BS&A SOFTWARE

BS&A Software, Service, Support, Solutions...Satisfaction

SECOND QUARTER
APRIL - JUNE 2011

FINANCIAL MANAGEMENT SUITE

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

COMMUNITY DEVELOPMENT SUITE

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
Complaint Tracking

New Look, Same Great Service

BS&A has a new look, but offers the same great software, service, and support our customers have grown accustomed to.

If you've recently downloaded and installed an update, you will have noticed that our logo has changed from blue to red, and has an updated look. Each .NET application has its own icon, making it more identifiable when you have multiple BS&A .NET applications open.

Pictured is an example used by Property Tax .NET. All .NET applications are phasing in this new logo. We have launched a new website with many new resources, including tutorial and demo videos.

We've also recently added a "Contact Customer Support" feature to the help menu of all our .NET applications. This new feature gives you a choice in how to contact us:

1. The "Request Support Phone Call" option lets you easily submit a request for a call back. Your request goes directly to our customer-service database, continuously monitored by our Tech Support staff.

2. The "Email Support" option lets you easily send an email directly to our customer-service database.

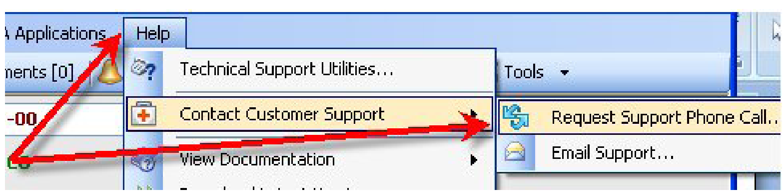
Intelligent Mail Barcode
The Intelligent Mail Barcode (formerly known as the PostNet Barcode) is the next generation of USPS® barcode technology used to sort and track letters and flats. Intelligent Mail Barcode technology, among other things, combines the capabilities of the POSTNET™ and PLANET Code® barcodes into one unique code.

The Intelligent Mail Barcode is currently being implemented in all BS&A applications in both Pervasive and .NET versions, and will be ready for the May 2011 requirement set by the Post Office.

For additional information, visit http://ribbs.usps.gov/OneCodeSolution/.

.NET Upgrade
BS&A is excited about the 500+ municipalities that have upgraded to the .NET version since its release. However, we would like to reiterate that this is not a mandatory upgrade, and support of the Pervasive version will continue indefinitely.

If you are interested in .NET, please feel free view our online demos at http://demo.bsasoftware.com and contact our office for additional information.



BS&A's Conference Calendar

April	5-6	Michigan Municipal League
	14	Michigan Association of Township Supervisors
May	20-25	Governmental Finance Officer Association San Antonio, TX
June	5-9	Indiana League of Municipal Clerks & Treasurers Merrillville, IN
	21-24	Michigan Association of Municipal Clerks

Assessing

Program Points

Freezing the Assessor's Values

It's time again to begin getting ready to print Assessment Change Notices and present the roll to the March Board of Review. It is very important to FREEZE the ASSESSOR'S values prior to printing the Assessment Change Notices and prior to turning the roll over to the MBOR. To freeze the Assessor's values you MUST first run the Write Floating Values Tool for ALL RECORDS. In Program Setup, under Gov Unit Options/ Calculation Options, set the "Freeze Real" to "Freeze Assessor's Values". You can set the FREEZE PERSONAL VALUES at this time as well, although most users wait to freeze Personal Property until most of the notices come in.

Reports Updated

Both the Pervasive and .NET versions have the latest Assessment Change Notices/Personal Property Forms and new L-4037 forms updated. Under Reports/Assessing Reports you will see three new L-4037 Reports: Assessor, Board of Review, and County.

Other Program Issues of Note

There have been several small changes to Assessing. As always, those users with internet access can visit our website at 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.

Property Tax

Department Details

County Delinquent Tax Support is Expanding!

We are pleased to announce that we have combined the Property Tax and County Delinquent Tax support departments to better serve you. Many of the department personnel are learning the County Delinquent application and may listen in on support calls as part of the training process. We are happy to help with support needs for Tax, Special Assessment, Delinquent Personal Property, PRE Audit, Animal License, and County Delinquent.

Program Points - Pervasive & .NET

• Program Updates Received by Mail

Your program version date is very important, particularly at the beginning of a tax year. While it is not a requirement to update, it is our recommendation that you have the most recent version and up-to-date features.

To check your version date:

- In Pervasive, go to the Help menu, then System Status, and check your version date in the top right corner.
- In .NET, the version date is at the top of your screen.

If you do not update from our website or automatically from within the program and would like to have an update sent in the mail, please call our office and ask the receptionist to send you one.

• Please call our receptionist with any new Treasurer name and address changes

• Bills

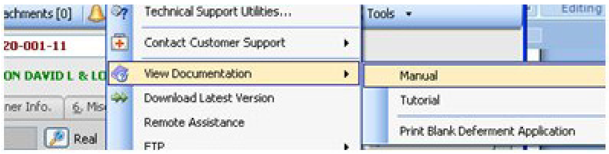
Don't wait - Make your custom bill changes for summer now. They need to be in by the first week in June to be completed for summer billing.

We get the question "How do I change the due date on my bill?" Answer: Go to Reports, then Bills, and click on the Report Options button. The due date is at the top of the window.

• Help Documents

Do you prefer to have a written help document for some of the tasks you perform in Tax? We have a number of help documents on our website at:
http://support.bsasoftware.com/LegacySupport/TaxCountyTax.aspx

For .NET users, these documents are in the program manual.



• Settlement Tips

Tax – As a reminder to those who have not already settled, be sure to run a "Questionable" report for both seasons. A blank report means there are no questionable parcels.
Specials – If installments were transferred to Tax for collection, be sure to mark installments paid at settlement (if it has not already been done).

Once you have settled with the County, update your history. Go to Utilities/History File Options/Update History with Current Tax Information.

Tax (Pervasive)

• Step-by-step instructions for creating a new database are located in Help/View Documentation/Setting Up a New Database for the New Tax Year.

• Make sure you balance to the warrant your Assessor has provided you.

• Database Compare
Under Balancing/Settlement Reports, the Assessing System Database Compare has been added. The following needs to be implemented before the report can run successfully:

1. An established link between Assessing and Tax
2. The Assessing utility "write floating values" must be performed

Tax .NET

• The Tax .NET manual is now available

- Help/View Documentation/Manual
- The new help system is much more user friendly, with dynamic links, sample procedures, and keyword search.

• New Tax Year Database Wizard

- We have a helpful feature in Tax .NET that will save our customers a lot of time when preparing a new database: the New Tax Year Database Wizard.
  - File/Database/New Tax Year Database Wizard
  - This wizard will walk you through setting up your 2011 database.
  - It copies over millage tables and interest rates, and allows you to select several other database-specific allowable fields to copy. It automatically uncommits your new database, and forwards the interest dates to the next year.
  - Once you verify your settings, you are ready to begin your next tax year. It is that simple.
  - The manual contains step-by-step instructions for this.

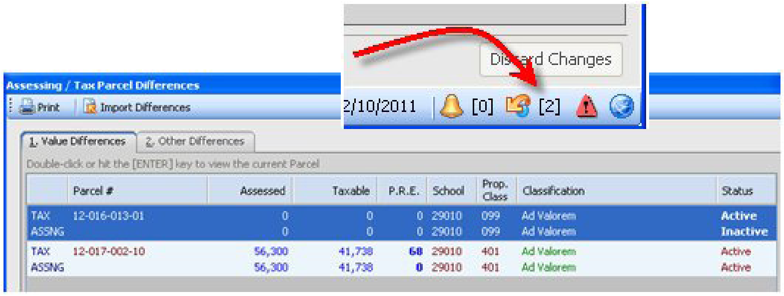
Instructions are located under "Creating a New Tax Year Database".

- **Assessing Import**

- Directly import from Assessing. No more hunting for the export file.
- File/import/Various Imports…/Equalizer Assessing/Direct… (your Assessor must give you rights to import these files)

- **Compare with Assessing NET in Tax .NET**

- There is a button that will list all the Assessing/Tax parcel differences if both applications are part of the shared group.



Animal .NET

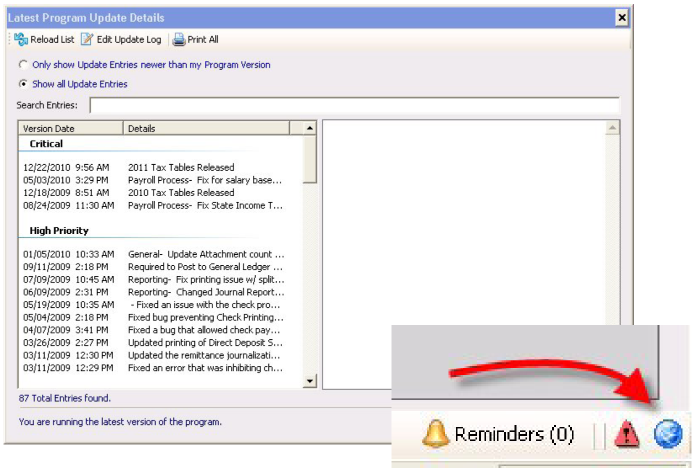
• Has been released to a few Beta sites and is going well. If you are on the list for an upgrade, we will be contacting you soon. If you would like an upgrade proposal, please contact us.

PRE Audit .NET

• PRE Audit .NET is in the development stage and has a projected release date of summer 2011.

All .NET Applications

• Check the update log located in the lower right corner of any .NET application for new features and changes.



Community Development

Building Department .NET

We are continuing to receive a large number of orders and upgrades to our .NET version and we are doing our best to get municipalities installed as quickly as possible. If you have already sent in your proposal, we very much appreciate your patience. Please note that some training will be required (even for an upgrade) so that users can fully utilize the new features of the program.

Highlights include:

- Microsoft SQL Database
- Charting
- Scheduling for non-inspection-related events
- Workflows
- Inspection Checklists
- GIS capabilities
- True invoicing
- Quick Receipt Entry Screen
- Accrual-based accounting and new accounting reports
- Improved filtering for reports, letters, charts, and GIS
- Improved integrations with other BS&A apps
- Better administrative features and an all-new reporting system with many enhancements.

Field Inspection .NET

This inspector-driven tablet-based application is currently available to our Building Department.NET customers and replaces the Pervasive-based Replication Module.

Software Updates

From time to time, we release an update patch to address concerns found in the software. We recommend that you update your software to the latest version at your earliest convenience and continue to update on a weekly or monthly basis. This can easily be done by going to Help/Download Latest Version from within the Building Department application.

As always, please call Community Development Technical Support at (855) 272-7638 if you have any questions, would like some literature on any of our BS&A applications, or would like a proposal.

Financial Management

Classes

We will be offering the following classes in-house this quarter:
May 24 - Fund Accounting I
May 26 - Fund Accounting II
June 2 - Financial Management Report Desinger

Remember, you can now register directly from our website. Class lists and registration information can be found at http://financialmanagement.bsasoftware.com. Click on the News/Classes tab. Or, you may continue to use the registration form included in this newsletter.

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 many need to speak with you.

Assessing	asgsupport@bsasoftware.com
Tax	taxsupport@bsasoftware.com
County 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/Messages to Support

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 or 6%. Therefore, if you were a new customer in 2008, your 2011 Support Fee will increase 6%. This does not apply to upgrades to the .NET applications where fees are increased by the annual CPI, or 1.7%.

"Learning is a kind of natural food for the mind." *Marcus Tullius Cicero*

Assessing .NET Courses

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

Level I - Program Introduction & Setup

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

Level II - Assessment Roll & Data Entry

This course covers 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 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 covers 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 Act parcels will be reviewed with ideas and reports that are useful for managing special rolls.

Apex Sketch

This course covers the use of the Apex IV or Medina Version Assessor sketching program to draw both buildings and land, and its integration into Assessing .NET.

Personal Property

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

Assessing .NET Upgrade

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

6-Hour Continuing Education Credit

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

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.

Assessing .NET Report Designer
This course 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 Property Tax-related classes, with the exception of the one-day Tax Pervasive class, will be taught using the .NET version.

Property Tax Courses

Level I - Introduction & Creating a Tax Roll
Recommended for the Treasurer or person creating their first tax roll using the Tax .NET. This course 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 will be 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 will be covered. This course 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 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
Designed to acquaint new users with the Delinquent Personal Property .NET. 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 Designer.

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

Tax (Pervasive)
This one-day course is an overview of the pervasive version of Tax. Designed for new users, this class 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 will be covered. Course also includes payment processing, adjustments, and roll balancing with reports related to each item.

Community Development Courses

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 software and wish to learn how to best utilize it 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 useful operations.

Administration Staff (Advanced)
Created for administrative-level users, this class covers more advanced features and how to best utilize the software for property information management. Topics covered in this class are report writing and letter writing. Also included are 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.

Financial Management Courses

Fund Accounting I
This course 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 course 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, and fixed assets, including: capitalization; depreciation; repairs and maintenance; disposals and improvements; purchase orders and encumbrances; and project accounting.

.NET Report Designer Course (Financial Management)

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

Host I.T. Right

DNN Web Design Class
This is a FREE class offered by I.T. 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 I.T. Right to register
(517) 318-0350

IT Right Web Design
Learn the basics of DNN Software & maintain your own professional-looking website.

2nd Quarter, 2011

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

April

Monday	Tuesday	Wednesday	Thursday	Friday
				1 Assessing .NET Report Designer
4 I.T. Right DNN Web Design	5	6	7	8
11	12	13	14 Assessing .NET Level I	15 Assessing .NET Level II
18 Tax I .NET	19 Tax II .NET	20 Special Assessment .NET	21	22 Closed @ Noon Good Friday
25 Delinquent Personal Property .NET	26	27	28 APEX Sketch (using Assessing .NET)	29 Assessing .NET Upgrade

May

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	4 Comm. Development Support Staff Intro	5 Comm. Development Administrative Staff	6
9	10	11	12 Tax (Pervasive)	13 Commercial/Industrial (using Assessing .NET)
16	17	18	19	20
23 Tax .NET Report Designer	24 Fund Accounting I	25 Personal Property (using Assessing .NET)	26 Fund Accounting II	27 I.T. Right DNN Web Design
30 Closed Memorial Day	31			

June

Monday	Tuesday	Wednesday	Thursday	Friday
		1	2 Financial Management .NET Report Designer	3
6	7	8	9 Comm. Development Support Staff Intro	10 Comm. Development Administrative Staff
13	14	15 Assessing .NET Level I	16 I.T. Right DNN Web Design	17 Assessing .NET Level II
20	21	22	23 Assessing .NET Level III	24 Assessing .NET Level IV
27	28	29	30	

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

Registration Information

2nd Quarter, 2011

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

Typically, class 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.

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
Assessing.NET		
Assessing Level I	______	______
Assessing Level II	______	______
Assessing Level III	______	______
Assessing Level IV	______	______
Personal Property	______	______
APEX Sketch	______	______
Commercial/Industrial	______	______
Assessing .NET Report Designer	______	______
Assessing .NET Upgrade	______	______
Tax.NET		
Tax Level I	______	______
Tax Level II	______	______
Special Assessment	______	______
Delinquent Personal Property	______	______
Tax .NET Report Designer	______	______
Tax (Pervasive)	______	______
Community Development		
Support Staff Intro	______	______
Administrative (Advanced)	______	______
Financial Management		
Fund Accounting I	______	______
Fund Accounting II	______	______
Financial Mgmt .NET Report Designer	______	______
I.T. Right Course	______	______
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.**

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)

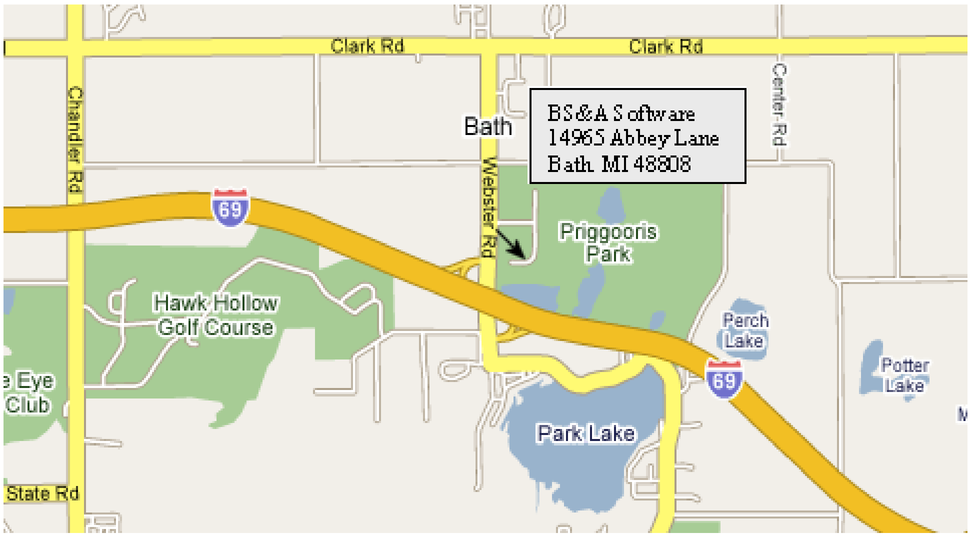
I-69 NORTH (Marshall area) – Travel North on I-69, continue on East I-69 towards Flint, to Webster Rd Exit (Exit 92)

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 WEST (Detroit area) – Travel West on I-96 to I-127 North, then East one I-69 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.



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

2nd Quarter 2011

14965 Abbey Lane | Bath, MI 48808

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