



Fall 2008

## The Power is Yours

### Data West News

It is with tears in our eyes that we announce that Cleda M VanDenBerg is retiring from Data West. The impact that she has made to Data West will continue to shape our company for years to come. She will be sorely missed, and all of us here at Data West wish her a very happy retirement.

#### Data West adds to tech support staff

The new voices on our tech support team belong to Perry Lewis and James McCarthy. They both bring an understanding of and commitment to your customer service experience.

Perry joins us with over 15 years experience in the software technology and Internet industries.

James joins us with over 10 years of technical support experience in the information technology industry.

### WebCast Training

As part of our commitment to excellent customer care, Data West is offering all clients currently enrolled in our SystemCare program free participation for all WebCast training sessions. Space is limited so please call.

Thursday, October 2 2008 9:30 MST  
Task Menu and User-defined help

Future Webcasts' will cover:

EZ Reports

Security

GL Codes and Transactions

Technical Smarts (Data backup, performance maintenance)

If you have a topic that you would like to add, please e-mail us [support@dwcorp.com](mailto:support@dwcorp.com)

### BillMaster 7.1

#### Some of the new features include:

**Task Menu:** An effective way to manage your daily activities from start to finish. Also allows you to create user defined help files to document the steps associated with each process.

**Stronger Security:** New security settings for transactions, processes and reports. BillMaster continues to build upon years of experience in securing your data. These new settings enable Administrators to have easier and more flexible control.

**Enhanced Home Screen:** With the modifications to the BillMaster Home screen, we have achieved the impossible. We made it even more simple for you as the user to accomplish your daily tasks.

BillMaster provides the ability to "Jump" to the new tenant after move-in.

**Print Functionality:** Added PDF button to Ad-hoc query form to create temp PDF and auto launch the PDF reader

**Modification Log:** Allows you to see all modifications to an individual premise.

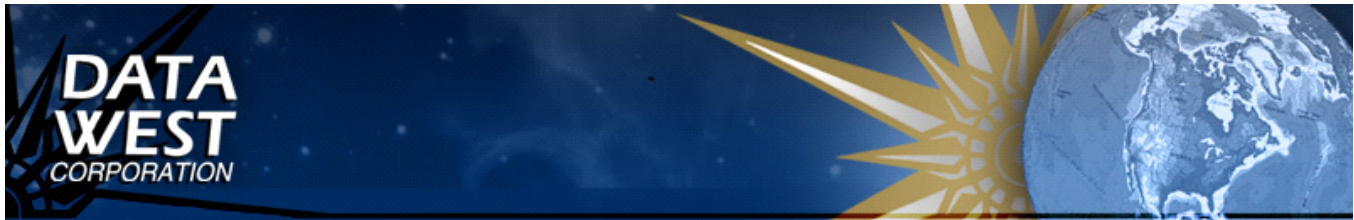
**Billing:** Allow charges to continue billing after account has been inactivated if there is a meter reading with a final read code.

In addition to the above mentioned features, (and so many that we didn't mention) if you are using SQL Server Express 2005, BillMaster will now notify you long before your database exceeds its limits.

Please contact Data West to schedule your upgrade.  
[support@dwcorp.com](mailto:support@dwcorp.com)

**Questions or comments about something you read in our newsletter? Email us [HERE](#) or call us at 970-259-2330**

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### Data West Website

Data West will be rolling out a new website. Our new website will provide more information about new products and features from Data West.

Included with our new website, will be the official launch of our **ClientCare** portal. The **ClientCare** portal will allow you to view the latest information on updates, download user documents such as BillMaster manuals, white papers and most importantly, Data West Tech Tips. Our **ClientCare** portal will also enable you to sign up for our new WebCast Training sessions.

As always, you can request information on Data West and BillMaster from the comforts of your office chair by dialing 800-748-2271 or send an e-mail to [support@dwcorp.com](mailto:support@dwcorp.com)

### E-Pay/E-Bill

#### Bills / Invoices

The bills/invoices that you are receiving from Data West have been printed and mailed using the convenient Print & Mail system provided by our partner *DataPrint* [dataprintllc.com](http://dataprintllc.com) We also provide Electronic E-Billing and E-Payment through our collaboration with *DataPrint*. You will continue to receive paper bills in the mail, but will now have the option of receiving notice of your bills via email, and of going online to view, and optionally pay your bill.

This is a great way to get a close look at how this exact same service could work for your organization and your customers.

Please contact us for more information on this exciting and secure way to save on postage, improve your operations and have happier customers.

### Tech Tips

**Log Out:** Always Log Out of your workstation at the end of the day. As security becomes a more important issue, you should log out when leaving your desk for a long time period and lock your workstation for even short absences. This makes it easier for your IT staff to do maintenance, and to get better backups.

### Data West Calendar

SDA Conference Breckenridge, CO  
September 17th-19th 2008

WebCast Training (New Task Menu)  
9:30 AM MST October 2, 2008

You can view previous newsletters and other documents on our [Client Care website](#). Please contact us to receive your UserID and Password.

### Check out the Data West [Website](#)

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