



Motor Vehicle Changes

The update for Motor Vehicle in this release includes some significant changes to the program. Below is a list of these changes:

- For customers who use Motor Vehicle and Cash Receipting, most of the menu options under the Registration Menu in Motor Vehicle are only available by going through Cash Receipts and Receipt type 99. This change was made after feedback from users raised concerns about the security of allowing transactions to be done in Motor Vehicle directly, thus not being saved in Cash Receipts or affecting Budgetary. This also brings Motor Vehicle more in line with the Tax Collections, Utility Billing and Accounts Receivable modules, where transactions have to be processed through Cash Receipts.
- Support has been added for Animal Welfare (AW) and Autocycle (AU) plates. Additionally, six new Veteran's decals were added to the list of potential options. Per the state, all of these items except Animal Welfare plates will be available starting on September 12. For the AW plates, these will become available for use on October 1. Vouchers for AW plates will also be available, and can be processed as with previous voucher programs.
- Behind the scenes changes have been made to how Specialty Plate fees are handled. These fees will now pull directly from the Class Code table in Table/Option Processing. After installing this update, please make sure to verify that your plate fees are correct in this table by checking the *Other Fees New* and *Other Fees Renew* fields. This change allows us to better handle complex scenarios with Specialty Plate Fees.
- The Vehicle History menu option is now available for use. This feature will display the registration history for an entered VIN or plate number. Note that this will only show registration activity that has been done through TRIO Motor Vehicle. The information can also be printed using the *File > Print* menu option on that same screen.

Fall Training Classes

Our fall class schedule has been completed. All classroom and WebEx classes begin at 9:30AM on the day specified. Classroom training sessions cost \$85 per

person, and WebEx classes cost \$45 per person. Refreshments are provided for classroom sessions, and class length is determined by customer participation.

September 29: Real Estate Collections (*WebEx*)

October 10: Tax Billing, Liens, Receipting (*Classroom*)

October 22: Budgetary (*WebEx*)

For a full list of classes, or to sign up for any of them, please contact us at: 942-6222 or email us at: trio@harriscomputer.com.

Payroll: MainePERS Changes

There are a few changes coming to the paper report for MainePERS. A few new fields will be added to the Detail report in preparation for the switch to having everyone file the reports online. These changes are not implemented in this release, however, when this is ready, we will send out a separate release to all TRIO Payroll customers towards the end of the month. We do recommend that if you haven't already switched to electronic filing to do so if possible in the near future. If you have questions or need assistance with this, please don't hesitate to contact us at 942-6222 or email us at: trio@harriscomputer.com.

eSupport

Harris eSupport is an informative way to keep track of all issues regarding TRIO Software. New issues can be logged on this site and all issues can be viewed, referenced, and responded to from the site, regardless of how they were reported. This contact method tends to result in the quickest response times and is our preferred method of contact.

To start utilizing this new tool, simply go to <http://support.harriscomputer.com> and log in!

If you are not sure of your username and/or password, simply call 942-6222 or e-mail: trio@harriscomputer.com

Customer Service

It is our goal to offer the best possible service to all of our customers. If there are ever any concerns regarding the quality of our support, please contact Jennifer Cyrus, Support Manager, at extension 301.