



Early Registration for BillMaster User Conference Ends April 30th

The April 30th early registration deadline for our 2009 BillMaster User Conference is rapidly approaching. The conference will be held August 12-13 at Durango Mountain Resort with a special pre-Conference workshop devoted entirely to reporting, on August 11. In addition to learning more about BillMaster from our Support staff, you will have opportunities to exchange ideas with other users. For further information and registration form please download the conference package (click [here](#)). We look forward to seeing you this summer.

Partner Profile



DataWest has partnered with ProfitStars' RemitPlus system to provide our customers with a complete turnkey check processing remittance solution. With RemitPlus, you can automate your entire check processing procedures, upload files to Data West's BillMaster 7, and electronically deposit checks into your bank – saving your utility time and money!

With RemitPlus' Key-Pay Convene feature, you can create a virtually keyless environment, freeing up your staff to focus on customer service other responsibilities. Although RemitPlus is rich in features, it is simple to train and easy to use. Most companies have seen a return on their investment in 120 days or less! Click [here](#) for more information.

Important Upgrade Alerts

As time marches on it is evitable that programs will need to be upgraded. There are two new features in BillMaster that now require SQL Server 2005 or 2008.

- ◇ Intelligent Mail Barcode (IMB) - We have implemented the ability to print the new IMB, but it cannot be printed from a BillMaster SQL 2000 database (although outsourced printing data export may still be done). The IMB cannot be programmed to print from BillMaster 4. Without the IMB your bulk mailing postage may increase. For more information from the USPS visit <https://ribbs.usps.gov/>
- ◇ Encryption—In order to comply with new security regulations, the encryption of social security numbers, driver's license number, credit card numbers and bank information is available and will require SQL Server 2005 or newer.

Some optional, but in development features, will also require upgrading from SQL 2000, which is now almost 10 years old. If you choose not to upgrade, BillMaster will continue to run on SQL 2000 and the above mentioned features will not be available for your use.

For clients running SQL Server 2008, on April 7, 2009, Microsoft released Service Pack 1 for download. We recommend the download of this product for optimal system performance. To access the Microsoft webpage with the download please click [here](#).

News from Data West

◇ **BillMaster Mobile™**, Data West's comprehensive Field Service and Mobile Work Order system, can now be used on notebook and laptop devices running Windows XP or later. BillMaster Mobile is also available on devices running Windows Mobile 5 or 6 with touch screen support for mobile and rugged devices. You can save time and expense in your operations since *no duplicate entry* is required to maintain service order records. The program allows techs to enter meter maintenance and readings from the field, add service orders from the field, and much more. Please click [here](#) for more information.

◇ Data West Corporation is excited to announce **BillMaster WebShare™**, our innovative new way for you to share your data and allow your most important customers to collaborate over the internet without having to lose control of your data. BillMaster WebShare™ is a SaaS / hosted application that permits your staff members, managers, board members and trusted accounts to do ad-hoc reporting and data entry against your BillMaster database, while you retain complete security and control. For a monthly fee and no additional infrastructure or licensing costs, you can have the best of both types of software delivery.

For more information on either of these products, Please contact Karen, kfb@dwcorp.com.

Tech Tips

Are you experiencing printing issues with your Query Reports? Try using the PDF Print function. A simple click of the button may solve your needs. You can also save those reports in PDF format.

Running into problems remembering the steps associated with each task? Try implementing the Task Menu. This tool will help organize the reports and process associated with your daily, monthly, quarterly, or annual BillMaster tasks.

Upcoming Events

- ◇ AWWA ACE09 June 14-18, 2009, San Diego, CA
- ◇ Data West User Conference August 11-13, 2009 Durango, CO
- ◇ Rocky Mountain Section of AWWA Annual Conference, September 13-16, 2009, Albuquerque, NM
- ◇ Webcasts Thursdays @ 9:30 AM MST Sign up at support@dwcorp.com to learn how to make BillMaster's special features work for you!

April—Statement Messages— BillMaster includes many options to automatically add special messages to statements. Messages may be included in statements based on Bill Group, Billing Code, Charge Calc, or even individual names.

May— Process Logs— The BillMaster Process Logs are a history of your previous process. These logs track the time the process was executed, operators name, number of accounts processed both successfully or the number errors.

June— Service Order Wizard—AKA The Rocket Ship is used to create/modify and track all premise account activity. From the simple name exchange to creating a new premise, this is the tool that guides you through each step.

Questions or comments about something you read in our newsletter?

Visit our [website](#), [email](#) us or call us at 800-748-2271

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