



Develop Your Plan for Success with Business Developer Scott Choiniere

If you are a Point Software customer, then you recently received a letter from business developer Scott Choiniere saying that he wants to visit you and learn more about your operation, your needs and your goals. With our software running in close to 150 municipal departments, this undertaking represents a significant investment in time. But it's an investment Scott believes to be essential as it is an investment in you.

For those of you who do not know Scott, he has been traversing the marketplace over the past 18 months, talking to hundreds of municipal officials like you. From his travels, Scott has gained an understanding of the universal requirements of municipal government as well as an appreciation for the diversity of needs that exist in the industry. He has also discussed existing and potential solutions and has received invaluable feedback that has helped shape the products we are engineering.

Now that Scott has completed this initial discovery phase, he believes it is time to focus his efforts on developing a personal relationship with each of Point's users. This kind of individual attention is part of our commitment to our customers. In our 18 years of operation, we have learned that there is no such thing as a "one size fits all" solution in municipal

government. Each of you has your own unique challenges that require a unique strategy to meet them. We have always made ourselves available to listen and respond to your needs when you come to us. Scott is now taking that mission one step further by coming to you on a personal basis.

Scott's goal is to be proactive in helping you move closer to your own goals. While you may know where you want to go, you may not know how to get there. That's where Scott comes in.

Scott will start by sitting down with you and listening to what you would like to achieve and what obstacles you face. Scott will then review your existing software configuration with you. We have said in the past that each software application you have in your office is a tool, but it is more than that. It is a multipurpose tool that can be used in countless different ways – ways that you may not have explored simply because you are unaware of everything it can do. Scott will provide an overview on how you can use the "tools" offered by Point in a more advantageous way for getting the results you are seeking. You will learn how to make your tools fit the job instead of you fitting the job to your tools. This may mean adapting or expanding your current toolset.



In addition to objectives that you already have in mind, Scott may also recommend other objectives you should think about adding. For example, while ensuring your data's security and recoverability might not be written in your job description, it is a critical part of your job when the data you manage represents decades of records, hundreds or thousands of citizens and millions of dollars. There is also integration and connectivity between departments to consider, the sharing of that wealth of information for a more informed and productive workplace.

Perhaps you are thinking that this all sounds great, but wonder how the concepts proposed by Scott will emerge into reality. There are several logistical reasons as to why you may not

be able to move from your current configuration to your target one in a single leap, such as the availability of time, funds and human resources. Scott will take your goals and break them down into realistic, manageable steps.

In the end, Scott will present you with a Plan for Success that is tailored to fit both your goals and your situation. That plan will be a plan of action that will carry you into the future, to where you need and want to be.

Scott Choiniere will be contacting you in the next weeks to set up an appointment for meeting with you. If you would like to talk to him sooner than that, you may call him at 1.800.368.9538 ext. 111 (office) or 1.413.478.5285 (cell). You may also reach him via e-mail at ScottC@pointsw.com.



Calendar of Events

Date(s)	Event	Location
Nov. 8	MAAO Annual Meeting	Florian Hall 55 Hallet Street Dorchester, MA
Nov. 15	CTx Member Meeting	Aqua Turf Club 556 Mulberry Street Southington, CT
Dec. 12	MCTA Holiday Meeting	Hogan Campus Center College of the Holy Cross 1 College Street Worcester, MA

ReportNET™ Adoption Continues to Grow in 2007

Deployed in 2006, adoption of Point’s ReportNET™ report application continues to grow in 2007 with 10 installations completed this year so far. ReportNET offers an expansive library of searchable and customizable reports for presenting municipal data, as well as analytical and batch tools that streamline the report compilation process. One of the most appealing aspects of ReportNET is its ability to bridge data to other applications. Reports generated through ReportNET can be exported as Word, Excel or PDF files for document sharing, archival or data import purposes, and a built-in batch utility generates and indexes printer-friendly documents for automated website posting.

ReportNET interfaces with Point’s CAMA, collection and treasury products. Customers who want to learn more about ReportNET and its benefits are encouraged to contact Point at 1.800.368.9538.

Reminder: Run Outstanding Taxes Flagging Utility

Point Software would like to remind Massachusetts collection customers to run the Outstanding Taxes Flagging utility prior to printing actual real estate tax bills. The utility allows an advisory that past years’ taxes are owed to appear on the relevant bills. This advisory is mandated by the Department of Revenue.

When the utility is run, it places a flag code of “O” on accounts with outstanding taxes to indicate to the system that it needs to add the proper verbiage to the associated tax bills. Running the utility also clears any old outstanding tax flags from accounts

that have since been brought up to date.

The Outstanding Taxes Flagging utility is a standard collection utility in the Point system. In MSM, you run it by selecting **PAYMENT POSTING** from the main menu then selecting **UTILITIES > OUTSTANDING TAXES FLAGGING**.

You can learn more about the DOR’s outstanding tax advisory requirements by reviewing [IGR No. 07-202](#) (semi-annual towns) or [IGR No. 07-205](#) (quarterly towns).

Tech Tips

Security is a top concern in the municipal technology industry where a single town is typically responsible for managing budgets of millions of dollars. That’s why it is vital not only to password-protect your work but to protect your password.

If you suspect that your password has been compromised, the safest thing to do is to change it. You may also want to consider adopting the practice of changing your password periodically so that it doesn’t become compromised in the first place. Here’s how to do it in the Point system if you are an MSM user.

Choosing a New Password

Keep in mind these rules when choosing your new password:

- The password must be 3-8 characters in length.
- The password must contain only uppercase letters. (The password function is designed so that you do not have to take off Caps Lock.)

Changing Your Password

1. Get to the password prompt by starting MSM and entering your access code.
2. Type your current password, press **Shift + 6** to add the carat symbol to the end of it then press **Enter**. For example, if your current password is POINT, type **POINT^** then press **Enter**. You are prompted for a new password.
3. Enter the new password. You are prompted to confirm the new password.
4. Reenter the new password. Your password is changed.