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## Flexibility of DocumentLink™ Unifies Departments, Data



As a total solution provider for municipal revenue management, Point had a choice of two design approaches when conceptualizing the Document Link™ document management system. One approach was to create a closed system that would work exclusively with our products and technologies.

Though this design would be simpler to produce, we instead chose to create a flexible application that would extend rather than limit options. We wanted to offer an enterprise-level solution that nearly any jurisdiction could implement to effectively manage disparate information from a centralized point of reference.

An excellent example of this flexibility in action is the Town of Hopkinton, Massachusetts, which went live with DocumentLink in July 2006. DocumentLink presents docu-

ments primarily through a parcel-centric view, so the town's CAMA data forms the backbone of the system. While Hopkinton does not run Point's TaxValues™ CAMA software, we achieved the seamless integration necessary to connect to that critical data.

Additionally, we built a data bridge from our document management center to their preferred GIS vendor. A link to the parcel's GIS map shows up as just another document in the Document Tree.

Selecting a vendor-neutral document management system means that the jurisdiction is free to select/keep the software mix they found yields the best return on investment (ROI). It also means that they are free to change to software with a better ROI on their own timetable.

DocumentLink is technology neutral as well. It is a true

Internet-based solution, requiring only Internet connectivity to operate it. It also has the capacity to connect to practically any database that supports queries.

The real power of Document Link, however, is its ability to serve as a municipal information hub. It can link together every department in the jurisdiction, even those operating outside of town hall like the police and fire departments.

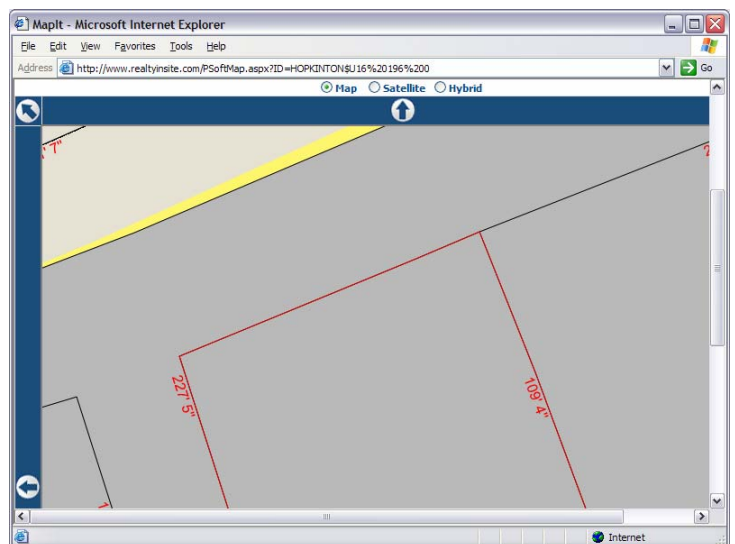
This power comes from certain architectural strengths of the system. DocumentLink allows the user to define an unlimited number of departments with the appropriate roles and permissions.

It also supports virtually any document type supported by the Windows operating system – anything from a simple text

file to photographs and video clips can be managed by this product. This is key when dealing with the diverse data sources typically found in a municipal setting. There is also the added benefit of full compliance with the open document mandates of the Commonwealth of Massachusetts.

Point has now demonstrated DocumentLink to several municipalities, which have responded with great interest and extremely positive feedback. We invite you to find out what all the excitement is about.

*If you are interested in learning more about DocumentLink, we invite you to contact one of our business developers. Either [Scott Choiniere](#) (ext. 120) or [Brian O'Donnell](#) (ext. 118) would be happy to arrange a web demo.*



Link to your preferred GIS vendor to view a map of any property



## Calendar of Events

Date(s)	Event	Location
Sept. 27	MCTA Fall Meeting	The Log Cabin 500 Easthampton Road Holyoke, MA
Oct. 8-11	IAAO Conference <i>Come see us at Booth 117!</i>	Milwaukee, WI
Oct. 17-19	MAAO Fall Conference	The Williams Inn 1090 Main Street Williamstown, MA

### Document Management Goes to Milwaukee

Point Software is busy preparing for the annual IAAO Conference, to be held October 8-11 in Milwaukee, Wisconsin. The product Point will be highlighting this year is DocumentLink™, featured in this month’s cover story. Assessors attending the show will have the opportunity to see how an Internet-based, CAMA-neutral solution can not only enhance their department’s operations but also help their jurisdiction achieve full interdepartmental convergence.

### Jennifer Spelko Joins Point’s Customer Service Dept.

Please help us in welcoming aboard Jennifer Spelko as Point Software’s newest Customer Service Representative. Jen just joined the Point team on August 21st.

Jen first started in customer service while in the banking industry. There she interacted with customers face-to-face, developed a relationship between the bank and the client, and honed her active listening skills. Jen said she enjoyed that job because, “I like working with people. I’m a people person.”

Jen later became an accounting clerk for an alloyed metals manufacturer. In that position, she provided customer service internally by responding to calls from Accounts Payable, Accounts Receivable and Human Resources – work she found personally fulfilling. “I like answering people’s questions and being able to help them out,” Jen said.

Currently, Jen is training on our deputy system, learning the functions of



Jennifer Spelko

the tax collector. This background will help her to understand and identify with our users when they call. Jen looks forward to assisting Point’s customers and getting to know them in the near future.



### Q: How do I import payments received through the Online Payment Exchange option?

A: When you connect to your online payment provider, you can download a payment batch as a text (.txt) file. Use the following procedure to import a payment batch into the Point system:

1. Copy the payment file to your POINTTMP folder.
2. Rename the file using a file-name that indicates the download date and the commitment type. For example, **0112RE.txt** for a real estate payment file received on January 12<sup>th</sup>.
3. Select PAYMENT POSTING from the main menu.
4. Select BATCH POSTING.
5. Select ON LINE PAYMENTS IMPORT.
6. Enter the filename including the path where the file is located. (Example: C:\pointtmp\0112RE.txt)
7. When prompted, select R to run the batch report then verify the totals match those of the online payment provider. If there are Errors to Report, print the error report and add the total of it and the batch report together. This should match the total amount paid.
8. Once you are sure that the batch is in balance, post it.
9. Manually post any payments from the error report using the same deposit date and batch number as the payment batch.
10. Run a Cash Control Report for the deposit date and batch number. The total from this report should also match the online payment provider’s total.

From the Help Desk to Your Desk