



Gaining a New Perspective on Online Forms

Many of you have already taken the first step. You have converted your forms into an electronic format and made them accessible to the public by placing them on your municipal website.

You did this because you recognized the advantages of online forms. It saves the applicant a trip to your town or city hall to retrieve the application. It saves you from having to spend time and money to print blank forms. It gives your community 24x7x365 access to your municipal offices.

That's all great news. However, the reality is that it's just a warm up for reaching the full potential of online forms that is possible today. By outfitting yourself with Point's DocumentLink™ technology, those forms are transformed from being flat in nature to being multifaceted.

Process-Oriented Approach

The key component missing from most online forms is process. Every form needs to go through a process to be complete and do its job. First, it needs to be requested. That form then needs to be filled out, submitted, reviewed, approved or denied, and filed using traditional manual handling approaches. What most cities and towns have not yet realized is what can be

achieved by using the same distribution model coupled with Point's DocumentLink™ technology.

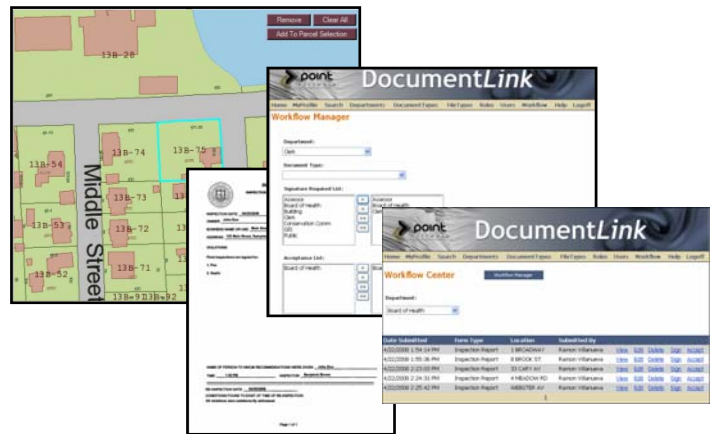
Online Form Submission

Introduced by Adobe Systems in 1993, Portable Document Format (PDF) is a true phenomenon in the world of document technology. PDF became a global business standard by evolving to provide an array of benefits such as picture-perfect conversion of virtually any document type into a searchable and shareable format; a free, distributable reader; and the capability to be viewed directly in a web browser.

By adapting this standard to business needs, DocumentLink™ provides the ability to add content onto otherwise flat forms to create process threads. Now applicants can not only access and fill out a PDF form online, but also digitally sign it and submit it via the Internet, which triggers an automated notification.

Workflow Intelligence

Once submitted, the form enters the municipal workflow. This is achieved by attaching workflow intelligence to each form type. Through automated alerts and reminders, the application is presented to each individual involved in the re-



view and approval process at the appropriate stage. When the application appears in a DocumentLink™ user's Workflow Center queue, that person has the ability to view, edit, sign and accept it.

Parcel-Based Indexing

After a form has been signed off by all required personnel, it is added to DocumentLink™'s centralized document database. DocumentLink™ is not simply a document repository, however. Because the documents are bound to parcel identifiers, information that was once scattered converges to form the details of events and actions that have occurred or actions that may be pending for a property. This information may be used internally using role-based permissions or extended for public usage with the ability to quickly locate specific documents using simple search features.

Knowledge Mapping

Once the documents are centrally located, that data may be employed to create a knowledge map that projects the documents as a mapping layer. Document-enabled mapping provides the missing link in transforming what had been simply paper-bound information into visual acuity. With that kind of information at your fingertips, you can develop strategies that stem from the conversion of document data into business process and intelligence.

Online form submission. Workflow intelligence. Parcel-based indexing. Knowledge mapping. All available today through DocumentLink™ at a price that's within your reach.

To request a demonstration of DocumentLink™, contact Scott Choiniere at 1.800.368.9538 or on his cell at 413.478.5285.



Calendar of Events

Date(s)	Event	Location
May 22	MAAO Telecom Forum	Shrewsbury Town Hall 100 Maple Avenue Shrewsbury, MA
Jun. 2-6	IAAO Course 112: Income Approach to Valuation II <i>Sponsored by the Massachusetts Chapter of IAAO</i>	Burlington Town Hall Annex Public Meeting Room 29 Center Street Burlington, MA
Jun. 8-11	MCTA Conference <i>Come see us at Booth 4!</i>	Sea Crest Resort Old Silver Beach 350 Quaker Road North Falmouth, MA
Jun. 22-25	GMIS 2008 Conference <i>Come see us at Booth 15!</i>	Tropicana Hotel Boardwalk at Brighton Ave. Atlantic City, NJ
Jun. 24-27	MAAO Summer Conference <i>Come see us at our booth!</i>	Red Jacket Beach Resort 1 South Shore Drive South Yarmouth, MA

Service Bureau a Smart Choice for Tax Billing

Tax billing. It's one of the most time-consuming tasks a municipal collector typically has to carry out. We would like to remind our customers, however, that outsourcing that job to the Point service bureau is an available and smart option.

Since 1991, our service bureau has been handling the printing, folding, stuffing and mailing of tax bills for municipalities like yours. This service

saves you the labor and equipment expenses associated with managing the tax billing process in house. When the job is complete, we furnish you with a confirmation record that the post office stamped with the date and time the bills were mailed.

Talk to us and find out if the Point service bureau is the right solution for your municipality. Give us a call toll free at 1.800.368.9538.

Massachusetts Association of Assessing Officers 53rd Annual School

Location

University of Massachusetts
Campus Center
Amherst, MA 01003

School Dates

August 3-8, 2008

Registration Deadline

July 18, 2008

Registration Form/School Program Available At:

<https://www.aux.umass.edu/forms/conferenceservices/assessors/index.htm>

IAAO Curriculum Offered at the MAAO Annual School

In addition to its own curriculum, MAAO is offering the following IAAO training sessions at the 53rd Annual School:

- Forum 909: Appraisal of Commercial Properties in a Declining Market
- Forum 931: Reading and Understanding Leases

Tech Tips

The Point collection system's **payment date locking utility** is a very powerful and useful tool in protecting payment postings. Based on administrator permission, the use of this utility prevents the modification or deletion of payments posted on or prior to the selected lock date. This ensures that balanced work that has been reconciled and turned over is protected against change.

Point recommends use of the payment date locking utility for closed work, especially if multiple users have the ability to post payments. By locking down the payments, the system adds permission-based security to the posting process using a global approach. In some instances, payment locking can also occur at the password level where granted permissions are assigned to control posting rights to restrict the ability to edit or delete data.

Point highly recommends the use of the payment date locking utility even for the most experienced user, as it provides superior control of posted information. Use the following procedure to lock payments.

NOTE: You require administrator access to use this utility.

1. Access the payment date locking utility. In MSM, this is done by selecting **PAYMENT POSTING*** from the main menu then selecting **UTILITIES > PAYMENT DATE LOCKING**.
2. Specify the lock date.
3. Confirm that you want to set the date lock.

* You can also access the payment date locking utility by selecting **EXCISE POSTING** or **WATER/SEWER COLLECTION** from the main menu, depending on the modules available to you.