

# JUSTInfo

## President's Letter

- Tom Gibbs, President and CEO



## Spotlight on City of Bennett, CO

Trish Stiles of Bennett, CO

### Tell us a little bit about the Town of Bennett:

Incorporated in 1929, the Town of Bennett is on the eastern plains approximately 25 miles from Denver. Bennett residents enjoy the pleasures of small town western living, clean air, quiet times and friendly neighbors. With the close proximity to Denver and the Rocky Mountains Bennett residents enjoy the best of rural living, an urban center and mountain recreation. Bennett is growing and believes that the next area of major development for the Denver Metro region will take place along the eastern I-70 corridor and Bennett.

### What was the main feature that led to your purchase of asyst?

This is the second purchase of a financial system in approximately four years. Our prior financial system was inadequate and none of the modules were integrated. Staff needed a system that functioned properly, that was integrated and would save staff time and resources, and was much more user friendly. This system does what million dollar systems can do but at a much more affordable price.

### What proved to be the most challenging?

Our biggest challenge was time. We were under a deadline for the changeover as our contract was expiring with our previous software. We had to implement in about 2 months the GL, Accounts Payable and Utility Billing.

### How was the hardware installation portion of the project?

Bennett was challenged in two aspects. First the Town offices are in two locations about ½ mile apart. We also lacked a server. We worked with our local phone/internet provider and set up a VLAN and utilized the Bennett School's IT manager as our IT Consultant and was able to set up a server and network to run the system on. The VLAN took a bit of time to get functioning with good speeds but we're up and running now and things work wonderfully.

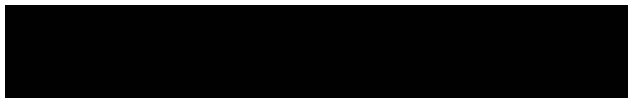
### Tell us about the software implementation and training:

We have implemented about 2/3 of the modules that we purchased in approximately four months. Once I got the feel for the system and had implemented the GL module the others were easy to understand and get working. Staff has taken advantage of all the free training and we have had a few quick starts. I fully recommend quick starts as they make implementation a breeze. This was money well spent. We have not had to use any other training as most of our questions and problems are resolved through a support call.

### How has asyst helped with your daily operations?

My biggest joy is that staff will now often tell me how much they love ASYST and all of its capabilities. This is a huge change for us and rather than being frustrated all the time

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# GENERAL INFORMATION

Trish Stiles interview, Bennett, CO continued:

with our old system our work is much more enjoyable. Staff is able to get their work accomplished more efficiently and we no longer have double work as the system really does flow seamlessly.

How'd the overall process go?

Overall the process went fairly well. Some of our biggest challenges were internal with our server and network and once they were solved the system is working great. On the ASYST side I have to say that without the support of our Sales Rep Jenne, Donetta for implementation, and Jeremy there to answer our support calls we would not have had as successful of a switchover. On behalf of myself and the rest of the staff here in Bennett, we thank you.

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

When in doubt, log a call.

Thank you so much for taking the time to talk with me.  
**-Jenne Culbertson, Regional Sales Manager**

City of Belview, MN

Year end

***FREE Webinar for our***

***Quest-UBS Customers***

**USTI** wants to thank our *Quest-UBS* DOS based utility billing system customers for their continued business and support over the years. We look forward to serving you as long as you want to use *Quest-UBS*. This webinar will cover the benefits of migrating to **asyst:Utility Billing** and the conversion process. Mark your calendars for this informative session!

On **Wednesday, March 16th at 10:00 AM CST**, we are hosting a free webinar for our *Quest-UBS* customers to see the many benefits available to you in our **asyst** software.

To attend the webinar please call 800-456-8784 and ask for your area representative, or send an e-mail to [Lisa.Bush@usti.us](mailto:Lisa.Bush@usti.us)

## ***Municipal Court Clients***

We are happy to announce that we have added the ability to take on line payments for **asyst:Municipal Courts** with ePay for Pay Pal. This solution provides the ability to take payments on line for municipal court violations and use a credit card. By adding this module for \$195, your organizations will get 100% of the fees due and a menu option to import in the payments. Your customer will pay a small convenience fee and **USTI** covers the credit card fees. It could not be any easier. Calls us today to learn more. 1.800.456.8784

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

Chat online

blurb reminding clients that have RBS to make sure that they have their retrieval key in a safe place

# NORTHERN EXPOSURE

## *Spotlight on Q & A*

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

What prompted the push to implement **asyst**?

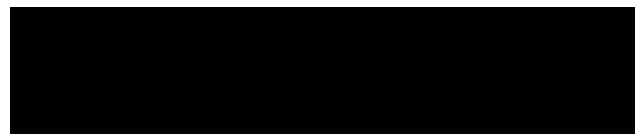
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What are some of the key advantages of **asyst** for your office?

How was our implementation/training folks to work with?

What was the most challenging part of the implementation?

***Annual UserForum Canada  
October 20-21 2011  
London, ON***





## Training Schedule For 2011 in Dallas, TX

Schedule is subject to Change

January	No classes
February	
March	
April	No Classes
May	
June	
July	
August	
September	
October	1
November	
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	12/31/11
Memorial Day	Monday	05/30/11
Good Friday	Friday	04/22/11
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	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](mailto:donetta.fleming@usti.us). Why get going on your own when these classes are **FREE**?



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Comments to the Editor:  
E-mail address changes:  
[nancy.murphy@usti.us](mailto:nancy.murphy@usti.us)

## ***Enhancements Delivered 2010 Q2***

### **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***