



Recap: The 2006 Civic Systems Symposium

If you were one of the 150 Civic Systems customers who attended the Civic Symposium in early November, thank you! We hope you had a wonderful, productive time. It was great to see everyone and we always appreciate the opportunity to see so many of our valued customers in person. The mariachi band and the Truly Amazing Loon made our time together even more enjoyable.

This year's event featured roomier classrooms and better facilities, giving all participants ample opportunity to attend the sessions of interest to them. This year we taught 18 separate classes covering various basic and advanced utility billing solutions, as well as an in-depth overview of Caselle's new Clarity product. Based on our customer feedback surveys, you found these classes useful and informative.

Presentations from the 2006 Symposium are available in the Download section of the Customer Support Portal. You can access the Portal through the Civic Systems Website www.civicsystems.com. From our Homepage, click on the Support tab. There you will find a link to the Customer Support Portal, where you can access the "2006 Symposium" folder.

Next year's Symposium will take place in October or early November, so please stay tuned for updates throughout the year.

*Happy New Year and
Best Wishes for a
Successful 2007!*

Welcome New Customers!

We want to extend a hearty welcome to the customers who have recently joined the Civic Systems family!

Affordable Waste Solutions, IL

Altamont, IL
Farmer City, IL
Ladd, IL

Villa Park, IL
Oak Park Heights, MN
Pequot Lakes, MN
Perham, MN
Hubbard, OH

This is the quarterly customer newsletter of Civic Systems. You are receiving this because you are a friend of our company.

If you'd rather not receive this newsletter, please accept our apologies and reply to this email with REMOVE in the subject line.

If you were forwarded this newsletter and would like to begin receiving it, please reply to this email with SUBSCRIBE in the subject line.

We take your privacy very seriously. Read our [Privacy Policy](#).

We treasure our relationship with you. We are proud that our strong software has contributed to your strong community!



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Solution Spotlight: Mass Unit Manager, Backflow

Overview

Reduce the administrative nightmare of cross connection control programs! Civic Systems' [Mass Unit Manager](#) is designed on a VB.NET platform and has the tools you need to manage backflow policies and regulations with efficiency and ease. This simple software installs in a matter of minutes and the clear, intuitive interface is easy to understand and navigate.

Tangible Benefits For You

- Compliance with State & Federal regulations made easy
- Automates the printing of notices and labels
- Edit notification letters easily in Microsoft® Word
- Alerts inform you of notifications that need to be sent and devices needing to be inspected
- Ad hoc report writer
- Track physical inspections
- Track certified testers and approved backflow devices
- Maintain unlimited historical data
- Scan test results to eliminate data entry
- Create service orders

If you need assistance managing your utility's mass units, [contact us](#) for more information on Mass Unit Manager and its Backflow functionality.



Employee Spotlight: Mike Mandler

Mike actually joined Virchow Krause as a public sector accountant in 1997. In addition to his accounting background, Mike also had a serious passion for technology. When Civic Systems began supporting the Caselle software, it was a natural transition for him to come over from the audit team. As Civic Systems' Integration Manager, Mike understands a community's data needs and requirements from an accounting side, yet he is also comfortable with the inner workings of the Caselle software.

A typical week for Mike isn't typical at all. "I am a jack-of-all-trades, so every day tends to be different for me," he explains. Mike works on complex customer support issues, and spearheads most of the custom programming which some customers require. He is also involved in training our clients and data conversion. "I travel a lot, and treasure the time I get to spend onsite with clients. Last month I got to experience my favorite two days of the entire year from a professional standpoint, the Civic Symposium. I enjoy seeing so many customers in person, and hearing firsthand about what they are accomplishing with our products."

When I asked Mike what he liked most about working at Civic Systems, he said, "I like the variety of my work. Each client has different circumstances, and it is fun and rewarding to address their needs and issues with our software solutions. I also appreciate the freedom that Chad Jarvi, our partner-in-charge, gives our team. We are treated as professionals, and trusted to work in the best interests of our clients."

Mike devotes a great deal of time to his family; he and his wife Emily are proud parents of an infant and a toddler. He also volunteers his time as an adult Bible study teacher at his church. Thank you Mike, for your helpful attitude, and the attentive service you provide to our staff and customers!



Document Management Solutions: Are You Ready to Go Paperless?

Over the years, we have filled our workspaces with paper. Then, we spend an extraordinary amount of time and money shuffling that paper around. Copying it, storing it, trying to find it...only to shred it down the road. Paper doesn't just take up space and waste money, it slows you down. Perhaps your office can benefit from today's latest document management technology. Maybe it's time you stop the flow of paper in your office and change the way you look at documents!

SIRE Technologies, our partner for Integrated Document Management (IDM) solutions, has recently released Version 4.1 of its product suite. This new release features even greater functionality, allowing more efficient distribution and control over information, files and records throughout your organization. IDM simplifies your business procedures by (1) automating repetitive procedures, (2) encouraging timely, collaborative action on information, and (3) offering improved security for your records.

Version 4.1 includes many exciting new features including:

- Enhanced security measures and controls
- Web-based document management with the push of a button
- An offsite server hosting option, saving you the cost of servers and databases
- Agenda Plus integration with video streaming on the Internet
- Powerful FileCenter searches including annotations
- Enhanced form creation to accommodate multiple pages and previewing
- More effective document capture
- Over 250 file formats supported in the SIRE.NET viewer
- Automated archiving and retention of documents
- Easier Internet access with an improved WebCenter
- Workflow Module which supports Visio™ 2003

For as little as \$7,000, your organization can be well on its way to integrated document management. This introductory special offer for existing Civic Systems clients includes a scanning station, a five-user license and 2 days of onsite training for your team. In no time, you'll be turning your workplace into a paperless office. Contact your Software Consultant below to request more information about Integrated Document Management and Agenda Management, and to see these powerful software tools for yourself!

Your Civic Software Consultants are Ready to Serve You!

Illinois, Wisconsin



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Helpful Tips of the Month:

1. How to Copy a Completed Budget in Period 14/YY into the Next Budget Year

Navigate to: **General Ledger | Data Entry | Budget | Budget Routines | Copy Budget to Single Period**. Then enter period 14/YY for the beginning period and ending period. Example: For budget year 2006 dates, input period 14/06 for the beginning and ending period. Select a period to “**Copy to**”. For this example enter period 00/06 in the “**Copy to**” period. By copying to any Period, 0 (zero) through 12, the budget amount will show on Financial Statements. Hit **GO**. The Budget will be copied into period 00/06. From that point forward, make any correction to the budget within period 00/06 or subsequent periods. Do NOT use period 14.

2. How to Update Changes to Personal Information in the Support Portal

Over time, personal or business information does change. Keeping your information up to date is important. It insures that our records are accurate and enables us to provide information and communicate to our customers effectively. To make changes to your personal information go to the “**My Support**” button on the Support Portal. Then select “**My Profile**”. Your information will be displayed. Change the data as needed and **[Update]**.



Training: Get the Most from Your Civic Systems Software

Do you need software training for new employees or just some refresher training? Do you want to increase productivity and learn how to more effectively use our software?

We offer a wide variety of educational opportunities perfect for your situation, whether you choose to come here to our state-of-the-art training facilities here in Madison, or whether you'd like us to train onsite at your location. [Contact us](#) to discuss your training needs, we are happy to help!

2007 Events: Civic on the Road

12/13	MB Gvt IT Symposium	St. Paul, MN
2/19-20	IA Rural Water Assn	Des Moines, IA
3/8	MN Municipal Clerks and Financial Officers	St. Paul, MN
3/27	WI Rural Water Association	Green Bay, WI
6/4-7	MN Counties Computer Coop	Alexandria, MN
6/27-29	MN League of Cities	Duluth, MN
10/3-5	League of WI Municipalities	Milwaukee, WI
10/18-21	IL Municipal League	Chicago, IL