BS&A SOFTWARE

Service, Support, Solutions...Satisfaction

FIRST QUARTER
JANUARY - MARCH 2013

FINANCIAL MANAGEMENT

Accounts Payable
Cash Receipting
Fixed Assets
General Ledger/Budgeting
Human Resources
Miscellaneous Receivables
Purchase Order
Payroll
Timesheets
Utility Billing

COMMUNITY DEVELOPMENT

Building Department
Field Inspection

ASSESSING & PROPERTY TAX SUITE

Assessing/Equalization
County Delinquent Tax
Drain Assessment
Drain Ledger
Delinquent Personal Property
P.R.E. Audit
Special Assessment
Property Tax

INTERNET SERVICES

View/Pay Property Taxes Online
View Assessments Online
View/Pay Utility Bills Online
View/Pay Miscellaneous Receivables Online
View/Pay Permits Online
HR Applicant Tracking
Employee Self Service
Bidder Registration and Online/ Smartphone Requisition Approvals

ANCILLARY APPLICATIONS

Animal License
Business License
Cemetery Management
Citizen Request for Action

BS&A briefings...

The printed version of BS&A's quarterly newsletter will no longer be available beginning in April. Be sure to sign up for the eLetter on our website to continue receiving these quarterly updates and class schedules. Go to http://www.bsasoftware.com/email.aspx to sign up or manage your account. Likewise, all class registrations will be handled exclusively online and can be accessed under the News/Classes tab for each web portal: Financial Management, Assessing & Property Tax, and Community Development. A PDF of current and back copies of the newsletter can be found on our website under "Newsletters".

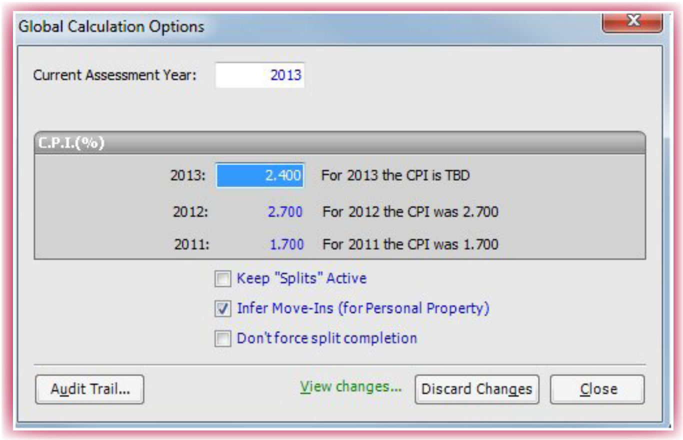
Conference Calendar

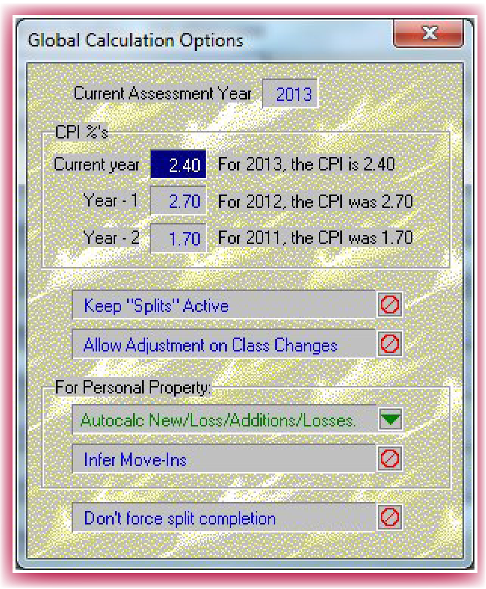
Michigan Townships Association	January 22-25
Michigan Association of County Treasurers	February 10-13
Michigan Association of County Drain Commissioners	February 13-15
Michigan Association of Counties	March 18-20

Assessing/Equalization

STC CPI for 2013 Roll
The STC has released the 2013 Consumer Price Index for the 2013 assessing year.

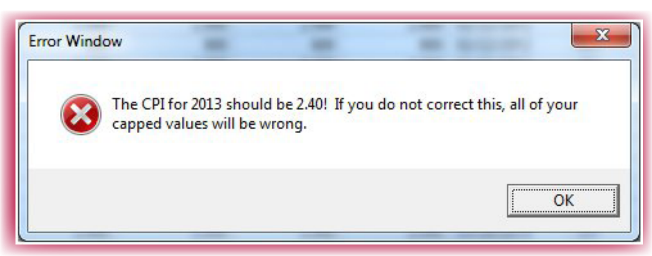
For users of Assessing .NET who are on at least the November 1st 2012 update, the program will automatically hardcode "2.4" into the appropriate CPI field.





For users of the Pervasive version of Assessing with a version date of at least October 31st 2012, the CPI will need to be manually entered. Go to *Program Management>Gov Unit Options>Global Calculation Options* of your 2013 database and enter 2.4 into the CPI % cell.

If the correct CPI percent of 2.4 is not entered properly in a 2013 database, users will receive the error message below each time the 2013 database is opened up.



Free Standing Communication Towers
The multipliers for the 2013 Assessments of the free standing communication towers have been updated in the November 1st 2012 build of Assessing .NET, and the October 31st 2012 build of Pervasive Assessing.

Required STC Forms
Just a reminder that when the updated STC forms, such as the Assessment Change Notice and Personal Property Statement, are available and on the STC website, we will be updating these forms in Assessing as well. These forms typically change slightly each year. When they are available and in Assessing, we will update the change log on our website. Users with internet access can download the update when it becomes available.

Tax Suite

Tax

Settlement
Settlement is quickly approaching, and advance preparation will make the process run more smoothly. Run a mini-settlement to make sure the monies you have collected and disbursed balance. Many of our Tax customers will run these reports monthly to ensure payments and disbursements are up-to-date.

- **Questionable Parcel/Payments Report.** Located in *Reports>Balancing/Settlement Reports*. Run this report on all records and on all seasons. Ideally, the report will be blank. Any problems listed on the report will need to be fixed before settlement.
- **Balancing Recap Report.** Located in *Reports>Balancing/ Settlement Reports*.

  We also have a list of other helpful settlement reports in the manual and help documents located in the program.
- **Pervasive.** *Help Menu>View Documentation>Helpful Settlement Reports*
- **.NET.** *Help Menu>View Documentation>Manual*. Search for Helpful Settlement Reports.

Quick Print Tax Bill
Tax now offers a Quick Print Tax Bill button on the Edit Parcel screen. Click this button to send that parcel's tax bill (for the current season) directly to the printer.

Special Assessment

If you transferred your Winter special assessment installments to the Winter tax bill and did not mark the installments as paid at that time, you may want to do that at settlement time. This will ensure that your next year's installments are calculated correctly.

County Delinquent Tax

Parcel Number Copy/Paste
County Delinquent Tax now has the ability to copy and paste parcel numbers between programs. Many customers find this useful when moving back and forth between Local Tax and County Delinquent Tax. While the Parcel Number field is highlighted, press Ctrl+C to copy. Go to the other program, highlight the Parcel Number field, and press Ctrl+V to paste.

Edit Disabled Columns
One of the options in the Delinquent Taxes Due Report and the Receipt Register is to Edit Disabled Columns. This option allows you to add, delete, and change the order of columns. This option now also allows you to reset columns to the default choices.

PRE Audit

We are continuing to convert many of our PRE Audit customers from Pervasive to .NET. If you are interested in converting to .NET, please contact our office at (855) 272-7638 for a proposal.

Animal License

An Optional Penalty field has been added to the License screen for use when a penalty amount is to be charged.

Financial Management

The Busy Season is Approaching
The end of the year heralds the busiest time for our Financial Management Support Department. We strive to do our best to take your calls within our normal quick turn-around time, but there may be extreme cases delaying these call-backs. If this happens, we deeply apologize and will make sure you still get the outstanding customer service you are accustomed to. This busy season typically begins in late December and lasts through mid-February. We thank you for your understanding and for your continued support of BS&A Software.

Upcoming Classes
Class descriptions can be found on page 5.

Fund Accounting I

February 13	9:00 a.m. - 4:00 p.m.
March 13	9:00 a.m. - 4:00 p.m.

Fund Accounting II

February 14	9:00 a.m. - 4:00 p.m.
March 14	9:00 a.m. - 4:00 p.m.

Financial Management .NET Report Designer

February 25	9:00 a.m. - 4:00 p.m.

Payroll

Payroll .NET Year End Process
W2 time is going to be here before you know it. We have a tutorial video on our website that assists you with the process and addresses some common questions. If you need any assistance from our support department, please don't hesitate to contact us by phone or through the "Contact Customer Support" feature in the Help menu of Payroll .NET. To view the online video tutorial, visit the following link: http://financialmanagement.bsasoftware.com/LearningCenter/PRVid/TabId/183/VideoId/152/Processing-W2s.aspx

Wrapping Up the Year in Payroll
We are here to help you with your Payroll Year End Processing. When you are ready to wrap up your PR database for the year, please don't hesitate to call the Financial Management Support Department. You can also click the link below for a helpful step-by-step document on the process.
http://www.bsasoftware.com/References/Documents/pr_yearend.pdf

Accounts Payable

Year End 1099 Processing
For assistance with this process, please don't hesitate to call the Financial Management Support Department or click on the link below for a helpful step-by-step document.
http://www.bsasoftware.com/References/Documents/ap_1099.pdf

Community Development

Building Department .NET

If you recently returned a proposal for our .NET version, please be aware that we are doing our best to schedule installation/conversion/training as quickly as possible. Please note that some training will be required (even for an upgrade) so that users can fully utilize the new features of the program.

New Features
We have completed our report library and the tool for managing it. Thank you all for your contributions!

The report library is a collection of reports that you may find helpful. All reports are set to "hidden" by default; you can elect to show only those you may use. You may also hide any reports that you currently have in your category list, but aren't ready to delete. All of the reports in the report library are editable so that you can make changes that fit your needs. If you have reports that you would like us to share with other users via this report library, please call or email our support department at permitsupport@bsasoftware.com so we can make arrangements to gather those reports.

Classes
Please see the Community Development web page for information on our classes.

- Please note that we have discontinued our Pervasive Permit classes
- Available .NET Classes: Admin, Support, and Report Writer
- Tips and Tricks Class: This is a new class featuring ways to use the program that perhaps you weren't familiar with and that can make you a more efficient user.

Please note that if we have fewer than 3 people signed up for a class, it will be canceled. We are happy to provide you with a proposal for on-site training, in which you will receive personal instruction for an individual or the entire staff.

User Group Meetings
Our 2013 User Group meetings are scheduled for:
January 15
February 27

Looking Ahead
Our Community Development web page has been released. Please check back often, as we are releasing help docs and videos to further your training and understanding of our program.

Worth Noting
We've been working hard at putting features in place to manage the way you handle escrow accounts. These features allow you to manage payments to outside consultants, as well as track inspector commissions.

We have released the AccessMyGov On-Line Inspection Scheduling Service. The On-Line Permit Application module is currently in beta testing. Please call (855) 272-7638 to request a quote.

As always, please contact Community Development Technical Support if you have any questions, would like some literature on any of our applications, or would like a proposal.

New Employees

We welcomed several new employees over the last year.

Michal Marshall	Development
Eric Miller	Development
Dean Wieber	FM Implementation & Training
Justin Klein	FM Implementation & Training
Shannon Raupp	FM Implementation & Training
Teresa Rinvelt	FM Implementation & Training
Randy Dickinson	FM Implementation Services
Stefanie Turner	FM Implementation Services
Matthew Kirwin	ASG Implementation & Training
Taylor Feldpausch	FM Support
Joanna Morey	FM Support
Craig Borsenik	FM Support
Zachary Earegood	FM Support
Clayton Stiffler	FM Intern
Josh Katona	IT Support
Patrick McLamara	IT Support
Brian Kobliska	IT Support
Brittany Bolenbaugh	Tax Support

Technical Support

We encourage you to utilize our Help Menu feature in all .NET applications to either send a call-back request or an email request to the support team. All requests will continue to be answered or returned within the normal turn-around time that our customers are accustomed to.

Alternatively, regular email requests are also encouraged. Both options are especially useful for those customers who do not work in their offices each day during regular business hours.

Please keep in mind not all situations can be handled through email. Occasionally we may need to speak with you.

Assessing	asgsupport@bsasoftware.com
Tax	taxsupport@bsasoftware.com
Delq Tax	dlqtax@bsasoftware.com
Delq Personal Property	taxsupport@bsasoftware.com
Special Assessment	taxsupport@bsasoftware.com
Building Dept.	permitsupport@bsasoftware.com
Utility Billing	fundsupport@bsasoftware.com
Financial Management	fundsupport@bsasoftware.com
Internet Services	is@bsasoftware.com

Sending Data to Support

The easiest, most efficient way to send BS&A data is to use our FTP process. This works for both Pervasive and .NET:

1. Back up your database.
2. Go to ***Help>FTP>FTP File to BS&A Software***.
3. For .NET, **File to Upload** defaults to the backup file you just created; click **Ok**. For Pervasive, you will need to browse to the backup file; do so and click Send.
4. For .NET, go to ***Help>Contact Customer Support>Email Support***. For Pervasive, go to ***Help>Email [deptname] Support***.
5. For .NET, verify the information in the Subject line (your license file and version date information). For Pervasive, enter a Subject.
6. In the body of the message, notify us of the FTP upload, and be sure to add your name and a contact number.

Should you need to send data via regular mail, please remember to note on your envelope or enclosure the department or person that has requested the data. It is also important to label the media. Our goal is to serve you as quickly as possible and unlabeled items could cause a delay in that process.

Annual Service Fees

Your Support Agreement, which covers program updates and technical support, guarantees that fees will not change for the first three years that your municipality uses our software. After that time we reserve the right to increase fees by the cumulative Consumer Price Index. Therefore, if you were a new customer in 2010, your 2013 Support Fee will increase 6%. This does not apply to upgrades to the .NET applications where fees are increased by the annual CPI, or 2%.

Assessing .NET Classes

Note: All Assessing-related classes will be taught using the .NET version.

Level I - Program Introduction & Setup

Recommended for the Assessor or designated new user of Assessing/Equalization. This class covers all master list setup in Program Setup and its importance in data entry and reporting. Roll balancing and frequently-used reports are also covered.

Level II - Assessment Roll & Data Entry

This class demonstrates how to perform the assessment roll including name/address changes, sales, uncapping, P.R.E.s, building permits, and processing splits/combinations. Entering all types of appraisal information is also covered.

Level III - Land Tables, ECFs & Sales Studies

Designed for the user that will be responsible for creating/maintaining land rates, analyzing/setting ECFs, and performing sales studies. This class also reviews related reports for each of these features.

Level IV - Assessing Cycle & Special Acts Parcels

This class reviews the entire assessment cycle, beginning with creating a new assessment year database, rolling over the database, and processing all types of adjustments through end of assessment roll review (necessary prior to sending Change Notices). As a part of this class, Special Acts parcels are reviewed with ideas and reports that are useful for managing special rolls.

Using Apex with Assessing/Equalization

This class covers the use of Apex (latest version available) with Assessing/Equalization .NET. Setup within Assessing/Equalization is covered, along with frequently-used commands. Practical examples of drawing buildings and land are also given.

Personal Property

This class is designed for Assessors, Appraisers, and other office staff who perform duties pertaining to the processing, data entry, and reporting of Personal Property. Topics discussed in detail are printing of the personal property statements, processing statements, assessing buildings on leased land, estimating assessments for non-filers, and Board of Review changes.

Commercial/Industrial

This class covers the details of inputting Commercial/Industrial structures into Assessing .NET. Examples of Calculator, Segregated, Unit-in-Place and Income Capitalization are used.

Assessing .NET Upgrade

Designed for the experienced user of the Pervasive Assessing application, this class introduces the user to Assessing .NET. Topics covered include the conversion process and new features, as well as the acclimation of changes from the old version to the new.

6-Hour Continuing Education Credit

All Equalizer Assessing & Tax Classes listed are hands-on and held at BS&A's training facility. The State Tax Commission has approved these elective classes for 6-hour continuing education credit.

Assessing .NET Report Designer

This class introduces users of Assessing .NET to the features and functions of the new Report Designer. Sample custom reports will be created in class, along with instruction on creating and using filters and queries.

Note: All Tax-related classes, with the exception of the one-day Tax Pervasive class, are taught using the .NET version.

Tax Classes

Level I - Introduction & Creating a Tax Roll

Recommended for the Treasurer or person creating their first tax roll using Tax .NET. This class includes a thorough program overview, as well as general setup and tax setup items relevant to creating a tax roll. Importing from Assessing .NET, developing a tax roll checklist, and establishing millage rates for all billing types is also covered, as well as working with mortgage information and reviewing options for adding special assessments to the tax bill. A review of the reports available for balancing purposes and tax bill printing throughout the roll setup is presented.

Level II - Working with the Tax Roll

Designed for any Tax .NET user working with an existing tax roll throughout the course of the collection cycle. Roll maintenance such as name/address updates, mortgage codes, deferments, and handling taxpayer inquiries is covered. This class also includes payment processing, adjustments, and roll balancing with reports related to each item.

Special Assessment

Program setup and creating a multi-year, principal/interest type of Special Assessment District with various benefit calculation methods is covered. Creating a separate billing for special assessments and/or billing the annual installment on a current tax bill is also reviewed.

Delinquent Personal Property

Designed to acquaint new users with Delinquent Personal Property .NET. Topics discussed in detail are initial setup, data entry, generating reports, entering general ledger account numbers, and receipting. Also discussed is use of the built-in Report Designer.

Tax .NET Report Designer

This class introduces users of Tax .NET to the features and functions of the new Report Designer. Sample custom reports will be created, along with instruction on creating and using filters and queries.

Tax (Pervasive)

This one-day class is an overview of the Pervasive version of Tax. Designed for new users, it covers setup items relevant to creating a tax roll, importing from Assessing, and establishing millage rates. Roll maintenance such as name/address updates, mortgage codes, deferments, and handling taxpayer inquiries are covered. This class also includes payment processing, adjustments, and roll balancing, with reports related to each item.

Tax .NET Tips & Tricks

Class Fee: $75/person. This class covers a variety of tools, procedures, and tricks to help you get the most out of your Tax .NET application. Items covered include using the Differences button, importing adjustments directly from Assessing .NET, marking and blocking records, quickly entering GL numbers for multiple millage rate charts, New Tax Year Database Wizard, Report Profiles, and using templates for your millage rate tables, just to name a few. Previous experience with Tax .NET is recommended. This class is not a replacement for Tax Level I or Tax Level II.

Community Development Classes

Support Staff Intro .NET

This class covers the basic features of Building Department .NET. Participants will be introduced to the layout of the program, along with the fundamentals of program management and data entry.

Administration Staff .NET

This class is designed for admin-level users and assumes prior training has been done in Support Staff Intro .NET. This class covers the more advanced features of Building Department .NET and how to best utilize the program to manage your properties.

Community Development .NET Report Designer

This class takes the user through the theory, design, and functionality of your powerful new reporting tool. Each user gets interactive, hands-on experience with a knowledgeable instructor, walking them step-by-step through the process of creating basic reports and data filters. This class is designed for the new .NET user who wants to get the most out of their new software. You will have the opportunity to work with data and text fields, learn about data relationships, and create a report of your own.

Building Department .NET Tips & Tricks

Class Fee: $75/person. This class covers a variety of tools, procedures, and tricks to help you get the most out of your Building Department .NET application. Items covered include setting fields, report profiles, mass letters, workflows, and new features. Previous experience with Building Department .NET is recommended. This class is not a replacement for Support Staff Intro .NET or Administration Staff .NET.

Community Development - AccessMyGov Demo

Class Fee: No Charge. Class Time: 9 a.m. - Noon. Learn how contractors and homeowners alike can apply for permits and request inspections online, saving your staff valuable time. This feature currently integrates with Building Department .NET only.

Field Inspection .NET Demo

Class Fee: No Charge. Class Time: 1 p.m. - 4 p.m. Gone are the days of hand-writing notes during the inspection, only to have to then enter them into the computer later. Quickly upload inspection results and repair letters, automatically send e-mails and download changes from the desktop, home, or anywhere. Learn how BS&A's Field Inspection .NET software uses checklists, handwriting recognition, quick text features, and common word lists to enable inspectors to quickly and efficiently complete inspections and share data with Building Department .NET.

Financial Management Classes

Fund Accounting I

This class is designed for anyone wishing to grasp the basics of fund accounting. Topics covered are: description of fund accounting, components of a uniform chart of accounts, typical accounting transactions including inter-fund activity, pooled cash vs. non-pooled cash, internal controls, preparing an account reconciliation, budgeting, basic financial statements and what to expect during your annual audit.

Fund Accounting II

This class is designed for those wishing to learn more of the reporting aspects of fund accounting and more advanced topics. Topics covered are: GASB 34 reporting, F-65 reporting, fixed assets, including: capitalization; depreciation; repairs and maintenance; disposals and improvements; purchase orders and encumbrances; and project accounting.

Financial Management .NET Report Designer

This class is designed for any Financial Management user interested in learning more about the Report Designer function within the .NET applications. This class covers creating custom reports, running report queries, and editing reports.

Host I.T. Right

DNN Web Design

Learn the basics of DNN Software and maintain your own professional-looking website. This is a FREE class offered by I.T. Right.

Instructors: Daniel P. Eggleston, MCSE+I & Melissa Eggleston of IT RIGHT

Classes are held at BS&A Software from 9 to noon. Please call I.T. Right to register: (517) 318-0350

Retake a class for free! If you would like to brush up on recently learned skills, you may retake the same class within 6 months free of charge if space is available. Call for details.

1st Quarter, 2013

Please Note: All Assessing- & Tax-related classes are taught using the .NET version, unless otherwise noted.

January

Monday	Tuesday	Wednesday	Thursday	Friday
	1 Closed New Year's Day	2	3	4 Personal Property (using Assessing .NET)
7	8 Comm. Dev. .NET Administrative Staff	9 Tax I .NET	10 Tax II .NET	11 Tax (Pervasive)
14	15 Community Development User Group Meeting	16 Assessing .NET Level I	17 Assessing .NET Level II	18 Assessing .NET Level III
21	22 Tax .NET Tips & Tricks	23 I.T. Right DNN Web Design	24	25
28	29 Community Development Demo	30 Assessing .NET Report Designer	31 Using APEX with Assessing .NET	

February

Monday	Tuesday	Wednesday	Thursday	Friday
				1 Assessing .NET Upgrade
4	5 Comm. Dev. .NET Support Staff Intro	6 Community Development .NET Report Designer	7 Delinquent Personal Property .NET	8 Commercial/Industrial (using Assessing .NET)
11	12	13 Fund Accounting I	14 Fund Accounting II	15 Using APEX with Assessing .NET
18	19	20	21 I.T. Right DNN Web Design	22 Tax .NET Report Designer
25 Financial Management .NET Report Designer	26 Community Development Demo	27 Community Development User Group Meeting	28	

March

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4	5 Comm. Dev. .NET Administrative Staff	6	7	8
11	12 Community Development .NET Tips & Tricks	13 Fund Accounting I	14 Fund Accounting II	15
18	19 I.T. Right DNN Web Design	20	21	22
25	26 Special Assessment .NET	27 Community Development Demo	28	29 Closed at Noon

Registration Information

1st Quarter, 2013

Location
Training classes are held in our office in Bath, MI. BS&A Software has historically been a casual company and we encourage our customers to dress comfortably when attending. Feel free to wear jeans or shorts (weather permitting, of course)!

Instructors
Typically, instructors will be Dan Kirwin (Assessing & Tax), Chris Polack (Tax), Jeff Howe (Building Department), Bill Garner (Utility Billing) or Jason Hafner (Fund Accounting). Occasionally, another qualified member of our staff may teach a class, depending on the availability of the primary instructors.

Time
Each class is one full day from 9:00 a.m. - 4:00 p.m. with a lunch break. Lunch is on your own; restaurants will be discussed in class.

Fees/Invoicing Information
Class fee is $195 per person/per class. We ask that you DO NOT send payment until you are invoiced. Advanced registration is required by filling out and returning the form below. Sorry, no phone reservations will be accepted.

Confirmation
Confirmation of your registration will be sent prior to the scheduled class date(s). This will include directions to our office and hotel information. No hotel rooms are blocked; reservations are the responsibility of the attendee(s).

Cancellation Policy
BS&A Class Cancellation: At least four (4) individuals must be registered for a class to be held. In the event of low registration, it will be cancelled. Those registered will be notified at least one week prior to the scheduled date and will be given priority to register in the next available class.

Attendee Cancellation: Cancellation by attendees made less than four (4) working days prior to class, or a "no-show" without prior notification, will result in a $50 administration fee per attendee.

Mail or Fax Completed Form to:
BS&A Software ~ 14965 Abbey Lane ~ Bath, MI 48808
Fax 517.641.8960

Class	Date	# Attending
Assessing .NET		
Assessing Level I	________	________
Assessing Level II	________	________
Assessing Level III	________	________
Assessing Level IV	________	________
Personal Property	________	________
Commercial Industrial	________	________
Using APEX w/ Assessing .NET	________	________
Assessing .NET Report Designer	________	________
Assessing .NET Upgrade	________	________
Tax .NET		
Tax Level I	________	________
Tax Level II	________	________
Special Assessment (Pervasive)	________	________
Delinquent Personal Property	________	________
Tax .NET Report Designer	________	________
Tax (Pervasive)	________	________
Tax .NET Tips & Tricks	________	________
Community Development		
Support Staff Intro (.NET)	________	________
Administrative (.NET)	________	________
Comm Dev .NET Report Designer	________	________
Community Development Demo	________	________
Comm Dev. .NET Tips & Tricks	________	________
Financial Management		
Fund Accounting I	________	________
Fund Accounting II	________	________
Financial Mgmt .NET Report Designer	________	________
I.T. Right Class		
Web Design (9am-Noon)	________	________

Registrant Information

Unit: ____________________

County: ____________________

Contact: ____________________

Phone: ____________________

Email: ____________________

Attendees: ____________________

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Please provide an alternate phone or fax number in the event we cannot reach you at the number provided above.

______ - ______ - __________

*** Please note: If you do not receive a confirmation within 2 business days upon submission of your registration, please call us to confirm your reservation for the class.**