



Staying the Course in Financially Challenging Times

For those of us operating in the municipal government industry, the nationwide economic shortfalls of this year and the next are going to test our mettle. Facing an uncertain and troubling financial future, it's easy to let panic take hold and plant the idea that immediate, drastic change is necessary without regard to the value longstanding business practices have brought us throughout our history.

However, Point Software resolves to stay the course and continue on with those practices that have served us well since our beginning. We think it is important for us and our customers to remember that Point Software was actually formed during economic times that were equally challenging to those we are experiencing now. Yet we not only found a way to survive, we also went on to establish a name for ourselves that is widely recognized in the municipal sector as a leader in developing software for municipal solutions.

The struggles of those early years taught us vital lessons that are still at the cornerstone of this company today. While our existing customers have certainly seen the results of our practices, this is a prudent time to recall the guiding principles behind them that make us stand apart from our competition.

1. We don't make empty promises. If we say we are going to do something, we commit to getting it done, period. We want our customers to know that they can count on us.
2. We promote solutions, not products. Rather than giving a sales pitch, we conduct a needs analysis then present those software and service options that will genuinely benefit the individual town or city.
3. We are fiscally conscientious. We don't believe in breaking anyone's bank. Instead, we aim to create affordable solutions that will yield a high Return on Investment.
4. We stand on our own accomplishments. We never negative sell.
5. We take due dates seriously. We deliver on time, even in the face of a deadline seemingly impossible to meet.
6. We value forming a good relationship over making a sale. Sometimes we are not the best provider for a particular municipal need. In those instances, we draw from our knowledge of the marketplace to make a



sound recommendation as to where to turn.

7. We don't stretch the truth or claim to have features which exist by interpretation only.
8. We feel that to effectively serve any industry, it is essential to listen. We invest a lot of time in listening to city and town officials, municipal associations, technology providers, and complementary industries like banking. Our customers can place their confidence in our municipal and technical expertise.
9. We demonstrate pride in our craft by familiarizing ourselves with the available tools and by honing our abilities. As a result, we have achieved profi-

ciency at comprehending, relaying and converting data.

10. We believe that trust is earned. Since the beginning of this company, we have earned the trust of many.
11. We believe in business relationships that stem from integrity. In all instances, we want that relationship to be equitable and fair to both sides.

As we embark on the journey ahead, these core values will steer our efforts in meeting the needs of our current and future customers. While no one can predict where the journey will ultimately lead, we are certain that the experience gained from our past will aid us as we move toward this future we all share.



Calendar of Events

Date(s)	Event	Location
Nov. 13	CAAO Fall Meeting	Aqua Turf Club 556 Mulberry Street Southington, CT
Nov. 20	Rhode Island GMIS Meeting	East Providence City Hall 145 Taunton Avenue East Providence, RI
Dec. 10	MCTA Holiday Meeting	Hogan Campus Center College of the Holy Cross 1 College Street Worcester, MA

Tax Billing Conversion Reminder

By now, all quarterly towns running Point's collection system should have received their tax billing conversion questionnaires. If you have not, please contact our customer service department at 1.800.368.9538.

We would also like to remind customers that we need your *complete** conversion package before we can begin the conversion process and that the earlier we receive it, the better. All required items (listed below) must be received no later than **December 17, 2008**.

Items Provided by the Tax Collector

- Copy of the tax collector's database on CD-ROM
- Completed conversion questionnaire

Items Provided by the Assessor

- Real estate and personal property legal files
- Verified control totals (electronic or paper format) from the legal files
- Verified and signed LA-4 report and supporting Tax Classification recap
- Verified and signed district LA-4 reports (RE/PP), if you have districts
- Personal property district file, if you issue personal property district bills
- Verified exemption totals report, if you have exemptions
- Electronic exemption file and the dates and batch number to use for pre-posting them
- Betterment & lien totals report, if you have betterments & liens
- Any special instructions or concerns you want us to be aware of
- Approved tax rate (**TIP:** To satisfy this requirement, many municipalities send Point a signed copy of the first page of the recap sheet that they sent to the Department of Revenue.)

* You have the option of "pre-submitting" your tax billing conversion package if the only pending item is an approved tax rate. Pre-submission allows us to complete the validation stage of the conversion process, which involves quality assurance procedures such as checking the totals and verifying that the parcel IDs correspond between record sets. With that "heavy lifting" out of the way, you can get your data back in little time once the tax rate is approved.

Tech Tips

There are many reasons why you might want to slim down your e-mail account. The most pressing one, of course, is that your account is at or near quota. If you want to continue receiving mail, you need to free up some space. Another top incentive is the ability to locate information faster and easier.

The most obvious remedy for a glutted e-mail account is to delete messages you don't need any more. However, you can go through that process and find that your account is still pretty full. That's because there are a number of "space wasters" associated with e-mail. Here's how to get rid of them.

- **Empty your deleted items folder.** When you delete an e-mail from your in box you may think it is gone for good, but it actually is moved to the deleted items folder. Empty that folder and then the e-mail's really gone.
- **Remove attachments.** The space consumed by the message text is nothing compared to that of an attached file. Save the attachment to a location on your computer then delete it.
- **Delete earlier messages in a thread.** You send an e-mail. The recipient replies to it. You then respond to that e-mail. Now you have three e-mails, each later one repeating the message text from the earlier ones. This is called a "thread." Delete all but the most recent e-mail in the thread.
- **Clean out user-created e-mail folders.** Creating e-mail folders is a great way to get organized. Unfortunately, it is also a great way to accumulate clutter. E-mails moved to folders you created tend to be "out of sight, out of mind." Go through these folders from time to time and see what previously filed e-mails are no longer needed.