President's Letter

Spring has been particularly cool and wet here in Lexington, KY. It's made our decision to cut back to a single residence (instead of splitting our time between the Florida Keys and The Bluegrass of Kentucky) a bit more taxing than it might have been if the weather had been better. This experience, downsizing as it is often called, brings a business message to mind and I'd like to share it with you.

Simplifying is anything but simple. We know that once we get rid of all the stuff we've accumulated up North (we have to, as we've accumulated too much down South already and have no room to keep it), sell off things that we no longer use, give away stuff to the kids and Goodwill and so on, that life will be simpler. We won't have to worry about what's going wrong with the house we're not in at the time and we won't have to pay all that extra insurance, taxes, mortgage interest, repairs, lawn maintenance, and so on. It will really, truly, be much simpler (and a sight less expensive).

But, getting to simple is hard work. We've accumulated a lot of stuff in 27 years of multiple homes and farms in Kentucky. We had it all not so neatly stuffed in the basement, two floors, and an attic in this 106 year old place we've called home for the last 8 years. We've lugged all sorts of stuff from both the attic and basement (much I wonder why we ever had). We've given away antiques to kids and friends. I've sold all my woodworking tools (I was sure I'd use them more in retirement, but there's no way to store them now so we can find out). We've parted with kid's trophies, lots of clothes we hadn't worn in years, unorganized photos by the pound. We've used every weekend and most early mornings and late nights for over a month in sorting and discarding and selling and so on.

It's the same way in business, or any organization. Getting to simple is a lot like rolling a big, heavy ball up a steep incline. Until you get to the top and to the flat plateau, its hard work. But, once you get to a level surface, the ball rolls with ease. Those opportunities to find a plateau that will make your life easier are the ones you should always be looking for. Before you get there you may question your sanity, but if there is a flat spot after your steep incline, the ease with which things work after you get there will more than reward you for all the effort you put in.

Tomorrow, for us, we start to get the reward. Closing, and our new flat spot, is at 10:00am.

Q & A WITH PLATTE, SD

Platte, SD was originally a Quest user and converted to asyst.

JustInfo Editor interviews <u>Nicole Westerhuis,</u> Finance Officer since 1998.

Can you share some history of the city with us?
"Platte has a population of 1,367 and is located in south central South Dakota, only 15 miles east of Lake Francis Case, a reservoir of the Missouri River. Platte originated during the summer of 1900 after it was selected by the railroad to be the terminus of the line. Platte was named after Platte Creek, which was named for Bernard Pratte, an early fur trader. The last name Pratte was mistakenly transcribed on the map as Platte, and so it is known today. Platte attracts a lot of recreational traffic, due to the very good fishing in the summer (or even ice fishing in winter), and hunting (pheasant and deer) in the fall/winter."

When did Platte start using computers?
"The city started using computers for bookkeeping around 1992."

How was it to implement asyst from Quest?
"I changed from the DOS version of Quest to the Windows version of asyst after working for the city only one year. Given the inherent complexity of fund accounting, this was a fairly easy implementation. And the Windows version was much easier to operate than the old DOS version."

How has asyst helped with your daily operations?
"I cannot imagine doing accounts payable or payroll by hand. The automated process is not complicated and is fast, freeing up my time for other projects."

What other information do you feel might be interesting or helpful to other customers?
"I find it very helpful to enter AP invoices prior to the council meeting; then run the Council Approval Report to give to the council for approval at the meeting. I can even email the same report to the newspaper with the Minutes, so I don't have to retype the same information!"

Can you tell us something about yourself?
"My husband and I were high school sweethearts who grew up in Platte, left for college and moved back when I started working for the city. We have 3 children; Michael, Connor and Jaeci who are the light of our lives."

Thank you, Nicole for sharing some great Info with us!

General Information

Dave Edgar
Canadian Sales

Dave, Julie and Abby

Dave Edgar joined the USTI sales team in the Canadian Office. Dave has been in sales since 1987, most of that time selling information technology solutions.

Dave's hometown is Ottawa, Ontario; He has lived in London since 1998. Dave and his wife Julie have been married 15 years. Both have family living is the States, in Detroit, Michigan as well as throughout California and Nevada. They adopted Abby from China in May 2003. She just turned 3 years old May 2nd. They also share the house with two Golden Retrievers and a cat.

Dave's family enjoys traveling, with future trips back to China planned in 2006 and 2009. When Dave is not with the family you will find him on the golf course.

asyst:Meter Management-Now Available!

asyst:Meter Management allows you to maintain a complete database of purchased, installed and in stock meters. It interfaces seamlessly with **asyst:Utility Billing** to provide easy lookup of meters from the meter database and linkage of those meters with associated services at a location. It provides a complete meter history as well as meter testing results. If you would like to learn more about this module please contact Rebecca Smallpage at toll-free 866-493-8784 or email Rebecca at rebecca.smallpage@usti.us.

Support Team Spotlight
David Entrekin

This newsletter edition features David in Customer Support. David has been employed with USTI since July of 1998. David has worked in software for over 10 years. He is a native Texan; born and raised in Irving.

David and his wife Denise have three little boys, ages 12, 4, and 3. David's oldest son Chris was recently the only student in his school awarded the Presidential Academic Excellence Award. David and Denise are very proud parents.

David and his family enjoy camping at state parks and auto racing. David is a HUGE NASCAR fan. When not at an auto racing event David is helping his father build his retirement home in Oklahoma.

asyst:Municipal Court

The new **asyst:Municipal Court** has been installed in over 40 locations in North America. This is a great start considering the first release was shipped December 20, 2004. USTI would like to thank our BETA accounts and early installations for working hard to make this a successful product launch. We have delivered over 11 new enhancements since the original BETA release. In addition, we have delivered a new module for Texas that will reduce the manual entry of placing holds on license renewals by automatically interfacing to the OMNI system. The courts that have gone live have benefited from the automatic fee/fine calculation, letter generation, monthly statistics and integration of fees/fines to the **asyst:General Ledger**. If you would like to learn more about this new exciting edition to the **asyst** family feel free to visit our website at www.asyst32.com or call Rebecca Smallpage to schedule an on-line demo at (866) 493-8784.

Northern Exposure

"Microsoft Windows AntiSpyware (Beta) is a security technology that helps protect Windows users from spyware and other potentially unwanted software. Known spyware on your PC can be detected and removed. This helps reduce negative effects caused by spyware, including slow PC performance, annoying pop-up ads, unwanted changes to Internet settings, and unauthorized use of your private information. Continuous protection improves Internet browsing safety by guarding more than 50 ways spyware can enter your PC. Participants in the worldwide SpyNetT community play a key role in determining which suspicious programs are classified as spyware. Microsoft researchers quickly develop methods to counteract these threats, and updates are automatically downloaded to your PC so you stay up to date."

In addition to downloading the software, Microsoft will determine if your OS is properly licensed. You do have a choice to skip this part of the download by choosing " No, do not validate Windows at this time, but take me to the download."

Please remember that this is a beta software and that USTI does not support or guarantee use of this software.

For more information on spyware, virus detection and removal please email   mike.patrick@usti.ca.

Mike Patrick
USTI Canada
Brandon, Manitoba, Canada

USTI Canada and Versus Business Forms will be offering Tax Bills, Arrears Notices and Envelopes for your 2005 tax billing again this year. You will receive an order form via email in October and the forms will be delivered in January 2006. If you need additional information please contact Randy McGee at (800) 456-8784 x1211 or email at randy.mcgee@usti.ca.

Canadian Corner

Manitoba User Group Update

The 4th annual Manitoba Users Group was a huge success. There were over 65 attendees for the two day conference in Portage La Prairie. There were 12 clients from Western Ontario that attended the conference and we have received notice that several clients from British Columbia are making plans to attend next year. Marion Grogan, CAO Winnipeg Beach, Jo Ann King, CAO of Gimli and Rhonda Stewart, CAO of Virden did a fabulous job planning and running the two day conference. The dates have already been set for 2006.. The conference will be held again at the Canad Inn in Portage La Prairie June 1 and June 2, 2006.

asyst:Machine Time Module – Soon to be released!

USTI is pleased to announce that a new module will be released in the third quarter of 2005 that will allow clients to track the cost of machinery through payroll data entry. The new module will provide the set up machine costs that will be available for all employees that use certain machines. The employee's time will be entered through normal payroll changes in the **asyst:Payroll** module and costs will be automatically calculated based on the rates that have been set up in the configuration table for each specific machine.   The new module will interface with the **asyst:General Ledger** and also with the **asyst:Payroll** module. If you are interested in learning more about this module please contact Lisa Bush at (866) 700-8784 or send an email to lisa.bush@usti.ca.

London, Ontario Annual UserForum 2005
 Mark your calendar now for the 2005 Annual UserForum in London, Ontario at the Lamplighter Inn. The UserForum will start Wednesday Nov. 2 with a reception from 6:00 – 8:00pm.   The classes will start Thursday, November 3rd at 8:00am and will end Friday, November 4th at noon. We have added several new technical sessions so that you can manage the threats of spyware and also new beginner and advanced classes for the growing **asyst** users. Feel free to drop me an email at lisa.bush@usti.ca if you would like to add any suggestions for new classes this year. Casino Night is back by popular demand for the Thursday Night event and we will also be crowning the first USTI UserForum Texas Holdem Champion. Registration packets will be emailed and mailed out in early July.

asyst CD Image Available on Support On-Line

As of the end of April, the **asyst** CD image is available on Support On-Line under the Administrator Updates section. No more waiting for a CD to be sent via snail mail or overnight courier...and, forget the handling fee. Download it at your leisure and run that Repair Installation that you and your Support Rep discussed.

In order to reduce the size of the download, only the USTI **asyst** files are included in the image. Therefore, the CD image should only be used to run Repair Installations on workstations that already have **asyst** installed. If a new workstation is brought on-line, **asyst** should be installed from the original CD and then brought up-to-date with a Repair Install from the CD image off of the web. This will allow any older Microsoft files to be updated and the Access Run-time, which **asyst** needs to run, to be correctly installed.

At this time, the size of the CD image is approximately 184MB. So, you can see that as part of your normal operations, you will be much better off downloading a few 1MB updates instead of the entire CD. But, if you are instructed by a Support Rep to run a Repair Installation, the file is only a click away.

Hold the Date
Dallas 2006 UserForum

Go ahead and mark your calendars now for the 2006 Dallas Userforum. The dates are ***Thursday, April 20th and Friday, April 21st***. USTI will host a hospitality suite Wednesday night April 19th for the clients that arrive early. The conference will be held again at the Harvey DFW in Dallas, Texas. You can look for registration packets to be emailed and mailed in January 2006. Based on last year's evaluations, we have lots of new suggestions for classes for 2006. Hope to see you in Dallas 2006!!!

> **Comments to the Editor**
> **Email nancy.murphy@usti.us**

Training Schedule For 2005

July 18th-22nd
August 22nd-26th
September 19th-23rd
October 17th-21st
November 28th-December 2nd

These training sessions are for **asyst** and are held in Dallas, TX.

2005 *USTI* Office Closures

The United States Offices Will be Closed the Following Days:
December 31st **New Years Day**
March 25th **Good Friday**
May 30th **Memorial Day**
July 4th **Independence Day**
September 5th **Labor Day**
November 24th **Thanksgiving Day**
November 25th **Day After Thanksgiving**
December 26th **Christmas Day**

The Canada Offices Will be Closed the Following Days:
January 3rd **New Years Day**
March 25th **Good Friday**
May 23rd **Victoria Day**
July 1st **Canada Day**
August 1st **Civic Holiday**
September 5th **Labour Day**
October 10th **Thanksgiving Day**
December 26th **Christmas Day**
December 27th **Boxing Day**