

Providers of
Water Quality & Distribution Software
Backflow Prevention Management Software
Work Order Management and Benchmarking Software

April 9, 2004

Dear XC2 users,

This is the first of what will be an ongoing series of newsletters informing you of updates and added features that we add to XC2 and tips on the most direct way to accomplish routine tasks.

If you have questions for us, please feel free to ask and I may respond in the newsletter if it seems to be of general interest.

If you DO NOT want to continue receiving this newsletter or if there is someone else who should be receiving the newsletter, please inform me of this also. I certainly do not want to add to the SPAM which many of us receive.

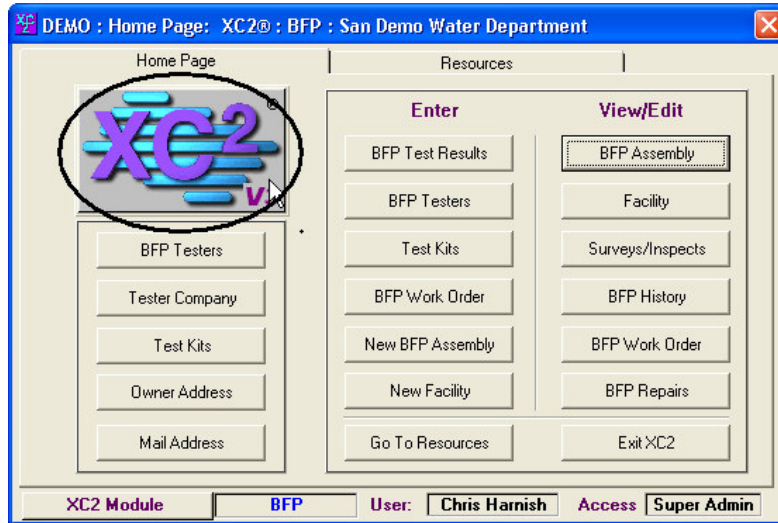
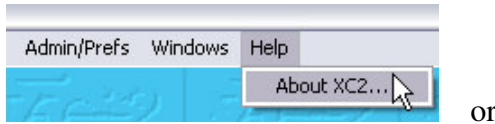


Let's start with 3 items:

- Getting the most recent version of XC2**
- The most efficient method of sending 1st Notices**
- Sending Follow-up Notices**

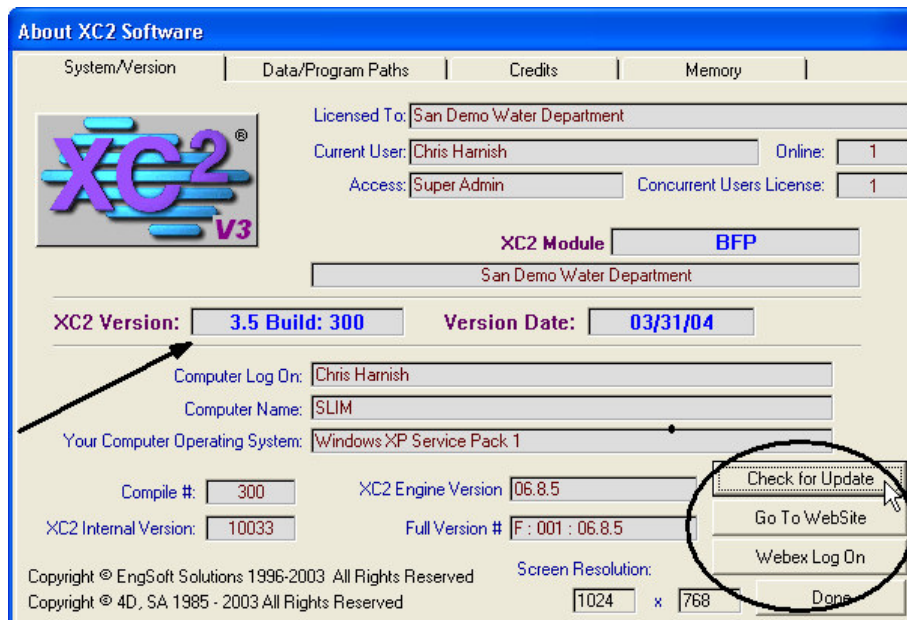
XC2 now offers a quick way to check for version updates.

Click on “About XC2” in the ‘Help’ menu or the XC2 logo on the Home Page:



On System/Version page you can check your current version and build number.

- Click the Check for Updates button.
- Go directly to our website to download the latest update. (Call us for the current Password)
- It's a good idea to check for updates about once a month.
- Go to our WebEx log on site for a WebEx training or Technical Support.
(We need to be in communications for you to do this.)



If you don't have a recent enough version to have this feature, you can go to: <http://www.engsoft.com/xc2update/> or call us and we'll mail you a new CD.

A current Technical Support contract is required for these updates.

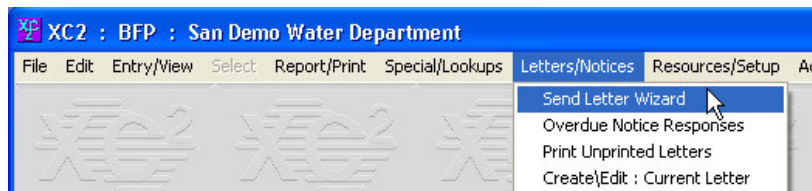


We've noticed from some of the Tech Support calls that have come in, that many users of XC2 are not using the most efficient method of sending notices or letters.

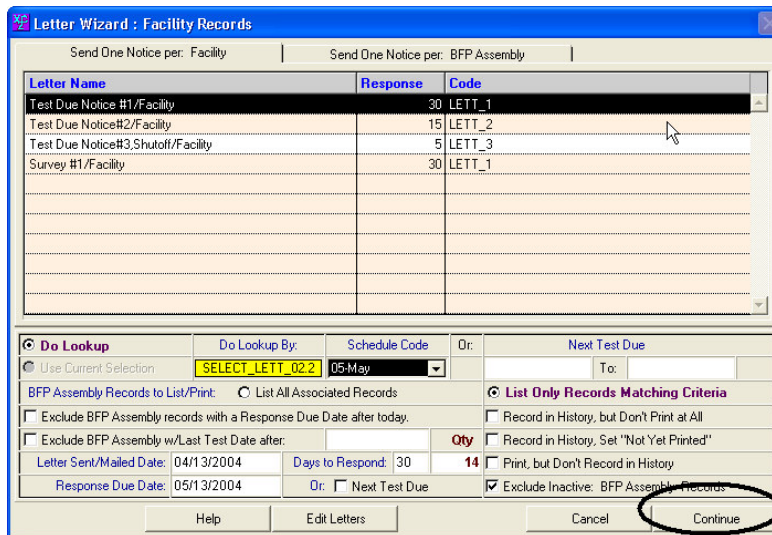
One of the big improvements that version 3 brought to XC2 is the Letter Wizard. It brought down the number of screens and clicks needed to send a letter to 1 screen and 2 clicks.

The Most Efficient Method of sending 1st Notices:

1. From the **Home Page**, go to the **Letters/Notices** pull-down and click on **Send Letter Wizard**.



2. Click **Continue**:



The **“Letter Wizard”** let's you define the parameters of sending a notice in one easy to use screen. The default set allows 2 click printing of next month's Test Due Notice #1 (first notice).

You can adjust any of the defaults:

- i.e. put in Mondays date if you're going to print on Wednesday and give yourself a couple of days to fill the envelopes or send to your mail house.

In the above example, for the letter entitled, “**Test Due Notice #1/Facility,**” in which we gave the owners of Backflow Assemblies 30 days to respond, 11 Assemblies have not had tests entered.

Double click or Select this letter to get a list of the 7 customers who are responsible for these 11 Assemblies.

#	Facility Name	Service Address	Acct Num	Site Qty	Tap	Sched	
1	Van Gosberg	665 Esquire Court	1001003	4	0033	06-Jun	Lilian
2	Six Flags Pizza	1881 Miller Blvd	1001004	1	87	11-Nov	Richard
3	Milton Berman	2299 Hampstead Place	1001006	3	0010	05-May	Milton
4	Garwin Charles	2913 W. Chiswick Place CIR	1001017	1	0036	06-Jun	Charles
5	Marla's Cut 'n' Curl	2907 Willow Valley Road	1001022	1	0068	06-Jun	Marla
6	Arnold Horowitz	555 Funston Court	1001026	3	0053	09-Sep	Arnold
7	Bill Winston	8765 Wilmont	1001044	1	0107	05-May	Bill

Highlight these and go back to the letter Wizard:

San Demo Water Department

Select Report/Print Special/Lookups Letters/Notices Resources/Setup Admin/Prefs Windows Help

DEMO: BFP : San Demo Wa 155 Records : Multi-Line

- Send Letter Wizard for Facility
- Overdue Notice Responses
- Print Unprinted Letters
- Create/Edit : Current Letter
- Send First Test Due Notices
- Send 2nd Test Due Notices
- Send 3rd Test Due Notices

Letter Wizard : Records Selected : 5 : Facility Records

Send One Notice per: Facility | Send One Notice per: BFP Assembly

Letter Name	Response	Code
Test Due Notice #1/Facility	30	LETT_1
Test Due Notice#2/Facility	15	LETT_2
Test Due Notice#3,Shutoff/Facility	5	LETT_3
Survey #1/Facility	30	LETT_1

Do Lookup

Use Current Selection **SELECT_LETT_022**

BFP Assembly Records to List/Print: List All Associated Records List Only Records Matching Criteria

Exclude BFP Assembly records with a Response Date after today. Record in History, but Don't Print at All

Exclude BFP Assembly w/Last Test Date after: 02/13/2004 Qty Record in History, Set "Not Yet Printed"

Letter Sent/Mailed Date: 04/13/2004 Days to Respond: 15 Print, but Don't Record in History

Response Due Date: 04/28/2004 Or: Next Test Due Exclude Inactive: BFP Assembly Records

Minimal Options Help Edit Letters Cancel Continue

These people have already received and did not respond to your “**Test Due Notice #1/Facility,**” so now we will send them the next letter in the series, “**Test Due Notice #2/Facility.**”

There are 2 important selections that you must make here:

1. Change from “List Only Records Matching Criteria” to “**List All Associated Records**”

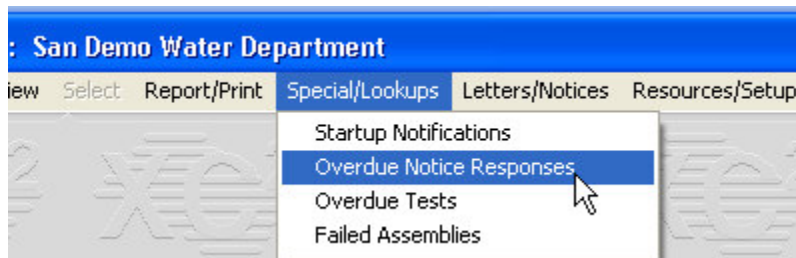
This lets XC2 find the all the untested Assemblies, no matter when the first letter was sent.

2. Check the “**Exclude BFP Assembly w/Last Test Date after:**” option.

This handles the possible scenario that a Facility with multiple Assemblies could have had a Passed test entered on some, but not all of their Assemblies. With this option checked, only the Assemblies without a passed test would be listed in the letter.



The normal routine would then be to go back to the **Special/Lookups** pull-down and choose “**Over due Notice Responses,**” and follow up on each successive letter in turn until the list is cleared.



If you have specific issues or procedures that you wish me to discuss, just let me know.

Chris Harnish

Customer Development Manager

EngSoft Solutions

(800) 761-4999