



## News from Data West

- **BillMaster Voice™**

BillMaster Voice enables your customers 24 hours access to their account information and the ability to make payments through a touchtone phone in multiple language options ensuring availability to all customers. The outbound calling feature with BillMaster Voice helps assure that your customers are informed in cases of emergencies or planned outages. In addition, this feature can also help streamline revenue collection with past due accounts reducing shutoffs by as much as 30-70%. Contact Data West for more information. [info@dwcorp.com](mailto:info@dwcorp.com)

- **New Telephone System at Data West**

Data West has implemented a new VoIP telephone system. As a result, you must now add a 1 to the front of the extension you are trying to dial, for example Tech Support was extension 32 and is now extension 132. The only exception is our office manager, Karen Berger, who can now be reached at extension 100. Thank you for your patience as the Data West team learns this new system. We apologize in advance if we disconnect or have trouble transferring your call!

## Tech Tips

- **How to get the most from Grids in BillMaster**

When you want to copy the data that is sitting in a grid, **Right Click** on the top left box of the grid and select Copy to Clipboard. You can then paste the that Clipboard contents into a formatted text file.

Want to rearrange data in the grid and export to a CSV file? Each column in the grid can be moved by Left clicking on the Heading Box and dragging it to the left or right within the grid. Once you have the grid organized to your liking, **Right Click** on the top left box and select Export CSV. After exporting, the CSV file can then be opened with MS Excel or a similar product.

- **Planning to change hardware?**

Hardware changes can be tricky. If you anticipate needing help from Data West, please give us advance notice. Pre-planning can assure we have the appropriate resources available to assist you.

## Partner Profile



For more than 20 years, Tele-Works has provided automated phone / IVR solutions to utilities, counties, and cities throughout North America. With over 400 IVR deployments, their products have reshaped the way organizations communicate and transact business with their customers. Utility customers are using their automated phone solutions to boost collections and improve customer service. Automated bill payments by phone and outbound courtesy reminders to past due customers are driving down costs and drastically reducing unnecessary service turn-offs. Most utilities will enjoy a full return on their investment in fewer than 12 months.

## Upcoming Events

- **BillMaster User Conference - August 12 - 13**  
Its not to late to register for the conference in Durango, CO. The August 11 reporting workshop is full and a waiting list has been created.
- Rocky Mountain AWWA - Annual Conference  
September 13 - 15, 2009, Albuquerque, NM
- Special District Association - Annual Conference  
September 23 - 25, 2009, Keystone, CO
- Webcasts Thursdays @ 9:30 AM MST Sign up at [support@dwcorp.com](mailto:support@dwcorp.com) to learn how to make BillMaster's special features work for you!

**July** - Overview of Entry Transactions - will cover: creating/posting batches, modifying/reversing transactions before posting, voiding paid/unpaid charges, and reporting tools—transaction entry journal and G/L posting detail.

**August** - No Webcasts due to User Conference

**Will your utility be ready?** Join Data West and ProfitStars on July 23rd at 2:00pm CDT for a free, informative webinar. By 2010, the Federal Reserve will be completed with the restructuring of their check processing infrastructure. The Check Clearing for the 21<sup>st</sup> Century Act, changed the way payments are processed. Many in the public and private sector are looking at ways to maximize this new technology, but may still have questions about what it will mean for their organization. Register for this free webinar and learn how you can be ready for the changes coming next year, and help your utility simplify and improve the remittance process. [Register Here](#)

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