



2006
Winter

JUSTInfo

President's Letter

By the time you read this, the cleanup after four hurricanes crossed our path in the Florida Keys should be a fading memory. The cost and the devastation to friends and neighbors homes (many of them only a few feet above sea level here in the Keys) has been fairly significant (estimates are that over 10,000 automobiles were flooded in the aftermath of Wilma), and yet it pales in comparison to the damage to Louisiana, Mississippi, the Florida Panhandle, and northwest Texas. If you were affected by any of these storms, or any other natural disaster, our hearts go out to you.

It looks like we're in an upward cycle of ever more dangerous and damaging weather patterns, a cycle that repeats every 35 to 50 years. And, it's not just related to hurricanes. Tornados, floods, blizzards, ice storms and all the rest will be more brutal than over the last 30 years. So, if you've followed any of my previous thinking, now's the time to do something to make yourself ready for whatever happens next.

In that spirit of being prepared, we've just announced a new service offering called **JUSTIncase** which is a remote data backup service that will allow you to inexpensively keep a current copy of all your **asyst** data on our secure server in Dallas (and also backed up offsite from here). For those of you who don't do regular backups (and who are flirting with disaster), or don't keep off-site backups, or just want a more convenient, foolproof, and efficient way of doing it, this is a convenient way to "be prepared" in the event of a disaster that compromises your important data. It may not be as important as a hurricane-proof house, but it's one less thing to worry about. And with our weather trending toward the more threatening, we all have plenty else to worry about!

Q & A

TOWNSEND, DELAWARE

justInfo Editor interviews Maureen Stewart, Town Clerk and Finance Officer.

[Can you share some history of the city with us?](#)

"Townsend is located in the southwestern portion of New Castle County, in what has traditionally been called the Middletown – Odessa – Townsend (M.O.T) Region. Before 1850, the site of the present boundaries of the town was occupied by a small community called "Charley Town", named after Charles Lloyd, one of the residents, around 1850, Samuel Townsend bought much of the land and subsequently gave the village its present name. In 1856, the town became a stop along the new Delaware Railroad, and Townsend achieved prosperity as a result. Townsend incorporated on April 3, 1885."

"Recently, Townsend significantly increased the area of the community through a series of recent annexations, increasing the size more than four times the original size of 111 acres to 587 acres today."

[When did Townsend start using computers?](#)

"Until July 2002 the Town of Townsend never even had a Town Hall. But with all the growth I was hired full time and opened the office at that time. That is when we started using computers."

[How was it to implement asyst?](#)

"In some ways I found the implementation hard because we are doing so much growing at the same time and I had been a one person office. Now I have some help in the office and it is getting a lot easier. I look forward to seeing what all we can do with this system."

[How has asyst helped with your daily operations?](#)

"Until, we purchased the **asyst** system everything was done by hand other than using Quickbooks for the bookkeeping."

[What other information do you feel might be interesting or helpful to other customers?](#)

"When ever I have had any questions or problems there has always been someone there to help. They are all very understanding and patient. I like that this system can grow as we grow."

[Can you tell us something about yourself?](#)

"I have lived all up and down the east coast with both parents being chefs. But when I was hired by the Town in 1999 to work part time out of my house, just to take the minutes at two meetings a month, I stayed after my parents moved south because I love this area so much."

GENERAL INFORMATION

New Employee Corner
USTI proudly introduces the following employees!



Becky Hinnant
Customer Support

Becky graduated from Lindsey Wilson College with a Bachelors degree in Accounting. Her work experience is in Customer Service, and she has worked with several Accounting and Point of Sale Software programs.

She is married to Jason Hinnant and it is just the two of them with no kids. In her spare time Becky enjoys traveling and of course the hobby all women love, shopping.



Becky Boeh
Receptionist
Bill Card Sales

Becky was born in Sewanee, Tennessee. She and Justin, who is an Accountant for USTI, have been married for six years. They have two beautiful children named Samantha, 5, and Tyler, 4 months.

Becky has experience in Marketing and retail western clothing as an Assistant Store Manager.

Becky spends her time off shopping, scrap booking, spending time with her family, and doing decorative projects around the house.

***JUSTIncase* Remote Backup Service**

USTI is excited to announce a new service that is available to automatically back up your critical business data on a daily basis to an off site server. The new service is called ***JUSTIncase*** mentioned in the President's Letter.

If you would like to learn more about this exciting new service you can go to our website click on the ***JUSTIncase*** link on the menu to



Support Team Spotlight
Rick Tuttle
Customer Support
USTI Canada

This newsletter edition features Rick in Customer Support. He has been with USTI for 9 years. Rick graduated from the University of Guelph with a B. A. in Political Science. He has extensive computer software experience and is a real asset to USTI.

Rick was born in Detroit and his family moved to Canada when he was 4. Rick has lived in Canada since that time with the exception of a year that he lived in Jamaica. He is the proud father of 4 children; two boys 24 and 22 and twin girls, age 19.

Rick enjoys golf, biking, walking, hiking and his number one challenge is beating USTI's Linette at closed calls.

PRIORITY 1 CALLS

USTI offers our customers a way to escalate your call when the situation requires a quick, immediate response. When placing your call you may request that the call be a **priority one call**, the next available rep will return your call. We do have certain guidelines as to what makes a call a priority, such as, your system is completely down and **asyst** will not let you in, you have to have payroll out by a certain hour to have the checks signed and other things that have a time sensitive deadline on them.



Often times customers misuse this request and it makes others that have waited, wait even longer. We always return calls in a first come, first serve order and will continue to do so. Having a tech or auditor on site does not constitute a **priority one call**. We realize you are probably paying that person to be there, but everyone pays the same for maintenance and it is not fair to jump ahead of someone that has been waiting in line.

We do offer a **Gold Service**, for an additional maintenance fee, where every call you make goes to the top of the list and we guarantee a 30 minute turn around for those calls. If you would like to know more about the **Gold Service** please contact Mike DeFord at 800-456-8784 ext 1230.

Northern Exposure

2007/2008 Fixed Asset Reporting Requirements

Do you have plans for PS 1700.110 which requires local governments to provide information about physical assets which include tangible assets in your Financial Statement? It is our understanding that this requirement becomes effective in 2007/2008. USTI has a solution today that will track critical information on your fixed assets and provide the required amortization of the specified assets with general ledger entries to your asyst, MAS, Solomon or APLUS General Ledger applications. In addition, the asyst:Fixed Asset module will track how the asset was purchased, how it was disposed, unlimited improvements, location, multiple identification numbers, salvage values, 15 site defined fields and much more! If you would like to learn more about this solution please contact Lisa Bush at 866-700-8784 or email Lisa at lisa.bush@usti.ca.

Bar Code Scanners with asyst: Utility Billing & asyst:Property Tax

The laser utility statement and the Ontario standardized tax bill now support the ability to print a bar code which can be used with a Bar Code Scanner to quickly scan in payments or to look up account information. The Bar Code Scanner simply replaces the requirement to enter in the account number / roll number when taking payments or doing lookups in the database. Not only will you reduce the amount of time to enter in payments but you will also eliminate the potential for error of entering the wrong account number. If you would like a quote for the bar code scanner please call Lisa Bush at 866-700-8784 or send her an email at lisa.bush@usti.ca.

Canadian Corner

Mark your 2006 calendars and plan to join us at these upcoming Manitoba events.

MMAA Conference, held at the Delta Winnipeg:
April 30-May 3

Manitoba Municipal Users Group, at the
Canad Inn, Portage La Prairie:
June 1-2



Save \$\$\$ and the Environment!

If you are looking for a way to cut back on expenses then think about printing most of your reports to PDF files. You can still print paper copies of the one you must have as hardcopies, but save paper and toner by keeping the rest digitally.

Now, to save even more money use **PrimoPDF** from activePDF, Inc. It is totally free! Advertising free, registration free, hassle free. You can download it, free, from <http://www.PrimoPDF.com>. Install it and it shows up in your printer list every time you print.

Cheque Update

As of April 2005 all cheque orders made through financial institutions or their supplier are being fulfilled with "new-format" cheques. This approach will contribute to a smooth transition for consumers.

Bill 124 Building Permits

Is your municipality ready for Bill 124 for Building Permits? USTI has been working with several municipalities in Canada to add the required features for tracking and reporting of your building permit information. In addition, we had a very productive working session at the November UserForum in London. During the session we demonstrated what we have today and also discussed any future enhancement that may be required to be added to the asyst: Building Permits application as a result of Bill 124. The good news is that what we have developed is a good solid start on meeting the new mandated requirements. A couple of enhancements will be added as a result of our meeting and are scheduled to be released in 2006.

The **asyst:Building Permits** will be a good fit for your organization if you are using asyst or MAS. If your organization would like to schedule an on-line demonstration or to learn more about this product please feel free to call Lisa Bush at 866-700-8784 or email Lisa at lisa.bush@usti.ca.

THE DICE THAT GOT AWAY!



Yes, Canadian
UserForum Attendees,
the Casino truck was
stolen!



Your E-Mail Address

E-mail is the preferred delivery method of important information regarding your software. It is critical that your e-mail address is correct to receive important updates and announcements. Please notify us immediately if your e-mail address has changed. Or if you have just recently set up a new e-mail account please contact us with your new e-mail address.

Please let us know of personnel changes so that we may correct your customer record. Accurate customer information is necessary to keep your organization updated with the latest and greatest services than we can provide.

2 ways to notify us:

Call 800-456-8784 Press "0" and give the info to the operator or email nancy.murphy@usti.us.

Hold the Date Dallas 2006 UserForum

Go ahead and mark your calendars now for the 2006 Dallas Userforum. The dates are ***Thursday, April 20th and Friday, April 21st***. USTI will host a hospitality suite Wednesday night April 19th for the clients that arrive early. The conference will be held again at the Harvey DFW in Dallas, Texas. You can look for registration packets to be emailed and mailed in January 2006. Based on last year's evaluations, we have lots of new suggestions for classes for 2006. Hope to see you in Dallas 2006!!!

Comments to the Editor
Email nancy.murphy@usti.us

Training Schedule For 2006

January	NO Training Classes
February	Week of 20th
March	Week of 20th
April	Week of 17th
May	Week of 22nd
June	Week of 19th
July	Week of 17th
August	Week of 21st
September	Week of 18th
October	Week of 23rd
November	Week of 20th



These training sessions are for **asyst** and are held in **Dallas, TX**.

The United States Offices Will be Closed the Following Days:

New Years Day	Monday	01/02/06
Memorial Day	Monday	05/29/06
Independence Day	Tuesday	07/04/06
Labor Day	Monday	09/04/06
Thanksgiving	Thursday	11/23/06
Thanksgiving (After)	Friday	11/24/06
Christmas	Monday	12/25/06

The Canada Offices Will be Closed the Following Days:

New Years Day	Monday	01/02/06
Good Friday	Friday	04/14/06
Victoria Day	Monday	05/22/06
Canada Day	Monday	07/03/06
Civic Holiday	Monday	08/07/06
Labour Day	Monday	09/04/06
Thanksgiving Day	Monday	10/09/06
Christmas Day	Monday	12/25/06
Boxing Day	Tuesday	12/26/06