President's Letter

Summer's here again. Time for vacations, friends, and family. We've had a busy year already with the Dallas UserForum and the Manitoba MMUG meetings and with a whole host of new features added to the **asyst**® products. We have set out this year to improve what we have instead of making more. The market seems to like **asyst**, the broad suite of integrated modules we offer, and the support provided by our *USTI* staff. By the time you read this, we'll be over 1200 **asyst** installations in the US and Canada (more than any other company can claim on a single product).

So, we set out in 2008 to improve the usability of what we have. There are several areas where we are focusing our attention and they have all been driven by customer demand.

First, we're spending a significant amount of energy in improving the process of managing updates. The first phase of this was delivered last winter with the announcement of **Automated Update from Master**. We encourage you to get this new capability implemented and are offering a very attractive package in which we will do all the setup for you, should you not want to do it yourself. Read more about that in another article. Having **AUFM** set up is a prerequisite for other improvements that are coming. And, we're even offering a periodic **Remote Update Service** that will allow us to download and apply all your updates to your Master computer for a reasonable charge.

Second, we have been working diligently and continuously since the first of the year to completely revamp the on-line Help Text. We've made hundreds of improvements and you should really look to the Help Text as a first stop for getting your questions answered. Let us know if it's meeting your needs.

Third, we've implemented automatic HelpLine call logging over the internet directly through **asyst**. Any time an error is encountered, **asyst** will open a dialogue box, with all the pertinent information we need to diagnose the problem and all you have to do is insert your name, e-mail address, verify your phone number, and click Submit. A call will automatically be logged and we'll have a head start because we've got the details we need to help. We've also implemented a similar capability from within **asyst** that you can use at any time. If you're in a program or on a menu option, simply click on the Help, *USTI* on the Web, Log a Support Call menu option and you will see a similar dialogue box as described above. Simply enter your question or problem, your name, e-mail address, phone number, and click Submit. You can even ask to have an e-mail response. We'll have the description of the problem we need to resolve before calling you the first time, so we can make sure the right person is returning the call.

Let us know how you like what we're doing.

j**USTI**nfo Editor interviews:
Chief Michael G. Hitzemann
Bristol Kendall Fire Protection District
Yorkville, IL

March 17, 1936, the rural area (excluding the City of Yorkville) became the Bristol-Kendall Fire Protection District. It is one of the oldest fire protection districts in the State of Illinois and all property owners within its boundaries pay taxes to support it. In May of 1946 the City of Yorkville voted to join the Bristol-Kendall Fire Protection District. These district boundaries have remained the same ever since. The Fire District covers 81 square miles in the center of Kendall County. Kendall County is the fastest growing county, by percentage, in the United States.

In 1939 the District purchased an International truck with a 500 gallon per minute pump with a 350 gallon tank. In 1946 a new International truck was purchased with a 500 gallon per minute pump and a 1,000 gallon tank.

Today's roster Include: 73 Firefighter/paramedics
8 Cadets
1 Fire prevention officer
1 Administrative assistant

This group staffs 3 ambulances and 2 engine/pumpers 24 hours a day, 7 days a week as well as responding with additional manpower to more serious calls.

Other equipment includes, 1 additional ambulance, 2 additional engine/pumpers, 2 tankers, 1 100 ft. ladder truck, 1 grass fire truck and 2 boats with outboard motors.

This equipment is housed in 3 different fire stations within the District. The District's operating budget is a little over 5.1 million dollars per year. It is governed by a five member board of trustees appointed by the County Board Chairman.

The District started using computers in 1990. It started with an IBM AS400 and one local workstation and one remote workstation. Today it is using an HP network server with close to 50 workstations, laptops and mobile data computers. The three stations are connected using a wireless bridge which carries data and VOIP telephones.

The **asyst** software is replacing 25 year old software for all financial matters. It is user friendly and has the flexibility needed for our rapidly changing needs. It handles multiple users well and it is easy to teach our users how to get what they need out of the system. The only part of the software we have found to not meet our needs right out of the box is the budgeting. With the seamless integration to other Microsoft products, we are overcoming these issues. We are still new users, but so far are very happy that we chose the **asyst** software from *USTI.*

General Information

USTI on the Web Menu Options

USTI recently added the ability to Log a HELPLINE call and visit the Frequently Asked Questions section of the Support website from within **asyst**. These features were released in update US20080522.exe, and once installed, can be accessed in all asyst applications through the *USTI* on the Web option located under the Help option of the menubar.

Also included in this update is the ability for asyst to 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.

Reading the ReadMe included with **asyst** updates

When any **asyst** application update is released that adds new functionality or changes current functionality that requires setup on your end, a ReadMe file is included with the update. It is very important that these ReadMe files are distributed AND read by all employees that use the application in question. If you are not the person within your organization that installs **asyst** updates, please insure that the person who does the installation is distributing all ReadMe files that are released to all employees that use **asyst**.

In an effort to insure that any needed new setup is completed, we have added the ability to display a ReadMe for updates that change existing functionality and require additional setup when affected menu options are run. This feature was released in update US20080509a.exe and, once installed, a ReadMe dialog box will display on menu options that require additional setup. The ReadMe dialog box will normally include a description of the changes and what additional setup is required. The affected menu option will not be able to be accessed until you indicate that the additional setup has been completed.

In Memory Marla Morgan

USTI regretfully announces the loss of a beloved longtime employee and friend, Marla Morgan. Marla passed away due to complications from pneumonia on February 1, 2008. She was 51.

Marla was born in Odessa, Texas and grew up in Altus, OK. She graduated from Altus High School and attended college in Midwest City, OK. Marla focused her career in the computer software and accounting fields.

Marla began her career with *USTI* on April 20, 1988 in accounts receivable. She joined the *USTI* customer support team in the mid-nineties where she was best known as the "payroll expert."

She is survived by her daughter Taylor. All of us at *USTI* watched Taylor grow up and graduate from high school and felt like she was a member of our family as well.

Marla's absence is deeply felt by all of us and will be for many years to come.

New Employee Corner

Mary Jones

Mary was born in Victoria, KS. She graduated from Fort Hays State University in Hays, KS. While in college, her first job was part-time software support and she has been in the software industry ever since.

She headed to Kentucky when the software company she worked for moved the remote employees to the home office.

Mary joined *USTI* on January 30, 2008 in Customer Support. We are very glad to have her 23 years of software experience on our team.

Mary shares her home with two dogs named Sadie and Millie. She enjoys working out, entertaining friends and singing with her band, The Quack.

Northern Exposure

Roxanne Hearns, AMCT
Treasurer
Township of Stirling-Rawdon
ON, Canada

Give us a brief history of Stirling - Rawdon

Stirling-Rawdon is a small municipality in Eastern Ontario with a population of approximately 5000. The Township of Stirling-Rawdon is a unique, self contained community known for its friendly and welcoming people, its natural beauty and vintage village, its rural heritage and family values. We are proud to say that we have a professional theatre, an agricultural museum and for being a small community, we have three elementary schools and still maintain our own Police Service.

How long have you been on asyst?

We started with **asyst** Accounts Payable, Payroll, General Ledger, Cash Receipts, Budget Xlence and Report Xlence in 2003 and in 2004 added Property Taxes. In 2006 we purchased the Fixed Asset module to be used to implement PSAB.

What are the features that you like the most about asyst?

We find **asyst** very user friendly in that you follow the process from top to bottom on each tab, which is in order of how the process should be done. *USTI* has worked very diligently to improve the reports within **asyst** and we find the reports to be very easy to produce and useful to our departments. Probably the two packages that we find the most useful and a huge improvement over other packages we have used would be **asyst** Payroll and Property Taxes.

What advice or tips do you have for new users about asyst?

We believe the best tip you can give any user is to take the time to understand what you want the end product to do for you and ensure your setup and tables are correct. This makes the whole process much simpler and less frustrating when starting a new system. Never be afraid to ask questions, whether you think they are petty or not, *USTI* is always there to assist.

USTI ✦ Canada

UserForm London, ON
Thursday, October 23rd—Friday, October 24th 2008
Best Western Lamplighter Inn & Conference Centre

GOING GREEN WITH USTI

New sessions GOING GREEN WITH USTI, PSAB with **asyst**® and TIPS & TECHNIQUES were introduced as part of the agenda at this years' Manitoba Municipal User's Group AGM held early June in Portage La Prairie. We've received positive feedback from attendees on these new sessions which included presentations on document linking, PSAB reports as a menu option and short cuts to use while working in **asyst**.

USTI announced some exciting new services: an automated support call logging feature in **asyst** when errors occur , the ability for customers on support to be able to vote on-line for product enhancements , and a new service for loading updates. One of the sessions covered the Fixed Assets and Fixed Asset Imports modules and introduced the recently released **asyst:Inventory** module.

Manitoba Officers Elected

Joann King (RM Gimli)- President
Peggy Jenkyns (RM Rockwood)
Lynn Kauppila (RM Cartier)
Michelle Halls (RM Pipestone)

Loading Updates just got easier

asyst:Remote Update Service

USTI is pleased to announce a new service that assures 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 have licensed. If you would like to learn more about. If you would like to learn more about this service and the pricing, click on the link http://www.asyst32.com/.

NEWS FLASH!

New **asyst** module
asyst:Electronic Bank Reconciliation™

USTI is excited to announce **asyst:Electronic Bank Reconciliation**, a new module that will simplify your bank reconciliation process. This new module will electronically import a file from the bank, so that you will not have to manually reconcile transactions such as deposits, checks, debits or ACH transactions that appear on your monthly bank statement. This module integrates seamlessly with **asyst:Accounts Payable**, **asyst:Payroll** and **asyst:Cash Control.**

Currently the module imports transactions via a QIF-"Quicken Interchange Format" or QFX-"Quicken Web Connect" format.

Please give me a call at 1.800.456.8784 x1206 or send an e-mail to jessica.robinson@usti.us if you would like to learn more about this time saving module.

Your E-Mail Address

E-mail is the preferred delivery method of important information regarding your software. It is critical that your e-mail address is correct to receive important updates and announcements. Please notify us immediately if your e-mail address has changed. Or if you have recently set up a new e-mail account please contact us with your new e-mail address.

Please let us know of personnel changes so that we may correct your customer record. Accurate customer information is necessary to keep your organization updated with the latest and greatest services than we can provide.

2 ways to notify us:
Call 800-456-8784 Press "0" and give the info to the operator or e-mail nancy.murphy@usti.us.

Training Schedule For 2008

January	Week of 14th
February	Week of 18th
March	Week of 17th
April	Week of 21st
May	Week of 19th
June	Week of 16th
July	Week of 21st
August	Week of 18th
September	Week of 15th
October	Week of 20th
November	Week of 17th
December	Week of 15th

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

The United States Offices Will be *Closed* the Following Days:

New Years Day	Tuesday	01/01/08
Memorial Day	Monday	05/26/08
Independence Day	Friday	07/04/08
Labor Day	Monday	09/01/08
Thanksgiving	Thursday	11/27/08
Thanksgiving (After)	Friday	11/28/08
Christmas	Thursday	12/25/08
Christmas (After)	Friday	12/26/08

The Canada Offices Will be *Closed* the Following Days:

New Years Day	Tuesday	01/01/08
Family Day	Monday	02/18/08
Good Friday	Friday	03/21/08
Victoria Day	Monday	05/19/08
Canada Day	Tuesday	07/01/08
Civic Holiday	Monday	08/04/08
Labour Day	Monday	09/01/08
Thanksgiving Day	Monday	10/13/08
Christmas Day	Thursday	12/25/08
Boxing Day	Friday	12/26/08

2008

jUSTImagine the possibilities…
UserForum Dallas April 16-17, 2009

Comments to the Editor
E-mail nancy.murphy@usti.us