



DocumentLink™ Streamlines Chelsea's Inspectional Services Efforts

A little more than two years ago, Point Software was invited into the City of Chelsea to explain how our document management solution could be used to streamline Chelsea's Inspectional Services Operations. During that meeting, a blueprint was fashioned resulting in enhancements to the DocumentLink™ software that transformed the product from its beginnings as a document storage utility to include capabilities for all parts of the Inspectional Services Department. What has resulted is very interesting as Point didn't start out to build a permitting application, yet DocumentLink™ now includes capabilities that rival any product of that nature.

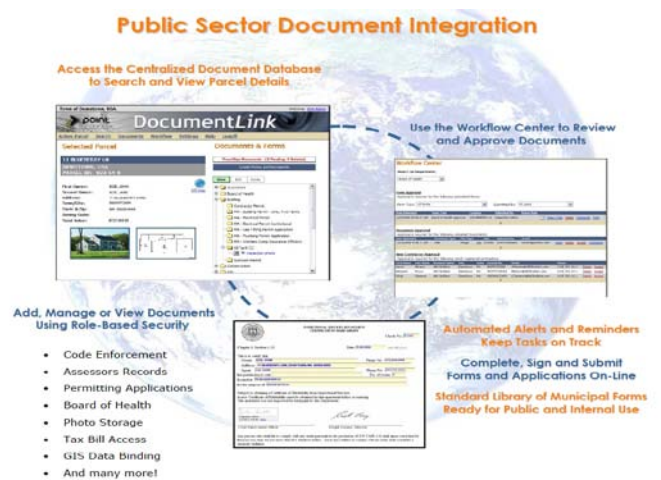
As a web-based application, Chelsea realized that DocumentLink™ could expand their operation to include real time data collection and filing in the field using the same technology as the police and fire departments, namely Toughbook™ computers. This resulted in the inspectors being able to complete forms in the field and deliver findings for inspections and code enforcement immediately on completion without having to duplicate this work back in the office.

In addition, all of the submitted work was immediately

visible to the other members of the department and management to monitor the work efforts of the staff.

Joseph Cooney, Director of Chelsea's Inspectional Services Department offered this explanation: "Using an electronic form process, we are now able to create a Certificate of Habitability in the field for complying with the State Sanitary Code, freeing up time for both our office and field staff". He added that "Our housing inspector gained the ability to both process the initial inspection report and set a reinspection date that can be readily seen in the workflow center. This results in a benefit to the public and reflects well on our department as the taxpayers see this new technology."

As it turns out, the taxpayers weren't the only ones interested as Joe Cooney was asked to present his department's new technology during a Councilman's meeting that was broadcast live on the local cable access channel. The overview that was scheduled for 10 minutes resulted in a 45 minute presentation on the effectiveness of DocumentLink™ and how his department was able to better manage their daily work tasking and field operations.



The features he presented are at the core of DocumentLink™, including the ability to create and store data to any form in real time. During the presentation, the ease, use and design of the software became apparent to the audience for its extension to other departments. Because documents and forms are easily found and commonly located, it was easy to explain the efficiencies inherent to DocumentLink™ including the ability to add comments to any document or form. Signature capture within DocumentLink™ was also explained using password controlled approvals to electronically sign certain documents within the system.

Finally, one of the more inventive things demonstrated was the use of detailed text insertion that often consists

of extensive paragraphs of text that reference Massachusetts General Law. It was imperative for the ISD to have a solution capable of accommodating any and all content related to their department without having to repeatedly type massive amounts of standard text. This was demonstrated using a solution that Chelsea originated combined with DocumentLink's™ dynamic form expansion capabilities.

Chelsea continues to help Point enhance this technology and has demonstrated that the product is exactly what it was intended for: a municipal tool that transforms department information into electronic content. If you would like to see this technology, contact us and we'll be happy to arrange for a live demonstration.



Calendar of Events

Date(s)	Event	Location
Sep. 29	CAAO Annual Fall Symposium	The Hawthorne Inn 2421 Berlin Turnpike Berlin, CT
Oct. 14-16	MAAO Fall Conference	Williams Inn 1090 Main Street Williamstown, MA
Oct. 21	MCTA Fall Meeting	The Log Cabin 500 Easthampton Road Holyoke, MA

Roll Credits before Printing Second Quarter Bills

Prior to printing property tax bills for the second quarter, you will need to roll credit balances from the first to second quarter. To complete this process, you must:

1. Run the Credit Balance Report. This report lists accounts that carry a negative balance.
2. Roll the credits as a batch. This will roll the majority of credit balances. Some credit balances require manual rolling due to factors such as multiple postings for the same bill.
3. Run the Credit Balance Report again, this time responding “No” for total credits due to verify you have rolled all available credits.
4. Roll any remaining credits manually.

Afterward, print some sample bills and verify the information on them is correct before proceeding to print the entire batch. Items checked include tax rates, acreage, legal references, dates, messaging, calculations, amounts and addresses.

Reminder: Get Your GoToMyPC Account Activated



Point Software wants to remind customers who have included *new* GoToMyPC subscriptions in their FY2010 budgets that they will need to have us activate their accounts. If you have not already done so, please contact Debbie Goldaper at DGoldaper@pointsw.com and let her know that you need to be activated so that a setup time can be arranged. Put “GoToMyPC Account Activation” in the subject line of your e-mail.

Tech Tips

September is here, which means that towns and cities that bill property taxes on a quarterly basis are getting ready to send out their second quarter bills. If you are a tax collector for one of those municipalities and you are running the Point collection system, we would like to remind you that you should change the default payment number from “1” to “2” in both the real estate and personal property Interest Base Files prior to the mailing of the bills. This will save you the step of manually changing the payment number each time you post a payment.

To change the default payment number:

1. Access the Interest Base File initialization screen. In MSM, this is done by selecting **PAYMENT POSTING** from the main menu then selecting **INTEREST BASE FILE**.
2. Select the fiscal year and commitment type of the Interest Base File to be updated.
3. Indicate that you want to edit the file.
You are brought to the Interest Base File setup screen.
4. Skip down through the fields until you reach the setting for the default payment number.
5. Change the default payment number to **2**.
6. Save the Interest Base File.