

NEWSLETTER

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1997 User Conference Sets Record

The 1997 User's Conference was the best attended event in its seven-year history. Held at the Commonwealth Hilton Hotel located near the Northern Kentucky Greater Cincinnati International Airport. The theme for this year was *Diving Into Windows*.

The BUCS fund accounting system made its Windows debut when released for Windows 95 and Windows NT. Sessions covered enhancements to both the character and Windows versions of BUCS. Additional time was devoted to detailing the features and operation of the Windows product.

CUBIC for Windows in 1996 was featured as well. CUBIC recently underwent a major redesign and rewrite to take advantage of Frey & Company's twenty-plus years of experience and the new technology that has recently become available.

velop their own custom reports without programmer assistance.

Crystal Reports, our new recommended query/reporting tool, was presented to provide everyone with an insight into some of the powerful software that is available with our new systems.

Don Frey spoke on upcoming product goals for 1998. The CHIPS payroll system will be redesigned and rewritten for Windows. CHIPS is the last major product to receive a graphical user interface.

An array of new hardware and features is slated for CUBIC in 1998. Receipt printers, and barcode scanners are just a few of the new options coming.

All work makes for a dull conference. This year, our event was at the Cincinnati's Natural



History Museum. There, we contrasted our high tech daytime sessions with the caves and glaciers of the Ice Age. Mark your calendar for next year's Conference to be held August 9-11 in Cincinnati, Ohio. ☐

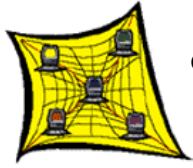
ODBC (Open Data Base Connectivity) was showcased. This exciting new capability allows users to access files with ODBC compatible programs. These programs include Microsoft Office products like EXCEL and WORD. Crystal Reports also offers this capability. This valuable *tool* allows users to de-



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<http://www.drffrey.com>

Our World Wide Web site continues to become more popular.



Visits to our site have increased over thirty-five percent in the last year. The BUCS and CUBIC demonstrations are now downloaded at the rate of over 150 per month. Calls we are receiving from prospective clients are now much more advanced. They have typically downloaded our presentations

and are seeking more product details and pricing.

Recently, we began conducting remote demonstrations. This is a great compliment for our Internet marketing. Now, we can provide a *live* interactive demonstration of the software almost anywhere. It saves us time and money and provides the prospect with the information needed to make an informed buying decision.

Another feature has been added to our site. It is a *Checklist for purchasing fund accounting software*. The article describes the features and functions one should seek in a quality accounting software system. Check it out!

If you haven't visited us on the Internet, please do so. You can find us at: <http://www.drffrey.com> ☐

CUBIC Updates For 1997

CUBIC updates for 1997 are underway. If you thought the Windows release was exciting, wait until you see what is coming for this year!



The cash receipts process has been targeted for improved productivity this year. We are also enhancing other areas such as deposits and refunds. Here is a partial

list of some of the powerful new capabilities for 1997.

- Change making calculations for cashier windows
- New user definable *type-of-payment* selections
- Receipt printing buttons on receipts screen
- Optional, cash drawers
- Optional, scanners for Bar-coded bills
- Cash receipts summary reports by cashier
- ACH (Automated Clearing House) direct bank payments
- New deducting meters for sewer billing
- Improved deposit and refund processing
- Added availability of handheld devices
- Improved navigation tools
- Expanded printer controls
- New migration aids for conversions from other systems

If you want a superior utility billing system, you'll want CUBIC97! ☐

Client/Server Network Performance

By Don Frey

Now that the rush is on to embrace local area networks, we would like to make a few comments about them. Local area networks are nice, but need some tuning.



What's the problem? Bottlenecks! The server handles many activities: print jobs, reading/writing of files and communications. All file data is accessed by the server, then sent to the client. This increases the number of times the information has to be handled.

The client is where information processing takes place. It also tells the server to send or receive file information. The client also sends reports to the print spooler for processing.

It takes a lot of time to communicate the information between the client and server. LANs typically run 50-80% slower when processing big volumes of information. We didn't have this problem with UNIX because clients were dumb terminals. Screen text information was the only thing that was going back and forth. PCs didn't have the problem because there was no *middleman*.

What is happening in this pipeline? Every record read, written, examined goes from the server to the client. If you are searching through a big file, all of that information goes from the server to the client. Every report that goes to the print spooler on the server goes through the pipeline. If you are using bit-map fonts like True Type, this increases the load a lot more. If you load your programs from the server, this takes more time. If the program calls others, more time is required.

How do we unclog the pipeline? Build faster communications paths between the server and the clients. This is a work-in-progress. Speeds are improving every day. Spread printers out so heavier print jobs don't have to go to the server (local printing).

Run programs that do a lot of reading and writing on the server. This is probably the easiest and cheapest remedy available. These programs prepare reports and perform updates. You can do this on the NT server. If you are running on a peer-to-peer network, run those programs on the computer where the files are residing. There are other techniques for system tuning. However, many are too complex and/or time consuming to consider.

The best solution to improve performance is using faster communications between the server and clients. It's the only sensible long-term solution. Better hubs, fiber optics and faster controllers will get the job done. ☐

Frey and Huntington Bank

Team For Electronic Payments

Tom Bowman, Assistant Vice President with Huntington National Bank, spoke at the 1997 Users' Conference on the benefits of electronic banking. Huntington is nationally recognized in the areas of Corporate Treasury Management and Electronic Banking.

We have been working with Huntington in developing an electronic banking interface for our applications including utility bill collection. The new software will allow users to create their own electronic bill payment transactions.

Huntington will act as a gateway to process and settle these transactions on your behalf, through the Automated Clearing House (ACH) system provided by the Federal Reserve Bank. Once the payments have been processed by Huntington, the amount will be collected from your customers and deposited into your local bank account within two business days.

Benefits highlighted by Tom included increased control over the collecting and processing your customers' payments. You will no longer have to collect, process, and deposit checks at your local banks. You also determine the precise day of financial settlement, allowing for a lead-time of two business days.

To get started in electronic banking you will first need to determine which of your customers are: open to having their bank account(s) electronically drafted for bill payments. Then gather the necessary information from the interested customers. You will need to know the unique Routing Number for their own local bank, and their checking or savings Account Number. This information can be obtained easily by asking for a copy of a canceled check.

If you have any questions for Tom he can be reached at (800) 480-2265. or thomas.bowman@huntington.com. Ask for Tom Bowman in Northern Kentucky. ☐

Staff Expands

Dean Eldridge recently joined Frey & Company. He is working in our support and training group. Dean is a graduate of Northern Kentucky University and holds a degree in accounting. Having been a resident of Kentucky for over 19 years, he is a loyal Wildcats basketball fan. He also enjoys outdoor activities. ☐

CHIPS Payroll for Windows in 98'

The CHIPS payroll system will be redesigned and rewritten for Windows for the 1998 release. Many new features will be included like Year 2000 compliance and a new *voiding* feature. Other areas that will be reviewed will be improved human resources information; customer defined fields and a new *notes* facility. The product is planned for release in the fourth quarter of 1998. This is the regularly scheduled update time for this application. ☐

Printer Tips For Windows

Some of our new Windows users have expressed concern over the speed of their printers. We have traced the problems to a mixture of fonts, matrix printers and drivers.

Fonts selected for report printing should be printer resident. That is, they are a print of the printer hardware. They can be identified by the printer icon that appears next to the on the font selection list. True Type fonts are graphical and can increase printing time as much as 100 percent, especially on matrix printers. True Type fonts have a *Double T* next to them. Some fonts have no symbol next to them. They are native windows fonts. We suggest you not use them because they are going to send printing out in a graphical mode which is very slow. Proportional space fonts will not work properly for most computer reports because the spacing is not uniform. If your report comes out wavy, you likely used a proportional font. Size is also important. If the report appears to be shrunk on the page or is too large for the page, you used the wrong font size.



Matrix printers *choke* on non-resident fonts. If it is non-resident, the report will be sent to the printer in graphical mode. This can cause the printer to run at less than 10% of its rated speed.

Drivers are required for printers. When you install a printer, be sure the right driver has been installed. Don't use something just because it is the same brand (e.g. HP). Different models require different drivers. Drivers are sometimes shipped on a disk with the printer. Popular drivers may be on the operating system disk. You may have to download the proper drivers from a bulletin board or from the Internet. Wrong drivers cause weird problems. These problems have to be resolved with your hardware supplier. ☐

New Users

California: *Clear Creek Community Services District:* CUBIC, BUCS, CHIPS; **Delaware:** *Sussex Shores Water Company:* BUCS, CUBIC, CHIPS; **Florida:** *City of Tavares:* BUCS, CHIPS, CUBIC; **Hawaii:** *Island Utility Services:* CUBIC; *Molokai Ranch Ltd.:* CUBIC; **Illinois:** *Tazwell County:* BUCS, CHIPS; **Kentucky:** *City of Villa Hills:* BUCS; **Louisiana:** *Town of Melville:* CUBIC; **Massachusetts:** *Town of Holden:* CUBIC; **Mississippi:** *Pearl River Valley Water Supply District:* BUCS, CUBIC, CHIPS; **New Mexico:** *La Casa, Inc.:* BUCS; **Ohio:** *City of Deer Park:* CUBIC; *Village of West Union,* CUBIC; **Pennsylvania:** *Lackawanna County Community Development:* BUCS

As you can see, we have been busy. From every indication, 1997 will be a banner year. Domestic activity is very intense, especially with the release of Windows products. International activities are also heating up. We are actively working with prospective clients in five foreign countries. ☐

GOVERNMENT ♦ NONPROFIT ♦ UTILITIES

Fund Accounting, Payroll, Utility Billing

ESTABLISHED, in 1974 with installations throughout the U.S. *We understand your business and special needs!*

EASY TO USE, Microsoft Windows interface with on-line Help, ODBC and extensive *search* tools. *Programs that make your work easier and more enjoyable!*

RELIABLE, withstood the rigors of audits in dozens of states for years, *Problem free accurate programs!*

ECONOMICAL, unique pricing model that lets you purchase just what you need. *More value for your money!*

PORTABLE, designed for multi-user systems and personal computers. Frey applications run on hundreds of computers and can easily be moved from one to another. *Freedom of choice for you!*

ADAPTABLE, programs that can grow with your needs! Our annual updates keep your programs tuned to the latest in technology. *Software that is always state-of-the-art!*

SUPPORT, help when you need it! Anywhere! A **Free** 800 number for your convenience. *Support you can swear by, not at!*

INTEGRATED, applications that talk to each other. ODBC and Crystal Reports allow you to easily transfer data from Frey packages to spreadsheet, word processor and other application systems. *A team approach to your needs!*

SPECIAL SERVICES, custom designed modifications; full range of computer related consulting services. *Professionalism and competence on which you can rely!*

Call Toll Free	1-800-659-3739
Internet	http://www.drfrey.com
e-mail	drfrey@drfrey.com

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IN THIS ISSUE:

1997 User Conference Sets Record
Internet: New Remote Demos, Checklist
CUBIC 97: Loaded with new Features
Client/Server Network Performance
ACH Automated Clearing House Payments
Support Staff Expands for Growth
Printer Tips for Windows