He is an avid outdoors man who loves to fish & hunt, while maintaining his “small town guy” image, never forgetting the little town he grew up in. Scotty was really excited to join the *USTI* family since his move to Dallas.

- Editor

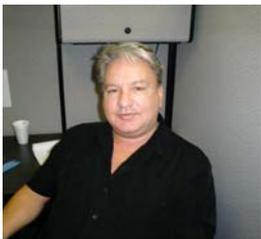


Spotlight on
Sandy Willoughby
Customer Support

Sandy is a graduate of Berea College in Berea, KY with a BA in Mathematics. She has been working in the customer support area since 1994 and with *USTI* since 2006. Sandy is very active in her church and loves to spend time with her family. She does not have any kids of her own, but she teaches Sunday school for 1st and 2nd graders, so she gets to put her love of children to good use. Sandy has a niece and nephew that she loves to spoil, and then sends them home to their parents. Her hobbies include reading, cross stitching and sewing.

Congratulations Sandy on being this Quarter's Spotlight for Customer Support!

- Editor



James Riddle
Sales

James grew up in Spencer, OK which is a suburb of Oklahoma City. He graduated from the University of Oklahoma. His major was Management Information Systems. James devoted approximately 10 years to the Information Technology industry working as a business analyst. He worked on various projects including Local Area Network implementations, Intranet development and implementations, ERP implementations, as well as application development using PowerBuilder. James has combined his technical skills with his people skills and is now employed by *USTI* as a Regional Sales Manager. In his free time, James enjoys traveling, spending time outdoors, reading technical manuals, watching Star Wars movies (all of them), and spending time with his three children. He is looking forward to providing solutions to municipalities and building relationships with people working in the government sector.

- Editor

Commercial Accounting vs. True Fund Accounting Software



vs.

asyst

How much time is your organization spending trying to force an accounting system designed for a small business run your organization? If you find yourself having to set up different companies in Quick Books to track your funds then you are spending too much time. If you also find yourself having to send vendors multiple checks because you can't issue one check coming out of multiple funds you are doubling and sometimes tripling your work. With **asyst:General Ledger** and **asyst:Accounts Payable** you can easily track all funds in one integrated database. **asyst:General Ledger** is tightly integrated with **asyst:Utility Billing** so you can eliminate all of those journal entries. You have the ability to drill down to the source and see the detail transactions coming in from all areas. In addition, your organization will have tight budget controls to know when you have accounts that are about to go over budget. If you would like to attend a **FREE Webinar**, please email lisa.bush@usti.us or call (800) 456 8784 EXT 3401.

- Lisa Bush, Director of Sales and Marketing

Welcome Aboard!

Dallas UserForum Mark your Calendar

April 9th – April 11th 2014

Make plans to join us April 9th and 11th in Dallas for the 30th Annual 2014 UserForum. Based on popular demand we have increased the number of round table sessions. We will have round table sessions available on most of the modules. There will be classes for new users to **asyst** and the advanced users as well. We feel confident you will leave Dallas with a better understanding of the **asyst** applications. The Technology Suite will be available and staffed with customer support representatives for your specific questions. The Technology Suite will also give you a chance to have hands on any module that you might want to learn more about. Packets will be mailed out in February 2014. If you do not receive your packet, you can email becky.boeh@usti.us to receive the registration information.

We look forward to seeing you in Dallas in 2014!!

USTI Support Online



Support On-Line is a tool that will allow you to accomplish many tasks by hitting one convenient website. Listed below are some of the key benefits of using **USTI** Support On-Line:

- Read Frequently Asked Questions – you can easily get the answer to many questions that you may not know the answer.
- Log a Call – Allows you to log a call into the support system 24 hours a day, as well as give a detailed description of the issue to the Support department.
- Get an update – updates can quickly and easily be downloaded on your schedule.
- Get my custom – custom modifications can be downloaded instantly.
- Upload Files – files can be uploaded quickly so that support representatives can review your data. You no longer have to drop a copy of your files in the mail.
- Order Forms – you can place an order for forms 24 hours a day.
- Change Password – you can easily change your password on-line.
- **asyst** Serial Numbers – **asyst** serial numbers can be downloaded for the modules that you have licensed.
Update My Account – keep your email address up to date so that you do not miss important update announcements or miss the opportunity to respond to the helpline surveys that are issued after every support call is closed.

The website is www.usti.us. The next step is to access Support On-Line and start selecting the above options. If you need help the first time around feel free to call support for assistance @ (800) 456-8784.

- David Entekin, Helpline Manager

FREE Online Training Videos

USTI offers Free online training videos 24/7. You can access them from any computer, even if it does not have **asyst**, any time, any where. We offer videos on General Ledger, Accounts Payable, Cash Receipts, Utility Billing, Administration, and Year End. They cover the setup and basic operations of these modules. To access the videos, go to www.usti.us and click on Support. Sign-in or register and it will take you to the Support On-Line page. On the left hand side of the screen, you will see Video Training at the bottom of the menu list. Click on that and you will be able to choose which video you would like to see. These videos are great for beginner users, for new staff, and even as a refresher for our veteran users. If you have any questions on these videos, log a support call by calling (800) 456-8784.

- Editor

asyst:eCheck

Tired of hand writing checks? Then it is time to add one of our newest modules - **asyst:eCheck**. It is easy to use once set up. All you have to do is update the vendor record with the direct deposit information, and **asyst** will create a file with the direct payment option for that vendor and you just submit it to the bank. The cost of postage, forms, labor and toner go away with the **asyst:eCheck** option. The vendors are thrilled because they get their money faster, an email letting them know they have a new payment, and they don't have to drive to the bank. This eCommerce option helps you save money and keep North America a little greener! For more information, please call Becky @ (800) 456-8784 ext. 3406 or email me becky.boeh@usti.us!

- Becky Boeh, Customer Account Representative

Remote Update Service

Want to assure that your products remain up to date with the latest releases?

We know you are busy and would prefer not to load the updates, but we also know that you want to make sure that you keep getting all of the new features. Here is how it works. You get to decide on the frequency (Weekly, Monthly, Semi-monthly or Quarterly). If you have your software on more than one server, you will need to have Automated Update From Master (AUFM) installed on each workstation. You can set this up yourself or have **USTI** set this up for you for \$150. By implementing AUFM, all of your workstations will remain up to date with the master copy without having to do anything. This will also benefit you down the road when we release the new update that allows the master to get updated automatically from the web. Once you sign up for the service, a service representative will contact you to set up a convenient time for your organization to load your updates. We take it from there. The pricing is a flat fee based on the number of products you have licensed. If you would like to learn more about this service and the pricing, click on the link <http://www.asyst32.com>, or you may call Becky @ (800) 456-8784 x.3406, or email me @ becky.boeh@usti.us.

- Becky Boeh, Customer Account Representative

NORTHERN EXPOSURE



Customer Spotlight on Townships of Head, Clara, and Maria, ON

Noella Lebreton
Treasurer/Deputy Clerk

Give us a brief history of Head, Clara, and Maria?

Incorporated January 1st of 1878, the Municipality of the United Townships of Head, Clara & Maria is located on the westernmost border of Renfrew County in the Ottawa Valley. Our municipality consists of the four hamlets of Deux Rivieres, Bissett Creek, Stonecliffe and Mackey and are located 2 hours and 20 minutes west of Ottawa and 1 hour east of North Bay. Our municipality runs along 60 kilometers of Trans Canada Highway 17 and is bordered by the Ottawa River on the north and Algonquin Park on the south. Our area is scattered with clean, clear lakes and rivers, which provide a myriad of opportunities for the outdoor enthusiast. Whether you want to go hiking, swimming, bird watching, fishing, hunting, boating or water-skiing; lie on the beach; camp in a tipi, tent or trailer or treat yourself to a massage at our local spa, you'll find it in Head, Clara & Maria "A NATURAL PLAYGROUND".

How easy was it to implement **asyst**?

I truly enjoyed implementing **asyst**. I found the video training on the **USTI** support online very useful for most of the modules and what was not online I was able to get assistance from the support staff at **USTI**, who by the way are great.

How has **asyst** helped your daily operations?

The **asyst** program has saved me a lot of time. I no longer have to perform double entries. Before, I had two different systems, one for the property taxes (General Government) which was with **asyst** software and one for the financial accounting with another company. It has made my daily operations more efficient allowing me to put the time saved where needed. Another option, I can now keep track of staff vacation, sick & personal days. I like the fact that attachments can be scanned in the employees' files right in the system. When posting, I have the option of either posting directly to the general ledger or go to the journal entries where I can review my entries to ensure that all is ok & then post to the general ledger. Cash receipts are great... all the property tax & accounts receivables payments are all in one module instead of being in two different ones... easier to keep track of rather than switching back and forth between modules.

What information do you feel might be helpful to other **asyst** customers?

asyst software is a great software and user friendly once you get the hang of it. The support that is provided by **USTI** staff is excellent. PLEASE remember that when you are having issues with your system that you will not find a software program that will be 100% error free, therefore have patience and log in a support call by phone or online, I will guarantee that you will get the support and the error will be resolved efficiently and in a professional manner.

Thank you Noella for taking the time to talk with me.

- Paulette Delaney, Regional Account Manager- Eastern Canada

Save the Dates in 2013



The 2013 Manitoba Municipal Users Group Conference will be held this year on October 3rd and 4th at the Canad Inn in Portage la Prairie, MB.



UserForum 2013 is October 17th-18th
at the Lamplighter Inn London, ON

Registration packets have been emailed. If you did not receive the email, please contact Becky Boeh at becky.boeh@usti.ca.

Is my new hardware compatible with **asyst**?

asyst is compatible with both Windows 7 and Windows 8. It can also be run on either the 32-bit or 64-bit versions of both operating systems. **asyst** can also co-exist with Office 2010 and Office 2013. One caveat that must be taken into consideration is the versions of Windows and Office that are installed throughout your organization. If you are going to use the "Update From Master" process, the "Master" computer must be running the lowest common denominator of both Windows and Office. For instance, if you have some workstations running 32-bit versions of Windows and others running 64-bit versions, the "Master" workstation must be running a 32-bit version of Windows. If you have multiple versions of Office in use, the "Master" workstation must be running the oldest version.

**- Tom Reimer, Director of Product Development
and Programming**

The United States Offices Will be Closed the Following Days:

New Years Day	Tuesday	01/01/13
Memorial Day	Monday	05/27/13
Independence Day	Thursday	07/04/13
Labor Day	Monday	09/02/13
Thanksgiving	Thursday	11/28/13
Post-Thanksgiving	Friday	11/29/13
Christmas Eve	Tuesday	12/24/13
Christmas	Wednesday	12/25/13

The Canada Offices Will be Closed the Following Days:

New Years Day	Tuesday	01/01/13
Family Day	Monday	02/18/13
Good Friday	Friday	03/29/13
Victoria Day	Monday	05/20/13
Canada Day	Mondy	07/01/13
Civic Holiday	Monday	08/05/13
Labour Day	Monday	09/02/13
Thanksgiving	Monday	10/14/13
Christmas	Wednesday	12/25/13
Boxing Day	Thursday	12/26/13

Training Schedule For 2013 in Dallas, TX

Schedule is subject to Change

January	No classes
February	18-22
March	18-22
April	22-26
May	14-18
June	17-21
July	15-19
August	19-23
September	09-13
October	21-25

**To make arrangements
for training:**

**Contact
Donetta Fleming
800.456.8784 ext.3433**

Monday – Tuesday

Utility Billing, Service Orders, Budget Billing, Meter Management, Bank Draft, Handheld, and Cash Receipts.

Wednesday-Thursday

General Ledger, Accounts Payable, Purchase Orders, Cash Receipts, Fixed Assets, Account Receivable, Budget Xlence, Report Xlence, Cash Control, and Project Accounting.

Friday

Payroll

**Log your call right from within asyst
Try it, what are you waiting for?**

Did you know you can log a call right from within **asyst**? The system will automatically prompt you to log a HELPLINE call if you encounter an unexpected error in any of the **asyst** applications. This feature inserts the error number and message into the Log a HELPLINE Call form including the menu and option where the error occurred. No more having to jot down the error or answer “no” to the infamous “Do you remember exactly what the error message said?” question from the Customer Support Rep. Please Note that an active internet connection is required to utilize these features.

- David Entrekin, Helpline Manager

**Need immediate support?
Use Chat Support!**

To use the Chat Support, simply log into [support online](http://support.unitedsystem.com) and select the “Get Help Now!” option located on the Left hand Menu Bar. If there are not currently any Chat Support reps available you will see a “Request Call Back” option instead of the “Get Help Now!” option.

Once you have selected the “Get Help Now!” option you will be able to list your problem/question, contact info (in case we get disconnected), and send the request.

If you have any questions about this support feature, please let Customer Support know.

[http://support.unitedsystem.com/](http://support.unitedsystem.com)

- David Entrekin, Helpline Manager

Comments to the Editor:
Email address changes:
becky.boeh@usti.us