

What's New, FSS?

June 2019



Issue 2-6

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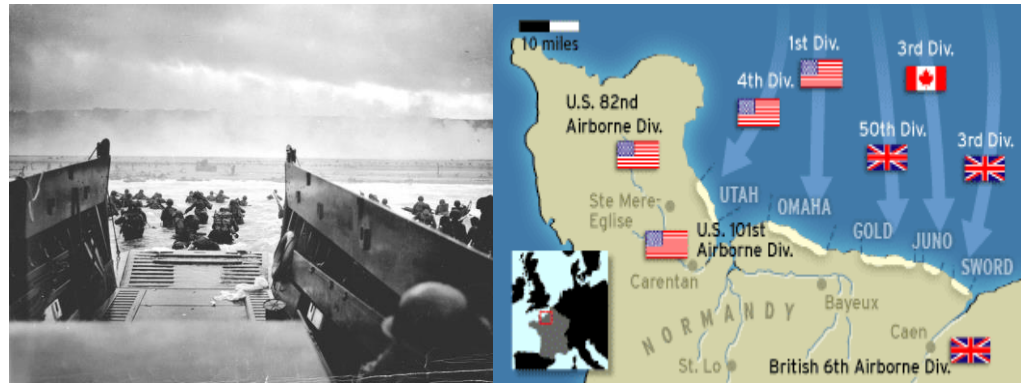
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Are You
Up-To-Date?

Current Version:
1716



June 6, 2019, marks the 75th anniversary of the massive Allied beach landings in German occupied Normandy, France, popularly known today as “D-Day”. More than 160,000 Allied troops landed along a 50-mile stretch of French coastline as part of the operation, suffering catastrophic loss of life in many places in the face of heavily fortified Nazi German defenses. More than 5,000 ships and 13,000 aircraft supported the invasion. Despite a murderous defense of the beaches by a veteran and determined German resistance, at the end of the day the Allies had secured a foot-hold in Continental Europe. However, the cost of that success in human lives was terrible, especially on the beach sector code-named Omaha where US forces landed. Altogether, more than 9,000 Allied Soldiers were killed or wounded during the operation, including landing forces and paratroopers dropped behind German lines the night before.

The landings marked the beginning of the end for Nazi Germany. From that tenuous foothold on the Normandy beaches, Allied forces in western Europe began a long and bloody march to Berlin, facing fierce German resistance at every turn. The defeat of Adolf Hitler’s Nazi forces would not have been possible without the bravery and daring of the soldiers, sailors, and airmen that risked everything in the early morning hours of June 6, 1944. Freedom-loving people of all nations owe them a great debt for their courage and determination.

Online Training Sessions

FSS is always looking for ways to improve service. To that end, we are researching options for periodic online training sessions. Customers could connect remotely to participate in training sessions covering various functions in LoanPro. Customers would be able to ask the trainer questions either via telephone, or instant message.

Some sample topics are: making the most of reports, balancing and closing the period or month, making General Ledger entries and cash transfers, and working call groups in the phone call screen.

If you think this would be a benefit and would like to participate, please reach out to our support team and let us know. Additionally, if you have suggestions for a training topic, or any other thoughts on how to make this a valuable support tool, give us a call and let’s talk. We’re here for you. We only succeed if you do, so let our support staff know if you’re on board!

Goodbye XP

This is a reminder for anyone still running Microsoft Windows version "XP". Extended support for this operating system ended in 2014. This means that with only a few exceptions, these systems no longer receive support or security updates. As time goes on, this will create problems for your network that may be increasingly difficult to resolve since updates are not available.

Additionally, many of our software partners no longer allow computers running XP to log in, including our debit card processing partners, text messaging services, as well as the Military Lending Act website. Even printer drivers, which we often have to download to resolve support problems are difficult to acquire for the XP machines, because they are generally available only from unsecure and sometimes dangerous websites.

If you are still running the MS XP operating system, you had a good run, but it's time to upgrade. Even if only your Client machines are running XP, this will pose a problem if a client needs to function temporarily as the server in the event your server goes down. If the Client computers are on XP, you will have all the previously mentioned problems. If you're not sure what version of Windows you have, call us and we'll figure it out with you. We're here to help.

Start Texting, Make Money

If you are not using the Texting function in LoanPro, here are some statistics that may help convince you to start:

Who is texting?

- 81% of Americans text (approximately 259 million)
- 97% of smartphone users texted this week
- The average number of texts for people ages 35-44 is 52 per day!
- 99% of text messages are opened
- 95% of text messages are read within 3 minutes
- 45% of texts receive a response

Is it efficient?

- Texting is 10 times faster than a phone call
- Most text messages take less than 5 seconds to read
- The average response time for a text is 90 seconds

Is it an appropriate medium for doing business?

- 33% of American adults prefer texts to all other forms of communication
- 78% of consumers wish they could text companies they do business with
- 79% of bosses support texting for business purposes

<https://intelligentcontacts.com/15-text-messaging-statistics-every-business-should-know/>

Financial Software Systems is standing by to help you start using this timely and efficient method of communicating with your customers. We can help you learn how to use texting to grow your customer base, reduce delinquency, and above all – increase profit. Our support department is standing by to answer questions and provide direction.



The Normandy American Cemetery, established by the U.S. First Army on June 8, 1944 as the first American cemetery on European soil in World War II. The cemetery site, at the north end of its half mile access road, covers 172.5 acres and contains the graves of more than 9,380 of our military dead, most of whom lost their lives in the D-Day landings and ensuing operations.