President's Letter

If you're reading this you probably work for a local government or related organization. The emphasis on this statement is on the word "work", and that's a good thing. With official unemployment being pegged at over 9.5% and real unemployment (adding those who have stopped looking for a job) coming in well over 10%, work is a really good thing. I just finished reading a news article on Yahoo! Finance which claimed that the Federal Reserve has just reported that it will take five years for the level of unemployment to fall to levels we saw in 2006. Considering we've been falling backwards for at least three years already, it seems prudent to factor this kind of thinking into your decisions, both on a personal and an organizational level.

I'll leave the personal stuff for you to figure out, but I'd make the case that saving money, at every level, may be the only way for your community to be able to keep the employment level of municipal workers where it is today. Unemployment is an ugly thing. It not only affects the person who is unemployed, but their immediate family, shop and store owners in their area, the companies they buy from that may be many hundreds of miles away, the people who work in those businesses, the stocks of public companies and so on up and down the line.

And, *USTI* and **asyst** can really help you to save money and to collect money that you have a right to collect. Electronic billing and payment collection save money for both you and your constituents. You eliminate paper, handling, postage, and a ton of labor that goes into sending physical bills and entering payments manually. We can also save on paper, copies, filing space and equipment with all of the image enabled **asyst** applications, and there's no charge at all to take advantage of these.

So even though these may not be huge cost cutters in the short run, they will save lots of money over the long haul, are much Greener than your current practices, and may go so far as to keep you "working." *-Tom Gibbs, President & CEO*

Save the Date
April 21-22 2011
UserForum Dallas

Spotlight on City of Marfa, TX

Daniel (Dan) P. Dunlap, Mayor

Give us a brief history of Marfa, TX:
Marfa, Texas was established in 1883 as the County Seat for Presidio County. Originally, it was just a water stop on the new railroad running from Houston to Los Angeles and then developed into a ranching and transportation hub community. During the two world wars Marfa was the site of both an Army Post and an Army Airbase and the population swelled to over 10,000 citizens. Today, Marfa has about 2200 citizens and slowly growing. Ranching still plays a role but Marfa is more about tourism, second homes, retirement and art community.

How long has the city been using computers?
I believe Marfa began using computers in the mid 1980's. I remember the City borrowing funds to pay for them.

How easy was it to implement **asyst**?
The only conversion we had done was for Utility Billing, so I began by creating the General Ledger in **asyst** to closely match our current GL. It wasn't hard, but it took a lot of time and in retrospect I wish I had asked for more help designing my account numbers.

Then I set up payroll and we ran payroll in parallel with our old system beginning January 2009. I began training our Bookkeeper on payroll and the GL at that time. That worked out well.

We ran the old system through the end of the fiscal year and then we brought all the new hardware out of the conference room and set it up in our office space along side the old work stations. We began the new fiscal year with **asyst** GL, payroll, A/P and cash control running. We continued using the old system for utility billing while we worked on converting our data. Once we got a good conversion at the end of April we ran both systems in parallel for two months. We retired the old system at the end of June and now have Utility Billing and Cash Receipts working on that work station. All we lack is getting our Work Orders running.

How has **asyst** helped with your daily operations?
asyst does everything the old system did with more flexibility.

How would you rate USTI customer support?
The support staff is great and always gets to the bottom of our problems when we call in.

- Editor

General Information

New Employees

Dwight Hardin
Customer Support

Dwight was born in the small town of Clarendon, TX where he graduated from high school. He graduated from DeVry in 2005. Prior to Dwight's role in Customer Support, he was in Inventory Management software support.

Dwight recently married Kassandra, who makes beautiful and delicious cakes for USTI pot luck luncheons. They share their home with two dogs and four cats.

Dwight is a huge Dallas Cowboy fan. He enjoys target shooting with firearms and is very good with a gun so beware if you are a burglar. His favorite movies are science fiction and anything with outer space and alien creatures.

Dennis Hoppe
Customer Support

Dennis was born in Tucson, AZ. He spent three years at the University of California, San Diego studying Biochemistry and Cellular Biology. Dennis enjoys studying science (especially the immune system) and working with computers;

Since moving to Texas in 2008 Dennis has turned his attention towards computers and improving his technical and programming skills. He comes to USTI with 5 years of experience in computer-related customer service, including work on SQL-driven and Access-based databases.

Dennis currently lives in Plano, TX with his beloved wife Maria Hoppe.

Jeremy Carr
Customer Support

Jeremy was born in Ft. Wayne, IN and has lived in several different states prior to settling in TX. He has over 10 years call center experience supporting professional tax and personal accounting software, printers and fax hardware and other general support

Jeremy currently lives in The Colony, TX with his wife Debra of ten years and two kids Serena, 7 and Abigail, 3. He enjoys cooking, grilling, anything car related and computers. Spending time with his family is a high priority on Jeremy's list.

He and Debra are working out at the gym to burn calories and tone up to reach their ideal weight. It is working, Jeremy looks great.

Jeremy said he is enjoying his new position here at USTI and looking forward to getting to know everyone.

- Editor

CRM System

We're excited to announce our new **asyst:Customer Relationship Management** offering a web based, centralized database where your organization can efficiently track and process all internal and external issues, complaints, and tasks you're responsible for managing. You can easily know the status of any issue from the office, at home, or while you are on the road from any web enabled devise.

You can track the resolution of any constituent's call, letter or email on any type of issue in one web based database. In addition, you can maintain complete documentation on all activities tied to the issue. In one place you have all calls, emails and even electronically attached documents for any issue. Reports are available to track issues that are over due or "to do" lists for the day for your staff.

Best of all, there's no software to load or specialized equipment to buy. **asyst^{OL}:CRM** is offered as Software as a Service (SaaS). For $9.95 a month per user, USTI provides all the software, all the data storage, all the communications hardware and software. All you need is a computer or other device (iPhone, iPad, smart phone, etc) that has internet access and you're ready to go to work.

- Lisa Bush, Vice President of Sales

ePay for PayPal

We are excited to announce **asyst:ePay for PayPal**. Have you always wanted to do on line payments but did not want to deal with the hassle of getting a merchant account set up and having to absorb the credit card fees? With our new convenience fee model, you can offer this convenience to your customers and at the same time get an easy way to import in payments into the **asyst** applications.

asyst:ePay for PayPal permits your customer to make credit card / debit card payments to pay Utility Bills, Tax Bills, as well as any AR invoice for such applications as Animal License, Building Permits, Business Licenses, Code Enforcement and in the very near future Municipal Courts!

This new offering is based on the Customer Pays model for paying credit card processing fees, that is, the customer who avails themselves of the convenience of being able to use a credit card pays for the convenience.

With **asyst:ePay for PayPal,** you can download, on your schedule, all payments received over your web site and to automatically post this batch of payments into the appropriate **asyst** module. Your organization receives 100% of the amount due on the customer's bill. No manual entry of payments! Call today and start taking payments on your website tomorrow!

- Lisa Bush, Vice President of Sales

NORTHERN EXPOSURE

Spotlight on Cornwallis, MB

Q & A with Donna Anderson

Please tell us a highlight or two about Cornwallis, your of office and your position.

The RM of Cornwallis is located adjacent to the City of Brandon in South-western Manitoba. Cornwallis is the fastest growing community in South-western Manitoba and for good reason. Consider the advantage of living in a quiet, rural community or on your own private acreage with immediate access to all of the services and conveniences of a growing urban centre. The population is just over 4000. Our office sits on a hill overlooking the quiet valley of the Assiniboine River. I started with the RM in March 2009 as the Finance Officer, and moved into the position of Chief Administrative Officer in March 2010. My day is made easier with the help of the one other office staff member, Administrative Assistant Shelley.

What prompted the push to implement asyst?

When I started with the RM in 2009 I was told that asyst was purchased back in 2006 and had yet to be used. They were using another software program. I had been in contact with *USTI* in a prior position with another Municipality and was very excited to learn that it was sitting here waiting for me to get started. We went live on October 1, 2009 and have never looked back.

What are some of the key advantages of asyst for your office?

The ease of use, being able to pull up a transaction at the touch of a button without searching a file box, has saved us a lot of steps in a day. Month end virtually takes minutes to access the reports and complete the process.

How was our implementation/training folks to work with?

The staff at *USTI* was great to work with. Implementation was very quick and the staff never seems to tire of the support call requests, they are always patient and answer your questions.

What was the most challenging part of the implementation?

The most challenging part of implementation was setting up the tables, this definitely was a bit of a challenge and I also ran into a snag with the property tax module. I had a few hiccups at the start of the new year, but the staff identified the problem and fixed it right up for me.

FYI
USTI QuickStart Services now are interactive – helping guide you through table setup for a quicker and easier implementation.

What would be your advice to anyone ready to move forward with asyst?

Don't be afraid. Don't put it off. Move forward at full speed ahead and you will never regret your move. I have now been working with this program for a year and it still amazes me when I find another new feature that I did not know was there.

Any other general comments that you'd like to include:

I would like to thank all the members of the *USTI* team for making my job easier. It is always a pleasure dealing with anyone of you.

Thank you, Donna *-USTI Sales Rep Barbara Barnes*

New Employee Canadian Office

Paul Taylor
Regional Account Manager Eastern Canada

Paul was born in Windsor, Ontario and graduated from Fanshawe College in London. He is currently living in London, Ontario with his wife, Trinh and two sons, Isaac and Alex.

Paul has over ten years experience working in the software industry and has spent a lot of time traveling all over the beautiful province of Ontario. He sees himself as a customer advocate, working for his clients to make the sales process less stressful and time consuming. He is looking forward to the challenges and opportunities at *USTI*.

He enjoys spending quality time with the family, camping, fishing, golfing or a good quiet time with a book.

-Editor

Sign Up and Save Now
Annual UserForum Canada
October 21-22
London, ON
Click on the link to register:

http://docs.usti.ca/Canada2010UserForumPacket.pdf

Google Map Button

How often have you needed to know exactly where an address or parcel is located in your city when you're updating a UB account or Property Tax parcel? Now finding out is as easy as clicking a button.

 We recently added a "Map It" button to asyst:UB Account Maintenance and asyst:PT Parcel Maintenance. Simply click on the button and the address will be plotted on a Google or Yahoo! (your choice) map. Now, when you're wondering how far an account is from the nearest fire station, the information is right at your finger tips.

 Look for more areas in asyst to have the "Map It" button enabled in the future.

- Tom Reimer, Vice President Development

Training Schedule For 2010 in Dallas, TX
Schedule is subject to Change

Month	
January	No classes
February	15-19
March	15-19
April	No Classes
May	17-21
June	21-25
July	19-23
August	16-20
September	20-24
October	18-22
November	15-19
December	No classes

To make arrangements for training:

Contact Donetta Fleming 800.456.8784 ext.1233

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

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

New Years Day	Friday	01/01/10
Memorial Day	Monday	05/31/10
Pre-Independence	Friday	07/02/10
Independence Day	Monday	07/05/10
Labor Day	Monday	09/06/10
Thanksgiving	Thursday	11/25/10
Post-Thanksgiving	Friday	11/26/10
Christmas Eve	Friday	12/24/10

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

New Years Day	Friday	01/01/10
Family Day	Monday	02/15/10
Good Friday	Friday	04/02/10
Victoria Day	Monday	05/24/10
Canada Day	Thursday	07/01/10
Civic Holiday	Monday	08/02/10
Labour Day	Monday	09/06/10
Thanksgiving Day	Monday	10/11/10
Christmas	Monday	12/27/10
Boxing Day	Tuesday	12/28/10

2010

Free Implementation Training

Purchase a new module? -- Have new staff? -- Need a refresher?

Join us for our **FREE** asyst 100 level classes which cover all the steps to get you using asyst in record time.   These classes are live and in real time. You can interact with the instructor and other attending classmates. No additional equipment or software required, nothing but your existing internet connection and a voice line. The classes are scheduled multiple times during the month so you shouldn't have trouble finding a class that is convenient to your schedule. You can view the current class schedule by visiting http://www.usti.us and selecting the link to view the training calendar.

To register contact Donetta Fleming at 1-800-456-8784 x1233 or email donetta.fleming@usti.us. Why get going on your own when these classes are **FREE**?

asyst:Animal Licenses

- Add gender to the animal information in License Maintenance.

asyst:Business Licenses

- Add the ability to use Applicant Name as filter Criteria and Grouping for the License Report.
- Add the ability to display a list of Business Licenses for a selected Applicant. Double clicking on the license row will display the Business License Inquiry form.

asyst:Cash Control

- Add the ability to sort the Deposit List that prints from the Daily Deposit option by Cash Receipt receipt number, so that it matches the Cash Receipt Control report.

asyst:Cash Receipts

- Add Miscellaneous Receipt Type to the Receipt Lookup.
- Add the ability to create Due To/Due From entries when Miscellaneous Receipt transactions are posted.

asyst:Land Management

- Add a setting in Configuration Maintenance allowing the user to select which address (Physical or Mailing) is displayed on the Names and Mortgagors tab in Parcel Maintenance and Inquiry.

asyst:Project Accounting

- Add the ability to include GL Transactions for a specific Fiscal Period on the Project Status report.
- Add the ability to run the Project Status report for a range of Fiscal Periods similar to the Project Transaction Detail Report. Add a total line to the end of the report totaling the Budget, Costs, Encumbrance and Budget Remaining columns across all projects listed.

asyst:Property Tax

- Add the ability to run PAP adjustment before posting Final bills so that the new adjustment amount can be displayed on the Final Bill using Bill Message Maintenance
- Add the ability to print the asyst:PT Standard bills using the following criteria: 1) Include only Mortgagor bills, 2) Include only PAP bills, 3) Exclude only Mortgagor bills, 4) Exclude only PAP bills, and 5) Exclude both PAP and Mortgagor bills.
- Add the ability to Post Payments, Credits or both Payments/Credits to General Ledger.
- Add sub-totals for Amounts and the number of accounts for each Payment Plan and include grand totals at the bottom of the Payment Plan list.
- Add the ability to filter the Assessment Register by Assessment/Exemption type.
- Modify the Standardized ON Property Tax bill to print "Detach Here" above the cut lines along with a scissors graphic printed at the cut line.

asyst:Report XLence

- Add PA fields to the Download General Ledger Transactions option for budgeting purposes.

asyst:Utility Billing

- Add the ability to print the Postnet Barcode above the mailing address on the 8.5 X 11 Laser Bill Print based on the "Print Postnet Barcode" checkbox in Configuration Maintenance.
- Add a Total Amount Due field to the Nonmetered Services tab in Account Maintenance. Add the Total Amount Due field to the left of Amount Left To Bill on the Nonmetered Services tab in Account Maintenance and Account Inquiry. In Account Maintenance, when Total Amount Due is edited, if the Amount Left To Bill field is empty, copy Total Amount Due into Amount Left To Bill. Add Total Amount Due to the Accounts with Declining Amounts Yet to Bill report.
- Add the ability to indicate that Delinquent Notices are to be sent to the Owner and/or the Occupant in addition to the Customer.
- Modify the Billing Cycle Account List on the Reports tab to include New, Active, Final, Inactive Accounts by selecting a checkbox for each status and add the total number of accounts included in the report at the bottom of the listing.

-Tom Reimer, Vice President of Development