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Support Tips & Tricks

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2011 User Conference

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I Passed Beta Testing!



Hello everyone! If you are a client/user of any of the Frey Software systems, you are probably familiar with the term "Beta Testing". This is the stage in the pre-release program which is designed to prove function and stability of the software prior to being released to the general public.

Well, true to form and "software engineering" standards, Don & El had to 'Beta Test' me prior to relinquishing the business, its staff, and clientele to my care as well.

And, I guess I passed! I have been actively involved in the business for 6 years now and for those of you who I have not yet had the pleasure of meeting at one of our user conferences, trainings, or through a phone conversation, I would like to write a few lines of 'code' to formally introduce myself as the new master of ceremonies, mascot, illustrious leader of the software firm, Donald R. Frey & Company, Inc.

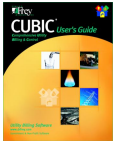
I am forty-five and I grew up around the family business (software) which helped me to develop an entrepreneurial flare at a very early age. As a matter of fact, in my 45 years, I have only managed to hold two positions of employment both of which ended by the age of seventeen. I relocated from Louisville, KY six years ago to get involved in the family business. I have spent the previous 20 years in pursuit of a variety of my own businesses including a salvage auto parts business, an amusement vending (juke box, pinball, and video games) business, a boat and jet ski rental business, 2 pub/restaurant operations, and a 24 location electronic gaming business operating throughout the state of Texas. I guess Don and El felt I had finally developed enough business sense that I could be considered a viable candidate to steer the Donald R. Frey & Company, Inc. through a second generation of family ownership. Hurrah!

I am very excited and proud to be taking over this business. Don & El dedicated a large portion of their lives to establishing a very successful business developing and supporting niche software applications for the municipal and non-profit sectors. They never lost sight of the importance of embracing new technologies which could be integrated with the niche applications they developed. That mindset has kept our software products eternally fresh and modern and delivered great value to our clients. The company staff is dominated by tenure averaging 15 years. Great business, great products, great staff, & great clients!

Have no fear, my core ambitions moving forward with the company are to continue to adhere to the well established and proven business model instituted by my parents, Don & El.

All my best,

Matt Frey



Talking about CUBIC®

Two of the more popular modules for CUBIC® are the Internet Inquiry and E-billing modules. These two modules work hand-in-hand to allow your customers to utilize the internet to view or receive their bills online.

The Internet Inquiry provides access to various account information such as due date, last payment date, last bill amount and account balance. For those with metered services, graphs and usage history are also available. The data is uploaded to a web server so your customers aren't accessing your CUBIC® system but a limited amount of data on the internet. The web server is hosted by Frey & Company so you do not have to worry about keeping up with a server.

Data is uploaded as often as you choose. This process can be setup as an automated process that can be, for example, run at night. Your customers will also have the ability to pay their bill online via a credit card. The payment processing company will send a daily report as well as a payment file to import the payments directly into CUBIC®. This eliminates manually receipting these payments.

E-billing works with Internet Inquiry by allowing your customer to chose to receive an e-bill notification along with a paper bill or just the e-bill notification. The e-bill notification uses the popular POP3 e-mail protocol to send these notifications. The e-mail that is sent is simply a notification that their current bill is now available to be viewed online and includes a link to their account login page for quick access to view their e-bill!

If you are ready to begin providing online account access and integrated credit card payments for your utility customers, give us a call today for more information and a price quote. ☎



Intelligent Mail Barcode

It's time Delayed! For those CUBIC® users that utilize the POSTNET™ barcode, USPS will be implementing the Intelligent Mail Barcode . . . The USPS has postponed this indefinitely. However, you can be using the new Intelligent Barcode today if you like. 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. 🖨



Spotlight on: High Hills Rural Water Company, Inc., Sheila Sammons, Billing Clerk
Accounts: 4,800
Frey Software: BUCS®, CHIPS®, & CUBIC®
of Customers: 6,491
Years: 2

High Hills Rural Water Company, Inc. came on board with Frey & Company in 2009 and is in our spotlight for CUBIC®. High Hills is located in Dalzell, SC. It is a non-profit water company that purchased all three Frey software packages. Sheila Sammons is the billing clerk for High Hills and uses CUBIC® to bill water and sewer.

When asked why High Hills chose Frey software, Sheila replied that Frey met all the company's needs. Sheila told us that CUBIC®'s best features are being "fast, simple and user friendly." She also said that they have just recently gone 'live' with the software. She promotes Frey's "outstanding service" calling it "prompt and professional."

High Hills took advantage of one of our training options by having one of the Frey's support techs come to their office for their initial training. That support tech was John Milleck and Sheila reports that "you could not ask for any better professional service." In fact, Sheila feels that way about the entire Frey Staff. John recently returned to High Hills to complete their training in BUCS® and CHIPS®. ☒



Plans are being finalized for the 21st Annual User Conference at the Embassy Suites RiverCenter in Covington, KY. The dates are August 7th - 9th, 2011. The cost to attend the conference is \$595 which includes the conference sessions, lunches, the evening event, and breaks.

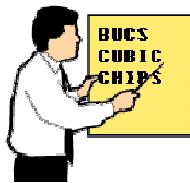


Take me out to the ball game . . . this year's evening event is a Reds game at the Great American Ball Park. Join us for a river boat ride across the mighty Ohio River to the Great American Ball Park to enjoy an evening of America's favorite past

time, a professional baseball game featuring the Cincinnati Reds hosted in a VIP private suite with all the amenities necessary to ensure a great time for all, win or lose!

Call Shelley today (800.659.3739) to make your reservations to join us for the 2011 User Conference. ☒

Tips & Tricks From Support



By Adam Best

Statement Delinquent & Shut-off Notices: In CUBIC® 10.4, you can print an 8½ by 11" statement version of the delinquent and/or shut-off notices. The setup for the text for either report can be accessed on the Statement Information tab in System Controls. Click on the Delinquent Statement Format button. The first tab is the Delinquent Information and the second one is Shut-off Information. To setup Delinquent Statement, click on the Preference tab in System Controls and change the Delinquent Printer type to Statement. With setup complete, choose to print either Delinquent Statements or Shut-off Notices when delinquent statements are printed from CUBIC®.

E-Delinquent Notices: In CUBIC® 10.4, for those with the E-Billing module, there is the ability to send E-Delinquent Notices along with a printed copy. To fill out the E-Delinquent information go to General – System Controls – Features and click on the E-Delinquent Notices button. With this setup, CUBIC® can either print out paper copies or send E-Delinquent notices by going to Customers – Delinquents – Send E-Delinquent Notices.

By Dean Eldridge

Copy Preferences for Custom Fields: Copying a Customer usually happens to create a new customer account for an existing address. Included in this copy option is the ability to Copy any custom field from the original customer to the new account. In addition to the primary option selected to copy the Custom Fields in general, individual Custom Fields can be marked within System Controls to determine their Copy Preference. From the Custom Fields tab within System Controls, each individual Custom Field can be marked either to Copy, Move, Leave, or Delete. If Copy is selected, the Custom Field will now be on both the original and copied customer. Select Move and the Custom Field will no longer be on the original account. It will only be on the copied account. Use Leave to allow the information to stay only on the original account. The Delete option will

remove the custom field from the original account and it will not be moved to the new one. This particular option would be useful if a Custom Field is designated that is for a specific customer. In this case, we would want to leave the Custom Field on the original account. It would also be useful if a Custom Field is used to designate information used for Handheld Billing. If so, we might want to choose Move so the Custom Field is moved to the new account and removed from the original account. Or we might prefer to choose Copy so the information is on both the old and new accounts.

Specifying Interface Descriptions and Interfacing by User Initials:

For users utilizing the BUCS[®] Interface option, an Interface Description can be entered. By default, this Description field has 'CUBIC INTERFACE' in it. By keying in a more detailed description, the user can better describe what is being interfaced. This description displays as the Posting Description in BUCS[®] as well as on the Interface Summary Report that prints in CUBIC[®]. A description of 'Billing-May 2011' might be used when interfacing the billing for May. When adjustments for leaks are being posted and interfaced, a description of 'Leak Adjustments-May 2011' might be keyed in. This will give the BUCS[®] user a better explanation for what the interface was for as well as allowing the CUBIC user to have a better description associated with the interface. In addition to the Interface Description, user initials can be used to indicate which User Activity to interface. Not only can the user range be keyed in at the time of interface, each user can setup preferences (within the FILE-PREFERENCES option) to specify their initials as a default. This is useful if each user is responsible for interfacing their activity independently from other users. By keying in an initials range, only their postings would be interfaced.

By Mike Emmerich

Customer Maintenance Filters: Account Balance filters have been added to the Customer Maintenance screen. The "Account Balances" options are Positive Balance, Negative Balance and Zero Balance; all of which are checked by default.

This is an extremely nice feature since you can turn off the Positive Balance and Zero Balance option by leaving Negative Balance checked thus enabling you to see only the accounts that have over paid on the grid. Or you can turn off the Customer Status of Active being able to see all the Final and Inactive accounts that might need a refund.

Customer Internet PIN: We have found most customers like to use the last 4 digits of their phone number for the internet pin number. In order to accommodate this, there is an option under "Generate Customer Internet PIN on Update" which is Last 4 Digits of Default Billing Phone Number. If you would like to use this option, go to System Controls on the Controls tab and check this option instead of the standard option of Random 6 Digit Number. When you add new customers and click on OK to update, the PIN would then be generated and added to the customer record.

By John Milleck

Receipt Posting: When posting NSF Checks or NSF Deposits, the user has the ability to change the rate that is applied when the Add NSF Charge option is checked. This new option is available in the 10.4 version. It gives the ability for the user to be able to apply different NSF rates for different customers throughout the system.

Billing/Adjustments: Within the CUBIC[®] 10.4 version, you now have the ability to change the adjustment date while adding or editing a new adjustment. In Billing and Adjustments, there is a new reference number field that can be assigned up to 15 characters long. The reference number is shown on the Edit List, Billing Journal, Posting Journal, and in Customer History. Also within Billing, Calculating Estimation has new options where certain exceptions can be excluded from the estimation process. These options are: high usage, low usage, final bill, estimate, over estimate, correction, turnover, changeout, and adjustments. The options to exclude these exceptions are setup in the System Controls under the Preferences tab. 