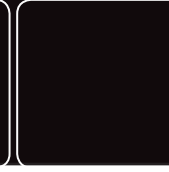
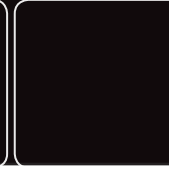
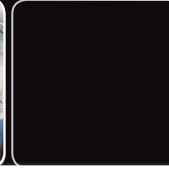
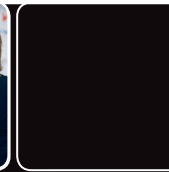




Service, Support, Solutions...Satisfaction



FOURTH QUARTER OCTOBER - DECEMBER 2013

FINANCIAL MANAGEMENT

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

FM ANCILLARY APPLICATIONS

Inventory Management
Work Order Management

COMMUNITY DEVELOPMENT

Building Department
Field Inspection
Business Licensing
Citizen Request for Action

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
Cemetery Management

Updating BS&A .NET Applications to Target Microsoft .NET Framework 4.0

Our .NET product line is going to start targeting Microsoft's .NET Framework 4.0 instead of the .NET Framework 3.5 that we have been using for the last couple of years. Making this change will allow our development staff to use some of the newer tools and bug fixes that Microsoft has made to the C# language over the years. Additionally, it will allow us to use newer versions of some of the external components that we provide for our users (GIS Mapping from Think Geo, etc.).

When we update our applications to have the .NET Framework 4.0 as a prerequisite, some users will have to download this new version. .NET Framework 4.0 installs are available free of charge from Microsoft, and can be found at the following locations:

[Web Installer](#)

[Standalone Installer](#)

Supported Operating Systems

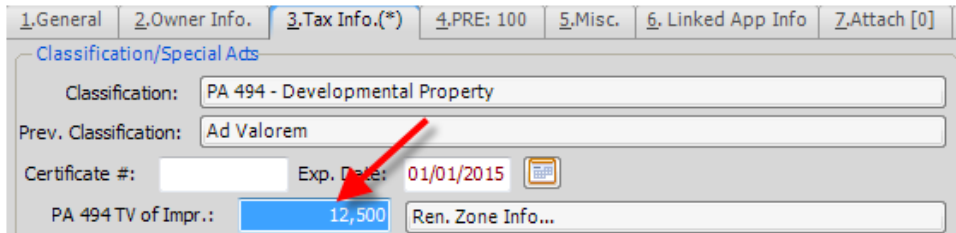
- Windows XP SP3
- Windows Server 2003 SP2
- Windows Vista SP1 or later
- Windows Server 2008 (not supported on Server Core Role)
- Windows 7
- Windows Server 2008 R2 (not supported on Server Core Role)
- Windows 7 SP1
- Windows Server 2008 R2 SP1

If you have any questions, or need assistance, please contact IT support at (855) 272-7638 or tech@bsasoftware.com.

Assessing/Equalization

New Features

Reminder for any P.A. 494 Developmental Property Parcels: Users now have the option to assess and tax these properties on one parcel. To set this up properly, go to the Tax Info tab and set the Classification to P.A. 494. Set the Expiration Date and insert the Taxable Value of the improvement. Isolating the value that receives the P.A. 494 exemption is essential when transferring to the Tax program, as these parcels are exempt from the 18 mills of School Operating.



Looking Ahead

The Annual Report of IFTs to the STC is due on October 15th. The export to facilitate this process is located under *File>Export>IFT EXPORT TO STC*. Detailed instructions are included in the export screen. After the export runs successfully, you are prompted on how to transmit the exported file to the STC.

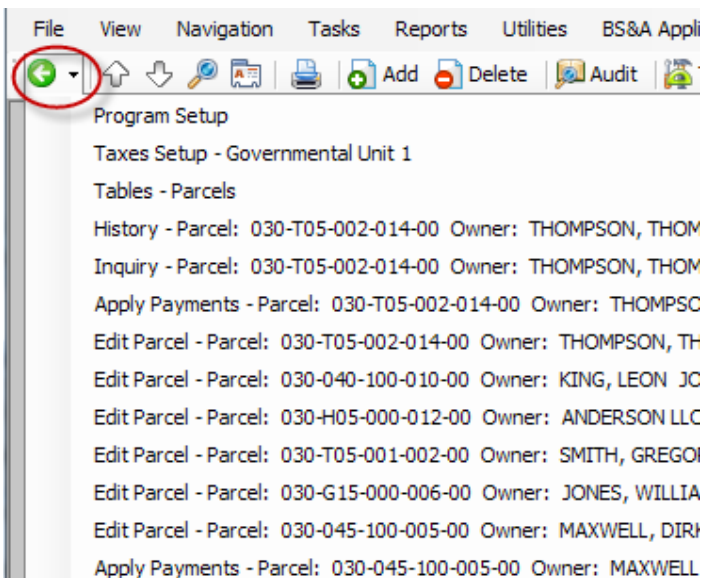
Tax Suite

Tax

New Apply Payments Screen Features

Partial Payments. Type the partial payment amount into the Payment Amount field and hit [Enter]. The spread screen opens, detailing where the money will be applied. Make any changes and click Save.

Pay Balance Buttons. The Pay Balance button next to the Payment Amount field pays the current season balance in full, with one click. The Pay Balance (Across All Seasons) button, farther to the right, provides a summary total of all seasons due and an option to make one payment for all.



Back Button. This is a small, therefore often-missed feature of our .NET programs. Click the green back arrow to go back to your last program location. Click the drop arrow in the button to view all of your previous locations.

Looking Ahead to Winter Tax Season. Special assessments can be added to the Winter Tax Bill from a variety of other BS&A applications. Programs like Utility Billing, Miscellaneous Receivables, Special Assessment, Building Department, and Drain Assessment can send delinquent fees or assessments to Tax via a direct export or an export file that is then imported into Tax.

As you prepare for winter tax billing, here are some items to consider:

DO...

- o Make a backup before starting to set up your Winter season.
- o Set up/verify your Winter Taxes in the existing database for the current year.
- o In Tax Names and Millage Rates, verify charts were added for Winter for each school district.

- o Set up/verify your Winter interest and penalty in Taxes Setup.

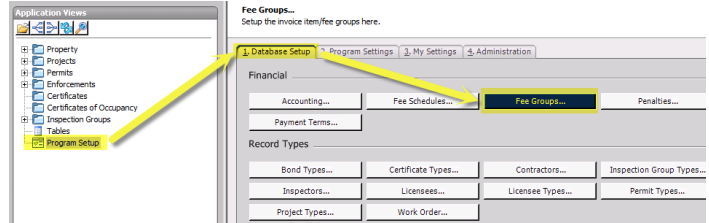
DON'T...

- o DO NOT start a new database for the Winter season - Summer seasons and Winter seasons exist together in one database.
- o DO NOT alter any existing Tax Names and Millage Rates that are already set up for Summer.
- o DO NOT attempt to import any values from Assessing.
 - It is common to import Names and Addresses.
 - Assessing has a BOR Export that can be imported into Tax.
- o DO NOT change any information that was previously set up for the Summer season.
- o DO NOT merge Summer delinquent taxes with Winter taxes.

Community Development

Building Department New Features

Fee Groups. Fee groups allow you to gather fees which are often charged together and add them to a record with one click, saving time and effort.



County Delinquent Tax

Making STC, MTT, and BOR Adjustments in prior years can be tricky. For users who put adjustments in both the Tax program and the Delinquent Tax program, there is an option to enter the adjustments in Tax and automatically push qualified adjustments directly to Delinquent Tax. This will reduce the number of steps required to have the adjustment in both programs. For details on how to do this and what types of adjustments qualify for this process, please contact our Tax Support Department.

As a reminder, the October 1st Certified Notice fee can be added from the Utilities menu. This fee is not automatically applied to the parcel, but if entered in Program Setup, will be included on notices. Go to *Utilities>Forfeiture/ Foreclosure Utilities>Add October 1st Fee*. Be sure to read all prompts and respond accordingly. Any other fees to be added during the fourth quarter can also be found in the Utilities menu. For Counties that charge a Publication Fee, check the Future Forfeiture Fees setting in Program Setup as well, to ensure they are properly included on notices.

Special Assessment

If you transfer Special Assessment installments to Tax, there are a few things to consider regarding installment payments:

- Before transferring installments to Tax, be sure to verify the Special Assessment database is linked to the correct Tax database.
- Make sure the prior year installments have been marked as paid.
- You can pay the installments at the same time they are transferred to Tax. Another option is to use Tax's setting to send payments back to Special Assessment once the tax bill is paid. It is very important to only do one or the other. Using both options will produce unwanted results, namely, two special assessment installment payments in the current year.

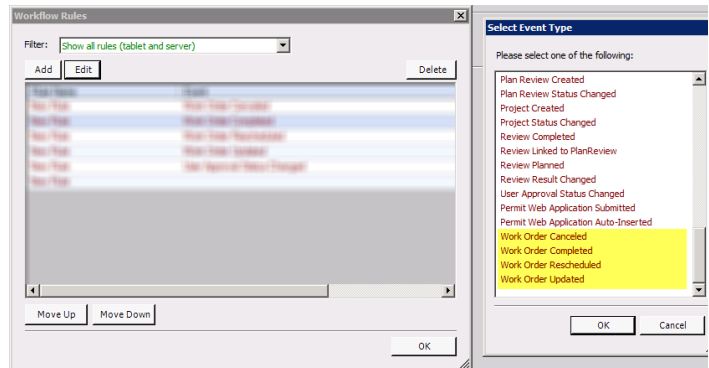
Delinquent Personal Property

If after five years Delinquent Personal Property taxes are deemed uncollectable, you must petition the circuit court to strike said delinquent personal property from the roll. Michigan tax law (MCL 211.56a) provides very specific steps to follow. Once the process is complete, with judgment in favor of the municipality, you can use the Mark Paid adjustment on individual delinquent tax records to remove them from the roll.

Inactive Properties. On the Properties table, inactive properties are now highlighted in green, allowing users to easily differentiate between active and inactive properties.

| | Address | Parcel Number | Parcel Status |
|----|-----------------|------------------|---------------|
| Go | 1861 52ND ST SW | 41-17-27-470-012 | Active |
| Go | 1869 52ND ST SW | 41-17-27-470-001 | Inactive |
| Go | 1873 52ND ST SW | 41-17-27-470-011 | Active |
| Go | 1911 52ND ST SW | 41-17-27-470-003 | Inactive |

Work Order Integration. Integration between the Building Department .NET and Work Order .NET programs has been completed, allowing Workflow Options based off Work Order events.



Looking Ahead

Plan Review. Plan Review record types are coming soon, and will allow plan reviewers to store, track, bill for, and share their reviews within the program. Plan Review records can be added as requirements on Projects.

Business Licensing (BL .NET) and Citizen Request for Action (CRA .NET)

Both programs have completed beta testing and are now in full release. Our Community Development support department will be handling all cases for these programs, and can be reached through the normal channels.



Financial Management

2013 Payroll/Timesheets/Human Resources .NET User Group Meetings

We are pleased to announce that we will be holding our annual 2013 Payroll .NET User Group Meetings in November and December (to include Human Resources and Timesheets).

These meetings are a great way for our customers to get together to go over the Year-End W2 processes, meet the support and development staff, catch a glimpse of some upcoming projects, and participate in an open forum to address any questions/concerns.

To ensure that we cover topics you would like information on, this year we are asking for your suggestions. We will work hard at implementing all suggestions into the meeting agenda.

If you would like to offer your ideas, you can get those to us in the following ways:

- Email your suggestions to: strotter@bsasoftware.com
- Check out our Community site:
http://community.bsasoftware.com/bsasoftware/topics/ideas_for_financial_management_user_group_meetings
- Call the Financial Management Support Department at (855)272-7638

The meetings will be held at our office in Bath 9:00 a.m. - 4:00 p.m. - no charge - and a light breakfast and lunch will be provided. We look forward to seeing you there!

November 21, 2013 9:00 a.m.-4:00 p.m.
December 5, 2013 9:00 a.m.-4:00 p.m.

Upcoming Classes

| | | |
|--|-------------------|---------------------|
| Financial Management .NET Report Designer | November 22, 2013 | 9:00 a.m.-4:00 p.m. |
| Fund Accounting I | October 21, 2013 | 9:00 a.m.-4:00 p.m. |
| Fund Accounting II | October 22, 2013 | 9:00 a.m.-4:00 p.m. |

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/yearend_net.pdf

Exporting Delinquent Utility Bills and Miscellaneous Receivables to BS&A Tax

If you are going to be exporting your delinquent utility bills or miscellaneous receivables to BS&A Tax for your Winter tax bills, we have made it easy to receive the answers you need and support you deserve. You can call the Financial Management Support Department for help or click on the links below for our helpful step-by-step documents on the process.

http://www.bsasoftware.com/References/Documents/ub_dlqtax.pdf

http://www.bsasoftware.com/References/Documents/mr_dlqtax.pdf

Accounts Payable Year End 1099 Processing

The time of year to process your Vendor 1099s is quickly approaching. For assistance with the 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 on the process.

http://www.bsasoftware.com/References/Documents/ap_1099.pdf

Survey Winner

We recently sent out our annual Customer Satisfaction Survey and want to thank all who participated. The results generated assist us in making positive changes to our software, customer service, and company overall. The winner for the free BS&A class was Tami Ballantyne, Treasurer, Newfield Township. Congratulations Tami!

Congratulations on 20 Years!

We're happy to announce Merrilee Parker's 20 years of dedication and service to BS&A Software. Merrilee started her employment in 1993 as our receptionist. She later moved into Building Department Technical Support, and is currently our Technical Writer, documenting and editing software and training materials. Thanks, Merrilee, for a wonderful 20 years!

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 |
| I.T. Department | tech@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 Classes

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.

6-Hour Continuing Education Credit All 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.

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.

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.

Land Value Modeling I

This one-day class begins at square one: how to create land tables and how to attach parcels to those land tables, both one-at-a-time or en masse using tabular and GIS methods. This class also illustrates how to populate essential fields in order to analyze the market value of land using a number of different units of measurement: per acre; per actual front feet; per effective front feet; per square foot. Buildable units and site value are also taught. Finally, you will learn how to utilize land-to-building ratio and land residual techniques using BS&A's Assessing program.

Using GIS -- NOW APPROVED FOR CON-ED CREDIT

This class covers the GIS tools available in our .NET applications. Among other things, you will learn how to: create land value maps; identify parcels within x feet of subject parcels; display a wide range of fields on a map; use maps to set data fields en masse; include blocked and marked data on a map; put sales data on maps; use GIS map routes for field inspections done in conjunction with sales and permits, or on parcels in general.

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.

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.

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.

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: Michigan GASB 34 reporting, Michigan 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

| | |
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4th Quarter, 2013

Please Note: All classes are taught using the .NET version, unless otherwise noted.

October

| Monday | Tuesday | Wednesday | Thursday | Friday |
|------------------------------|--|--------------------------------------|---|--------|
| | 1 | 2 | 3 | 4 |
| 7 Tax I .NET | 8 Tax II .NET | 9 Special Assessments .NET | 10 I.T. Right DNN Web Design | 11 |
| 14 Assessing .NET Level I | 15 Assessing .NET Level II | 16 Using APEX with Assessing .NET | 17 Tax (Pervasive) | 18 |
| 21 Fund Accounting I | 22 Fund Accounting II | 23 GIS (using Assessing .NET) | 24 Comm. Dev. .NET Support Staff Intro | 25 |
| 28 | 29 Community Development .NET Report Designer | 30 Community Development/AMG Demo | 31 | |

November

| | | | | |
|--------------------------------------|--|--|----------------------------------|---|
| | | | | 1 |
| 4 Assessing .NET Level III | 5 Assessing .NET Level IV | 6 Assessing .NET Upgrade | 7 Special Assessment .NET | 8 |
| 11 Assessing .NET Report Designer | 12 | 13 Comm. Dev. .NET Administrative Staff | 14 Tax .NET Tips & Tricks | 15 Land Value Model (using Assessing .NET) |
| 18 | 19 Community Development .NET Tips & Tricks | 20 Personal Property (using Assessing .NET) | 21 Payroll User Group Meeting | 22 Financial Management .NET Report Designer |
| 25 Tax .NET Report Designer | 26 | 27 | 28 Closed Thanksgiving | 29 Closed |

December

| | | | | |
|---------------------------------|----------------------------|---|---------------------------------|-------------------------------------|
| 2 GIS (using Assessing .NET) | 3 | 4 Community Development .NET Report Designer | 5 Payroll User Group Meeting | 6 Using APEX with Assessing .NET |
| 9 Tax I .NET | 10 Tax II .NET | 11 Comm. Dev. .NET Support Staff Intro | 12 | 13 I.T. Right DNN Web Design |
| 16 | 17 | 18 | 19 | 20 |
| 23 | 24 Closed Christmas Eve | 25 Closed Christmas | 26 | 27 |
| 30 | 31 | | | |

Register for classes on our website

<http://www.bsasoftware.com/News-Events/Upcoming-Events>