



7 Reasons Why Doing Business with Point is the Smart Way to Do Business

Competition is healthy in business, as it gives companies incentive to excel and yields greater choices for the consumer. Those choices can prove difficult, however, in the realm of municipal government technology where the expectations are high, the needs are many and the commitment is long term.

What you need is an all-star company – one that stands out in each of the various areas required of a municipal technology provider. Having exclusively served this sector throughout our 20 years of operation, we both understand and possess the necessary qualities. Doing business with Point is the smart way to do business, and here are seven reasons why we believe that's true.

1. Proven Technology

We at Point have always prided ourselves on the accuracy and reliability of our software. We achieve this by testing our applications under real world conditions, looking at both the results and user feedback to fine tune programming. Consequently, we can offer products like our tax collector software that manages receivables often representing millions of dollars, yet balances to the penny.

2. Exceptional Service

We feel that our products are only as good as the service

backing them. That's why we deliver our winning lineup of customer support:

- Personnel – Our staff of friendly, knowledgeable customer service representatives and dedicated software developers is always ready to help.
- Procedures – At Point, your call is never a “trouble ticket.” Our policy is to give direct response for every support call.
- Tools – We equip our personnel with tools such as remote connectivity software and a toll free support line in order to address your issue immediately and fully.

3. Diverse Products

We could have kept our focus narrowed to a single department, but instead we branched out into multiple facets of municipal revenue management. This gave us a deeper understanding of the needs of the individual offices and the workflow that connects them all, enabling us to design an intuitive and integrated product set that encompasses assessing, tax, public works, deputy collection, treasury, and specialized billing such as trash.

4. Technical Expertise

Our credo has always been that technology is a tool. The more you understand how to



use it, the more advantageous it becomes. We make it a point to explore and test out new technologies to find more effective ways of doing things. At the same time, we also continue to educate ourselves on our current technologies in order to offer the best support and advice.

5. Municipal Involvement

Since the inception of this company, we have believed in being not just a vendor for municipal government but an active participant in it as well. From the very beginning, we have belonged to the municipal organizations, attended the training at their conferences, and read their publications, so that we can build our knowledge and serve our customers better.

6. Ingenuity

A well-engineered product takes not only education and experience, but also ingenui-

ty. Rather than follow the path of least resistance and simply take the standard approach, we examine the problem from all angles before settling on a course of action.

7. Integrity

We stand by our software applications. We are not satisfied unless they operate dependably, meet or exceed all state requirements and conform to the product specifications derived from customer input. We will stick with the job until those objectives are met.

We also stand by our word. We deliver what we promised when we promised it.

The Point Difference

Point is a company with a difference – a smart difference. Call us today to find more about this difference and its benefits to you.



Calendar of Events

Date(s)	Event	Location
May 14	CAAO Spring Meeting	Aqua Turf Club 556 Mulberry Street Southington, CT
May 14	CTx Spring Meeting	Aqua Turf Club, Wagon Room 556 Mulberry Street Southington, CT
May 17-20	NRAAO Annual Conference	Carousel Resort Hotel 118 th Street on the Ocean Ocean City, MD
June 1-5	IAAO Course 201: Appraisal of Land <i>Sponsored by the Massachusetts Chapter of IAAO</i>	Comfort Inn & Suites Colonial 215 Charlton Road Sturbridge, MA
June 1-5	CAAO Annual Assessors School	University of Connecticut Storrs, CT
June 14-17	MCTA Conference	Cape Codder Resort & Spa 1225 Iyannough Road Route 132 & Bearse's Way Hyannis, MA
June 23-26	MAAO Summer Conference	Red Jacket Beach Resort 1 South Shore Drive South Yarmouth, MA

Preliminary Tax Billing Conversion Reminder

By now, all quarterly towns running Point's collection system should have received their preliminary 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. All required items (listed below) *must* be received no later than **June 17, 2009**. However, we encourage early submissions to facilitate their timely processing.

Items Provided by the Tax Collector

- Copy of the tax collector's MSM database on CD-ROM (towns that have upgraded to ReportNET do not need to send a backup)
- Completed conversion questionnaire

Items Provided by the Assessor

- Real estate (RE) and personal property (PP) legal files (Vision towns must send the BMSI file extract for RE)
- Control totals from the legal files
- LA-4 report
- District LA-4 reports (RE/PP), if you have districts (Patriot towns must send a separate PP district file)
- Exemption totals report, if you are including prior exemptions (Patriot towns must send a separate exemption file)
- Betterment & lien totals report, if you are including betterments & liens

Tech Tips

It's the start of May, which means that it's time once again to begin that annual event known as spring cleaning! Alright, for some of you eager beavers, Spring Cleaning 2009 is already a thing of the past. The rest of us, however, have been putting off the tedious task of getting rid of our old junk and all the sifting and sorting that precedes it.

Fortunately, there is an easy way to do spring cleaning on your computer if you are running Windows XP or Vista. Microsoft included a utility aptly named "Disk Cleanup" with those operating systems, designed to identify and remove unneeded content that is simply eating up hard drive space and diminishing PC performance.

To run Disk Cleanup:

1. Click **Start > All Programs > Accessories > System Tools > Disk Cleanup**.

Disk Cleanup will begin analyzing your hard drive. When it is finished, the "Disk Cleanup" dialog box appears with a list of content types it can remove for you and the amount of space it calculates will be freed up by removing the currently selected content types.

2. Scroll through the list and click on the check boxes to select or deselect content types for removal.
3. Click **OK**.

A prompt appears asking if you are certain you want to continue with the disk cleanup.

4. Click **Yes**.
Disk Cleanup removes the specified content. This may take a few minutes to complete.