

President's Letter

Boy is it HOT! And if that's not bad enough, it's also really DRY. Add to that the unending bad news coming out of Europe and its impact on the whole world economy and you've got the makings for a fairly oppressive summer.

So, let's look on the bright side.

- The Support Staff continues to reduce the average Call Close times for incoming Support Calls.
- You, our customers, are logging more calls over the internet and getting the benefit of receiving faster responses by email.
- We've just completed the programming for the new **asyst^{DL}:General Ledger** and it's moving on to testing and documentation.
- Our eCommerce services continue to grow briskly, including eBill, ePay, and jUSTIncase, as more customers recognize the value of remote backup as insurance against disaster (or just sloppy backup procedures) and also start to focus on eliminating printing and mailing costs.
- And, speaking of eliminating printing, we're just about ready to announce our new ePrint solution for **asyst:UB** which outsources ALL UB bill printing and mailing, and saves you money to boot (watch for more soon!)
- We've been fortunate to be able to hire two new employees in Sales and Programming since our last newsletter.
- We've signed up our first **asyst^{DL}:UB** customer and have completed two billing cycles. We're very excited about Cloud computing over the long haul.

So, while it's hot and dry and the economic climate isn't much better, there are really a lot of cool things going on here at **USTI** that will continue to provide benefit for you well after this bad weather spell is past.

Have a great summer!!

Tom

- Tom Gibbs, President & CEO



Spotlight on Loma Linda, MO Lorraine Whittington City Clerk

Give us a brief history of Loma Linda:

Loma Linda is a small community in the SW corner of Missouri, sitting on the Oklahoma and Kansas state lines. The beautiful golf course is part of the Quapaw Tribe's Casino/Hotel called Downstream, which is just across I-44. We are 725 people, with no retail businesses, except the golf course. We are a gated community and our children attend school in Seneca, MO. We are located just SW of Joplin, MO and the tornado there last May 22 created many property exchanges in Loma Linda. Our population seems to be getting younger as a result of those property exchanges. We were incorporated as a town in 1995, with a Board of Trustees as our governing body. We also have a Property Owners Association that assists in the care of our town. We are a beautiful location, with rolling hills and trees, a stream, and lots of wildlife. We have a managed, bow deer hunt each year to help control our deer population, at the request of the MO Conservation Agency. A couple of years ago we had a cougar with her two cubs visit us for awhile. That brought quite a bit of excitement to our town, until they moved on. For a look at us, please visit our website at www.lomalinda-mo.us. Our Town Hall was built in 2006, and we just enlarged it by adding another mail room on the north side, so we can eliminate the separate mail room we used to have at the Main Gate for the residents on the West side. The Post Office tells us that our mail needs to be in one location, as they cannot travel our hills and dales in the winter. Historically, there is a foundation of an old building at the base of Butterfield Drive, which is reputed to be the old "Butterfield Stage Stop." We also have a chert glade in Loma Linda, which are rare. There is one in Joplin at the Wildcat Glades. Ours, however, is on private property.

Take us through your implementation process of asyst?

When our program arrived in the mail, I opened it and read through it and put it back in the envelope and sat and shook my head – scary! That was my first reaction. It got better after that. I got it loaded into the system and followed the directions in the paperwork that accompanied it. My Treasurer, Jan Woody is a CPA, so she spent some time helping me get started. If we had a question, we called **USTI**. Mary Jones was my go-to-person and I certainly did go-to. The helpline online is just marvelous for getting simple problems fixed in the quickest amount of time. Our first calls went to the only person at **USTI** that we knew, and that was Patrick. He very skillfully directed us to where we needed to be. We did utilize the Quick Start program in setting up our Utility Billing and Sandy was great with this. The rest just seemed to fall into place....you'd get one thing done, and that would lead to another, etc. until you were moving right along at a pretty good clip. We got the system in Feb. and I had to do my



GENERAL INFORMATION

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first utility billing at the end of March – I wish you'd been here when I finished – I'd have hugged you I was so excited to have accomplished that task. Now, I did get the forms in backwards, but.....a little rain does fall. The trusty paper cutter got them to size for the postal authorities, and I had to look some things up when they were returned, but I got it right the second time. It just goes so smoothly now – hard to believe how scary it was in the beginning.

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

Made life easier and simpler. It takes awhile to get use to all of the information that you can get from your system, but once you get the hang of what you need and which reports work best for you – it's a beautiful thing. And still every once in awhile I'll find something – test it out – and say "Oh, there you are! You're just what I need."

- Thank you so much - Editor

New Employees



Tommy Smith Sales

Tommy was born in Olathe, Kansas and also lived in Broken Arrow, Oklahoma before finally

settling in Dallas, TX, where he lived through high school. Tommy attended The University of Oklahoma from 1998-2000.

Tommy has been in Sales and Marketing for most of his professional career. Tommy has worked in the Merchant Services Industry for the past 6 years where he sold PCI Compliant Software and Online Solutions for multiple banks and processors.

Tommy is married to Crystal, and they have a 5 year old son named Jackson, pictured above. When not spending time with his family, Tommy enjoys running, playing softball, and cheering on his favorite sports teams.



David Staas Programmer

David grew up (for the most part) in the Midwest. He attended DePaul University in Chicago majoring in Computer Science. He relocated to Dallas

in 1999. David has almost 20 years of experience in the computer field. He spent the first part of his career in customer service and has been programming in Microsoft Access since 1998. David's experience will be a great asset to **USTI**.

David goes to Disney World as often as he can. David and his husband Stan, will be celebrating their first wedding anniversary there in December. They share their home with two spoiled cats, Percy and Amber.

- Editor



In Memory *Becky Hinnant*

USTI regretfully announces the loss of a beloved employee and friend, Becky Hinnant. Becky passed away from pulmonary fibrosis on March 18, 2012. She was 42.

Becky was born in Somerset, Pulaski County, KY. She graduated from Lindsey Wilson College with a Bachelors degree in Accounting.

Becky joined **USTI** on June 27, 2005 in Customer Support. Her reassuring demeanor was very helpful in getting new clients quickly up to speed on their software and was very adept at answering questions and coming up with quick solutions for current customers. Becky's absence is deeply felt by all of us and will be for many years to come.

She is survived by her husband Jason Hinnant, her father and nephew Jarod of Lexington, KY.

- Editor

asyst:ePrinting™ for Utility Billing!

When your cash flow depends on a piece of paper, make sure it's the most effective piece of paper you can get. **asyst:ePrinting** delivers powerful, effective billing communications with easy online management. **asyst:ePrinting** offers you:

- Choice of postcard or statement formats.
- Optional color forms to enhance bill presentation.
- 12-month usage charts (statement format).
- Easy-to-read design for fewer customer service calls.
- Camera-monitored production for 100% accuracy
- Save time and money.
- No more printer problems, bursting forms, or running out of bill forms!

Give us a call at 1 (800) 456 8784 or email lisa.bush@usti.us if you want to learn more!

- Lisa Bush, Vice President of Sales

Win a FREE module for your organization!

If you hear of an organization that is looking to upgrade their software, send us an email or give us a call and we will enter your organization into our quarterly drawing. It is that easy! We will be doing the drawing once a quarter and your organization can either add a free module/additional user or win a free registration to the UserForum. There is no limit to the number of entries into the quarterly drawing! We thank the organizations that have been sending us names of referrals through the years and thought this would be a good way to say **THANK YOU** every quarter. - Lisa Bush, Vice President of Sales

NORTHERN EXPOSURE



Customer Spotlight on Town of Englehart, ON

**Jana Van Oosten
Clerk-Treasurer-
Administrator**

Give us a brief history of Englehart?

The Town of Englehart was founded in 1908 due to its location on the Timiskaming and Northern Ontario (T & N O) railway line. The Town is named after Jake Englehart who was a commissioner of the T & N O Railway. Jake is well known for his philanthropy and is best remembered in the north for his efforts after the great bush fires of 1911. Jake worked day night organizing relief, and T. and N. O. trains carried hundreds of refugees. He spent his own money freely to buy food for people who had been left penniless, and at the height of the disaster he tacked up a sign on the station at Englehart. It read simply: "No one need pass here hungry."

Today the Town of Englehart is a small urban municipality with a population of 1500. Residents enjoy many amenities including an arena, swimming pool, gym facility, baseball and soccer fields, library, elementary and secondary schools, and hospital.

How easy was it to implement asyst?

Englehart converted from the MAS software to **asyst** over a period of several months in 2011. The **USTI** staff were very helpful and patient during our transition. The online training and customer support calls were integral for our staff in learning the new software. We also had assistance from staff in neighboring municipalities who are **asyst** users. Thank you to everyone who helped to get us up and running in **asyst**.

How has asyst helped your daily operations?

asyst has been a great addition to our municipal office. While it has taken a bit of time for staff to become familiar with all the modules, we are pleased with the functionality that the software provides.

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

Don't be afraid to ask for help, even if it means calling support multiple times in the same day. The Annual UserForum **USTI Canada** is a great place to meet other users and to learn more about the **asyst**-software. I highly recommend attending.

Thank you Jana, for taking the time to talk with me.

- Joel Hotham, Regional Sales Manager- Eastern Canada

Farewell Jim



Jim Vatcher is Retiring

After 20 years with AutoAdmin/**USTI** Jim Vatcher is retiring effective July 31, 2012.

Jim has been the go to guy for AutoAdmin and one of our top **asyst:Property Tax** Customer Support Reps for many years. His understanding and great rapport with our customers have been an asset to our team. Jim always has a cheerful demeanor that transcends the telephone line. His dedication to our customers and his love for helping people will be greatly missed in **USTI's** Support Department.

Jim has given a lot of himself to **USTI** and his loyal customers. I am happy that he is taking some time now to enjoy his motorcycle passion and to find some relaxation.

I hope you all will, as we will, wish Jim a great retirement.

- David Entrekin, Helpline Manager

Building Permit Additions for Ontario

We have created an Ontario Additions subsystem for Building Permits. Currently the subsystem includes the ability to export Building Permit information in the new MPAC tabbed delimited file format. Creating the file is as simple as running the menu option, entering the desired text file name, and clicking the OK button. You can then send the file to MPAC. They will use the permit data to update their records and take the changes into consideration when they generate the next SAS file of assessments.

- Tom Reimer, Vice President of Development

Save the Dates in 2012



MMUG is September 20-21
at the Canad Inn in Portage la Prairie, MB



USTI Canada UserForum 2012 is October 18-19
at the Lamplighter Inn London, ON
Packets go out in August 2012

First Client goes Live with **asyst^{OL}**

USTI is excited to announce that our first client has gone live on **asyst^{OL}**. **asyst^{OL}** is a web based utility billing application that can be accessed from any workstation, tablet or smart phone. All you need is an internet connection to access your data. It is a subscription based solution. You pay one monthly subscription fee which covers the use and support of the software. There are no license fees or support contracts. We will be delivering **asyst^{OL}** for GL and AP in 2012.

Ralston Acres WSC bills 100 customers monthly. Previously before **asyst^{OL}** they were using Excel to bill their customers. Ralston Acres WSC liked the idea of having the database offsite and backed up by a service provider. They are a small organization and did not want to have to worry about doing updates, keeping their hardware current, and doing daily backups. They just wanted to focus on their core business of billing and collecting for water services. They have successfully gone through two billing cycles. If you would like to learn more about the **asyst^{OL}** applications visit www.asystol.com

- Lisa Bush, Vice President of Sales

Training Schedule For 2012 in Dallas, TX

Schedule is subject to Change

January	No classes
February	20-24
March	19-23
April	23-24
May	21-25
June	18-22
July	16-20
August	13-17
September	17-21
October	22-26
November	12-16
December	17-21

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

Comments to the Editor:

Email address changes:

nancy.murphy@usti.us

The United States Offices Will be Closed the Following Days:

New Years Day	Monday	01/02/12
Good Friday	Friday	04/06/12
Memorial Day	Monday	05/28/12
Independence Day	Wednesday	07/04/12
Labor Day	Monday	09/03/12
Thanksgiving	Thursday	11/22/12
Post-Thanksgiving	Friday	11/23/12
Christmas	Tuesday	12/25/12

The Canada Offices Will be Closed the Following Days:

New Years Day	Monday	01/02/12
Family Day	Monday	02/20/12
Good Friday	Friday	04/06/12
Victoria Day	Monday	05/21/12
Canada Day	Friday	07/02/12
Civic Holiday	Monday	08/06/12
Labour Day	Monday	09/03/12
Thanksgiving Day	Monday	10/08/12
Christmas	Tuesday	12/25/12
Boxing Day	Wednesday	12/26/12

2012

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.

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

To use the 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 support feature, please let Customer Support know.

<http://support.unitedsystemtech.com/>

- David Entrekin, Helpline Manager