

Winter

2012

United Systems Technology, Inc.

jUSTInfo

President's Letter

Happy New Year. I'm sure I'm not the first one to make that wish for you (you might even think I'm a little tardy), but I do want to wish you happiness, prosperity, and especially health in the new year. We've got lots of things planned for 2012 including the delivery of even more of our **asyst**^{OL} (Cloud based version of **asyst**) applications, new **asyst** features, a full featured eAccess portal for your customers to interact with your **asyst** applications over the internet, and we're even in discussions about a disaster recovery service to provide remote access to **asyst** applications and your data in the event of a disaster which made your computer equipment inoperative.

But, I want to take a little time at the beginning of this year to strongly encourage you to broaden your awareness of web based service delivery, and specifically the things that **USTI** can already do to make interaction with your constituents better, faster, and most importantly, cheaper!

I'm talking specifically about the jUSTInter.net applications eBill and ePay. It's no secret that postage costs continue to rise, that service may be reduced and delivery times stretched out. Paper costs are also on the rise and printer ink isn't getting any cheaper. Add that to all the extra labor involved in printing, bursting, stuffing, and mailing bills, and then opening, sorting, recording and entering and depositing payments, and you have a lot of costs that you have the opportunity to reduce. eBill takes all the costs, including postage, paper, ink, labor and completely eliminates it for each customer you get to sign up. Get 100 customers to sign up for eBill, and you save \$100 at minimum (and that's each month!!!). Add the convenience to your customers to pay online, saving them the time and money of returning the bill by mail or by personal delivery and you have an even bigger opportunity for saving. Plus, you get your money faster and each payment is entered directly into **asyst:UB** without you having to do any manual entry. Everybody wins.

So, make it your 2012 Resolution to take a serious look at eBill and ePay. You and your customers will both win.

Happy New Year!

Tom

- Tom Gibbs, President & CEO



Spotlight on Bradenton Beach, FL Nora Idso City Clerk

Give us a brief history of Bradenton Beach:

Bradenton Beach is a coastal Community incorporated in 1952 with a population of approximately 1200 full time residents which increases to approximately 4,500 during season and an average temperature of 73 degrees. In addition, to being a popular resort area it boasts a fishing pier dating to 1911 and lays claim to one of the areas oldest inns dating back to 1913.

How easy was it to implement asyst?

In 2003, the city decided to replace its outdated software with something that was compatible with word. Upon many recommendations (one of them being our Auditor of 20 years) it was decided to try **asyst**. Due to the excellent support system it was extremely easy to implement the programs. There were times in the beginning I called two or three times a day, return calls were always prompt and courteous.

How has asyst helped your daily operations?

asyst has made daily, weekly and monthly reports far less time consuming and is especially helpful when the auditors are in so far as being able to convert the **asyst** programs to word and Excel.

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

I would encourage anyone interested in changing software to consider **asyst**, have a demonstration and call references. I for one have been more than happy for the past 8 years with the software. The product is extremely user friendly and the support is second to none.

Thank you so much Nora - Editor



Loading Updates

Most of these calls were customers that needed to load updates and were calling to get help in loading them for various reasons. One common issue I see that is usually about 15% of these calls is "Error loading update due to IE Security Setting." This causes a runtime error loading updates that add tables and the data is across a network. We have an FAQ about how to address it.

- David Entekin, HelpLine Manager

GENERAL INFORMATION

New Employees

Aaron Pellerin-Customer Support



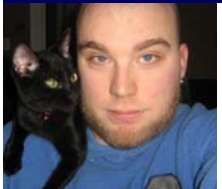
Aaron is from London, Ontario, Canada. He has a diverse academic background with a B.A. in Religious Studies, an M.A. in Theology, and a Master's degree in Library Sciences. His love of technology drew him away from his life as a career student.

Aaron is married to Sue, a teacher, and they have a two year-old daughter named Lily who keeps them very, very busy! Rounding out the Pellerin household is Oliver, a 5 year-old GoldenDoodle whose favorite hobby is getting mud on the white rug.

Besides good books and jazz music, Aaron enjoys coffee an awful lot.

- Editor

James Whitelaw-Customer Support



James was born and raised in London Ontario, and lived there his whole life, since most of his family calls it home too. James studied Computer Systems Technology at Fanshawe College, from 2003 to 2005. He has been involved with computers in some

fashion or another most of his life, and he actually built his own home computer from the ground up. James has always enjoyed fixing computers and helping people, which led to working in various tech support roles for companies like HP and Comcast.

James has been working in customer support roles for about 8 years now, and he just really enjoys helping people when they are frustrated, and making their day.

In James' spare time he is a movie buff. He has a pretty extensive movie and TV show collection, from popular movies and shows to the more obscure, so most of his free time is spent watching movies or TV and playing video games. He also spends a lot of time online reading about new technology and scientific developments, so that is both business and pleasure for him.

James shares his home with a three year old cat who is his other source of entertainment, as she is a little bit on the weird side, so they get along great.

- Editor

UserForum Dallas April 19-20 2012
Click on the link to sign up and save!

<http://docs.usti.us/Dallas2012UserForumPacket.pdf>

PCI Complaint Update

USTI recently upgraded the **asyst:Credit Card Interface** to take advantage of the latest encrypted swipe so that your municipality will be able to have a PCI complaint credit card processing solution.

Because even PCI compliant solutions are susceptible to cardholder data theft, **USTI** has partnered with PayPros for their Lock-down Program. With this solution, the processing of card data will never be displayed and you won't be storing credit card data on your server. As a result you'll enjoy enhanced cardholder security with no additional work. You will be able to assure your constituents that their credit card transactions are safe at your municipality.

In order for your municipality to be PCI complaint you will need to purchase the MAGTEK IPAD from PPI. PPI will be offering this hardware to you at their cost. The price is \$268. Contact Lisa Bush if you have questions <mailto:lisa.bush@usti.us> or call (866) 700 8784.

- Lisa Bush, Vice President of Sales

asyst^{OL}: eCommerce

Do you want to give your citizens easier access to your services?

USTI is pleased to announce the initial development of a new eAccess Portal which will allow your citizens to easily interact with you. The first option available on the portal will be viewing/printing of Ontario Property Tax bills. Owner/Parcel information and Tax bills will be uploaded to the portal server from **asyst:PT**. The citizens will be able to register with the portal to gain access to their Property Tax bills and will also be automatically informed when additional functions become available to them. Some of the possible applications that the portal could be used for are: scheduling Building Permit Inspections, requesting a new Animal License, and purchasing a Burglar Alarm Permit. If you have additional ideas for how the eAccess Portal could be used, please log a HELPLINE call and discuss them with a Customer Support Rep. The portal will also work seamlessly with **asyst^{OL}**. The eAccess portal is scheduled to come online in March.

- Tom Reimer, Vice President of Development

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/>

NORTHERN EXPOSURE

Customer Spotlight

Municipality of Shuniah



**Q & A with
Paul Greenwood, CGA, CMO
Deputy Treasurer
Municipality of Shuniah, ON**

Give us a brief history of Shuniah:

The Municipality of Shuniah is a beautiful stretch of land along the north shore of Lake Superior with the Sleeping Giant and Ouimet Canyon at the east end and Thunder Bay at the west end.

The Municipality of Shuniah serves mainly as a bedroom community with very little commercial development within its boundaries. Shuniah has a considerable cottage population with the first surveyed subdivision for recreational purposes being laid out in 1920. Today the number of households has risen to 2,887, an increase of almost 50% since 1995. The population of Shuniah is estimated at 2,348 which is based on owners whose full time or permanent address is within Shuniah. However during the summer months those numbers almost double and are estimated to be as high as 5,000.

How easy was it to implement asyst?

The successful implementation of **asyst** at Shuniah was in large part due to the training and support provided by **USTI** staff. As with any implementation, it is incumbent on the municipality to provide the necessary time and resources for staff to plan and execute the implementation.

How has asyst helped your daily operations?

One of the key benefits of **asyst** is that it is very user friendly. As there are not two municipalities that are the same, **asyst** has significant flexibility in how you set up each module to meet your organizational needs. There is also an abundance of accessible information for analysis and reporting and nearly all reports can be analyzed with Excel.

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

One of key benefits of using **asyst** is that you are not alone. There are plenty of other customers that have been using **asyst** at various levels and they are more than happy to provide you with what has and has not worked for them. **USTI** also provides an annual User Forum that we have found to be very beneficial and will continue to participate in the future. **USTI** also pays attention to the needs of their customers and has an eye to both the current and future requirements.

Thank you Paul for taking the time to talk with me.

- Joel Hotham, Regional Sales Manager- Eastern Canada

New Employee

Joel Hotham - Canada Sales



Joel was born in London Ontario and has lived here his whole life although his favorite city in Canada has to be Ottawa. Joel is currently enrolled at Kings College which is part of Western University and taking Social Justice and Peace studies on a part time basis.

Joel has been involved in sales and customer service for about as long as he can remember in one form or another but this is his first position with a software company. Previously he has worked for computer hardware companies as well an IT Research firm. Joel also has the privilege to have a bit of inside information when it comes to Property Taxes as he has worked for the Municipal Property Assessment Corporation.

In his spare time, which there isn't much of, Joel spends most of it time with his family or playing sports. He is an avid fan of soccer and most racquet sports with an emphasis on squash.

-Editor

ArcView

Would your municipality like to implement a new GIS system and access the important property and address information that you are currently storing in the **asyst** database? We are happy to announce an interface to ESRI ArcView. The GIS interface is available for **asyst-Utility Billing** and also **asyst-Land Management**. This interface will allow ArcView to directly access the account data you are storing in **asyst** and also allows ArcView to display any maps or documents in ArcView that pertain to that given address or roll number. You will not have to leave **asyst** or ArcView to display the information. Simply click the "Map It" button on your **asyst** tool bar to display the data in your GIS system or select the **asyst** option in ArcView to list the account information for the selected property. It is that easy! Please contact Lisa Bush if you would like pricing on this interface. 1 (866) 700 8784 lisa.bush@usti.ca

- Lisa Bush, Vice President of Sales

Save the Dates in 2012

MMAA conference is April 22-23
at the Victoria Inn in Winnipeg, MB

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

AMCTO June 17-18
at the Ottawa Convention Centre in Ottawa, ON

USTI Canada UserForum 2012 is October 18-19
at the Lamplighter Inn London, ON

FREE Training Videos

USTI is happy to announce our new series of free training videos for **asyst**. These videos will be replacing our current 101 online classes. We have been running our free 101 classes for over 2 years and feel they were very successful in helping our customers get **asyst** implemented quicker. But due to the number of classes, available staff and dealing with multiple time zones we were limited to when the classes could be offered. So we have started developing Video courses to replace the current 101 class information and also add additional information that we were not able to cover in our 1 hour classes. These video courses will range from setup to processing that will benefit both existing and new customers. The first videos we released were the year end processing videos and feel they were a success. We had a large percentage of our customers take advantage of these videos. We have recently released the setup and processing videos for General Ledger and Accounts Payable and as new modules are released they will be announced by email. These videos are available for viewing any time from our support online webpage. We hope everyone will take the time to watch the videos and possibly learn something new.

- **Donetta Fleming, Training & Implementation Manager**



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

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

**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 Entrekin, HelpLine Manager**



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