



BS&A SOFTWARE

1st Quarter Newsletter
January - March 2010

Equalizer Software Systems

Property-Based

Assessing
Equalization
County/Local Tax
Delinquent County Tax
Delinquent Personal Property
Special Assessments
Principal Residence Exemption Audit
Drain Assessment
Building Department

Fund Accounting

General Ledger
Accounts Payable
Cash Receipting
Miscellaneous Receivables
Payroll
Employee Self-Services
Human Resources
Timesheets
Purchase Orders
Fixed Assets
Utility Billing

Companion

Animal Licensing
Cemetery Management
Business Licensing
Complaint Tracking
Internet Services

BS&A Briefings

Fund Accounting .Net Systems Rollout

We are nearing our 1- year mark since the rollout of the Fund Accounting .Net systems. We have had a great response to the new systems and currently have 91 municipalities who have upgraded from Pervasive and 43 new municipalities on the systems.

We are very excited about the new versions and have implemented many new features after the great feedback we have received from customers. We will continue to work on adding new features and enhancements to the system, to make them the most user friendly Fund Accounting Programs on the market.

If interested in more information regarding upgrading your current system to the .Net version, don't hesitate to contact us and we will be happy to answer any questions you may have.

** New Classes **

Fund Accounting .Net Report Designer

This class is designed for any Fund Accounting System user interested in learning more about the Report Designer function within the .Net applications. The class will cover creating custom reports, running report queries and editing reports.

We will be holding one class this quarter, on February 5th.

Special Assessment .Net

This class is designed for the experienced user of the current EQ Special Assessment application, this course will introduce the user to the new .Net Special Assessment system. Topics covered include the conversion process and new features, as well as the acclimation of changes from the old to the new system.

This class will be held on February 16th. If interested in either of these classes, please register using the form on page 7.

Fund Accounting Department News

We have made some changes within the Fund Accounting Support department. Kurt Kramer, formerly our Implementation Tech will now be doing full time customer support. We are very happy he has made this transition and are excited to use his knowledge and expertise in order to help our customers.

Mary Beutell, former Fund Accounting support, is now on the road conducting on-site training and demonstrations. She will be training users in all of the Fund Accounting applications. Mary will be missed in the Fund Accounting department, as I am sure by many customers who spoke with her often, but we are excited for her to take on this new position and wish her the best of luck and success.

Brad Russman, former Tax and Delinquent County Tax support, is now working within the Fund Accounting Department and our Training/Marketing team. He will be handling our new customer implementations. We are also excited for Brad's new endeavor and know he will be an excellent addition to the training and marketing team.

Important Dates...

Conferences:

January
MTA - 1.27.10 - 1.28.10

February
MACT - TBD

Office Closed:

January
New Year's Day - 1.1.10

14965 Abbey Lane
Bath, MI 48808
517.641.8900
517.641-8960
www.bsasoftware.com



Assessing System

Assessing .Net

We have completed our first year of rolling out our new .Net Assessing program, and have converted 170 Municipalities to this system. Based on customer feedback the transition has been quite smooth and the top 5 features they enjoy are 1) GIS Integration 2) APEX Sketch Integration 3) the enhanced use of Images within the app 4) the SQL database engine stability 5) the ease of use of the new interface (user friendly).

We have a few hundred signed orders on file for our .Net systems and will begin our second round of installations after Board of Review next year.

Program Points to Note

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 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.

CPI FOR 2010 ASSESSMENT ROLL

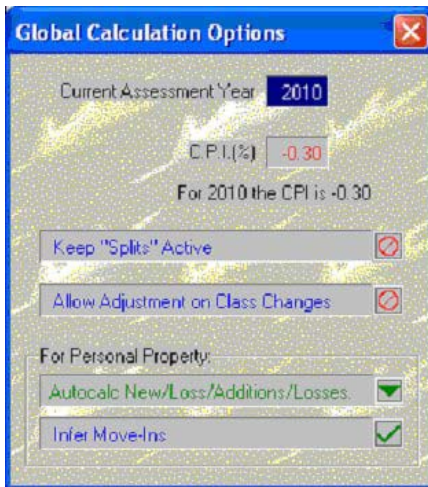
The STC has released the 2010 Consumer Price Index for the 2010 Assessing year. To enter this into the Pervasive Assessing System go into Program Management/Gov Unit Options/Global Calculation Options and enter -0.30 in the Percent CPI % field. In the .NET application, go to Program Setup/Program Settings/Global Calc Options and enter

the multiplier. This will then display as below. If the CPI is not entered correctly it will show up on the Possible Calculations Report. This applies to both the Pervasive and .NET applications.

Required STC Forms

Just a reminder that when the updated STC forms such as the Assessment Change Notice/Personal Property Statement are available and on the

STC website we will be updating these forms in the Assessing system as well. These forms typically change slightly each



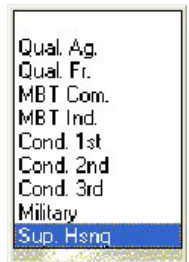
year. When they are available and in the Assessing system we will update the change log on the website with these changes and also send out a mass update to all users. Those users with Internet access can download the update when it becomes available.

Citizen/Disabled Housing Units (PA 585 of 2008-MCL 211.7d)

Due to a recent change in legislation there will be some program changes to the software to accommodate two (2) DIFFERENT types of Senior Citizen/Disabled Housing Units. Per the STC, a Bulletin will be issued in December to outline the procedural changes. Once we have that bulletin we will make the required changes to the software.

Supportive Housing Exemption Affidavit (MCL 211.7nn)

Newly signed legislation allows 501c3 supportive housing property owners to claim exemption from the School Operating Tax. A new option has been added to the PRE screen to identify the Supportive Housing Exemption parcels. This is located in the PRE screen under the QLAg/Frst/MBT - the new option is "SupHsng," and Form 4779 has been added to the program.



eEqualization

BS&A Software is continuing its contract with the State of Michigan to provide the web service for Equalization Department's to upload (or enter) their year end/equalized values to the Michigan State Tax Commission. This system replaces the need for Equalization Departments to "paper file" their L-4023, L-4024, and L-4046 annual reports to the State. For Counties that use our Equalization Software, and have a balanced 'County-wide' database, the values can be uploaded directly from your software to the State site, or the values can be hand-entered, for each property class.

eState Assessed

BS&A Software is continuing its contract with the State of Michigan to provide the data management/ePersonal Property and Tax Billing Services for State Assessed Properties. This project includes processing the e-filed Personal Property Statements for all Telephone, Railroad, and Carlines in the State, as well as preparing their Tax Bills.

Tax System

Tax .Net

The Tax .NET rollout has been very successful, we have converted over 163 Municipalities to this system. Our customers have been excited about the new features that we have implemented, such as

- 1) The 'difference button' that shows any differences between the .NET Tax and .NET Assessing Applications
- 2) New blocking features
- 3) New database wizard
- 4) Summer and winter payments are now on one receipt list and so you can also run reports for both seasons
- 5) Report Profile
- 6) Direct Imports from .NET Assessing

BS&A Babies...

Congratulations to Program Developer, Chad Harryman and his wife on the birth of their son, Carter Brooks, born October 14th.

We also congratulate Ted Droste, our chief operating officer, and his wife on the birth of their son, Raymond Thomas, born October 2nd.

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We have a few hundred signed orders on file and continue to upgrade our customers to the new .NET Tax application.

Program Points

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 are 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 totals 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.

3. Tax Due Date is located under Choose Report Options.

Building Department

Newly Released Field Inspection (Tablet) Application - .Net Version

We have recently released the Building Department Field Inspection Application (.Net) which will replace the existing Pervasive-based Replication Module. Although the Pervasive-based module will continue to be supported, no further Replication proposals are being given.

We will be holding a demonstration highlighting the uses and features of the Field Inspection Application at our office in Bath on Thursday, December 3, 2009 from 10 a.m. until noon. Please contact us to reserve your spot or to obtain a proposal for the Field Inspection program.

The anticipated release date of the .Net Building Department (Office) Application is June of 2010. At this time we are providing proposals as requested for your use in preparing your 2010 budget expenditures.

Building Department System - New Version News Program Updates

As usual, we have released several update patches to address certain concerns found in the software. We recommend that you update your program 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.

Important

Certificate Module Change

Recently there was an update to the program that largely affected the Certificate Module. Specific information regarding this change was mailed to your jurisdiction and is also available under Help|View Latest Program Changes (Web). In addition to that information, please note the following: The expiration dates of certificates that were inserted but not issued PRIOR to the update, will need to be manually entered. Since the update included modifying how expiration dates are calculated upon insertion, these certificates in pre-issue status will have incorrect expiration dates. Once again, they will need to be manually corrected.

In addition, we recognize that there has been a trend for municipalities to implement Rental Certificate Programs in an effort to increase revenue. Due to the uniqueness of each implementation, we strongly recommend on-site training. This will ensure that the setup and management of these certificates is handled correctly, providing an easy renewal and efficient billing process, year after year. For more information, please contact us.

.Net Compatibility

The .Net version of Cash Receipts, Accounts Payable and General Ledger systems are currently available. Because of this, a link between Pervasive Building

Permits and these .Net applications has been established. In addition, the .Net Assessing application has also been released. Those Permit customers using the .Net Assessing application are no longer able to do a direct import between the programs, but instead must create an export file to enable the transfer of information. If you require any assistance in this matter, please feel free to contact Permit Support.

Help/View Support Page (Web)

As always, please visit the Building Department System support web page to access the latest program update, instructional documents, and other files.

Help/View Latest Program Changes (Web)

Please note that not all updates are discussed in this log file as some changes are relatively unimportant and unnoticeable while others are user specific.

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.

Technical Support & Training Information...

Annual Support Fee Note

Your "Support Agreement," which covers program updates and technical support, for both Windows and .Net versions of our software, 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 2007, your 2010 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	dlqtax@bsasoftware.com
Delq Personal Property	taxsupport@bsasoftware.com
Special Assessment	taxsupport@bsasoftware.com
Building Dept.	permitsupport@bsasoftware.com
Utility Billing	fundacc2@bsasoftware.com
Fund Accounting	fundacc2@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 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.

Remember...

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



“Learning without thought is labor lost; thought without learning is perilous.”

Confucius

Assessing Courses

Level I - Program Introduction & 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.

**** All classes, with the exception of the '.Net Training Classes' will continue to use the Windows Version for demonstration purposes.**

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.

6-Hour Continuing Education Credit

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

.Net Assessing Training

Designed for the experienced user of the current EQ Assessing application, this course will introduce the user to the new .Net Assessing system. Topics covered include the conversion process and new features, as well as the acclimation of changes from the old to the new system.

** All classes, with the exception of the 'Net Training Classes' will continue to use the Windows Version for demonstration purposes.

Tax Courses

Level I - Introduction & Creating a Tax Roll

Recommended for the Treasurer or person creating their first tax roll using the EQ 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.



Report Writer, Queries and Filters for Tax & Assessing

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.

.Net Tax Training

Designed for the experienced user of the current EQ Tax application, this course will introduce the user to the new .Net Tax system. Topics covered include the conversion process and new features, as well as the acclimation of changes from the old to the new system.

.Net Special Assessment Training

Designed for the experienced user of the current EQ Special Assessment application, this course will introduce the user to the new .Net Special Assessment system. Topics covered include the conversion process and new features, as well as the acclimation of changes from the old to the new system.

Building Dept. Courses

Introduction Course for Inspectors

Designed for inspectors & 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 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 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 (Windows System)

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

.Net Report Designer Course



Fund Accounting .Net Report Designer

This class is designed for any Fund Accounting System user interested in learning more about the Report Designer function within the .Net applications. The class will cover creating custom reports, running report queries and editing reports.

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.

Equalizer Software Training Schedule

1st Quarter, 2010

	Monday	Tuesday	Wednesday	Thursday	Friday
January					1 New Year's Day Closed
	4 Assessing Level I	5 Assessing Level II	6 Assessing Level III	7	8
	11 .Net Assessing Training	12 .Net Tax Training	13 APEX Sketch	14	15
	18 Bldg. Dept. Inspector Intro	19 Bldg. Dept. Support Intro	20 Bldg. Dept. Administrative	21 Bldg. Dept. New Version Conversion	22
	25 Delinquent Personal Property	26	27	28	29
February	1 Tax Level I	2 Tax Level II	3	4	5 Fund Accounting .Net Report Designer
	8 Assessing Level IV	9 Asg/Tax Report Writer	10 Personal Property	11	12
	15 .Net Tax Training	16 .Net Special Assessments Training	17 .Net Assessing Training	18	19
	22 Bldg. Dept. Inspector Intro	23 Bldg. Dept. Support Intro	24 Bldg. Dept. Administrative	25 Bldg. Dept. New Version Conversion	26
March	1 APEX Sketch	2 Splits & Combination	3 Commercial/Industrial	4	5
	8	9	10	11	12
	15 Bldg. Dept. Inspector Intro	16 Bldg. Dept. Support Intro	17 Bldg. Dept. Administrative	18 Bldg. Dept. New Version Conversion	19 Special Assessments
	22	23	24	25	26
	29	30	31		

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

Registration Information

1st Quarter, 2010

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	Registrant Information
Assessing			
Assessing Level I	_____	_____	Unit: _____ County: _____ Contact: _____ Phone: _____ Email: _____ Attendees: _____ _____ _____ _____
Assessing Level II	_____	_____	
Assessing Level III	_____	_____	
Assessing Level IV	_____	_____	
Personal Property	_____	_____	
APEX Sketch	_____	_____	
Commercial/Industrial	_____	_____	
Splits & Combination	_____	_____	
.Net Assessing Training	_____	_____	
Tax			
Tax Level I	_____	_____	
Tax Level II	_____	_____	
Special Assessments	_____	_____	
Delinquent Personal Property	_____	_____	
Asg/Tax Report Writer	_____	_____	
.Net Tax Training	_____	_____	
.Net Special Asmt Training	_____	_____	
Building Dept.			
Inspector Intro	_____	_____	
Support Staff Intro	_____	_____	
Administrative (Advanced)	_____	_____	
New Version Conversion	_____	_____	
Fund Accounting			
.Net Report Designer	_____	_____	
I.T. Right Course			
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 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.**



14965 Abbey Lane
Bath, MI 48808

www.bsasoftware.com

Newsletter & Training Schedule - 1st Quarter, 2010

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

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



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.