



10 Point Products that Transform Municipal Operations

The ability of technology to transform the products we use every day is truly amazing. You can wake up one morning to find that your computer is now a library, a TV and a radio. You also discover that your phone has become a camera, a Web browser and a portable music player.

These astounding changes seemed to happen overnight, but they actually occurred over time as the result of carefully examining new technologies and then applying them in a thoughtful manner. At first a small segment of the population took notice, then at some point the evolved product entered the mainstream and everyone was talking about it and using it.

This same examination and application of new technologies – and concepts – is an ongoing process at Point Software. You may have yet to take notice of many of the expanded capabilities of our product set. With all that you do and all that is expected of you in your position, we believe it is imperative to make sure you are aware of those capabilities and the benefits they bring to your office. These ten products showcase Point's commitment to building leading edge technology.

Online Bill Presentation

Originally designed for use with our CAMA applications, *CitizenLink™* can provide your municipality with a low cost mechanism for presenting tax bills online. *CitizenLink™* contains a purpose-built search engine for lookups by ownership, location or parcel ID.

Tax Title Administration

With seamless integration to Point's collection system, *TaxValues™ Treasurer* offers a full set of tools for the efficient administration of tax title accounts. *TaxValues™ Treasurer* features automatic payoff calculations to any specified date, complete reporting, Certificates of Redemption and freezing of tax possession amounts.

Advanced Reporting

Engineered to operate with all Point applications, *ReportNET™* offers all the reporting capabilities of the MSM product extended by the ability to print preview the report. *ReportNET™* connects to Caché, a scalable, "post-relational" database that upgrades the MSM platform yielding significant performance gains. *ReportNET™* offers extensive data export options, including archiving and report storage that can be used as e-mail



attachments. Tax billing conversions also yield less disruption to the user while forms costs can be reduced by enabling customers to print on plain cut sheets, made possible through color inclusion and custom template forms.

Deputy Credits Program

Point Software gives all of its Deputy customers a 10% technology credit from fees collected from our *Deputy Services*. These amounts may be used to pay for services and products from Point Software and offer an easy way to reduce operating costs. Monthly turnovers are also done electronically eliminating all hand posting. Since its inception, the Credit program has helped many Point customers cope with budget cuts.

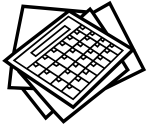
Trash/Utility Billing

Trash/Utility Billing allows tax collectors to extend municipal billing beyond the standard commitment types to accommodate utility billing processes based on parcel identifiers. This application, which includes trash billing, allows tiered rates to be defined for residences in municipalities that bill for these services.

Permitting, Planning, ISD

DocumentLink™ has been purposely built to meet the demanding needs of Inspectional Service activities that include browser-enabled form completion, wireless operation, calendar scheduling, workflow administration and electronic signature acceptance. Through its flexible design, *DocumentLink™*

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Calendar of Events

Date(s)	Event	Location
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
Nov. 12	CAAO Fall Meeting	Aqua Turf Club 556 Mulberry Street Southington, CT
Nov. 19	CTx Fall Meeting	Aqua Turf Club Wagon Room 556 Mulberry Street Southington, CT

Products that Transform (cont. from previous page)

can be used for department collaboration, document archiving, form completion and project control. Data can also be “Knowledge Mapped” using a partner supplied GIS platform or extended for public use.

Abatement and Exempting Handling

TaxValues™ Abatement/Exemptions is designed to streamline the abatement and exemption process with features for accurate tax adjustments, electronic export/import utilities and automated posting to the collector.

Water/Sewer Billing

Perhaps the most complex of any single Point product, *TaxValues™ Public Works* offers the flexibility to meet any jurisdictional needs. Using business rules specific to each customer, this product has evolved into a robust set of billing approaches that include methods for standard consumption, deduction consumption, compound (high/low) meters, flat rate and/or fixture billing, change out usage, daily rate calculation, quarterly revolving table calculation, condo unit averaging, ad hoc fees, service based bills, final readings and early payment discounts. The application interfaces with auto-

mated reading solutions that run the spectrum from touch and coupler reads to radio transmitted meter readings that can include GIS encoding to dynamically illustrate meters being read.

Lockbox Operations

By choosing Point for *Lockbox Services*, collectors gain a number of advantages over traditional, financial institution providers. The customer is now free to use the bank of their choice while enjoying improved turnaround time for deposits. Point’s service is available for all commitment types and is void of hidden costs and line item charges.

Tax Bill Printing

Point offers *Printing Services* to municipalities that wish to send high-quality tax, excise and utility bills to their residents without the hassle and expense of producing them in house.

Learn More

To learn more about any of the products in this article, just give us a call today at 800.368.9538.

Tech Tips

As more and more Point customers upgrade to ReportNET™, we would like to remind users of how to perform a backup of the Caché database. It is important to backup the database on a regular basis, not just for tax conversions and system updates. Having a recent backup prevents permanent data loss in the event of a critical error. The more current the backup database, the less work you will need to recreate and the faster you can get back up and running.

There are two ways you can backup your Caché database. Both methods require you to go to the Caché Cube on the Point server. The cube (located in the system tray) is blue when Caché is running, gray when it is stopped.



(Caché Cube, running database)

Caché Backup Method #1:

1. Make sure all users are off of the Point system.
2. Click the blue Caché Cube then select **Stop Caché** from the menu.
3. Copy the following folder to a CD or flash drive (“municipality” is your municipality’s name):
C:\point\databases*municipality*
4. Click the gray Caché Cube then select **Start Caché** from the menu.

Caché Backup Method #2:

1. Click the blue Caché Cube then select **System Management Portal** from the menu.
2. Select **Backup** from the “Operations” menu.
3. Select **Run Full Backup of All Databases** from the “Database Backup” menu.
4. Note the folder where the backup will be saved, then click **OK**.
5. Copy the noted folder to a CD or flash drive.