



## Communication Key to a Superior Customer Service Experience

Point Software remains a company committed to its customers. It has always been our goal to deliver reliable products backed by excellent customer service. This is not an easy task as the data furnished by our software results from blending together large amounts of new information from a variety of sources several times a year.

Through our expertise, we have developed and refined procedures that avert the vast majority of issues that can occur in this complex process. Still, there are times when we need to address issues that require review. That is why we continuously seek to improve communication between our office and yours. As part of that effort, there are a number of ways you can help us serve you better.

### Give More Details, Please

Diagnosing a problem properly entails getting the complete picture. Point often receives an e-mail or fax reporting an error but missing important information, such as what the customer was doing when the error appeared. This means that a customer service representative needs to call or e-mail the user to get more details, which can result in a long delay in resolv-

ing the matter if the user is unavailable at the time we attempt contact. To avoid such a bottleneck, try to include all relevant information when you first report the error.

### Choose E-mail over Fax

We find e-mail to be a better method of handling support issues than fax for a few crucial reasons. For one, e-mail is quicker. Not only do e-mails transmit faster, but they also alert us as soon as they reach our in box. E-mails provide a full record of the problem as well, which makes it easier to track and document the issue.

Some users may shy away from reporting errors via e-mail because they want to include a picture of the screen but are not sure how to get it into the e-mail message. This is actually a simple process. To capture the screen you are viewing, hold down the **Alt** key then press the **Print Screen** key (to the right of **F12**). To get the screen capture to appear in the e-mail message, hold down the **Ctrl** key then press **V**.

### Provide Remote Connectivity

Remote connectivity software, which allows us to connect to your computer from our office,



is absolutely essential for customer support. If you provide us with remote connectivity, we can install patches and upgrades on your machine and examine issues firsthand without having to go onsite.

We strongly encourage all customers to implement the remote connectivity software GoToMyPC. Many of you use pcAnywhere, which has been a great product but is limited in accessibility as compared to GoToMyPC. With pcAnywhere, the user ties up a phone line and must be involved to enable the process whereas GoToMyPC lets us connect without such inconveniences.

### Get the Specs, Then Upgrade

When it comes time to replace

or upgrade the computer equipment you use with Point's products, be sure to contact us first in order to get the current system requirements. Assuming the equipment you acquire will be suitable for the job could prove to be a costly and time consuming mistake. A good example of this involves barcode printing. For those customers not yet using ReportNET, printing barcodes requires HP printers and special DIMM cards that are not included with the printer.

### Don't be Afraid to Ask

In conclusion, we'd like to remind customers that if they have any questions regarding our products, don't be afraid to ask. We're here to help you.

## Tax Service Customers: Get Your Payments Faster

Customer Service Manager Angela Cortesi wants to remind Point's tax service customers that the sooner the tax service company gets your tax file, the sooner you get your payments. Please contact Customer Service as soon as your bills are printed. This ensures that all payments and/or adjustments are reflected in the file. We will then generate the file(s) and release them to the tax service company to allow them to process your file more efficiently.



## Calendar of Events

Date(s)	Event	Location
Mar. 21-23	CTx Annual Seminar	Mystic Marriott Hotel 625 North Road (Rte. 117) Groton, CT
Apr. 5	MCTA Spring Meeting	Basketball Hall of Fame 1000 West Columbus Avenue Springfield, MA
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

### Point Software Developers Heading to DEVCON 2007

Key members of Point’s software development team will soon be heading off to DEVCON, InterSystems Corporation’s annual developers conference. During this international event, Point will learn about the latest advances in InterSystems’ post-relational database Caché and how to apply them to the TaxValues™ suite of products. DEVCON is also an opportunity for Point to discuss and share ideas with Caché users from around the world.

InterSystems will be holding this year’s conference March 25-28 in Orlando, Florida. DEVCON 2007 will focus on ways to make applications more valuable to users – by increasing the software’s performance, by making it more easily adaptable to customer needs, and by adding functionality. Point is looking forward to hearing about InterSystems’ newest innovations and translating them into real world benefits for municipal government.

### IAAO COURSE 312: Commercial/Industrial Modeling Concepts (Offered by the Mass Chapter of the IAAO)

**Location**

Framingham Town Hall  
Memorial Building – Public Meeting Room  
150 Concord Street  
Framingham, MA 01702

**Class Dates**

March 19-23, 2007

**Credits**

30 Hours

**Registration Information**

Fee: \$385.00 for IAAO members, \$475.00 for non-members  
Form: <http://www.maa.org/content/IAAOCourse312March07.pdf>

**Directions**

<http://www.framinghamma.gov/web/pages/Directions.htm>

**For Information on More Upcoming IAAO Educational Events, Visit:**

<http://www.maa.org/IAAONews.htm>

## Tech Tips

The Point is pleased to introduce “Tech Tips,” a new column giving you helpful information on how to use your technology tools better. In this issue, we’ll take a look at Microsoft Outlook “hot keys” (or “keyboard shortcuts”) that will offer those who prefer the keyboard to the mouse an alternative way to handle e-mail messages.

### Microsoft Outlook Hot Keys

- Press: **Ctrl** + **N**  
To: Start a new message.
- Press: **Ctrl** + **Shift** + **B**  
To: Access the address book.
- Press: **Ctrl** + **S**  
To: Save the message.
- Press: **F7**  
To: Spell check the message.
- Press: **Alt** + **S**  
To: Send the message.
- Press: **Ctrl** + **R**  
To: Reply to the sender of a message.
- Press: **Ctrl** + **Shift** + **R**  
To: Reply to “all” (the sender and all recipients).
- Press: **Ctrl** + **F**  
To: Forward the message.
- Press: **Ctrl** + **P**  
To: Print the message.
- Press: **Ctrl** + **Shift** + **V**  
To: Move the message to a different folder.
- Press: **Ctrl** + **D**  
To: Delete the message.
- Press: **Alt** + **F4**  
To: Close the message.
- Press: **F5**  
To: Check for new messages.
- Press: **F1**  
To: Ask Outlook for help.