



## Why It Makes Sense to Seek a Technology Partner like Point Software

Municipal providers approach municipal technology through a variety of different routes. Some are service organizations that acquire technology from a third party to compete. Others approach the municipal sector with products designed for other industries that serve a broad set of needs and don't easily translate to the complexities of government. A third scenario is the one in which Point Software operates; as a technology company that chose to develop its own municipal products as a technology company. This distinction provides our customers with competitive advantage.

That advantage, while downplayed by the companies we compete against, has defined our success. After all, government isn't flat in nature. It's evolving. To succeed, a company must be able to understand customers' needs, shape those needs into products, and pioneer new technology.

At Point Software, our technical expertise allows us to not only support our products but also act as an advisor far beyond the sales process. We willingly accept that our role is to be interested in your success and be ever watchful for the technologies, ideas and services that will enable existing and future customers to meet their goals today and tomorrow.

### The Ability to Enhance

Products, like people, evolve and change. What was yesterday's challenge is now today's expected standard. In the software world, this means that applications must also evolve through the exchange of ideas or sometimes changes in laws. Under these terms, the ability to extend, enhance or adapt an application requires a core set of technical skills that won't be realized without technical expertise. Typically these needs are also inclusive of timeline expectations that demand immediate and responsive action.

By aligning yourself with a technology partner for these municipal technology needs, you create the ability for progressive growth. Speed of execution can also be expected when that partner has the knowledge and skill set in house to deal with your needs firsthand. Furthermore, that expansion can occur in a natural and planned manner. The end result is a solution that preserves the flow and intuitiveness of the original application, delivered in a timely fashion.

### Timely Support

Timeliness is crucial in municipal government, so questions or issues you have regarding your core applications must be addressed with promptness. As a technology partner, we have full owner-



ship and understanding of our software. We are well equipped to investigate, solve and explain any customer support matter, all in short order.

### Responsiveness

At many times in our history, customers have called upon us to quickly furnish them with an extension to the Point system in order to respond to new and immediate needs. Time and time again, we have come through for our users. Examples of this include outstanding tax flagging, supplemental billing, water and sewer reading capture using a GIS locator, and the seamless design of an innovative trash billing solution triggered by parcel and land use codes. Using a creative approach, we were able to devise a solution that mirrored a quarterly billing model with municipal lien inclusion.

This responsiveness does not come by accident, but rather as a result of Point Software approaching the business of municipal government as a technology partner. Our ability to be adaptive is premised on two things: first, we are a software company specializing in municipal government, and second, we design all of the software we provide to our customers.

As technology continues to shape the future of municipal government, it remains important to be aligned with the right partner. Point Software is that partner and has proven itself as such in its 19 years of service to the municipal sector.

*To learn more about technology partnerships, feel free to call us at 1.800.368.9538.*



## Calendar of Events

Date(s)	Event	Location
Aug. 3-8	MAAO 53 <sup>rd</sup> Annual School	University of Massachusetts Campus Center Amherst, MA
Aug. 12-15	MCTA 38 <sup>th</sup> Annual School	University of Massachusetts Amherst, MA
Sep. 29-Oct. 3	IAAO Course 102: Income Approach to Valuation <i>Sponsored by the Connecticut Chapter of IAAO</i>	Rocky Hill Fire HQ 3050 Main Street Rocky Hill, CT

### A Solution for Evolving Trash Billing Needs

More and more municipalities are beginning to separate some of their core services that had been included as part of the general tax rate into special billing processes. One of the processes getting a lot of attention lately is billing for trash pickup. In response, a solution was needed to solve this need.

Like most applications we've built, what started as a "what-if" resulted in a product that is now available among the mix of other receivables managed by Point's Revenue Management system. Having been proven through its second fiscal year of use, Point anticipates a growing number of communities may be interested in knowing more about this offering.

Despite local business rules that can be specifically built to a customer's needs, the application operates much like real estate commitment and can generate a single, semi or quarterly bill using standard flagging, interest triggers and user defined issue and due dates from within the Interest Base File. More important, this application's

design allows the information it manages to be seamlessly included within a municipal lien certificate. Lookups are also possible using parcel-based inquiry.

Just like real estate successive bills detail unpaid balances, additional charges and interest may include bar code scan lines to provide batch posting during the receipting process.

Because there is not a singular way to establish the amounts billed, Point works with you to create a program that tags the billable parcels that are to be included in the commitment.

With full reporting, billing capability, payoff inquiry and municipal lien inclusion, this cost effective solution may well be the answer toward solving a need that many municipalities are considering.

If you are interested in knowing more about solving Trash Billing, please contact us.

## Tech Tips

While an apportionment is not a lien per se, it is useful to make note on the municipal lien certificate (MLC) of any apportionments applied against a property since they are still debts that need to be repaid to the municipality. In the Point system, apportionments already added to the property bill for the current and prior two fiscal years appear in the betterments & liens section of the MLC. However, you can also make note of apportionments not yet due by adding that information to the MLC's notations and comments section.

### To add new apportionment information to an MLC:

1. Select **LIEN CERTIFICATES** from the main menu then select **LIEN CERTIFICATES** again to access the MLC creator.
2. Specify the fiscal year.
3. Specify the certificate number corresponding to the MLC you want to edit.
4. Indicate that you want to edit the MLC.
5. Select **APPORTIONMENTS & COMMENTS**.
6. Enter the amount still owed on the apportionment(s).
7. Enter a brief description of the apportionment(s) in the space provided or select a standard one from the list of standard comments.
8. Save the apportionment information to the MLC.

### Alternative Method:

Consider adding these amounts using the Miscellaneous Unpays input from the Municipal Lien menu choices. Using either method will illustrate the additional monies that require settlement.