

Summer

2011

United Systems Technology, Inc.

JUSTInfo

President's Letter

As I'm writing this, our Senators and Congressmen are debating the merits of cutting spending or raising taxes or some combination of the two as mechanisms for getting us out of the massive debt situation we've gotten ourselves into. Unfortunately, most taxpayers pay about as much attention to this drama as they pay to NPR's The Prairie Home Companion! Yet, these are important discussions and people would do well to at least think about how they'd get out of a similar mess if it was their family or business or local government that was in a similar predicament.

If my wife and I had this predicament, I'm sure that we'd discuss her going back to work (the equivalent of a tax increase as it is an income booster) and I'd want to talk about the spending side (let's cut out the eating out and the clothes, and the stuff for the grandkids, and). These discussions wouldn't get any press coverage, but I'm sure they'd be equally rancorous as what you're seeing from the politicians. But, in the final analysis, there'd be compromise. We'd cut some and we'd find out how to increase income (not nearly as easy for a family as for the Federal Government). And this gets me to my point. There's going to be compromise in Washington as well, no matter what the politicians and talking heads are saying now.

And, that compromise doesn't bode well for most of our customers. Spending cuts from Washington typically mean less money going to the States, and in turn, less going to local governments. It's inevitable. So, instead of wringing your hands and worrying, get ready. If you're an **asyst:GL** user, you've got the financial information, in complete detail, to let you analyze where the money is going and where the biggest expenditures are. If you're not yet an **asyst:GL** user, you should be. Without financial information you simply can't control finances. And, what you can't control, you can't cut!

We'll all get through this, even if it won't be fun. But, you'll get through it with a lot less stress if you analyze now, make adjustments now, instead of worrying, doing nothing and having to panic later.

- Tom Gibbs, President & CEO

ePay Payment Milestone 5 Million!

Our customers have emailed and uploaded over 146,709 utility bills since the first bill June 29, 2006. In addition, our customers have received over \$4,850,000 in payments online. We expect to hit over \$5 million in payments this August. As you can see many customers are getting on the eCommerce bandwagon to save time and money! **asyst:eBill** and **asyst:ePay for PayPal** are a great tools for your organization to implement to become more productive in these economic times. Call today and you can start taking payments in 24 hours

- Lisa Bush, Vice President of Sales

Spotlight on Town of Olla, LA Customer since 1998



What are the best features of asyst you can share with us?

[Dawn Stott] The features we like best about **asyst** are its

user friendly format, the customer service, the online training, and the price. Since our first purchase of GL, PR, AP, PO, and Budget XLence the officials were looking at trimming our budget by doing more work with less people, **asyst** was the obvious answer to our dilemma. We've added CR, CC, PT, FA, PR to AP Interface, and Project Accounting. We are currently abandoning the 1980's utility billing software for the **asyst:Utility Billing**. We added eCommerce Solutions, UB to AP Interface, Service Orders, HandHelds, and Bank Drafts. When we've become experts in these modules, our eyes are set on the Police and Court software with a conversion of our current data. What can go wrong, will go wrong, so we've got the JUSTIncase remote backup for that.

Olla has just added the CRM module to their asyst suite of software, what was the main feature that led to your purchase of the CRM module?

[Wendy Allbritton] Customer service is a top priority for everyone but is necessary for survival in a small town where everyone knows everyone. The CRM module offers the ability to collect, categorize, and analyze customer complaints, requests and the outcomes. The ability of having the information at your fingertips and the longevity is going to prove to be priceless. This is an inexpensive customer complaint tracking solution that anyone can implement.

Thank you Dawn & Wendy - Editor

News From Gunter, TX Customer Since 2001

Gunter automates work orders with **asyst^{OL}:Customer Relationship Management**. Does your organization have a good process to track complaints, actions taken and their resolutions? Do you get calls from constituents on things that need to be fixed or investigated around the community like (flag pole down, pot hole, illegal dumping etc.) and you don't really have a good place to log the request and track the status of completion? If this sounds like your community you may want to start using **asyst^{OL}:CRM** a web based tracking tool like the City of Gunter Texas. Gunter has been using **asyst^{OL}:CRM** to track these types of issues. The service is a web based application that allows you to email scheduled to do lists to each person responsible in the field with detailed instructions. You can attach letters, pictures and your correspondence to each issue that you are tracking. It is a great way to

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electronically track and store this information. In addition, reports can be created in minutes for council meetings. All data can be accessed by any web browser so you can check the status of issues from home or on your smart phone/ tablet. We have had other clients say that it helped them get a better insurance rate by having a process to track complaints, actions taken and their resolutions. The best news is that it only costs \$9.95 per user to access this information and no long term contract.

- **Lisa Bush, Vice President of Sales**

asyst^{OL}: Utility Billing

USTI's reaching for the stars with a major, breakthrough announcement of the second in the **asyst:OnLine** family, **asyst^{OL}:Utility Billing**. Set for delivery in late September of 2011, **asyst^{OL}:UB** will be the first major production application released in **USTI's** newest family of Cloud Computing solutions, joining **asyst^{OL}:CRM** which was announced in August 2010.

This new family of Software-as-a-Service solutions capitalizes on all that Cloud Computing promises:

- No upfront investments for either software or hardware. We provide the server, the data storage, the application software. All you provide is the internet connection and the PC (or other internet device like an iPad) with a web browser, and a printer for reports!
- No long term contracts. Pay monthly, quarterly or annually and pay only for the designated people you want to have access to each application.
- No annual Customer Support Fees. All that's built into the Subscription fee.
- Always on, always up to date, and accessible from anywhere with any internet connected device
- No periodic software updates. We do it all for you, right in the cloud, and that means all your users will ALWAYS be using the same version of **asyst^{OL}**.
- No backups. We do that in the cloud too! Web access to Help, FAQs, Chat, call logging, SR submission, and even a Feedback link to tell us what you think in real time.

This announcement, the first major application in the **asyst** family to be implemented as a Cloud solution, is just one of many to come over the next two years. We believe that offering a Cloud solution allows smaller jurisdictions to be able to afford a modern, flexible software solution and allows larger municipalities to greatly reduce cost and complexity. With **asyst^{OL}** we reduce risk by eliminating long term commitments, lower the life cycle cost of using software, and we greatly simplify the life of our users. All the hardware, network, backup, update, virus, and malware problems of maintaining data and programs on a distributed network are eliminated by moving the software you use and the data you keep to the Cloud.

Keep an eye out for the demo calendar. We'll be offering Sneak Peeks as we get closer to launch day!

- **Tom Gibbs, President & CEO**

Customer Support Spotlight

Debbie Jones
Customer Support



Debbie was born in Montreal Quebec. Graduated from Fanshawe College, London ON in their Systems/Programming Program. She has worked in Municipal Government software for over 23 years.

Debbie's valuable knowledge of the MAS software and now **asyst** has been an asset to **USTI** for 17 years. She is located in our London, ON office.

In her spare time, she is an avid road cyclist and enjoys doing long distance rides. She has two daughters and a grandson.

- **Editor**

USTI Introduces Chat Online



USTI is excited to announce the release of Chat Support available through **USTI** Support Online.

The Chat Support is ideal for getting immediate assistance on general "How Do I" type questions. Also, should the question or issue become more involved and require remote or phone assistance, the chat rep will be able to turn your Chat Session into a standard Call For Service record and can put it into our standard queue for a return call.

To use the new Chat Support, simply log into support online 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 new support feature, please let Customer Support know.

- **David Entrekin, HelpLine Manager**

asyst:Accountant's General Ledger is a tool that **asyst:General Ledger** clients can use to streamline the process of sending and receiving financial information to and from their external accountant or auditor. This module is provided **free of charge** and the only fee is \$120 for support. This module will allow you to send a zipped copy of your entire **asyst:GL** database to an outside accountant and the accountant's adjusting journal entries can be imported back to your database without any manual entries. You can continue to process transactions just as you do now. Only adjusting entries from your accountant, and no other changes to the database, are imported, so you can continue to process as normal. Give us a call if you would like to add this option. - **Lisa Bush, Vice President of Sales**

NORTHERN EXPOSURE

Spotlight on Central Frontenac, ON

Give us a brief history of Central Frontenac:

Characterized by many lakes and rivers and home to an amazing abundance of wildlife, Central Frontenac has long been regarded as an ideal place for traditional recreational activities such as hunting, fishing, boating and swimming. Fortunately, as a result of respect and careful management of our resources, we still enjoy that same quality of life here today as we did years ago.

Approximately 1.5 hours west of Ottawa, 2.5 hours east of Toronto and 35 minutes north of Kingston, Central Frontenac is easily accessed either by Highway 7 (east/west) or by Road 38 (north from Hwy 401). Our permanent population is 4,800 but escalates to approximately 9,000 when seasonally adjusted.

In addition to the breathtaking, rugged beauty of the Canadian Shield a tour of our township will reveal several quaint villages and hamlets. Many will remind you of gentler times when rural life revolved around the family farm, the church and the local community centre. Fiercely proud of our heritage many families have ancestry, which can be traced back to the original area settlers and/or First Nations peoples.

The Village of Sharbot Lake, which is nestled between the east and west basins of Sharbot Lake, is our primary commercial district. It boasts amenities such as a Medical Centre, pharmacy, bank, post office, restaurants, grocery, a library, schools and more.

More recently we have been attracting new residents. Boomers and summer cottagers are viewing our attractive community as the perfect place to retire and /or start a second career. New residents who are highly skilled and anxious to get involved in their new community are not only enhancing our local economy with dollars spent on new cottage conversions and waterfront construction but enriching the fabric of our culture.

Whether you are looking for a great vacation spot, or a life away from the urban hustle and bustle, where you can get to know your neighbours, look no further than Central Frontenac where water, our most precious resource is protected, respected and abundant. .

How easy was it to implement asyst?

asyst is easy to implement using the resources provided by **USTI**.

How has asyst helped your daily operations?

We recently added Accounts Receivable and Building Permits to our **asyst** menu which will help us to keep a more central database that all departments can use to perform our jobs more effectively through the sharing of information. All of the modules that we have right now work good together to help maintain all of our information and the daily processing of transactions.

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

Don't be afraid to ask **USTI** or any of its users for help, it really beats spinning your wheels when someone else has already come up with a solution. **USTI** and its employees are always open minded future thinkers and in my opinion this will keep us always using the most current and efficient ways to process our multiple varied types of transactions.

How would you rate USTI customer support?

USTI support is the best!! That is enough said but to go on, the support staff are always friendly, work their hearts out to help us in every way as quickly as they can. They have so many different easy ways to reach support that almost feels like sitting on the couch and simply clicking a button to get help

Thank you Michael - Editor



J. Michael McGovern
Treasurer

asyst:eBill & eCheck

Did the recent postal strike disrupt your business of getting utility bills, invoices out the door and paying vendors on time? If it did, you may want to look at adding our new **asyst:eBill** option for utility bills, invoices and property tax bills (just in time for the interim billing). **asyst:eBill** is very easy to implement. There is an easy online registration process for your customers and an import option to capture the customer's eBill information. No manual steps on your end! It is only .08 cents per bill and \$10 a month for support and that is it! The Town of New Tecumseth just implemented eBill for utility bills. They had 19 customers sign up and register before they advertised. Every customer after 19 is a savings of a minimum of .51 cents per bill they mail. They expect several clients to sign up once they start advertising. **asyst:eCheck** works just as easily, once you update the vendor record with the direct deposit information, **asyst** will create a file with the direct payment option for the vendors that you just submit 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. Both of these eCommerce options help you save money and keep Canada a little greener!

- Lisa C. Bush, Vice President of Sales

Manitoba Highlights

Despite the continued area flooding, the 2011 Manitoba Municipal Users Group Conference was well attended. In addition to the Round Table and regular sessions on **asyst** and Auto Admin, two new sessions Building Permits, taught by Michelle Halls of Pipestone, and Implementing Fixed Assets, taught by Donna Anderson, of Cornwallis were offered.

The 2011 Executive Committee:

Michelle Halls, President RM of Pipestone
Marion Grogan, Secretary-Treasurer
Peggy Jenkyns, RM of Rockwood
Kelly Cosgrove, RM of Gimli
Lynn Kaupilla, RM of Woodlands

Mark your calendars for next year's MMUG, tentatively scheduled for April 26 & 27, 2012 in Portage La Prairie.

- Barbara Barnes, Regional Sales Manager

Save the Date in 2011

**USTI Canada UserForum 2011 is October 20-21
at the Lamplighter Inn London, ON**

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



USTI 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. **USTI** on the Web Menu Options.

- David Entrekina, HelpLine Manager

Training Schedule For 2011 in Dallas, TX

Schedule is subject to Change

January	No classes
February	21-25
March	21-25
April	11-15
May	23-27
June	20-24
July	18-22
August	15-19
September	19-23
October	24-28
November	14-18
December	12-15

**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	12/31/10
Good Friday	Friday	04/22/11
Memorial Day	Monday	05/30/11
Independence Day	Monday	07/04/11
Labor Day	Monday	09/05/11
Thanksgiving	Thursday	11/24/11
Post-Thanksgiving	Friday	11/25/11
Christmas	Friday	12/26/11

The Canada Offices Will be Closed the Following Days:

New Years Day	Monday	01/03/11
Family Day	Monday	02/21/11
Good Friday	Friday	04/22/11
Victoria Day	Monday	05/23/11
Canada Day	Friday	07/01/11
Civic Holiday	Monday	08/01/11
Labour Day	Monday	09/05/11
Thanksgiving Day	Monday	10/10/11
Christmas	Monday	12/26/11
Boxing Day	Tuesday	12/27/11

2011

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 e-mail donetta.fleming@usti.us. Why get going on your own when these classes are **FREE**?



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