BS&A SOFTWARE

Service, Support, Solutions…Satisfaction

FIRST QUARTER
JANUARY - MARCH 2014

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

AccessMyGov
Internet Services
Building Department Services
Financial Services
Employee Self Service

ANCILLARY APPLICATIONS
Animal License
Cemetery Management

AccessMyGov-Building Department
Online Inspections and Permit Applications

AccessMyGov is a collection of Online Services that allows anytime/anywhere access to local government resources. AccessMyGov consists of multiple feature packs that provide services for various municipal departments.

One such feature pack is called AccessMyGov-Building Department Services, which is designed to automate a number of important processes within your building department. The most important AccessMyGov Building Department services are Online Inspections and Online Permit Applications.

Online Inspections
Online Inspection Scheduling is designed to save time and resources when scheduling inspections with your building department. It is compatible with a variety of mobile devices, and can be used by staff, homeowners, and contractors alike, any time, day or night. Scheduling an Online Inspection is extremely straightforward and will save you from excessive phone calls and scheduling difficulties.

Inspections are automatically scheduled and sent to Municipal inspectors by contractors and homeowners. The Online Inspections link will appear on your AMG menu and is accessible by computer or any mobile device. In order to view and edit prior inspections, a contractor will require log-in credentials to access Online Inspections.

Inspections can be entered far in advance, so multiple inspections for a project can be planned beforehand. Inspections can also be rescheduled if projects are delayed or expedited.

Contractors can access previously-submitted inspections by clicking “View my Activity.” At this stage, they can be canceled or rescheduled. Once inspections have been finished, the results will be automatically emailed to the contractor and other designated contacts.

To view a video on the Online Inspection process, go to:
http://www.bsasoftware.com/Solutions/AccessMyGov/Building-Department-Services/Online-Inspections

Online Permit Applications
Online Permit Applications is designed to save time and resources when applying for permits with your building department. It can be used by homeowners and contractors alike, any time, day or night. Applying for a permit online is extremely straightforward and will save contractors unnecessary trips to the appropriate municipality.

Once the permit application is submitted, the applicant has the option to pay for the permit at this point. Various credit cards are accepted. Later, when you request an inspection using the Online Inspection service, all permits that you have applied for will automatically display for easy selection.

Assessing/Equalization

P.A. 402 of 2012 - Eligible Personal Property Exemption

There have recently been significant legislative changes regarding the Assessment, Taxation, and Exemption of "Eligible" Business Personal Property. The purpose of this letter is to address the changes and explain how your BS&A Assessing program has been updated to handle this legislation. For complete details on Public Act 402, please refer to State Tax Commission Bulletin 11 of 2013.

Program Modifications: To meet the requirements of Bulletin 11 of 2013, we have added four (4) new Personal Property Status options in the Pervasive and .NET Assessing applications. *Please note:* Form 5076 is the new **required** "Affidavit of Owner Claiming Exemption" form.

1) Form 5076 Accepted
2) Form 5076 Denied
3) e-Form 5076 Accepted (for clients that use our eFile Personal Property)
4) e-Form 5076 Denied

Form L-4175: Both the Pervasive and .NET applications have been updated to add the new Personal Property Statement [L-4175] as well as the new 5076 Form:

- In the .NET version, you will find the new Form 5076 under *Reports>Personal Property Reports>**Form 5076 (Exempt PP)***.
- In the Pervasive version, you will find it under *Reports>Other Reports>Personal Property Statement Reports>**Form 5076 (Exempt PP)***.

We have also added a new report option for those users that wish to print off the updated Personal Property Statement **and include** the Form 5076. In .NET, this report is called "Personal Property Statement w/Form 5076"; in Pervasive, it is called "PP Stmnt w/Form 5076."

Form 5076: Taxpayers who file Form 5076 (and where that form is accepted by the Assessor) are NOT required to file a 2014 Personal Property Statement. The Assessor is also given discretion over the necessity to send the Annual Personal Property Statement, IF the taxpayer has already successfully filed Form 5076. Therefore, you may want to consider mailing out an informational letter explaining the new law, along with Form 5076, prior to mailing out Personal Property Statements. For businesses that have NOT successfully secured an exemption by filing Form 5076, the Assessor is required to send a Personal Property Statement by January 10, 2014.

Once any 5076 forms are returned/accepted and the Assessor sets the Status option in the current year statement to "Form 5076 Accepted" or "E-Form 5076 Accepted," the program will NOT print a Personal Property Statement for those properties.

A letter will be distributed December 2nd that will outline the specifics of how to enter this information into both the .NET and the Pervasive applications.

Tax Suite

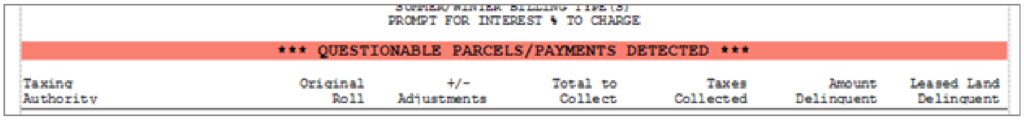
Tax

New .NET Features

- Watermarks may now be added to reports. Go to Program Setup>Administration>Global Report Watermark Setup. The file you use for your watermark must be a .jpg.
- Standard Receipts – both the regular version and the one with the Signature Line – now display up to 23 line items. This change was made in both the Receipt Report Category and the Payment/Distribution Report Category. If you require more than 23 lines on a season, including taxes and special assessments, you will still need to create your own receipt format.
- The Mortgage Code/Parcel # Cross Reference report now has an option to include Interest/Penalty in the Balance for each parcel.
- Winter-only PRE adjustments are now displaying correctly on the Apply Payments screen. When changing seasons, the correct PRE will be displayed for each season.

Additional Notes

- As settlement approaches, please keep in mind we are happy to assist. To aid you in settlement, we suggest a variety of helpful reports. These reports <u>are not intended to replace what your county is asking you to run</u>; they are simply intended for assistance with balancing.
  - The first we suggest is the Questionable Parcels/Payments report. Any items appearing on this report will result in a banner appearing across the top of your Settlement report:



- A list of the remaining reports can be found through your Help menu:
  - In Pervasive, go to *Help>View Documentation>Helpful Settlement Reports*.
  - In .NET, go to *Help>View Documentation>Manual*. When the manual opens, search for Helpful Payment and Balancing Reports.

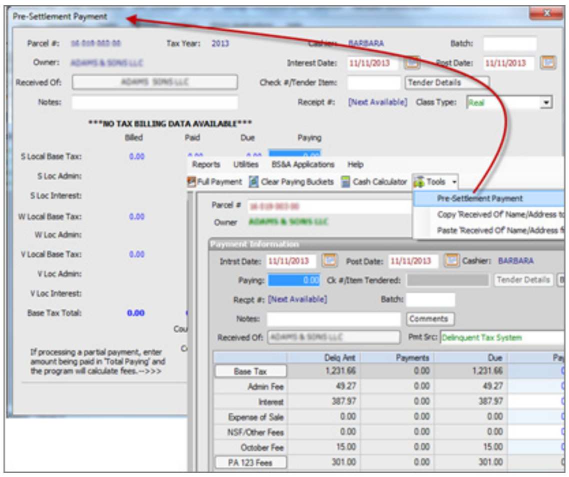
County Delinquent Tax

New .NET Features

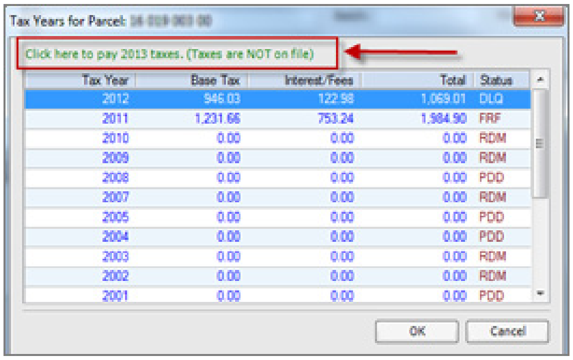
- As with Tax, watermarks may now be added to reports.
- The Certified Mail Number Search Template now allows for entry of longer certified mail numbers.
- The Taxes Billed and Paid window may now optionally display the legal description.
- Comments can now be defaulted to "Treasurer Only."

Additional Notes

- Taking pre-settlement payments is easier than you may think. If you have not imported delinquent taxes, but need to take payment, do the following:
  - From the Apply Payments screen, click the Tools button and select Pre-Settlement Payment. The Pre-Settlement Payment screen appears and fills with information from the parcel and from the Tax program's history to provide an amount due very close to what is actually due.



  - From Cash Receipting, click the green command link: Click here to pay 2013 taxes. (Taxes are NOT on file), click Yes to verify, then enter the payment. Again, if history was updated in Tax prior to this process, the amount due will be very close.



- Once you have settled with a local unit and imported the delinquent taxes, you will be able to apply the pre-settlement payments with a tool from the Receipts table.

Special Assessment

New .NET Features

- As with Tax, watermarks may now be added to reports.
- The Standard Roll report now has the option to print subtotals by Special Assessment District.

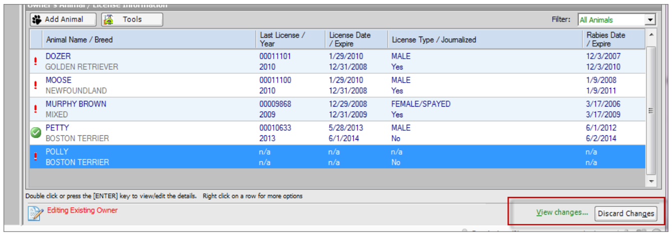
Additional Notes

- If you have not yet done so for the 2013 installments that were transferred to Tax, now is the time to run the "Mark Current Year Installments as Paid" utility. Instructions are found in the manual (go to *Help>View Documentation>Manual*).

Animal License

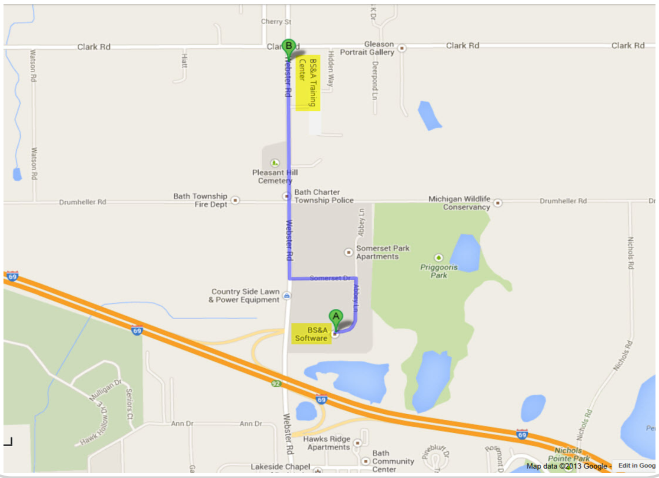
New .NET Features

- As with Tax, watermarks may now be added to reports.
- When a change is detected, such as the addition of a breed or a change in license status, a View Changes command link and a Discard Changes button appear at the bottom of the data entry screen. Clicking View Changes lets you see a list of changes to verify their accuracy. Discard Changes lets you revert the record back to the state it was in prior to the changes made.



New Training Center

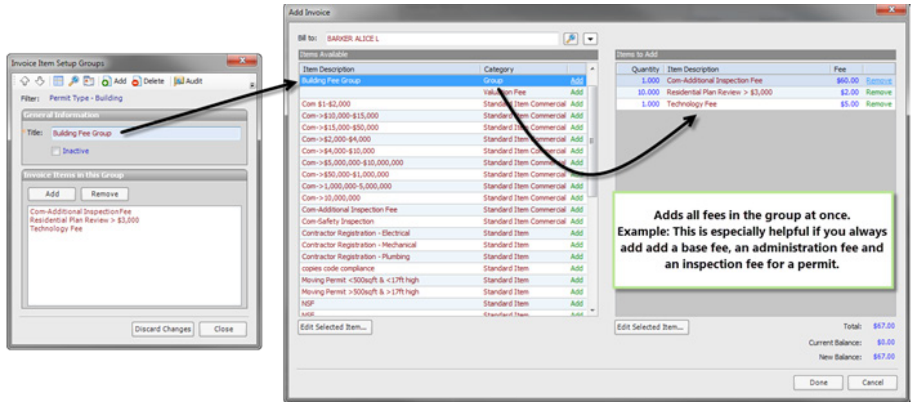
BS&A has a newly renovated training center located a mile from our office in Bath Township. The 6,000 square foot facility features a large training room, full kitchen, state-of-the-art IT room, and additional office space for our trainers. All classes and user group meetings will be held at this new facility upon completion, early next year.



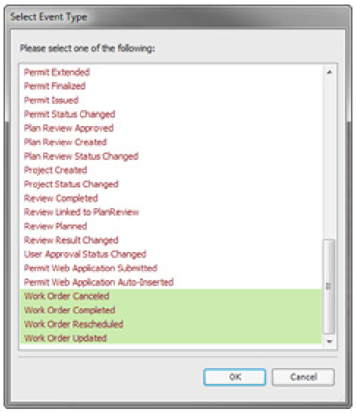
Community Development

Building Department

New .NET Features



Use Fee Groups to Add Several Fees at Once
Fee Groups allow you to group fees together for more efficient data entry. For example, if you have five fees that always get added to a permit, set up a Fee Group for them, then add them to permits with one click. Go to Program *Setup>Database Setup>Fee Groups*.



Integration with Work Order .NET is Now Available
This integration allows you to create workflows based on Work Order Events. You may also create Work Orders from a violation; the Work Orders are automatically created in Work Order .NET, provided your databases are linked.

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:

Fund Accounting I	February 18, 2014	9:00 a.m.-4:00 p.m.
	March 26, 2014	9:00 a.m.-4:00 p.m.
Fund Accounting II	February 19, 2014	9:00 a.m.-4:00 p.m.
	March 27, 2014	9:00 a.m.-4:00 p.m.
Financial Management .NET Report Designer	March 28, 2014	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/Learning-Center/Financial-Management/Video-Tutorials/ID/299/categoryId/21/Processing-W2s

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

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

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 2011, your 2014 Support Fee will increase 6%. This does not apply to upgrades to the .NET applications where fees are increased by the annual CPI, or 1.6%.

Assessing Classes

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.

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.

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

1st Quarter, 2014

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

January

Monday	Tuesday	Wednesday	Thursday	Friday
		1 Closed New Year's Day	2	3
6	7	8 Assessing .NET Level I	9 Assessing .NET Level II	10
13	14	15 Tax I .NET	16 Tax II .NET	17 Special Assessment .NET
20	21	22 I.T. Right DNN Web Design	23 Comm. Dev. .NET Administrative Staff	24 GIS (using Assessing .NET)
27	28 Community Development User Group Meeting	29	30	31 Community Development .NET Report Designer

February

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5 Personal Property (using Assessing .NET)	6 Using APEX with Assessing .NET	7
10 Assessing .NET Report Designer	11 Comm. Dev. .NET Support Staff Intro	12 I.T. Right DNN Web Design	13 Delinquent Personal Property .NET	14 Assessing .NET Upgrade
17	18 Fund Accounting I	19 Fund Accounting II	20 Community Development User Group Meeting	21 Land Value Model (using Assessing .NET)
24 Tax .NET Report Designer	25	26 Commercial/Industrial (using Assessing .NET)	27 Assessing .NET Level III	28 Assessing .NET Level IV

March

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11 Community Development .NET Tips & Tricks	12	13 Community Development/AMG Demo	14
17	18 I.T. Right DNN Web Design	19	20 Comm. Dev. .NET Administrative Staff	21
24	25 Tax .NET Tips & Tricks	26 Fund Accounting I	27 Fund Accounting II	28 Financial Management .NET Report Designer
31				

Register for classes on our website
http://www.bsasoftware.com/News-Events/Upcoming-Events

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.