



## Navigating the Way on the Municipal Technology Journey

It's inevitable. You can try to put it off. You can try to ignore it. Sooner or later, though, you must begin it.

"It" is municipal technology's journey into the future. Staying where you are indefinitely is simply not an option. There are too many forces pushing you onward: the needs and expectations of the taxpayer, the advantages yielded by newer technology, the demand for efficiency as you are asked to do more with less.

Yet, it can often be perplexing as to where to begin. With so many technology choices in front of you, which way should you go? When you have determined your desired destination, how will you reach it?

These are certainly legitimate questions. Making the wrong choices can be costly. You need to invest in technology that is not merely attractive or popular, but brings real value to your operation. Even making the right choices can seem problematic, as obstacles such as financial constraints will undoubtedly confront you.

Fortunately, these are questions that you do not need to answer on your own. You can rely on the expertise and experience of Point Software to help you find the way.

### Scouting Technology

If municipal technology is a journey, then Point is the

scout. We run ahead to discover the stumbling blocks to avoid and the paths and footholds that will bring you to your goal.

We are adept at spotting emerging technologies that will take you where you want to go, as we have proven in the past. We explored mobile technology and employed it for our software with PDAs in 2001, Tablet PCs in 2003, and now smart phones. In 2000, we began developing web-based applications that have opened up a world of possibilities ranging from the effortless bridging of public information to the Internet (CitizenLink™) to instant collaboration between departments (Document Link™). We engineered ReportNET™ to connect with Caché, a blazing fast database that runs queries five times faster than relational databases.

### Getting Your Bearings

Before you embark on this journey, you must properly equip yourself to ensure you will travel in the right direction. That means getting advice from a company that understands and embraces technology. Point is that company.

As technology leaders in the municipal marketplace, we urge you to enter a dialog with us. Together, we can discuss your needs and goals, the technologies you should seek to address them, and how you can



bring those technologies to your municipalities.

Take the time to explore your options, even if you have doubts that they are within your reach. At Point, we aim to create solutions that are both beneficial and attainable. Discover what we have discovered: high tech does not have to cost a high price.

### Moving Forward

Where will the journey ultimately lead? With the technology landscape in a constant state of transformation, it is impossible to say for certain. It is also not as important a question as how you will navigate the terrain by using the tools of

today to move you forward.

We have structured our plan for the future on the innovative concepts we perceive will allow you to do just that. This plan is highlighted by a pronounced shift to a global mentality, as seen with the data center model, vendor-neutral solutions and document centralization software we are now offering. By extending your office to the outside world, you gain the power to do more.

Get ready to move forward. Ask us how.

*To begin drafting your map to the future, call Jim Regan at 1.800.368.9538 extension 104.*



## Calendar of Events

| Date(s)      | Event   | Location   |
|--------------|---|--|
| Sep. 11 & 26 | 2007 MCTA Staff School<br><i>Basic Session: Sept. 11</i><br><i>Advanced Session: Sept. 26</i>                   | Municipal Office Building<br>37 Shattuck Street<br>Littleton, MA               |
| Oct. 1-5     | IAAO Course 101: Fundamentals of Real Property Appraisal<br><i>Sponsored by the Connecticut Chapter of IAAO</i> | Newington Public Library<br>Community Room<br>95 Cedar Street<br>Newington, CT |
| Oct. 9-11    | MAAO Fall Conference  | The Williams Inn<br>1090 Main Street<br>Williamstown, MA                       |
| Oct. 24      | MCTA Fall Conference  | The Log Cabin<br>500 Easthampton Road<br>Holyoke, MA                           |

### Set Up Your Excise Recommits to Avoid Overlaps

Prevent the headache of overlapping excise commitments. When choosing a commitment ID for your excise recommits, make sure you use one that will not be used by the Registry of Motor Vehicles. To be safe, avoid commitment IDs in the range of 1-99 by placing a letter after the number (e.g. 11A). Also, use a starting bill number much higher than any the Registry would use. For example, if you issued 10,000 excise bills in 2006, then use 20,000+ for the first 2007 recommit.

## Don't Get Caught Short in '08!

### Things to Keep in Mind When Ordering MV, WS Bills

September is here, which means that it is time to place your orders for forms to use for next year's motor vehicle and water/sewer bills. As a courtesy to our customers, Point Software would like to offer a few tips and reminders so that no one gets caught short when printing their 2008 bills.

- The deadline for ordering is September 28, 2007.
- You can either mail or fax the completed order form, to the attention of Customer Service. The fax number for Customer Service is 413.525.9125.
- Customer Service mailed the order forms on August 10, 2007. If you never received your order form or you are missing it for some reason, contact Customer Service.

You can have a new form faxed, e-mailed or mailed.

- **Make sure you order a sufficient supply of forms.** It can be difficult to determine how many forms you will need for the coming year, but you can get a rough estimate by looking at how many you printed last year. Generally, this number does not vary greatly from year to year. Remember, it doesn't hurt to order "too much" motor vehicle or water/sewer bill stock. The same forms are used from year to year, so any "left-overs" will get used up. It is better to err on the side of caution and get a little more than what your ballpark figure says you need.

## Tech Tips

Windows provides a "behind the scenes" tool called the clipboard that allows items to be quickly copied. The clipboard serves as a temporary holding place for any item captured with the copy command. An "item" can be anything you see on the screen – text, a picture, a table, even a whole window. That item can then be pasted into another application, another document, or to another location in the same document. Here's how to use the clipboard.

### Copying to the Clipboard

While the methods for capturing items are varied, they all work the same way; you select the item then you copy it. Here are a few ways you can select and copy items.

- Select some of a document's contents by holding down the left mouse button, dragging it from the start point to the end point of the content you wish to copy, then releasing the left mouse button.
- Select all of a document's contents by selecting Select All from the Edit menu.
- Select a file path or a URL (web address) by clicking in the Address bar to highlight it.
- Copy an item in one of these ways:
  - Select Copy from the Edit menu.
  - Hold down the Ctrl and C keys.
  - Click the Copy icon.
- Capture the active window by holding down the Alt and Print Screen keys.

### Pasting from the Clipboard

To paste the captured clipboard content, click where you want to insert the content then paste it one of these ways:

- Select Paste from the Edit menu.
- Hold down the Ctrl and V keys.
- Click the Paste icon.