



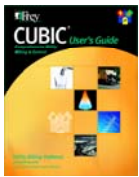
NEWSLETTER

Number 76

Established 1974

May 2010

Now Under Construction: CUBIC® 10.4



Have you ever wondered how software is created or improved or updated? Here at Frey, we work hard to continually enhance our software packages to keep the product technically state-of-the-art.

In order to accomplish this goal, we are constantly talking, surveying, and discussing possible new features, improvements, and refinements. We try to listen to the needs of our customers. We survey them, talk to them, and within certain parameters, we create new modules to accommodate their needs.

Proposed CUBIC® Improvements....

Recently, all CUBIC® users were given the chance to let Frey know their opinion on proposed enhancements via the annual CUBIC® user survey.

Here is a sampling of some of the improvements that will be delivered in CUBIC® 10.4:

Adjustments: allow adjustment dates to be changed while an adjustment is still in Interactive Billing.

Billing: add the ability to assign a reference number to bills and adjustments.

Customer Maintenance: add the ability to send the Customer History Report to Excel® (must have the Data Dictionary module).

Rate Maintenance: display the Rate Code comments on the Rate Code source screen.

Receipts: add the ability to print the reference number (usually the payment check number) on receipt from within Cash Receipts processing.

NEW! Modules on the Horizon!

Research is continuing for the development of two new modules for CUBIC®.

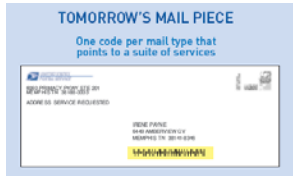
Profit Recovery Module (PR) The module would interface with a professional collections service provider. This would ensure a professional collection process and one that is compliant with Federal and State regulations. Statistics show that outsourcing collections services where a consistent, predefined collection process is applied greatly increases an operation's recovery of otherwise lost revenue.

Interactive Voice Response (IVR) IVR enables interaction between a caller and a computer (your CUBIC® database) via the telephone. The module would enable you to generate and upload selected information from your CUBIC® database to the hosted IVR system. This would allow your customers to be able to retrieve current account information by calling your office and selecting the appropriate prompt. This system would also enable you to distribute messages to your customers such as delinquencies, shut-offs, emergency notifications or general utility alerts or announcements.

These modules are in the research stages for now. If you have an interest in these, please let our support department know! ☐

A Timely Reminder . . .

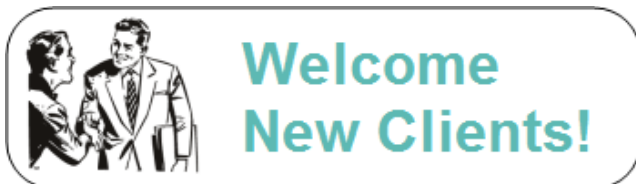
For those CUBIC® users that utilize the POSTNET™ barcode, USPS will be implementing the Intelligent Mail Barcode in May 2011 while phasing out the POSTNET™ barcode. The new height-modulated barcode will allow for more accurate tracking and free address correction services along with greater USPS discounts on qualified mail.



The Intelligent Mail Barcode will be used to sort and track letters, cards, and flats. It offers greater versatility by allowing many services to be requested and then embedded within the barcode. This not only saves money on postage but also minimizes the space used for the address. For those CUBIC® users that are CASS certified, there will be no need to re-do that certification upon implementation of the Intelligent Mail Barcode system.

An important note to all Dot-Matrix printer users . . .

Dot-Matrix printers do NOT offer the correct font needed to print the new Intelligent Mail Barcode. The graphics, fonts, coding, and print specifications for the Intelligent Mail Barcode are different from any existing barcodes used today. If you plan to utilize the Intelligent Mail Barcode, you will need to replace that Dot-Matrix printer by May 2011.



Frey & Company is pleased to announce the following new clients:

Village of Thurston, OH
Rock Creek Mesa Water District, CO

These clients have recently upgraded or expanded their Frey Software systems:

Kentucky Frontier Gas, LLC, KY
City of Silverton, OH
Osceola County Supervisor of Elections, FL ☒



Plans are being finalized for the 20th Annual User Conference at the Embassy Suites RiverCenter in Covington, KY. The dates are August 8th - 10th, 2010. The cost to attend the conference is \$595 which includes the

conference sessions, lunches, the evening event, and breaks.

This year's evening event is a riverboat dinner cruise on the mighty Ohio River, so call now to reserve your spot!



Contact Shelley at 800-659-3739 to make your reservations. We look forward to seeing you there! ☒



Spotlight on: Carolyn Schneider, Customer Service Supervisor, Oro Valley Water Utility, AZ

Population: 48,656

Frey Software: CUBIC®

of Customers: 18,442(water) 1,394(storm water)

Years: 9



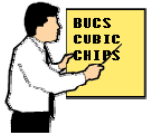
The Oro Valley Water Utility, AZ is in the Spotlight for CUBIC®. Carolyn Schneider, Customer Service Supervisor, tells Frey that the town-owned water utility provides several services to their citizens such as customer service, billing for water, sewer, and storm water, meter reading, and the distribution and production of water.

When asked why CUBIC® was chosen as the town's water billing software, Carolyn responded that CUBIC® met all of the utility's requirements for a True Windows program. She also liked that CUBIC® is modular which allowed for additional services as the town grew and expanded. Carolyn also stated that "Don (Frey) was instrumental in providing the initial information package and maintaining contact" with them throughout the decision making process.

Carolyn told us that they use CUBIC® to bill water, sewer, and storm water. According to Carolyn, CUBIC®'s best features are the ease of use, annual updates and the feature enhancements. "Frey is always thinking ahead and keeping up with technology," Carolyn told us.

We closed the questions asking for Carolyn's assessment of what she liked best about Frey & Company. "The Support

Staff,” she replied. “They are a valuable asset – very professional, quick to respond, very knowledgeable and always there with solutions if we have questions or problems.” Frey is happy to accommodate you, Carolyn! 📧



Tips From Support



By Adam Best

1. Penalty Posting: In CUBIC® 10.3, penalties can go out to 4 places to the right of the decimal point. Penalties can also be previewed before posting them. If you want to preview the penalties before posting them, click on the Preview button. If the penalties are correct, you can then click on the Posting button to post them or click on Cancel to return to Penalty Billing screen.

2. Write Off Reversal: If a customer is written off and then ends up paying, there is an option to reverse the write off. Write off reversals will show the write off as being reversed in Bill/Pay History. For those with BUCS®, this will have another benefit. The next time CUBIC® interfaces with BUCS® after the write off reversal, CUBIC® will make the opposite entries originally created when the customer was written off. A write off can only be reversed once.

By Dean Eldridge

1. Customer Maintenance Phone Number Description Default: When entering phone numbers into Customer Maintenance, a description field is used for each phone number. This might be used for descriptions such as: Home Phone; Work Phone; Cell Phone, etc. If the same description is used the majority of the time, a default description can be setup in System Controls. The description can still be changed when adding a phone number; this would just allow the default to be utilized. To setup this default, go into GENERAL-SYSTEM CONTROLS and choose EDIT. Select the Preferences tab. The Default option is on the bottom right side. Type in the default description you wish to use in the Default Phone Number Description field.

2. Billing Edit List Zero Usage Option: When billing customers, an option on the Billing Edit List can be used to quickly see any customers with a usage of zero. This type of usage could be caused by a broken meter that isn't registering any usage at all. This might be marked as a low usage as well but by selecting just the zero usage accounts, you can quickly check for other exceptions that might be the result of a problem leading to an incorrect bill going out. To utilize this option, go to BILLING-BILLING EDIT LIST and select just the Billed option under Bill Status by unchecking the Unbilled box. This will enable a check box beneath this option to be selected called Only Zero Usage Services. Finish by keying in any other ranges that are needed. This will result in a list to print of customers with zero usages.

By Mike Emmerich

1. Billing Verification: A new report is available to help you verify all the services that have been billed which is especially nice to have when using handheld devices and uploading those readings. In the Billing Section of CUBIC®, click on Billing Unbilled List. Choose the Book and Account ranges along with your Due Date range. If you leave the options of “Have not been billed” and “Have some services that have not been billed” checked, you will get a listing of all accounts that were not billed showing as “Account Not Billed” and a listing of the accounts that have been billed. If, however, there are one or more services that haven't been billed for a particular customer, this will show as “Bill Missing Services.”

This report was added to mainly identify accounts that were not being billed for all services that they should have been. The problem could be with the meter serial number being wrong or a handheld problem. To show only this on the report, uncheck the “Have not been billed” category. This will allow CUBIC® to scan the temporary billing file for all customers that have been billed but will only display those customers that are missing one or more accounts that should have been billed giving the message “Bill Missing Services.”

2. Interactive Billing: Filters have been added to this screen so that you can limit the information you are seeing in the grid. This is especially useful when spot checking accounts. For example, you can check all accounts that are marked as a turnover. Simply un-check all options under Bill Exception Options except for Turnovers. If any accounts are left in the grid, you know they were marked as the meter turning over. You can do this for each category listed such as Changeouts, Prorated, Estimates, Over Estimates, Turnovers, Corrections and Account with no Exceptions. This can help you verify and correct exception type items/bills quickly before you actually update and print your bills.

By John Milleck

1. Refunds: Bulk Refunds gives the user the ability to assign selected criteria for which customers will have their credit balances, deposits and/or interest refunded. A few of the options are checking for penalties and NSF checks with a date range or excluding credit balances for customers with positive and negative service balances. Many more are available for selection. A list of customers meeting the chosen criteria is then displayed and the user can select which customers should be refunded allowing multiple refunds to be posted at one time.

2. Work Orders: In System Controls, there is the ability to set Work Order Types (general, move-in, move-out, new service, shut-off, reconnect, change-out, re-read & miscellaneous). When Work Orders are printed, the type of Work Order selected will determine the copy distributions for that particular Work Order. The selected type will then be used to determine the copy name and the number of copies to print. Also within Work Orders is the ability to edit a customer from within the selection screen when ‘re-read’ and ‘shut-off’ Work Orders are generated. 📧



Fund Accounting

General Ledger
Accounts Payable
Fixed Assets
Cash receipts
Credit Card Tracker
Check Reconciliation
Requisition Control
Advanced Allocations
Budget Planning
Data Dictionary
Fee Receipts
Positive Pay
Combining Reports
Accounts Receivable
ACH for Accounts Payable
MSSQL Database Option

Payroll

Check Reconciliation
Time Clock Interface
Florida Retirement System
Magnetic Media
Positive Payment
ACH Direct Deposit
Web Services – W2s & E-stubs
Data Dictionary
MSSQL Database Option

Utility Billing

AR Billing
Multi-user
Productivity
CASS Certification
E-Billing
RUBS Billing
Budget Billing
Data Dictionary
AMR Interface
Inventory
Back Flow Device Mgmt
Internet Inquiry
On-Line Payments
Meter Maintenance
Installments
MSSQL Database Option

Call Toll Free	1-800-659-3739
Internet	www.drfrey.com
E-Mail Sales	sales@drfrey.com
E-Mail Support	support@drfrey.com



40 N. GRAND AVENUE, SUITE 303
FORT THOMAS, KY 41075-1765
859.441.6566 * 800.659.3739
859.441.7152 FAX
www.drfrey.com

Systems and Software Engineering

NEWSLETTER

IN THIS ISSUE:

- Highlighting CUBIC® ...**
- 2010 User Conference ...**
- Spotlight on Oro Valley...**
- Support Tips For Users...**