



# Newsletter

American Data Group, Inc.  
Enterprise Financial and  
Utility Billing Software Solutions  
for Government

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## GREETINGS!!

Spring is upon us which means we are anxiously awaiting the 2012 East Coast Users Group Conference in Orlando. Many have already signed up and we look forward to many more! This newsletter contains the following topics:

- *Announcements*
- *Users Group Meeting – Spring 2012 UPDATE*
- *Citizen Links*
- *Web Enhancements*
- *Tips*

## Announcements

**Additional hotel rooms** have been added for the 2012 East Coast Users Group conference room rate. Hurry and make your reservations soon, as these are sure to go fast.

**Mark Jost** will be out of the office and in Israel April 26<sup>th</sup> through May 4<sup>th</sup>. Unfortunately, he will not be available for any contact until after his return.

The **Web** version of **Building Permits & Code Enforcement** is officially available for conversion and installation.

## East Coast Users Group Conference

The 2012 East Coast UGC will be held in Orlando, FL (same hotel as the 2011 conference)

**WHEN:** May 21<sup>st</sup> - 24<sup>th</sup>  
**WHERE:** Embassy Suites  
 8250 Jamaican Court, Orlando FL 32819  
[www.orlandoembassysuites.com](http://www.orlandoembassysuites.com)  
 (407) 345-8250

**Registration ENDS May 11th**

Room accommodations are rated at \$109.00 per night. To receive this rate please use the **Conference Code: 560104**.

Conference session rates are \$65 for any half day session and \$120 for a full day.

To obtain a copy of the conference schedule and registration form, please go to the ADG website at [www.adginc.net](http://www.adginc.net) (under **User Group Meetings** on the left side of the screen) or contact us at the Centennial office so we may send you one.

Please send your completed Registration forms to Stephanie Jost via an attached email to [saj@adginc.net](mailto:saj@adginc.net), or fax to (303) 741-4966, or mail to the Centennial Office (address listed above).

### Special "After Hours" Session with Point and Pay

**Accepting Credit Card payments from customers is becoming more common and desired every day. It not only offers a level of convenience for both the customer and the clerk, but is a chance to grow with advancements occurring in the technological world.**

We are pleased to have Frank Pollock, Vice President of Products and Services, and Mark Ruis, Sales Executive, from Point and Pay join us **Wednesday, May 23<sup>rd</sup>**. If you would like to learn more about Credit Card processing and the integration between Point and Pay and ADG Software, we invite you to this rare opportunity in which we will offer solutions and seek feedback in realizing the goal of providing better accommodations that meet your business needs.

ADG and Point and Pay are on the road to creating a convenient interface for a Counter Application, to easily accept, process, and reconcile credit card transactions in person. Please, come and learn more about this exciting new development.

# ADG Citizen Links

Are you interested in e-Government initiatives? Well good news! ADG is here to help. We offer Citizen Links, in addition to their respective Software Applications, as an online portal for your citizens to access certain information and perform certain actions. These Citizen Links are placed on your home website and are designed to mimic it's style, reassuring the visitor that they are still within your organization's site. The sections below describe each system link, already developed and in use by current ADG clients, a bit more in detail:

## Sales Tax & Business Licensing System

The purpose of the STS Citizen Link is to offer customers the option of filing returns, renewing license(s), and making payments online. Furthermore, customers may review transaction history and current balances for their business location(s).

You, the organization, have the **option to allow** customers to:

- Renew license(s), when available
- Reprint license(s)
- File sales tax returns
- Make payments online via ACH/EFT and/or credit card
- Save bank information for automatic withdrawals. Once saved, the customer may NOT post payments online
- View Frequently Asked Question's, defined by you to assist in on-the-spot answers and support
- Manage
  - Customer contact and/or address information
  - Additional contacts
  - Entry of additional (miscellaneous) business info that is used within the system to calculate their license fee

## Global Work Order System

Conveniently offer the option for citizens to **submit work requests online**. Whether it be a tree branch in the middle of the road, a leaky pipe, snow removal or trash service requests, whatever services you provide, let your citizens, or whomever may have access to your website, submit a request.

The request will go directly to your Global Work Order System for you to manage what is to be done, by whom, precisely where, when, and any costs.

Furthermore, you may maintain custom letters within the system to send any information back to the requester which might be a thank you, progression notes, get off my back, it's up to you!

## Utility Billing System

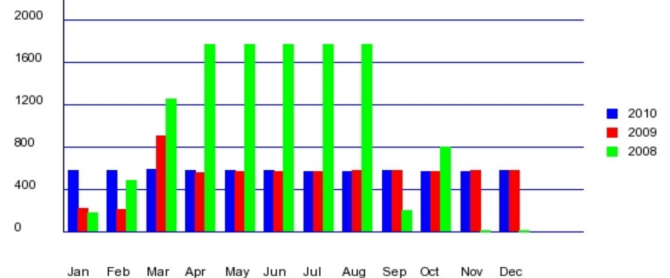
Through the UBS Citizen Link, citizens not only may make payments on their bills, but they will have direct access to view a **consumption analysis** of their metered services as well as a bill analysis showing which services their money goes towards.

The citizen may optionally manage:

- Email address
- Preference in receiving their bill by email, paper mail or both
- Third party contacts
- Payments by credit card or EFT/ACH

Citizens, or customers, may view their current and previous bills and if allowed, may reprint the bill. Also displayed is the detail of the payment following the cycle bill.

Each billed location for the customer will be managed and displayed individually, just as it is within Web UBS.



(Actual Consumption Analysis Graph)

## Applicant Tracking

Go beyond your citizens to reach **anyone**, that may be interested in **applying for a position** with your organization, by the click of a mouse. With the Applicant Tracking Citizen Link you may:

- Provide a list of open positions and job descriptions
- Create application questions that an applicant is required to answer before they may submit info
- Allow applicants an **online profile** to submit employment history, references, education, contact information, and supporting documents (i.e. resumes) as attachments to their application(s)

## Questions about an unfamiliar product? Ask Sales:

Jack Ewing – Central East & East Coast

[jbe@adginc.net](mailto:jbe@adginc.net) (828) 342-0447

Stephanie Jost – Mid/Central West & West Coast

[saj@adginc.net](mailto:saj@adginc.net) (303) 741-5711

## Web Enhancements

### Utility Billing System (UBS) -

Within the **Web version** of UBS, an entity now has the option to Email bills to customers who have agreed to this method of receipt. The email program will skip any bills that need to be printed. Optionally, you may include a message, or explanation, within the body of the email. The email will contain a PDF attachment of the actual bill.

Through the UBS Citizen Link, the customer may be able to manage their bill preferences to only receive by mail, email, or both. The option of this management is determined by you, the entity. They may also opt into receiving other notifications (delinquencies, disconnects, etc.) normally sent by mail, to the customer's email.

The screenshot shows a web browser window with a navigation menu on the left and a main content area. The navigation menu includes: Log Out, Home, Account Management, Change Password, Third Party Contacts, Billing Options, Billing Address, Password Recovery, My Bill, View Transactions, Bill Analysis, View Consumption, Billing Rates, Payment Options, Credit Card Payment, and EFT Payment. The main content area displays account information for 'Account: 1 - JOE FLIPPER' and 'Manage Billing Options'. It includes fields for 'Email Address: saj@adginc.net' and 'Confirm Email Address:'. There are checkboxes for 'Paper Bill' and 'E-Bill', with 'E-Bill' selected. A 'Save' button is at the bottom.

A customer may also opt-in to automatic recurring EFT/ACH payment withdrawals to be applied to their current bill. Within the AutoPay tab of the customer's master record, the entity may save bank information to continually make the withdrawals from.

Simply create an EFT file using bill due date ranges, under the EFT & Credit Card Processing menu within Money Postings, to send to the bank.


**Having trouble viewing the screen shots? Zoom in using the + button at the top of the screen or by holding ctrl and + on your keyboard.**

## Tips

### Inquiry Screens -

The screenshot shows the 'Vendor Invoice Inquiry' screen. At the top, there are input fields for 'Vendor Number: 1', 'Vendor Name: AMERICAN DATA GROUP', and 'Vendor Address: 5730 Otero AVE STE 300, Centennial, CO 80112-6600'. A 'Submit' button is below these fields. On the left, there is a vertical menu with items: Vendor Detail, Invoice History, Payment History, Vendor Notes, Alternate Send To Addresses, Purchase Orders, and Supplier SIC Numbers. On the right, a 'Data Set Options' dialog box is open, showing a list of options: 'Auto-Open This Set' (checked), 'Move Set to top', 'Move Set up one', 'Move Set down one', and 'Move Set to Bottom'.

before customization

Each drill down menu has a gear icon , on the right, for Data Set Options and indicates the ability for a user to customize the display of these menu sets.

Options:

- **Auto-Open This Set** – by flagging, or placing a check in the box, this drill down menu set will automatically open and display contents after a value (vendor, account, PO, customer, asset, etc) has been entered and submitted.

For example, say I click the Vendor Detail menu to auto-open. From here on out, until I un-check auto-open, the Vendor Detail menu will open automatically once I have hit the submit button for any vendor inquiry.

- **Move Set to top** – places menu at the top of the display order.
- **Move set up one** – places menu set above the current menu it is below.
- **Move set down one** – places menu set just below the menu it is currently above.
- **Move Set to bottom** – places the drill down menu set to the very bottom of the display order.

**Note** these changes will take affect after clicking the Submit button. It may take a few tries to get the desired order. The display will be saved for the individual user as well as individual inquiries.

The screenshot shows the 'Vendor Invoice Inquiry' screen after customization. The top section is the same as the previous screenshot. The vertical menu on the left now shows: Invoice History, Vendor Detail, Payment History, Purchase Orders, Supplier SIC Numbers, Vendor Notes, and Alternate Send To Addresses. The 'Data Set Options' dialog box is still open, showing the same options as before.

after customization