



Getting Off the Island: Reaching the Public's Technology Expectations

When you travel to an exotic island location, you can expect to be treated to beautiful vistas, interesting cuisine and exciting entertainment. What you cannot depend upon is your ability to readily communicate with the outside world. Typically, Internet access is slow and sporadic and cell phone coverage is spotty at best.

That's fine if your goal is a vacation getaway. If you plan to take care of your personal or business affairs, however, you'll come to the unsettling realization that you have been technologically marooned.

Discovering the Treasure

It's only natural. We take the inventions and innovations of our daily life for granted until they are not available, like when the power goes out. During this interruption, we come to perceive our reliance on those technologies and the value they possess as tools to get things done.

Our dependence is actually a positive trait; it shows that we have embraced concepts that will move us forward, make us more efficient and bring us together. We need to be aware, though, that with the acceptance of those technologies comes the expectation of their existence – not just on our behalf, but on the behalf of our consumers as well.

In municipal government, the consumer is the taxpayer, the

resident, the local business, the builder – anyone who lives or works in your community. Your consumers anticipate being able to interact with your offices with the same ease and speed as they do with private organizations. Today, that means they expect that they can pay their tax bills online, submit applications and file for permits electronically, and access public records over the Internet for activities such as researching property values.

Drawing the Map

If your municipal government operates like an island – technically isolated – then the first step in escaping that island mentality is to draw a map of where you need to go. Pull out the binoculars, so to speak, and take a look at what other towns and cities are offering their citizens.

It also helps to talk with your ally in this endeavor: your municipal technology provider, Point Software. We have always sought ways to simplify and enhance municipal operations through the careful selection and intelligent incorporation of available technologies. In short, if you have a need, chances are we already have either found or made a solution. By speaking with us, we can supply you with a thoughtful recommendation of what products and services you should consider adopting to better serve the public.



Building the Bridge

Now you know where to go, but how do you get there? After all, nothing in life is free.

It may well be attainable, however. You just need the right plan in place to bridge the technology divide and reach your goal.

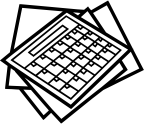
Again, you can ask for Point's assistance in figuring this out. We are a budget conscious and value minded company. We can point out to you solutions that are low cost; that yield a good return on investment (ROI); that cut costs by saving on time and materials; that are easily and inexpensively maintained; and that even produce income.

We wouldn't blame you if you are feeling a bit skeptical that high technology can be acquired without a high price. Therefore, we ask you to take

another look at a sampling of our products and their benefits:

- **DocumentLink** serves as a central, searchable document repository for all municipal departments, reducing the need for paper and storage.
- **ReportNET** lets you e-mail PDF copies of reports directly from the application, eliminating printing and postage costs.
- **Our Online Payment Exchange Software**, available for a nominal cost, connects with your online payment processor of choice to give taxpayers the ability to pay their bills anytime, anywhere.

Remember, it never hurts to ask. So give us a call at 1.800.368.9538 and we can discuss how to achieve your goals within your budget.



Calendar of Events

Date(s)	Event	Location
Mar. 26-28	CTx Annual Seminar	Hartford Marriott Hotel 15 Farm Springs Road Farmington, CT
Mar. 30-Apr. 2	InterSystems DEVCON 2008	Renaissance at SeaWorld 6677 Sea Harbor Drive Orlando, FL
Mar. 31	IAAO Forum 909: Appraisal of Commercial Properties in a Declining Market <i>Sponsored by the Connecticut Chapter of IAAO</i>	Marriott Hartford 100 Capital Boulevard Rocky Hill, CT
Apr. 9-10	IAAO Workshop 151: National USPAP <i>Sponsored by the Massachusetts Chapter of IAAO</i>	Holiday Inn 242 Adams Place Boxboro, MA
Apr. 15-17	MAAO Spring Conference	Sturbridge Host Hotel 366 Main Street Sturbridge, MA

Save Time by Changing the Default Payment Number

Point Software would like to offer our collection system users a timesaving tip for posting real estate and personal property payments. Before you begin posting for a new payment period, go into the Interest Base File and change the default payment number. (The payment number is associated with the payment period.) While you can override the default during posting, this practice will cut out an unnecessary step.



You can access the Interest Base File from the Payment Posting Module. Select the relevant fiscal year and commitment type to edit the appropriate Interest Base File. Press the down arrow several times to get to the payment number prompt, then indicate the new payment number by selecting **1** for first quarter/half, **2** for second quarter/half, **3** for third quarter or **4** for fourth quarter.

Manually Entering Ownership Information for Excise












Point Software's customer service department would like to remind our collection system users of a few formatting rules for entering the ownership information when working on motor vehicle commitments and boat excise commitments:

- Put the last name first and the first name last.
- Do not use commas or periods. (Hyphens are acceptable.)
- As with all entries in the collection system, use all capital letters.

Tech Tips

One of the most underutilized keys on a PC keyboard is the Windows key, typically located in the bottom row of the keyboard, next to the Alt key. However, this key bearing the Windows logo ( or ) provides PC users with a wide range of handy shortcuts for their Microsoft Windows operating system.

Below are some of the Windows key commands available in XP. (Most of the commands listed are also available in earlier versions of Windows.)

-  Show/hide the Start menu.
-  + **E** Open My Computer.
-  + **F** Open a search window to find a file or folder.
-  + **F1** Open Windows Help.
-  + **L** Lock the computer.
-  + **D** Display the desktop.
-  + **M** Minimize all windows.
-  + **Shift** + **M** Restore minimized windows.
-  + **R** Open the Run dialog box.
-  + **U** Open the Utility Manager. (This allows you to start, stop and configure the accessibility utilities built into Windows.)
-  + **Break** Display System Properties.

NOTE: System Properties shows important information about your computer, such as the installed operating system, processor type and speed, amount of memory, and the computer name.