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**Equalizer Products:**

*Property-Based Systems*

- Assessing
- Equalization
- Local Tax
- County Tax
- County Delinquent Tax
- Delinquent Personal Property
- Special Assessments
- PRE Audit
- Drain Assessment
- Building Department

*Fund Accounting Systems*

- General Ledger
- Accounts Payable
- Cash Receipting
- Miscellaneous Receivables
- Payroll
- Time Sheets
- Purchase Orders
- Fixed Assets
- Utility Billing
- Human Resources

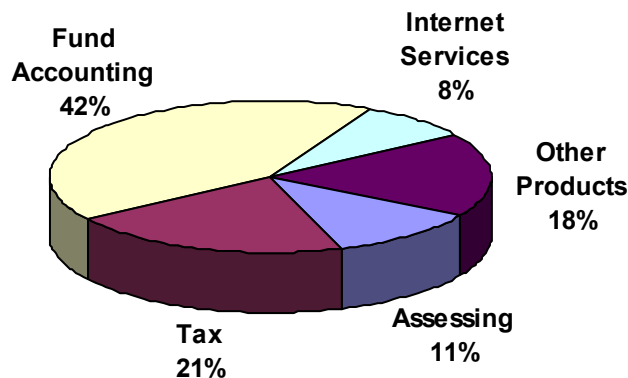
*Companion Products*

- Animal Licensing
- Cemetery Management
- Business Licensing
- Complaint Tracking
- Internet Services

## BS&A Briefings

Another year is behind us and we're pleased to welcome all of our new customers that came on board in 2007. To both our new and existing customers, we greatly appreciate your business!

### New Customers in 2007



**What's New...**

- ✓ **Tell us what you think**  
Evaluate our products and services! Logon to our website ([www.bsasoftware.com](http://www.bsasoftware.com)) and click on the 'Take Our Survey' link located under 'Quick Links'. Your input is appreciated, as we use it to shape the future of the Company.
- ✓ **E-Letter**  
Sign up online to get the quarterly newsletter in your inbox



**Please Note...**

**BS&A will be closed on the following dates:**  
**January 1 - New Year's Day**  
**March 21 - Good Friday (Open until noon)**

BS&A Software  
14965 Abbey Lane  
Bath, MI 48808

517.641.8900  
517.641.8960 Fax

[www.bsasoftware.com](http://www.bsasoftware.com)

# program points...

## ASSESSING SYSTEM

### *Program Points...*

#### **Assessing/Equalization News**

There have been several small changes to the Assessing system. As always those users with internet access can visit our website at [www.bsasoftware.com](http://www.bsasoftware.com) and download the latest update. There is also a CHANGE LOG on the site that will give a list of all of the changes contained in the update as well as any prior changes.

#### **Custom TMA Export**

We have had some calls regarding the TMA custom export that was added to the system. The purpose of the export was to make transferring data for the PRE Audit Program easier. Some users have had problems/errors trying to send the files automatically to the TMA FTP site. For those users having problems sending the files automatically through the system try to email the files to TMA or burn the export files to a CD and mail the files to TMA. Typically the problems have been due to their firewall settings or security settings.

#### **APEX Medina Version Compatibility**

The Apex Medina Version is compatible with the Assessing System provided that your version of the Assessing System is at least a July 2007 version. We have received several calls from users that were on the original Medina version of Apex getting a prompt when going into the Apex program that a newer version of Apex Medina is available to download. The Assessing system is compatible with the newest version of Medina as well.

#### **Required STC Forms**

Just a reminder that when the updated STC forms, such as the Assessment Change Notice/Personal Property Statement, are available on the STC website we will be updating these forms in the Assessing System. These forms change slightly each year. When they are available and added in the Assessing System we will update the change log on the website and send out a mass update to all users. Those users with internet access can download the update when it becomes available.

### *Department Details...*

The State Assessors Board has mandated a specific class to be taken by all Assessors for 6-hour renewal credit, effective October 2007 thru September 2008. This class is provided by the SAB with board approved

instructors. Therefore, all Assessing and Tax classes held at BS&A by our instructors will not be eligible for 6-hour renewal credit through September 2008. Should the Board act to allow non-mandatory renewal programs for the 2008-2009 certification renewal period, attendees of the courses would be eligible for renewal credit at this time.

## TAX SYSTEM

### *Program Points...*

#### **Tax System**

As the winter tax season quickly approaches we wanted to offer a few reminders.

1. Run a mini settlement to make sure you balance to date, this will make the end of year balancing run more smoothly. Many municipalities run these reports monthly to assure payments and disbursements up to date.

- **Run a Questionable Parcels/Payments Report**
  - Reports > Balancing/Settlement Reports > Questionable Parcels/Payments Report on All Records. Any parcels on this report will need to be cleared up, the goal is to have a blank report.
- **Run Balancing Recap Report**
  - Reports > Balancing/Settlement Reports > Balancing Recap Report on All Records. The last column in this report will provide totals for all payments received to date. Compare this to all disbursements added up to date plus payments not disbursed. These total should match.

2. Verify or enter any applicable winter interest/penalty rates, once these rates have been added and payments have been taken with interest/penalty do not modify these

**Did you know**, there is a list of help documents and data layouts located on our website. There are a number of PDF help documents that will walk you through many of the basic processes in the Tax program and some basic data layouts that are useful when receiving third party imports. Go to [www.bsasoftware.com/support/programs/tax/](http://www.bsasoftware.com/support/programs/tax/) <<http://www.bsasoftware.com/support/programs/tax/>> and scroll down the page.

## FUND ACCOUNTING SYSTEMS

### Department Details...

#### Upcoming User Group Meetings

We will be hosting a Big 3 User Group Meeting on February 22, 2008. This will cover a wide variety of topics concerning the General Ledger, Accounts Payable and Cash Receipting Systems. An additional day will be scheduled for any overflow, should the first date fill up.

#### Other classes scheduled are as follows:

FA I Class: March 4, 2008

FA II Class: March 6, 2008

UB I Class: March 11, 2008

UB II Class: March 12, 2008

UB Report Writer Class: March 27, 2008

BS&A would like to welcome the newest member of our family. Irici Rodriguez and John Schopmeyer are pleased to announce the birth of their daughter. Amelia Lily Schopmeyer joined their family on October 21, 2007 and weighed in at 9 lbs. 0 oz. We wish them the best of everything with their new bundle of joy!

## INTERNET SERVICES

Interested in accepting tax or utility bill payments online? About 30% of our IS customers are doing just that. We partner with Official Payments Corp. to allow for online payments via credit card & e-Check. Transactions are made real-time and can automatically update your Equalizer Tax System with these payments. Contact IS Support for additional information.



## HOST IT RIGHT WEB DESIGN CLASS

This is a **FREE** class offered by **IT Right**.

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

Classes are held at BS&A Software from 9 to noon

**Please call Dan or Melissa to register 517.318.0350**

**IT Right Web Design** - Tools to build and maintain a professional looking, user-friendly web site. If you know how to work Microsoft Word, you can do this. Provide up-to-date information 24 hours a day on the web without breaking your budget. Go to [yourtownshiphere.com](http://yourtownshiphere.com) for more information. (Note: This class provides instruction for building an IT Right-hosted web site.)

## BUILDING DEPARTMENT SYSTEM

### New Version News...

#### Accounting Report Update

We have added a new filter to the accounting detail reports to allow you to filter on a specific category or description of the receipt item.

#### Stop Work Order Update

When adding a new Stop Work Order to a record, we have added a new option to have the system automatically add a property flag when the system adds the stop work order.

#### Payment Window Update

As requested, in the Advanced Payment Window, we have added the property address to the columns so the property of the records available are viewable for selection.

#### BS&A Assessing Import Update

The BS&A assessing imports have now been consolidated. If you used them, there was;

- Equalizer Assessing (Windows), and
- Equalizer Assessing (Windows 2006)

The newest version has been renamed to Equalizer Assessing (Windows) again.

When importing, if you import from the BS&A Assessing System and you use the class filtering option you will want to review your settings in the class filter window. The choices have changed to match the Assessing System's 2006 version.

#### Support Web Page

As always, please visit the Building Department System support web page to keep up on latest program updates, instructional documents, and other files. The web page is accessible through the program by clicking on Help/View Support Page (Web).

### Old Version News...

Please contact building support at 517-641-8900 or [permitsupport@bsasoftware.com](mailto:permitsupport@bsasoftware.com) for information about updating to the new version of the Building Department software.



# support information...

## ANNUAL SUPPORT FEE NOTE

Your "Support Agreement," which covers program updates and technical support, guaranteed 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 purchased a program in 2005, or prior, your 2008 Support Fee will increase.

## TECHNICAL SUPPORT

We encourage you to take advantage of using email to contact our support staff. This is 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** - taxsupport@bsasoftware.com

**Delq Personal Property** - taxsupport@bsasoftware.com

**Special Assessment** - taxsupport@bsasoftware.com

**Building Dept.** - permitsupport@bsasoftware.com

**Utility Billing** - ubsupport@bsasoftware.com

**Fund Accounting** - fundacc2@bsasoftware.com

**Internet Services** - is@bsasoftware.com

## SENDING DATA / MESSAGES

**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 diskettes or CD sent. Our goal is to serve you as quickly as possible and unlabeled items could cause a delay in that process.

### **Sending BS&A data or a question via email:**

- 1) When sending emails to any of our departments please put the name of your unit, your name and phone number in the subject line. For security reasons we delete any unknown emails.
- 2) You may also go to our web site, or in some cases, directly through the program, to email us. Page 5 of this newsletter lists the department emails and outlines which programs have email capability within the program.

### **Remember...**

If Tax data is being converted: Grand Totals & Millage Rates for each school district must be included.

## OTHER TRAINING OPTIONS

### **BIG RAPIDS**

We offer training for Assessing Levels I-IV, Commercial/Industrial, Apex, Tax Levels I & II and Spilts/Combo classes in Big Rapids. Groups of four or may may schedule training with Dan Kirwin. Please call Dan at 517-819-3625 for additional information.

## ASSESSING COURSES

### **LEVEL I - PROGRAM INTRODUCTION AND SETUP**

Recommended for the Assessor or designated new user of the Assessing/Equalization System. The course will cover all master list setup in Program Management and its importance in data entry and reporting. Roll balancing and frequently used reports will also be covered. Understanding the importance of a plan to remove parcels from the override calculation status will be discussed.

### **LEVEL II - ASSESSMENT ROLL & DATA ENTRY**

This course demonstrates how to perform the assessment roll including name/address changes, sales, uncapping, P.R.E.s, building permits, and processing splits. Entering all types of appraisal information will also be 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. The course will also review related reports for each of these features.

### **LEVEL IV- ASSESSING CYCLE & SPECIAL ACTS PARCELS**

This course 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 (needed prior to sending Change Notices). As a part of this course, Special Acts parcels will be reviewed with ideas and reports that are useful for managing special rolls.

### **APEX SKETCH**

This class will cover the use of the Apex IV or Medina Version Assessor sketching program to draw both buildings and land, and its integration into the Equalizer Assessing System.

### **PERSONAL PROPERTY**

This one-day 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 one-day class will cover the details of inputting Commercial/Industrial structures into the Equalizer Assessing System. Examples of Calculator, Segregated, Unit-in-Place and Income Capitalization will be used.

### **SPLITS/COMBINATION**

A one-day class to cover parcel splits/combinations in the Assessing System.

**The SAB has mandated a specific class to be taken by all Assessors for 6-hour renewal credit, effective Oct 2007 through Sept 2008. Therefore, all Assessing & Tax classes held at BS&A by our instructors will not be eligible for 6-hour renewal credit through Sept. 2008.**

## TAX SYSTEM COURSES

### LEVEL I - INTRODUCTION & CREATING A TAX ROLL

Recommended for the Treasurer or person creating their first tax roll using the Equalizer Tax System. Course covers general setup and tax setup items relevant to creating a tax roll. Importing from EQ Assessing, 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 will be presented.

### LEVEL II - WORKING WITH THE TAX ROLL

Designed for any Tax System 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 will be covered. Course will also include payment processing, adjustments, and roll balancing with reports related to each item.

### EQUALIZER SPECIAL ASSESSMENT SYSTEM

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

### DELINQUENT PERSONAL PROPERTY SYSTEM

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

### COMBINED CLASS - REPORT WRITER, QUERIES, FILTERS

Designed for any interested Equalizer Assessing or Tax System users. The features of the Report Writer are the same for both systems and will be covered in detail. Examples are given of creating custom reports.

## BUILDING DEPT. SYSTEM COURSES

### INTRODUCTION COURSE FOR INSPECTORS

Designed for inspectors and code enforcement officers, this class will focus on those features most important to individuals responsible for managing these activities. Included in this course will be such items as Code Enforcement setup and techniques, Permit setup and inspection techniques, how to view/print the daily schedule, how to create automatic reminders, how to set up and use rental certification cases, and a host of other useful features.

### INTRODUCTION COURSE FOR SUPPORT STAFF

This class presents the fundamentals necessary for data entry and primary program management and is designed for those users who are new to the Building Department System and wish to learn how to best utilize the System in their daily operations. Class contents include program setup features, how to add permits, schedule and print daily inspections, add inspection results, print standard formatted letters, how to set up and manage projects, and how to best utilize the automated reminder feature as well as many other components useful to day-to-day operations.

### ADMINISTRATION STAFF (ADVANCED)

Created for administrative-level users, this class covers more advanced features and how to best utilize the System for property information management. Topics covered in this class are Report Writing and Letter Writing instructions. Also included in this class will be such items as project management issues, user account management, maintenance utilities, name management information, mass letter writing features and other administrative-level topics. Suggested prerequisite: Support Staff Introduction Course.

### NEW VERSION INTRODUCTION

This class is designed for the experienced user (administrators and office staff) who are already familiar with the original Permit System and who wish to learn the new features now available with the new version. This course will cover such newly added items as Rental Certification, Inspection Deficiency window, Reminder Management, new Naming Configuration issues and their impact, financial features, and Mass Letter-writing techniques.

## FUND ACCOUNTING COURSES

### FUND ACCOUNTING I

This course is designed for anyone wishing to grasp the basics of Fund Accounting. Topics covered will be: 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 course is designed for anyone wishing to learn more of the reporting aspects of Fund Accounting and more advanced topics. Topics covered will be: GASB 34 reporting, F-65 reporting, fixed assets including, capitalization; depreciation; repairs and maintenance; disposals and improvements, purchase orders and encumbrances, and project accounting.

### UTILITY BILLING REPORT WRITER

This course is designed for users of the Utility Billing System wishing to learn the features of the Report Writer and examples of creating custom reports.

### UB REFRESHER COURSE I (BEGINNER)

A one-day class designed to acquaint users with the basic features and processes in the Equalizer Utility Billing System. The class is perfect for the first time user or any experienced user wishing to sharpen or refresh their skills. This course covers:

- ▶ Creating a Billing Cycle
- ▶ Exporting/Importing Meter Reads
- ▶ Estimating Meter Reads
- ▶ Calculating, printing & journalizing bills
- ▶ Accepting payments
- ▶ Calculating Penalties/Interest
- ▶ Final Bills
- ▶ Refunding Deposits
- ▶ Billing Adjustments
- ▶ Refunding Credits/Deposits to EQ Accounts Payable
- ▶ Using Account/Service/Billing Item Templates

### UB REFRESHER COURSE II (ADVANCED)

A one-day class designed to acquaint users with more advanced utilities and processes in the Equalizer Utility Billing System. The class is perfect for the seasoned user who wishes to learn or brush up on skills with these advanced features. This course covers:

- ▶ Past Due/Shut Off Wizard
- ▶ Work Orders
- ▶ Meter Change-outs
- ▶ Meter Roll-over
- ▶ Meter Head Changes
- ▶ Working with Deposits
- ▶ Attachment System
- ▶ Letter-writer System
- ▶ Reconciliation Manager
- ▶ Transfer Delinquent Utility Bills to EQ Tax System

# Equalizer Software Training Schedule

## 1st Quarter, 2008

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>January</b>		1	2	3	4
	7 APEX	8	9	10	11
	14 Assessing Level I	15 Assessing Level II	16 Assessing Level III	17	18
	21	22 Bldg. Dept. Inspector Intro	23 Bldg. Dept. Support Intro	24 Bldg. Dept. Admin	25 Bldg. Dept. New Version Conversion
	28 Tax Level I	29 Tax Level II	30 Special Assessments	31	

<b>February</b>					1
	4 Assessing & Tax Report Writer	5 Assessing Level IV	6	7	8
	11 <b>Tax I Big Rapids</b>	12 <b>Tax II Big Rapids</b>	13 <b>Splits/Combo Big Rapids</b>	14	15
	18 Bldg. Dept. Inspector Intro	19 Bldg. Dept. Support Intro	20 Bldg. Dept. Administrative	21 Bldg. Dept. New Version Conversion	22 <b>Fund Accounting User Group</b>
	25	26 Tax Level I	27 Tax Level II	28	29

<b>March</b>	3 Assessing & Tax Report Writer	4 Fund Accounting I	5	6 Fund Accounting II	7
	10	11 Utility Billing Refresher I	12 Utility Billing Refresher II	13	14
	17 Bldg. Dept. Inspector Intro	18 Bldg. Dept. Support Intro	19 Bldg. Dept. Administrative	20 Bldg. Dept. New Version Conversion	21 <b>Good Friday Closed at Noon</b>
	24 Delinquent Personal Property	25 Special Assessments	26	27 Utility Billing Report Writer	28
	31				

**Groups of 4 or more may schedule Assessing & Tax Training in Big Rapids with Dan Kirwin. Contact 517-819-3625.**

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.

# Registration Information

## 1st Quarter, 2008

### 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 a class. Feel free to wear jeans or shorts (weather permitting, of course)!

### INSTRUCTORS

Class instructors will be Colleen Brook, Marketing/Training Rep; Bill Garner, Marketing/Training Rep; Kelly Garner, Marketing/Training Rep; Dan Kirwin, Marketing/Training Rep, Edie Hunter, Marketing/Training Rep, and Jeff Howe, Permit Trainer. Occasionally, another qualified member of our staff may teach a class, depending on the availability of the primary instructors.

### CLASS 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.

### 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, the class 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	REGISTRATION INFORMATION
<b>ASSESSING</b>			<b>UNIT:</b> _____
Assessing Level I	_____	_____	<b>COUNTY:</b> _____
Assessing Level II	_____	_____	
Assessing Level III	_____	_____	
Assessing Level IV	_____	_____	
Personal Property	_____	_____	<b>CONTACT:</b> _____
Apex Sketch	_____	_____	
Commercial/Industrial	_____	_____	<b>PHONE:</b> _____
Splits & Combination	_____	_____	
<b>TAX</b>			<b>EMAIL:</b> _____
Tax Level I	_____	_____	<b>ATTENDEES:</b> _____
Tax Level II	_____	_____	
Special Assessments	_____	_____	
Delinquent Personal Property	_____	_____	
Asg/Tax Report Writer	_____	_____	_____
<b>BUILDING DEPT.</b>			_____
Inspector Intro	_____	_____	_____
Support Staff Intro	_____	_____	
Administrative (Advanced)	_____	_____	
New Version Conversion	_____	_____	
<b>FUND ACCOUNTING</b>			_____
Fund Accounting I	_____	_____	_____ - _____ - _____
Fund Accounting II	_____	_____	
Utility Billing Report Writer	_____	_____	
Utility Billing Refresher I	_____	_____	
Utility Billing Refresher II	_____	_____	
_____	_____	_____	
<b>IT RIGHT COURSE</b>			_____
Web Design (9am-Noon)	_____	_____	_____

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

*Please indicate the location you will be attending classes.*

\_\_\_\_ *BS&A office in Bath Twp*  
 \_\_\_\_ *Big Rapids with Dan Kirwin*

## DIRECTIONS TO BS&A SOFTWARE

### Bath, Michigan

**I-127 NORTH (Jackson area)** - Travel North on **I-127** to **I-69** East to Webster Rd Exit (Exit 92)

**I-69 NORTH (Marshall area)** - Travel North on **I-69**, continue on East **I-69** towards Flint, to Webster Rd Exit (Exit 92)

**I-27 SOUTH (Mt. Pleasant area)** - Travel South on **I-27** to **I-69** East towards Flint, to Webster Rd Exit (Exit 92)

**I-69 WEST (Flint area)** - Travel West on **I-69** to Webster Rd Exit (Exit 92)

**I-96 EAST (Grand Rapids area)** - Travel East on **I-96** to **I-69** East towards Flint, to Webster Rd Exit (Exit 92)

The office is located off Webster Rd in Somerset Park, North of I-69 approximately 1/4 mile. Turn Right into Somerset and Right at the stop sign, which is Abbey Lane. We're all the way around to the back. Somerset is a new development and is not yet on MapQuest, printed maps or other mapping software.



## HOTEL INFORMATION

### Sleep Inn

1101 Commerce Park Dr, Dewitt  
517-669-8823 or 1-866-613-9330

### Courtyard By Marriott

2710 Lake Lansing Rd, Lansing  
517-482-0500 or 1-866-613-9330

## Newsletter & Training Schedule - 1st Quarter, 2008

*Offering unparalleled client service and support while continuously perfecting our software applications...all at a fair and reasonable price.*

[www.bsasoftware.com](http://www.bsasoftware.com)

14965 Abbey Lane  
Bath, MI 48808

**BS&A SOFTWARE**  
EQUALIZER SOFTWARE SYSTEMS