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Take a Look at What DocumentLink™ Can Do for You

Find Out Why Over 30 Municipalities Have Attended a Live Demonstration to Date



DocumentLink™ is sparking an overwhelmingly positive response in the marketplace. That is what our business developers have been finding as they visit cities and towns throughout Massachusetts and Connecticut to introduce this document management solution. Based on the interest demonstrated, DocumentLink is proving to be the most significant new product ever released by Point Software – a company known for its innovative municipal applications.

With over 30 municipalities seeing a live web demo of DocumentLink to date, you might be curious as to why this product is garnering so much attention. The answer is because DocumentLink goes beyond simply performing a function; it allows municipal

offices to function *better*. Cities and towns have a very real need to streamline operations and achieve efficiency in the workplace, and DocumentLink fills that need. Let's take a quick look at just what our document management solution can do for you.

Centralizing Documents

The primary function of DocumentLink is to serve as a universal document container. Regardless of how it was generated – by data extraction from an application, by dynamic creation from an online form, or by scanning hardcopy – each electronic document winds up in that central container. By mapping the documents to a global index such as a parcel ID, all related documents are organized and

viewed under the same record.

Orchestrating Applications

Our product is not designed to replace existing applications; it is designed to *enhance* them. We engineered DocumentLink as a totally vendor-neutral application. DocumentLink has the capacity to bind to other applications and present the information they manage under a single, central view. Record data, photos, sketches and GIS maps can all be retrieved and displayed in real time, simply by passing the global index to the managing application and creating a connection.

Removing Barriers

Historically, municipal government has a lot of “walls” penning up vital and valuable information. There are walls created by limited public access due to hours of operation

or archaic storage and retrieval methods. There are walls created by poorly designed websites that lack the flow and depth to effectively dispense information. There are walls created by operating departments in a disconnected manner. There are walls created by cumbersome update processes. DocumentLink tears down those walls by offering anytime, anywhere access in an intuitive format that is easy to understand and manage.

See for Yourself

We want you to see for yourself what DocumentLink can do for you. Schedule a web demo and we can show you the power and versatility of this application and answer your questions. A web demo takes just a half hour, a worthwhile investment in exploring a solution for your document management needs.

How to Schedule a Web Demo

Business developers **Brian O'Donnell** and **Scott Choiniere** would be happy to discuss what DocumentLink can do for you. You can schedule a web demo in 1 of 3 easy ways:

- Call: 1.800.368.9538
- E-mail: BrianO@pointsw.com or ScottC@pointsw.com
- Submit a Demo Request Online: <http://www.pointsw.com/demorequest.asp>



Calendar of Events

Date(s)	Event	Location
Feb. 13	MCTA Winter Meeting	Holiday Inn 242 Adams Place (Rte. 111) Boxborough, MA
Mar. 21-23	CTx Annual Seminar	Mystic Marriott Hotel 625 North Road (Rte. 117) Groton, CT
Apr. 23-24	MAAO Spring Conference	Marlborough Conference Center 280 Locke Drive Marlborough, MA
Apr. 29-May 2	NRAAO Annual Conference	Hotel Viking One Bellevue Avenue Newport, RI

Get Improved Customer Service with GoToMyPC

Solving some problems entails examining the situation firsthand. That is why Point provides a remote diagnostic service, allowing us to see a customer's machine without the need to go on site.

To make use of this service, you must employ some form of remote access software. Point has tried out several solutions over the years, with the objective of finding the best product currently available. It is to everyone's benefit for us to do this research, since reliable access is essential to properly support our customers.

The dial-in application pcAnywhere was the product we long recommended for this purpose. With the arrival of newer technology, however, we now advocate switching to the web-based GoToMyPC.

GoToMyPC offers many advantages:

- **Speed** – We found transferring files through a modem can take 20 minutes or more. With GoToMyPC's Drag-and-Drop File

Transfer feature, this process is almost instantaneous.

- **Reliability** – Getting connected and staying connected is never a problem with GoToMyPC. This is the kind of accessibility you need and deserve.
- **Ease of Use** – GoToMyPC is by far the simplest remote access software we have tried.
- **Accessibility** – GoToMyPC allows remote access from any Internet-enabled computer worldwide, including those using satellite or wireless connectivity.

GoToMyPC is an affordable solution, with subscriptions available for under \$20 a month. You can acquire a subscription to GoToMyPC through Point Software and simply reimburse us on an annual basis. To make the switch, contact our Customer Service Department at 1.800.368.9538.



Q: Why won't the Notice of Advertising print? Why won't the Instrument of Taking print?

A: Certain reports in the Point system will not print until the associated account has been properly flagged. These include the Notice of Advertising (which should be flagged with "A" for "advertisement") and the Instrument of Taking (which should be flagged with "R" for "registry"). Use the instructions below to check an account's flagging for those two reports and correct it if necessary.

1. Select **PAYMENT POSTING** from the main menu.
2. Select **POST PAYMENTS**.
3. Enter the levy tax year.
4. Select the commitment type.
5. Enter the interest date.
6. Enter the deposit date.
7. Enter the batch number.
8. Type **N** then press **Enter** to disable the quick post feature.
9. Enter the bill number of the delinquent commitment. An account summary screen appears.
10. Look below the bill number on the account summary screen. If the account is flagged for advertisement, "ADV" will appear there. If the account is flagged for taking, "REG" will appear there.
11. If the account is missing a flag, enter **O** to get to the posting options menu then select **ACCOUNT FLAGGING**. Enter **A** to flag for advertisement or **R** to flag for taking. Enter the effective date for the flag then apply the flag by entering **Y** when prompted.