



Newsletter

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

December 2012

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SEASON'S GREETINGS!

Topics within this issue include:

- *Announcements*
- *Back-Up's and Disaster Recovery*
- *Customer Satisfaction Survey*
- *TIPS for UBS Users*
- *TIPS for Web Processing – Useful Keystrokes & Icons*
- *Global Work Order System*

Are you covered with consistent data Back-Ups?

We, the ADG team, can't stress enough how important back-ups are for your data recovery. At a minimum, back-ups should be rotating every 10 days, while once a month and prior to year end back-ups should be saved off to an external hard drive or other safe place for easy retrieval.

Be sure to check the time stamp to verify the previous night's back-up. On a Microsoft Windows Server, if the backup scheduled task is run by Administrator, and the Administrator's password is changed, you will need to also change the password in the scheduled task – otherwise the backups do not get run.

Disaster Recovery With ADG

Did you know that ADG offers Disaster Recovery services? Depending on the negotiated contract, we may provide back-ups, data storage, and recovery for as little as one module to the complete suite of applications used by an organization in the event a disaster occurs such as a storm, fire, or the unthinkable. With the contract, an organization may continue running it's ADG applications from our offices, either remotely or directly.

Announcements

It's that time to start getting **W2s** in order and this year, employers are **REQUIRED TO REPORT CERTAIN EMPLOYEE AND EMPLOYER PAID HEALTH BENEFITS**. Please use the following link to the IRS website for more information regarding which benefits are required for reporting this year.

<http://www.irs.gov/uac/Form-W-2-Informational-Reporting-of-the-Cost-of-Employer-Sponsored-Group-Health-Plan-Coverage>

ePayables talk is grabbing the attention of ADG developers! We are currently working towards creating a file with Invoice amounts - from ADG's Accounts Payable module – for users to send to the bank and pay those amounts with their credit card(s) and in turn earn rewards points.

If interested please let us know so that we may begin working on your bank's correct file format. Please note this feature is only available on the new Web FMS version.



Do you know one City, Town, County, or Special District who might benefit from ADG's web-based software?

Does your organization wish to have a new module, software add-on, or simply more training?

Send your tips to sales@adginc.net

Customer Satisfaction Survey

Another year has passed and we would appreciate your feedback! A link to our brief 6 question survey is shown below:

<http://www.surveymonkey.com/s/VSW5NVX>

It is critical that ADG provide the best support available for end users. With your responses and/or comments, we will be able to determine how to continue improving both our strengths and weaknesses.



TIPS

4 Utility Billing System Users -

Penalty Forgiveness. When correcting a customer's account for a previous penalty please use the Cash Receipts Entry page and NOT the Customer Credit Postings. If a customer does in fact have a penalty amount, the Penalty Forgive box will be accessible (not grayed out) and a credit is applied only to the outstanding penalty amount. Simply zero out the receipt amount and enter the penalty amount which is displayed within the grid below it. **Why?** Credit Adjustments (through Credit Postings) are applied based on the systems payment priority option – which means the credit may not be applied to penalties first. Penalty Forgiveness is an easy, direct function.

Add Cash Receipt

Warning 3/3: UBS Unposted Cash Receipt(s) of: \$ 396.48

Account: 1 JOE FLIPPER
Location: B001 10 Cartoon BLVD, Adgville, CO 80012

Cash Receipt Information
Receipt Date: 07 / 07 / 2011
Receipt Amount: 0
Check No: (blank for cash)
Receipt No:
Apply to Service: AUTO-DISTRIBUTE
Deposit, Top, SDE: NONE
Penalty Forgiven: 10.00

Account Information
Cycle: A
Oldest Due Date: 05 / 25 / 2011

Current Service(s) Balances

Service	Meter Status	Receivables	Penalties	Unapplied Credit	Total Balance	Overdue Balance	Suggested Deposit	Deposit on Hand
SW		46.62	1.99	0.00	48.61	31.08	0.00	0.00
WA		588.10	8.01	0.00	596.11	325.40	0.00	0.00
BK		0.00	0.00	0.00	0.00	0.00	0.00	0.00
EL		0.00	0.00	0.00	0.00	0.00	0.00	0.00
ST		0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL		634.72	10.00	0.00	644.72	356.48	0.00	0.00

TIPS Cont'd

Useful Keystrokes for Web Super Users



The tab key is useful for **navigating through fields** within a data entry page. A data entry page (window) usually appears after the user has clicked the global option 🌸 icon to 'Add' something new, or the line level option ➡ icon to 'Edit'. The tab key acts as the Enter key did in Progress.

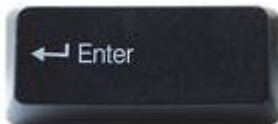
- If you've tabbed into a Selection (drop-down list) Field Box, such as State selection within an Address section, the user will want to **press the letter key** the state starts with, sometimes multiple times for the correct option to display. For example, I want to select Colorado but when I first hit the 'C' key, California shows up. I must hit the 'C' key again and Colorado will display. Optionally, I could have scrolled through the selection list with the Down and/or Up Arrow key as well.
- Within a multiple Selection Field Box that displays many selections, a user may select more than one option by holding the 'Ctrl' key and click **each option to be included**. This kind of box is usually found when generating a report.
- If you've tabbed into a Checkbox or Radio Button Field, simply press the 'Space' bar to **check or uncheck** the box.



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Holding the 'Shift' key AND the 'Tab' key, will **move the cursor back** one field. This is very useful when you need to go back a field if perhaps you pressed tab too fast or need to make a change to a previous field.



The 'Enter' key acts as the F1 key in Progress and will go to a next page or **submit data**. If data entry is incomplete when the 'enter' key is pressed, an error message (except in Chrome) will appear naming what required fields need to be entered before moving on.



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Holding the 'Alt' key AND the 'F4' key will **close an open window**.



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OR



Pressing the 'Ctrl' key AND the 'plus' key will **zoom in** on a page, thus increasing the font and picture size.

Similarly, pressing the 'Ctrl' key AND the 'minus' or 'dash' key will **zoom out**, thus decreasing the font and picture size.



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



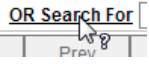
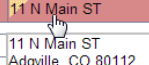


Pressing the 'Ctrl' key AND the 'P' key will print a web page such as an account or other inquiry screen. Using this function is best for Internet Explorer and Google Chrome because the font is smaller. For use with Mozilla Firefox, please reduce the page by zooming out or pressing 'Ctrl' and '0' (zero).

TIPS Cont'd

ICONS

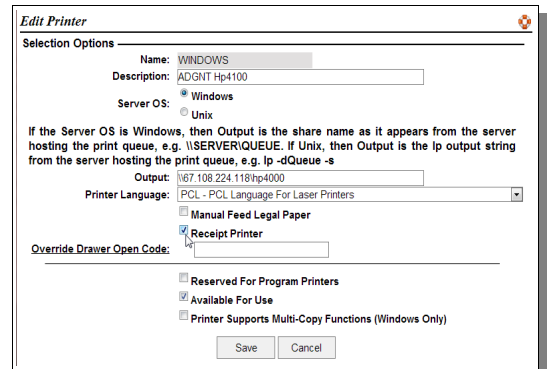
The table below describes icons within the applications that **MUST** be clicked and what occurs. *Note:* Double-clicking the global options or line level options icon will result in activating the first menu option. Single-click the icon to view all menu options.

Icon	Description
	Global Options which generally include adding a new data record, changing a status (requisitions, work orders, etc), data grid export to a .pdf, .csv, or .xls file, view options from using filter(s) and sort(s), and undock the window to place the window outside of the system processes and continue navigation through other menus
	Line Level Options which generally include edit, review, delete, print, and/or select. Almost always available is an Audit Trail option to review data entry changes of who did it, when, and the exact change
	Flashlight indicates that ability to search. Hint: after entering text within the text field, DO NOT PRESS ENTER , simply wait a few seconds for the system to retrieve possible matches
	The Calendar icon on the left-hand side brings up a calendar to aid in the selection of a date. A date may be selected from the calendar and automatically inserted into the field or press 'Close' at the bottom of the calendar to exit
	The Calendar icon on the right-hand side will clear the data within the date field if any is present
	Duplicates a single field from a previously submitted data entry, when clicked
	Duplicates an entire page from previously submitted data, when clicked. Data may then be changed within the page as needed
	Indicates the ability to copy an address
	When moused over, a text box displays the maximum characters that may be entered
	Displays an address or geo-mappable location via Google Maps interface, if enabled within System Master Parameters
	When moused over, a text box displays the program ID code which may be useful when speaking with support. When clicked, user notes, program related notes, and general help documents may be accessed
	When a word or phrase is bold, underlined, and a question mark appears when moused over, this indicates that a help message will display when clicked. The help message will display additional information about the field
	A cell within the data grid that shows the yellow/orange triangle in the top left corner, indicates that more information may be displayed if moused over and/or clicked

PRINTERS

ADG does NOT convert printers when upgrading from the Progress version to the Web. Here are a couple things to keep in mind when setting up printers through System Administration → Printers & Jobs file menu → 1. Maintain Printers:

- When adding a printer to a windows system, add it as a local printer on the server to bypass // and odd permissions for newer systems.
- Receipt printers have a special set up and a separate flag must be checked for identifying when a printer is available to print receipts. Set up must occur twice, once as a receipt printer and again as a regular printer
- If a laser printer is for both reports and receipts, it will need to be set up twice as each.
- Multiple printer trays can be updated and specified within the 'Tray' tab.



Global Work Order System

GWS is a simplified application used to centralize various types of work orders an organization may generate and track – whether they are created internally or by citizens through the online Citizen Link.

Examples of possible Work Orders may include:

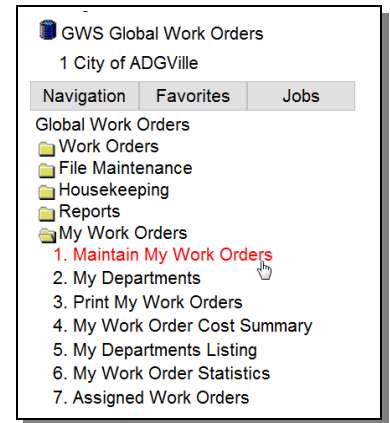
- Road Maintenance
- Animal Control
- Noise Nuisance
- Internal IT Requests
- Repairs on Fixed Assets
- Various Public Work Requests
- Water/Sewer Pipe Leaks

This application integrates with and combines Work Orders generated within:

- Utility Billing System
- Fixed Assets System
- GWS Citizen Link

Functionality includes:

- Work Order Tracking and Analysis: Costs and Stock issues
- Initiator Letters and Response Tracking
- Team Scheduling Calendar
- Printable Work Orders to be taken out in the field
- Customized menus for users to maintain only their Work Orders (user security)



Reports and Analyses:

- Work Orders by Status, Department, and Date Range
- Work Order Costs
- Work Order Statistics by Department and Type

The **GWS Citizen Link** allows citizens to submit work requests through an online portal that is connected to, and designed around, your home website. You may then send back notification of receipt, as well as manage whether this is a valid complaint, and if so, who should do the work, how, when, and record any costs that may be incurred or billable. Invoices may be printed on a per work order basis.

Web page is styled to reflect your home page

