Caselle*LINK*

Duane Hutchings congratulates Steven Hutchings on his new appointment.

Looking Forward

Duane Hutchings, President and CEO of Caselle, Inc. has been with the company since… well, forever. To many customers, Duane is synonymous with Caselle. He was there when the fledgling Software Systems was born, when that company evolved into Caselle, Inc., and now decades later, the success of Caselle is the direct result of his vision and leadership. So it is with much gratitude and appreciation that we wish Duane the best of luck as he steps down from the position of President of Caselle to pursue other long-awaited goals and aspirations. His continuing role of CEO and board member will ensure that Duane's wisdom, leadership, and integrity remain true hallmarks of Caselle.

In his stead, Steven Hutchings will be the new President at Caselle. Formerly the Senior Vice President and Director of Research and Development, Steven has proven his ability to design efficient, high performance, user-friendly software. He received a bachelor's degree in accounting and computer science from Brigham Young University and spent several years working in the accounting industry. After working as an accountant with Duane F. Hutchings & Associates, CPA, Steven joined forces with Duane to launch Software Systems, the software company that was ultimately destined to evolve into Caselle.

Steven has an insatiable appetite for technology, operating systems, programming languages, and computer hardware.With more than twenty-five years of experience, he has the ability to meld the separate and demanding disciplines of real-world accounting and finance with accessible high-tech solutions. His contributions have shaped Caselle applications in the past, and now he will have an increased role in shaping the vision and future of Caselle as well.

Steven D. Hutchings
President

From the President

Because of your continued support, we have had another great year. We welcome new customers in the states of Hawaii, Louisiana, and Missouri and look forward to reaching the 1,000-customer mark this coming year. As we add new sales sites and continue to grow, we remain focused on providing you with the best service available. Our staff has grown to ensure we are able to provide unbeatable customer service to each one of you. We appreciate having you as customers and recognize our job is to provide you with the best software, service, and support to make your organizations more successful.

Customer service is at the heart of Caselle's culture and has always been one of our strengths. It will continue to be a focus in the future. We are very pleased that our customers are able to receive high-quality support with response times well below the industry average. We work hard to resolve your questions and to provide data conversion solutions and training to enable you to meet your daily needs in a timely fashion.

We are pleased to introduce several new and exciting product features and updates that can further help you in your jobs:

• Cash Receipting now offers Credit Card Authorization and Online Payments.

• A Document Management interface has been incorporated.

• The Project Management suite is on the market.

• Materials Management (inventory) is a popular software addition.

• Significant changes have been made to Accounts Payable, General Ledger, and Payroll.

• Timekeeping now allows equipment usage tracking.

• Asset Management has been completely rewritten and contains features you requested. This new version was included in the recent release.

We are excited to announce that work has already begun on the next generation of Caselle software products. The design phase is behind us and we are currently coding the rewrite of all of our applications to Microsoft's .NET framework. The new applications will be n-tier based and use object-oriented design. They will be easier to use, be more dynamic and powerful, will provide all the features and capabilities of our current applications, and will include many features you have requested. Many of these next-generation applications will be released in 2004. Be ready to move into the future with state-of-the-art products from Caselle.

Regional User Groups

Thank you to all who participated in our recent Regional User Group survey. We received a limited number of responses from customers in ten states; however, the majority of interest came from Colorado and Utah. We will be contacting those who were willing to

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New Customers

AlphaCorp, Inc., UT
Alpine, WY
Alpine Court, WY
Badger Mountain Irrigation District, WA
Big Water Court, UT
Breckenridge, CO
Burlington, CO
Carlton City Court, OR
Carney Foy, CPA, NM
Davis & Jonas, CPA, WA
Dixon Mutual Domestic Water, NM
Eagle, ID
Enterprise, OR
Frisco, CO
Green River Court, WY
Harrisburg, OR
Hidalgo County, NM
Homer, AK
Huntsville, UT
Kafoury Armstrong & Company, NV
Kayenta, AZ
Kenai, AK

Kolker & Kolker, Inc., OK
Lochbuie, CO
McElroy, Quirk & Burch, APC, LA
Mountain Regional Water, UT
Newberg City Court, OR
Page, AZ
Pagosa Springs, CO
Palisade, CO
Papillion, NE
Parker, AZ
Ririe, ID
San Joaquin Regional
   Rail Commission, CA
Seal Rock Water District, OR
Simla, CO
Soldotna, AK
Special District Management
   Services Inc., CO
Uintah City Court, UT
Wellington, CO
Wilder, ID

host a conference in their area. There is still time to respond if you are interested. Just click the **Regional User Group** link on our website and fill out the short survey. Thanks for your help!

Annual Conference 2003

With record attendance, accommodating surroundings, and award-winning food, the 2003 Annual Conference proved to be a huge success. Customers and exhibitors from nineteen states were represented, coming from as far away as Alaska and Pennsylvania. Clients enjoyed the informative sessions, networking, talking with exhibitors, prize drawings, and having Caselle staff members available to them. The performance by the Osmonds – Second Generation set the tone when they shared their patriotic enthusiasm and talent.

Here's what some of you had to say:

"The Caselle Conference was the best ever this year! Every class was very informative and the food was great. The Little America [Hotel] was a beautiful place to have the conference. Thank you for all your hard work!"

Jayne Morris, Pleasant Grove, UT

"This is unquestionably the best, most useful conference I have ever attended! I

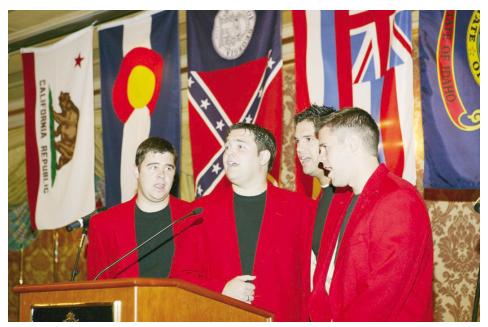### Caselle Prize Winners

Free 2004 Conference Registration
Rae Lea Cousens, Florence, OR
Christine Lawrence, Tooele County, UT

Three Nights Stay at the Monte Carlo Resort for 2004 Conference
Larry Semmens, Kenai, AK

Pocket PC
Kimberly Blazzard, Washington City, UT
Brian Richards, Snowflake, AZ

The Osmonds - Second Generation opened the Annual Conference with a powerful performance.

won't bother with the GFOA conference anymore. Thank you!"

Kent Brooksby, Pinetop-Lakeside, AZ

"You have a wonderful system. I appreciate all the time and effort you put into it."

Jamie Seaquist, Powell Valley Road Water District, OR

"Very useful information, well presented, and easy to understand."

Eva Smith, Pryor Creek, OK

"Thanks! This class was well worth my time. The instructor was easy to follow. This was a five star presentation."

Jolyne Hoffmann, Moab, UT

The Little America Hotel held true to its tradition of excellence throughout the conference. We all benefited from their attention to detail and culinary delights. Caselle offers our sincere thanks to each of you who attended the 2003 Annual Conference. Your support, comments, and loyalty to our company and products make all the difference in Caselle's success!

Backups: An Insurance Policy for Your Data

If you've worked with computers for any length of time, you've likely seen an assortment of notes, recommendations, and even the occasional warning that you should backup your data. And like many things that we see regularly, you may have grown so accustomed to these standard recommendations that you just breeze past them without giving them a second thought.

Stop. Rewind. And, if you'll pardon the pun, back up. When it comes to backing up your data, you not only need to give it a second thought, you need to actually do it.

What's so important about regular backups? That's a good question. And the answer is simple: regular backups are an insurance policy against the possible loss or corruption of your data. In a perfect world, we wouldn't need them – our computers would never crash, the power would never go out in the middle of an update, no one would ever accidentally delete the wrong record, buildings would

never burn down. But until that perfect world exists, we need backups.

So, now that we've stressed the importance of backups, that raises several questions:

- **What needs to be backed up?** Most backup systems typically focus on your mission-critical data files – in other words, the more important the information, and the more difficult it would be to replace it, the more it needs to be included in your backup strategy. In the case of Caselle software, this would include the databases associated with each application.

- **How often do I need to make a backup?** In developing a backup strategy, think about the volume of information processed each day, and the amount of time it would take to recreate that day's work. A smaller office may find that a weekly backup is sufficient, while a practical solution for a larger office with a large flow of information may choose to make nightly backups. Other factors to consider include evaluating various backup storage methods and the costs associated with making the backups.

- **Where should the backup be kept, and for how long?** The obvious answer to this question is that the backup should be kept in a safe place for as long as you think you might need it. But what does that really mean? What would you consider a "safe place" for storing your mission-critical data? We recommend a secure, off-site location. Some organizations keep backups stored in a safety deposit box. Again, a careful evaluation of your needs and concerns should go into the development of your backup strategy.

- **How can I use the backup if I actually need it?** Ah, here's the real question! What do you do when you find that yesterday morning's blackout caused a corruption in your data?

Fabulous Las Vegas - the 2004 Annual Conference location.

That's when the backup proves it's true value. You take the problem to your system administrator, and together you evaluate when you know that you had the last good data – in this scenario, that would have been from the day-before-yesterday. The system administrator gets the backup for that day, and uses it to restore the data. And, as always, Caselle Support Representatives are available to assist, if needed, regardless of the cause of the data loss. Soon, you're back at work, data restored, problem solved.

The bottom line: A functioning backup strategy is like an insurance policy – not something you want to consider after you need it. Take the time to give it a second thought now. You'll be glad you did.

Caselle Calendar

Our Office will be closed on the following dates.

Christmas	Dec 24 @ noon
	Dec 25–26
New Year's Day	Jan 1
President's Day	Feb 16
Memorial Day	May 31

Las Vegas – Back by Popular Demand!

You loved it in 2002 – so get ready for Las Vegas in 2004! Reserve October 13 & 14 and join us at the Monte Carlo Resort & Casino for an information packed, fun-filled conference. Improve your knowledge of Caselle's software during the day, and then enjoy the sights and sounds of exciting Las Vegas at night! The elegant Monte Carlo Resort & Casino offers visitors all the amenities. Plan now to attend - look for more details in April 2004.

Monte Carlo Resort & Casino
3770 Las Vegas Boulevard, South
Las Vegas, NV 89109

(702) 730-7777 Front Desk
(800) 311-8999 Reservations

www.monte-carlo.com

TIPS&TRICKS

Using the Caselle FTP Sites

Mark Resch, System Analyst

The Caselle FTP site is a location on the web that Caselle has set up to make it easy to transfer files, such as program updates and databases, to and from Caselle. As most of you know, transferring files to Caselle by mail required a couple of days while transferring files by FTP takes only a few minutes. That's a significant improvement and it means we will be better able to help you because we'll have the necessary information we need to solve your problem.

Begin by logging onto the Internet and opening the FTP site. You can use the shortcut at www.caselle.com or you can go directly to the Caselle FTP site. Both methods are explained in this section. You should choose the method that is easiest for you.

Logging on to the FTP site from www.caselle.com

1. Log onto the Internet.

2. Click on the address bar and type in www.caselle.com

3. Click **Customer Center.**

4. Enter the password. If you don't know the password, contact customer support.

5. Under **Caselle's FTP Site,** click ftp.caselle.com

6. Enter the user name and password.

Logging on to the FTP Site from ftp.caselle.com

1. Log onto the Internet.

2. Click on the address bar and type in ftp.caselle.com

3. Enter the user name and password. If you don't know these, contact customer support.

The main page at ftp.caselle.com, can be used to upload files from your computer to the FTP site or download files from the FTP site to your computer.

Upload files from your computer

1. To upload files, use the Windows Explorer to locate the file on your computer.

2. Right-click on the file and select **Copy**.

3. Return to the main page at ftp.caselle.com. Right-click on the ftp.caselle.com screen and select **Paste**. The files will be copied to the FTP site. A progress bar with the estimated time required to complete the transfer will be displayed, however, ultimately the size of the file and the speed of your Internet connection will determine the length of time required to complete the upload.

4. Exit the site when the upload is finished.

Download files to your computer

1. Log onto ftp.caselle.com.

2. Right-click the file to download and select **Copy to Folder.**

3. Select the folder to save the file to. Click **OK**.

4. Exit the site when the download is finished.

You might want to keep these instructions handy. Having them around will shorten the time spent on the phone with customer service when you upload or download files.

FAQ'S

If you have an idea for a frequently asked question, please send your question to: feedback@caselle.com. We'd love to hear from you!

Cash Receipting

Q: How can I print the Update Report again?

A: Open the **Miscellaneous** menu and select **Update Payments**. Under the **Receipt Dates** area, type in the date to be reprinted. On the right side of the screen, clear the **Options** check box and select the **Update Payments That Have Already Been Updated** check box because the payments have been updated. Now, you're ready to run the report.

General Ledger

Q: Why do the balance sheet accounts in General Ledger Inquiry look different from the accounts for revenues and expenditures?

A: If an account is eligible for budget transactions, then the Inquiry screen will display period totals for encumbrance, budget, actual amounts, and year-to-date totals. If an account is not eligible for budget transactions, then the Inquiry screen will display the balance and debit and credit totals for the period.

Utility Billing

Q: How do I change a service address?

A: Begin by opening **Customer Maintenance** and verify the location number is correct for the account. DO NOT change the service address in Customer Maintenance because the meter and meter activity will be lost. Next, open **Location Maintenance** and display the location number tied to the account and change the service address. Using Location Maintenance to change the service address will preserve the link that ties the meter to the account.

Q: How do I print a Billing Register for a single service and print a list of customers who have been billed?

A: Print the Billing Register – Penalties Only (Caselle Master) report. Open the **Reports** menu and select **Billing Register.** Select the **"Billing Register – Penalties Only"** report and then click on the **Services** Tab. Double-click on the **Penalty** field and select the service(s) to include on the report, and then run the report.

Q: Can I use the same route and sequence on more than one meter?

A: Yes, the same route and sequence can be entered on multiple meters and even multiple customers, but Caselle does NOT recommend it. If the same route/sequence is entered on more than one customer, the system will sort by sequence, customer number, and then service number. When the same route/sequence is entered on multiple meters on one customer account, the system will list the meters as they were installed on the account with the most current meter listed first. Assigning the same route/sequence to multiple customers or meters may result in the meters not being listed in the desired order. It is always recommended that each meter or customer be assigned a unique sequence number.

Utility Electronic Reading

Q: How can I resequence my meters?

A: Open the **Miscellaneous** menu and select **Resequence Meters**. The records in your reading file must include the date and time stamp in order to be resequenced.

Caselle Applications

Q: When should I run Compact and Repair?

A: How often you run Compact and Repair depends on how much you use Caselle Applications. If you're a smaller site, try running the Compact and Repair routine once a month. If you're a larger site, you may need to run Compact and Repair each evening or at least once a week. We recommend running Compact and Repair for all of the Caselle databases at the same time to ensure all of the databases were "compacted" and "repaired."

Q: I want to use User Security. What should I do before I enable User Security?

A: Here are three tips you should consider before using User Security.

- Verify your user's passwords to make sure they are setup correctly.

- Keep the user log in consistent with the Cash Receipting operator codes. This allows the User ID to be updated with payment transactions to each subsystem.

- Check the user's rights to allow the user access to the specific areas you want them to have. Don't forget AAW & AAA rights, otherwise the user might not be able to gain access to the specific application they need to use.

Q: What are Batch Reports?

A: Set up a Batch Report if you find yourself printing the same reports over and over again. For example, if you have several reports that are always run at the end of every month. The trick is to set up the individual reports and then add the individual reports to the batch report. When it's time to print the reports, just print the batch report.