

WINTER

2013

United Systems Technology, Inc.

JUSTInfo

President's Letter

Happy New Year! Well, it might be a little bit late, but the sentiment's still the same. We've got a new year and a new opportunity to make progress. In a business context, making progress usually takes the form of making more profit or in making the changes that will lead to more profit in the future. In a government context, knowing what is progress is a lot more complicated as there is no single measure of profit (or community profit) to measure. That's why there's politics to decide what's better and then move in that direction.

But, in either context, we know that getting more done in a day is better. Getting more accomplished with less effort is better. Getting more for less money is better. They're all sub-measures of progress that we can measure every day. To that end I want to encourage you to resolve today (a little after New Years Eve, but what the heck) take a serious look at all the **eCommerce** opportunities **JUSTI** has put together over the last couple of years. It's time to stop hiding behind the old excuses that "our customers won't use it" and "our customers aren't computer literate".

Last year, **eCommerce** over the Christmas holidays grew over 20% from the volume of business conducted over the internet for the previous year. Brick and mortar stores were lucky to see 5% gains in sales. **eCommerce** is everywhere and coming at us like a turbocharged steamroller. So, make 2013 the year you make some progress in this area.

Your customers will be happier to be able to pay a utility bill at the last minute using a credit card with **ePay** rather than incurring a late fee from you. You'll save hundreds and even thousands of dollars not sending paper bills, but instead sending **eBills** for almost any service you offer. We've added the ability to pay anything with **ePay**, even things you don't send **eBills** for, over the most secure payment portal in the world. Any money you collect manually you can now receive electronically. We've even added **eBill** for **asyst:Property Tax**.

It's simple and inexpensive to get started. You'll offer a really desirable service for your constituents. And, you'll likely save real money in the process. Make 2013 the year you move into the 21st century of bill presentation and payment processing.

And, have a good time too! - **Tom Gibbs, President & CEO**



Spotlight on Nolensville, TN Cathi Little, Municipal Court Clerk

Give us a brief history of Nolensville:

William Nolen, his wife, Sarah, and their five children were passing through the area in 1797 when their wagon wheel broke. Forced to stop and survey his surroundings, Nolen noted the rich soil and abundance of natural resources, and decided to make Nolensville his home. The historic Nolen home underwent a full restoration within the last year. Nolensville was built along Mill Creek and the town was incorporated in 1839. In the early 19th century, a large migration from Rockingham, North Carolina, brought the other families to the area. Nolensville had skirmishes take place there during the Civil War. Nolensville was re-incorporated in 1996. There are still many structures from the 19th century still in use as homes and/or business. The town recently completed their first city hall. They had leased space until last year. As of the census of 2010, there were 5,861 people, 1,831 households residing in the town. Today, the residents of Nolensville pride themselves on their family-friendly, small town. Close to the larger municipalities of Nashville and Brentwood, they enjoy a highly educated adult population and great schools for their children. Nolensville's town slogan is "Community, History, Proximity."

How has asyst helped your daily operations?

We were looking to replace a Windows facade over DOS system for our Municipal Courts and Financials. We had a separate DOS system for Code Enforcement and Building Permits, which caused us to do time consuming double entry. In 2005, we purchased **asyst**. This accomplished our goal of one integrated system, saving time and allowing us to do so much more than was possible on the antiquated systems.

How has asyst helped your daily operations?

JUSTI converting our courts and financials data saved us a lot of time. **asyst** has sped everything up and we have benefited from the integration with financials. This eliminated our double entries. Everything balances out better and we now have a good audit trail. In the near future, we are looking to add **asyst:NIBRS** - Federal Reporting Public Safety module.

Thank you for speaking with me!

- **Patrick McGarrity, Regional Account Manager**



April 18-19 2013
UserForum Dallas

GENERAL INFORMATION



Spotlight on Dennis Hoppe Customer Support

Dennis was born in September 1985 in Tucson, AZ. He enjoys studying science, especially the immune system, and working with computers. Dennis spent 3 years at the University of California in San Diego studying Biochemistry and Cellular Biology. Since moving to Texas in 2008, he 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. He currently attends the University of North Texas where he will be finishing his Biochemistry degree that he started back in California, and should be done this fall. He currently lives in Plano, TX with his beloved wife and High School sweetheart, Maria Hoppe, whom he married on September 13, 2008.

**Congratulations Dennis on being this Quarter's
Spotlight for Customer Support!**

- Editor



Paulette Delaney Sales

Paulette (pictured far left) was born in Chatham, ON and has lived in Hamilton and Sarnia before making London her home. She graduated from St. Clair College, Chatham Campus with a Business/Marketing Diploma. Before joining **USTI**, Paulette had a long career as an Account Manager for a local software and hardware reseller, selling to Fortune 500 companies across Canada. Paulette and Ed just celebrated their 15th year anniversary and have two children - Lauren 13 and Emily 11 and we can't forget their blue and brown eyed Shih Tzu, Poppy. Both girls are involved in volleyball and basketball and between sleepovers, shopping and sport the Delaney Family is kept pretty busy. Paulette's family celebrated their Mother's 90th birthday in 2012 and continue to visit their Mom daily. In Paulette's spare time she enjoys reading, swimming, walking the dog, watching movies and socializing with family and friends with an odd moment here and there of quietness.

- Editor

New Employees

USTI would like to announce the addition of 4 new employees!

Welcome Aboard!



Adam Hoppe Customer Support

Adam was born in July 1987 in Tucson, AZ. He is the fourth of five boys. He moved to California at age 5 and called this home for most of his life. He then moved to Texas in 2011. He enjoys physical activities and hopes to one day become a Firefighter. Before coming to **USTI**, Adam spent several years in the hospitality industry and in technical support. He currently lives in Lewisville, TX where he likes to spend time with his family. He also enjoys rock-climbing, and is working to improve his computer skills.

- Editor



Beatriz Tovar Receptionist

Beatriz, who goes by Bea, is **USTI**'s new Receptionist. Not only does she answer the phone, she will also be handling Bill Card orders, Check orders, other Supply orders, and other miscellaneous duties. She is originally from Waco, TX and relocated to Dallas last summer. She has an Administrative background having worked for local Government and State agencies in the past. She is working on completing her BA in Business Management. In her free time she enjoys reading, working out, and spending time with family and friends. She is looking forward to getting to know and working with everyone!

- Editor



Becky Boeh Sales

Becky Boeh is now full time with **USTI**! She has been with **USTI** for 8 years as our Receptionist and now has joined the Sales and Marketing team! She has been married to Justin, who is the Accountant for **USTI**, for 12 years. Together they have a 12 year old daughter named Samantha and a 7 year old son named Tyler. Even though she has lived in Texas for most of her life, her home is still in Tennessee. She stays busy with her daughter's Cheerleading, her son's Baseball, and other activities. She enjoys family time, reading, antique shopping with friends, and caring for the family's 4 cats, turtle, and her dog Sophie.

- Editor

Dallas UserForum Mark your Calendar

April 18th – April 19th

Make plans to join us April 18th and 19th in Dallas for the 2013 UserForum. Based on popular demand we have increased the number of round table sessions. We will have round table sessions available on most of the modules. There will be classes for new users to **asyst** and the advanced users as well. We feel confident you will leave Dallas with a better understanding of the **asyst** applications. The Technology Suite will be available and staffed with customer support representatives for your specific questions. The Technology Suite will also give you a chance to have hands on any module that you might want to learn more about. Packets will be mailed out by February 8th. If you do not receive your packet, you can email becky.boeh@usti.us to receive the registration information.

We look forward to seeing you in Dallas this Spring!!

asyst:ePay for PayPal™

Have you wanted to be able to say **YES** we take credit cards but don't want to deal with the headaches and fees of being a merchant? If that is the case, you can now say "**YES** we take credit cards" and you will collect 100% of what is due **PLUS** you will get complete integration with your existing **asyst:Utility Billing, Courts, AR and Property Tax** Billing modules. In addition, you will have the ability to collect payments from **ANY** third party application. **ePay for Pay Pal** will either create a report for you to do data entry or a file that can be easily imported to a third party application. It has never been easier to take credit cards. You can also set up a self-service kiosk terminal and allow your walk in traffic to use credit cards. You collect 100% of the amount due, your customer pays the convenience fee and at the same you don't have to enter in the payments! This is a great solution for our US and Canadian clients.

Give us a call 1 (800) 456 8784 ext. 3401 if you want to learn more or email lisa.bush@usti.us.

asyst[®]:Customer Relationship Management

asyst[®]:Customer Relationship Management offers 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 device. 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[®]: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. For more information, please call Becky @ (800) 456-8784 ext. 3406 or email becky.boeh@usti.us!

- Lisa Bush, Vice President of Sales

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!

The following customers have already gone Live!

Blossom, TX
Jay Village, ME
Jennings, FL
Pottsboro, TX
Huntington, TX

Oriental, NC
Hickory-Kerton, IL
Olla, LA
Anna, TX
Ponder, TX

Give us a call at 1 (800) 456 8784 ext. 3406 or email becky.boeh@usti.us if you want to learn more!

- Lisa Bush, Vice President of Sales

jUSTIncase Remote Backup Service

USTI would like to remind you about a service that is available to automatically back up your critical business data on a daily basis to an offsite server. The service is called **jUSTIncase Remote Backup**. Your data is automatically backed up at a time that you set. Your data can be accessed 24/7 and is encrypted so that only your organization can view or retrieve your data from the offsite server. You receive daily email notifications that your backup has been completed. We even help you with setup and maintenance. It couldn't be simpler!

If you would like to learn more about this exciting new service you can go to our website and click on the **jUSTIncase** link on the menu, or give Becky a call at 1 (800) 456-8784 ext. 3406!

For our customers that do take advantage of this service, please remember that the encryption key that was created when **jUSTIncase** was installed, needs to be in a safe location. This key is required to recover your backed up files in the event that the PC/Server where **jUSTIncase** was installed is no longer functioning. It is recommended that the print out as well as the encryption key file be stored in a Fire Safe for protection. If you are unable to locate your encryption key, please contact Customer Support and our support department will assist you in creating a copy of the encryption key.

- David Entekin, Helpline Manager



NORTHERN EXPOSURE



Customer Spotlight on Township of Prince, ON

Peggy Greco
CAO-Administrator

Give us a brief history of Prince?

Prince Township is located along the eastern or windward side of Lake Superior, at the point where the lake flows into the St. Marys River. The City of Sault Ste. Marie abuts the Township to the east, and Dennis is the abutting Township to the North. Located within the western part of the Sudbury Climatic Region, Prince Township enjoys 4 distinct seasons. Lake Superior plays a major role in influencing the climate of the Township, which results in a longer growing season than most of Northern Ontario.

Prince Township and area have been inhabited since the time the glaciers retreated some 10,000 years ago. Their retreat left behind the landscape and contours familiar today. The melt waters created a spillway for Lake Minong the ancestor of Lake Superior. The drainage outlet formed the old raised cobble and gravel beaches at the southern edge of the Precambrian Uplands, 45m higher than the present level of Lake Superior. It is on these beaches that the first signs of human habitation appear. As the water levels lowered, the lands along the St. Marys River provided resources and an effective means of transportation for early inhabitants. The abundance of fish provided a plentiful food source that attracted and sustained the First Nations peoples of the area.

The Township was originally surveyed in 1860 by Septimus R. Prince, on behalf of the Department of Crown Lands. These lands were offered to settlers and described as having "good loamy soils and heavy hardwood timber". The early settlers to the Township harvested timber, fished Lake Superior, and farmed the land.

Today, the Township is a bedroom community, as most agricultural livelihoods have given way to more profitable jobs in Sault Ste. Marie. The Township is rural in nature, and geared towards small scale growth, with special regard for maintaining the existing rural character.

The current population is 1031.

How easy was it to implement asyst?

It was a very big learning curve as we were coming from a very fragmented system but with the support and training from our **USTI** team the transition was great. We really like **USTI's** basic financial modules and we really like the ability to add on Building Permits, Animal Licenses, Cemetery Management, etc.

How has asyst helped your daily operations?

As we learn more about the functionality of the modules, we especially like the ability to scan in documents and attach it to invoices within the system. We also like the ability to track vacation, sick time and banked hours directly in the system. We like that all of the modules can be accessed from all of the systems that we are licensed for and the capability of analyzing reports using Excel.

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

While the **USTI** support is great, it might be helpful to find other Municipalities in the area to network with as they have a true understanding of the day to day operations. If your Municipality has a specific need, **USTI** can build custom functions specifically for your office.



Prince Bluffs

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

- Paulette Delaney, Regional Account Manager- Eastern Canada

Save the Dates in 2013

MMUG



The 2012 Manitoba Municipal Users Group Conference had a strong turn out this year. The feedback from the enhanced agenda which included basic as well as advanced sessions was extremely positive. The specific dates in the fall for the 2013 MMUG have not been finalized. Email notifications will be sent out as details are ironed out.

USTI **Canada**

USTI Canada UserForum 2012 is October 17-18
at the Lamplighter Inn London, ON
Packets go out in August 2013

The United States Offices Will be Closed the Following Days:

New Years Day	Tuesday	01/01/13
Memorial Day	Monday	05/27/13
Independence Day	Thursday	07/04/13
Labor Day	Monday	09/02/13
Thanksgiving	Thursday	11/28/13
Post-Thanksgiving	Friday	11/29/13
Christmas Eve	Tuesday	12/24/13
Christmas	Wednesday	12/25/13

The Canada Offices Will be Closed the Following Days:

New Years Day	Tuesday	01/01/13
Family Day	Monday	02/18/13
Good Friday	Friday	03/29/13
Victoria Day	Monday	05/20/13
Canada Day	Mondy	07/01/13
Civic Holiday	Monday	08/05/13
Labour Day	Monday	09/02/13
Thanksgiving	Monday	10/14/13
Christmas	Wednesday	12/25/13
Boxing Day	Thursday	12/26/13

Training Schedule For 2013 in Dallas,

TX

Schedule is subject to Change

January	No classes
February	18-22
March	18-22
April	22-26
May	14-18
June	17-21
July	15-19
August	19-23
September	09-13
October	21-25

**To make arrangements
for training:**

**Contact
Donetta Fleming
800.456.8784 ext.3433**

**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.

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

**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.

Comments to the Editor:
Email address changes:
becky.boeh@usti.us

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

- David Entrekin, Helpline Manager