

Service, Support, Solutions...Satisfaction

FIRST QUARTER JANUARY - MARCH 2012

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

COMMUNITY DEVELOPMENT
- 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

We Appreciate Your Support!

It's been another successful year and as always, we couldn't do it without the loyalty and support of our customers! We truly appreciate your business and are well aware we've thrived in this industry as a direct result of our relationship with you.

Over the course of this year we completed about 1,000 upgrades to .NET and implemented nearly 130 new installations, expanding our customer base to Illinois, Indiana and Florida.

This new growth in our market is keeping us very busy and has resulted in several new hires this year: Account Executives, Technical Support, Software Developers, Implementation and Training Specialists, and several Interns.

The office expansion we noted earlier this year has been completed and is large enough to accommodate 30 additional employees.

Welcome new employees


Kareem Janoudi
Software Developer


Andy Thielking
Software Developer


Mark Aikman
Software Developer


Deena Evans
Tax Support


Kevin Schafer
Account Executive


Pam Nelson
Financial Mgmt Implementation Services


Rob Burritt
Financial Mgmt Implementation & Training


Tom Magsig
Financial Mgmt Support


Kevin Keyes
Com. Development Support/Implementation & Training

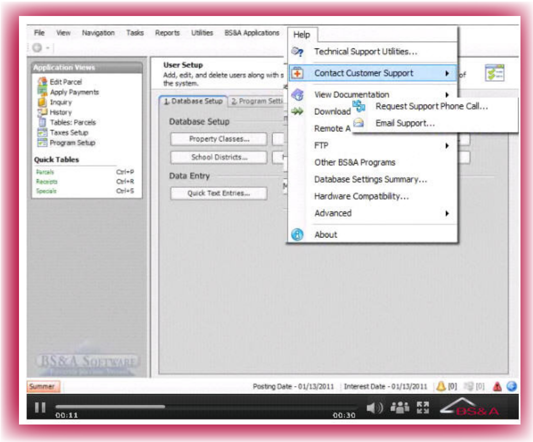

David Kirwin
Assessing Implementation & Training

Interns:
Mitch Thelen, *Software Development*
Sue Topping, *Tax Department*
Laura Koenigsknecht, *Financial Mgmt*
Ryan Klein, *Financial Mgmt*
Ashley Bowman, *Financial Mgmt*
Brian Powell, *Community Development*

Contacting Support is Easier than Ever

It is easier than ever to contact BS&A support teams. Customers can utilize our Help Menu feature in all .NET applications to either send a call-back request or an email request to the support team. This new opportunity helps us streamline the call management process, and we hope it will make it easier for you to contact our staff when you need assistance. We will continue to return calls/emails based on the order in which they're received.

To view an informative video on this feature, visit the Learning Center area of our website http://financialmanagement.bsasoftware.com/LearningCenter/GeneralVid/TabId/473/VideoId/201/Request-Support-Call.aspx.

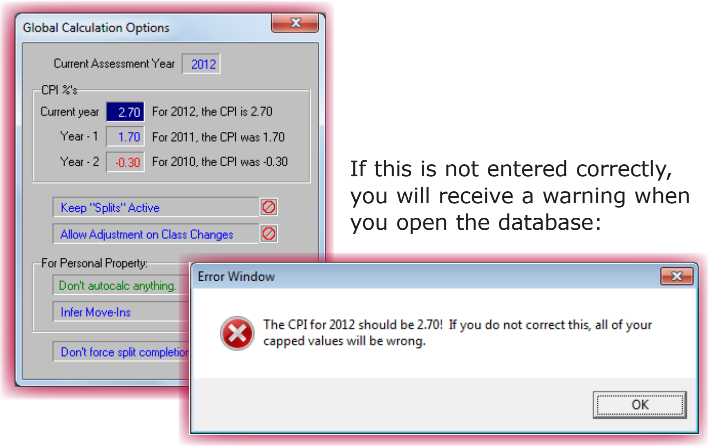


Assessing/Equalization

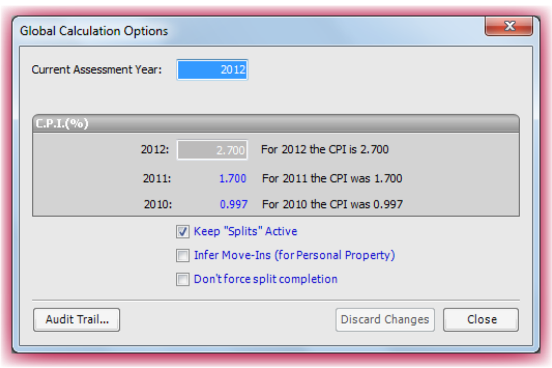
STC CPI For 2012 Roll
The STC has released the 2012 Consumer Price Index for the 2012 Assessing year.

To enter this into Pervasive Assessing, go to *Program Management>Governmental Unit Options>Global Calculation Options*:

If this is not entered correctly, you will receive a warning when you open the database:



Assessing .NET hardcodes the CPI. Download the latest update. When complete, go to *Program Setup>Program Settings Tab>Global Calc Options*. Your screen should resemble the picture:



Required STC Forms
STC forms, such as the Assessment Change Notice and Personal Property Statement, typically change slightly each year. As soon as these forms are available, we will update the Assessing application and you will get them when you download the latest version. If you do NOT have internet access, please contact us and we'll mail you the update.

e-Filing Personal Property Statements
BS&A Software has developed an online, auto-processing, Personal Property program based on State Tax Commission Form L-4175. This program has been used for a few years by select municipalities, and we are now opening it up to everyone. For further details, contact Tom in Assessing support. It's not too late to sign up to use this service this year.

Comparable Sale Analysis
The .NET version has a built-in Comparable Sale Analysis feature that is extremely valuable for MTT or BOR appeals. The analysis is based on user-defined filters, and dumps data out to an analysis grid where the appraiser makes adjustments for dissimilarities between the subject and comparables. The results are a very defensible value using the Sales Comparison Approach, and lay out the data in a professional and easy-to-follow format. If you use the GIS integration feature, the data can also be plotted on the maps.

Tax Suite

Tax
It's hard to believe another tax season is coming to a close. As always, we recommend a pre-settlement before you send your data to the county. While you should follow the instructions provided by your county at settlement time, you can do a few things in advance to make sure you are balanced and prepared to settle.

2012 is a leap year - please make sure your 'Stop Date' in Interest and Penalty Setup is set to 02/29/2012.

The Help menu in both Pervasive Tax and Tax .NET provides a list of helpful settlement documents. In the Pervasive version, look for *List of Helpful Settlement Reports*. In the .NET version, go to *View Documentation>Manual* and search for *Helpful Settlement Reports*.

The most-recommended report to run at settlement time is the Questionable Parcels/Payments Report. This report is located in *Reports > Balancing/Settlement Reports* in both the Pervasive version and the .NET version. Please run this report on all records; ideally, the report will be blank. Any problems listed on the report will need to be fixed before settlement. The .NET version lets you run the Questionable Parcels/Payments Report at the time you run the Settlement Report.

New Features in Pervasive
The Daily Cash Journal now accommodates Credit Card Payments taken via the internet. If you enter *CC* or *Credit Card* in the Check Number field, the Daily Cash Journal will now list the amount for that payment in the total Credit Card line (this feature is already in the .NET version).

P.R.E. Audit .NET
We are in the development stage of P.R.E. Audit .NET, and expect to issue a limited release Spring 2012.

County Delinquent Tax .NET
County Delinquent Tax .NET now supports electronic recording with the Register of Deeds. We are currently working with Fidlar, Record Fusion (Property Info), and Manatron. If you are interested in filing electronically with your Register of Deeds, please contact them (or us) to see if they participate.

Special Assessment (.NET & Pervasive)
If you transferred installments to the winter tax bill and have not marked the current year installments as paid, we suggest you do so at settlement time. This will ensure that when you move to the next installment year, calculated installments will reflect the correct balances.

Animal License .NET
New Features
- Default license expire dates can be set on a per-user basis (Program Setup>My Settings>My Preferences).
- License numbers will now be prefixed with zeroes when quick blocking or when setting a range on the license number.
- Fields from the Owner and License tables are now available for use with Animal-category advanced report filters. Owner fields were also added to License-category advanced report filters.

.NET Upgrade Note:
Due to scheduling, and upgrading hundreds of customers each year, we are generally requesting a 3 month lead time from signed proposal to final conversion.

Financial Management

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/LearningCenter/PRVid/TabId/183/VideoId/152/Processing-W2s.aspx

Payroll .NET User Group Registration Reminder

There are still plenty of spaces available in our December 8 and 15, 2011 Payroll .NET User Group Meeting.

The User Group is a great way for our customers to get together and see new features, go over the Year-End and W2 processes for 2011, meet the support and development staff, catch a glimpse of some upcoming projects, and participate in our open forum Q&A session. Meetings are held at our office in Bath, MI from 10 a.m. to 4 p.m. at no charge. A light breakfast and catered lunch are provided.

If you would like to register for the meeting, you can do so on our website:
http://financialmanagement.bsasoftware.com/NewsClasses/Classes.aspx

We look forward to seeing you there!

Payroll .NET User Group Suggestions and Topics

We are looking for suggestions of items you would like to see discussed or explained at the next User Group. Please visit the following link: http://financialmanagement.bsasoftware.com/NewsClasses/Classes.aspx. Click the 'Click Here' link under each of the User Group dates to submit your ideas.

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.

Internet Services

Are you online yet?

Over 550 municipalities have their Assessing, Tax, Permit, and Utility Billing data online through Internet Services, making it available to the public 24/7. Our Pay-Per-Hit option lets you provide this service at no cost to the municipality, so sign up today!

Some of the latest enhancements to the service include:

- Improved code in the real-time service and FTP clients to allow for more uptime and better data transfers for more up-to-date information.
- When a unit is disabled (typically when we are updating data), a custom message will inform users when sites will be down for an extended period of time.
- A Usage Chart for Utility Billing .NET displays the usage history of an account (not available for Pervasive Utility Billing).
- Cemetery Management data may now be displayed.

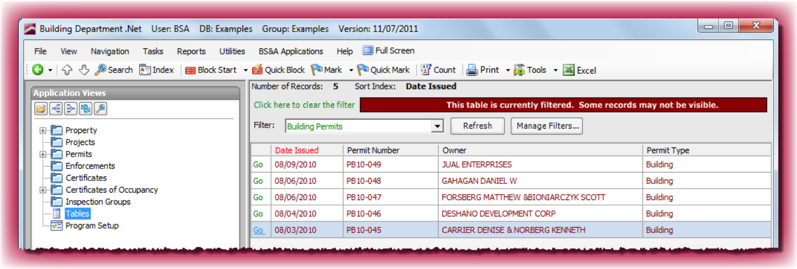
Community Development

Building Department .NET

We are continuing to receive a large number of orders and upgrades to our new .NET applications and are doing our best to process these orders 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 application.

New Features:

The Table Filter is among the many enhancements in the .NET version: create a filter in a Table and save that filter for use in other areas (reports, GIS). Please check our update log in the application and on the web for a current list of new features and enhancements.

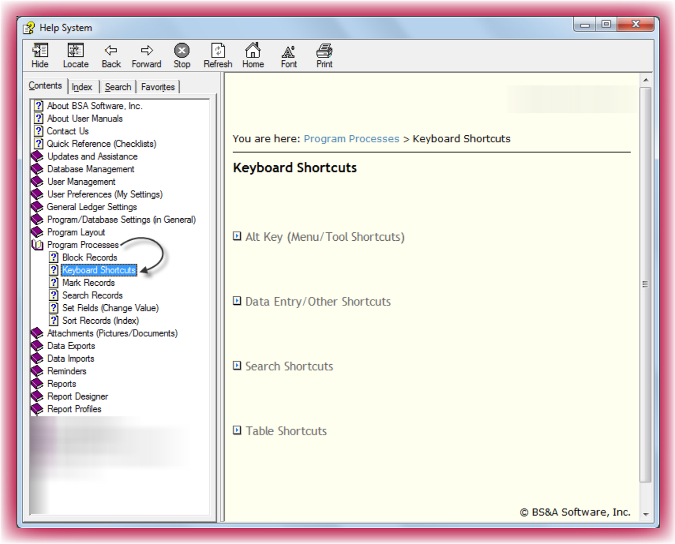


As always, please contact Community Development Technical Support if you have any questions, would like some literature on any of our applications, or would like a proposal.

All Applications

Keyboard Shortcuts

.NET manuals now include a 'Keyboard Shortcuts' topic, located in the Program Processes chapter. This topic lists shortcuts for Searches, Tables, Menus, Tools, and general data entry. Download the latest manual by going to your *Help Menu>View Documentation>Download Latest Manual*. Print or PDF versions are available upon request.



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 many 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

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. Therefore, if you were a new customer in 2009, your 2012 Support Fee will increase 4%. This does not apply to upgrades to the .NET applications where fees are increased by the annual CPI, or 2%.

"Develop a passion for learning. If you do, you will never cease to grow." *Anthony J. D'Angelo*

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 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.

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/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 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 .Net System.

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 will cover the details of inputting Commercial/Industrial structures into the Equalizer Assessing .NET System. 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 will introduce the user to the new Assessing .NET System. Topics covered include the conversion process and new features, as well as the acclimation of changes from the old to the new 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 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 will introduce users of the Assessing .NET System 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.

Note: All Tax System-related classes, with the exception of the one-day Tax pervasive class, will be taught using the .NET version.

Tax .NET Courses

Level I - Introduction & Creating a Tax Roll
Recommended for the Treasurer or person creating their first tax roll using the EQ Tax .NET System. Course includes a thorough program overview as well as general setup and tax setup items relevant to creating a tax roll. Importing from EQ 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. Course will also include payment processing, adjustments, and roll balancing with reports related to each item.

Equalizer 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 System
Designed to acquaint new users with the Equalizer Delinquent Personal Property .NET 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 Designer.

Tax .NET Report Designer
This course will introduce users of the Tax .NET System 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 will be an overview of the pervasive Tax System. Designed for new users, this class will cover 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 will also include 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 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.

Financial Management Courses

Fund Accounting I
This course is designed for anyone wishing to grasp the basics of fund accounting. Topics covered will be: description of fund accounting, components of a uniform chart of accounts, typical accounting transactions including inter-fund activity, pooled cash vs. non-pooled cash, internal controls, preparing an account reconciliation, budgeting, basic financial statements and what to expect during your annual audit.

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

.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 will cover creating custom reports, running report queries and editing reports.

Host I.T. Right

DNN Web Design Class
Learn the basics of DNN Software and maintain your own professional looking website. 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

1st Quarter, 2012

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

January

Monday	Tuesday	Wednesday	Thursday	Friday
2 Closed New Year's Observed	3	4 Personal Property (using Assessing .NET)	5 Splits & Combinations (using Assessing .NET)	6 Assessing .NET Report Designer
9	10	11 Tax I .NET	12 Tax II .NET	13 Special Assessments .NET
16	17	18 Assessing .NET Upgrade	19 APEX Sketch (using Assessing .NET)	20 I.T. Right DNN Web Design
23	24	25	26	27
30 Comm. Development Support Staff Intro	31 Comm. Development Administrative Staff			

February

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

March

Monday	Tuesday	Wednesday	Thursday	Friday
			1	2
5	6	7	8	9
12	13 I.T. Right DNN Web Design	14	15	16
19 Comm. Development Support Staff Intro	20 Comm. Development Administrative Staff	21	22	23
26	27 Delinquent Personal Property .NET	28	29	30

Registration Information

1st Quarter, 2012

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	______	______
Splits & Combinations	______	______
Assessing .NET Report Designer	______	______
Assessing .NET Upgrade	______	______
Tax .NET		
Tax Level I	______	______
Tax Level II	______	______
Special Assessments	______	______
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)

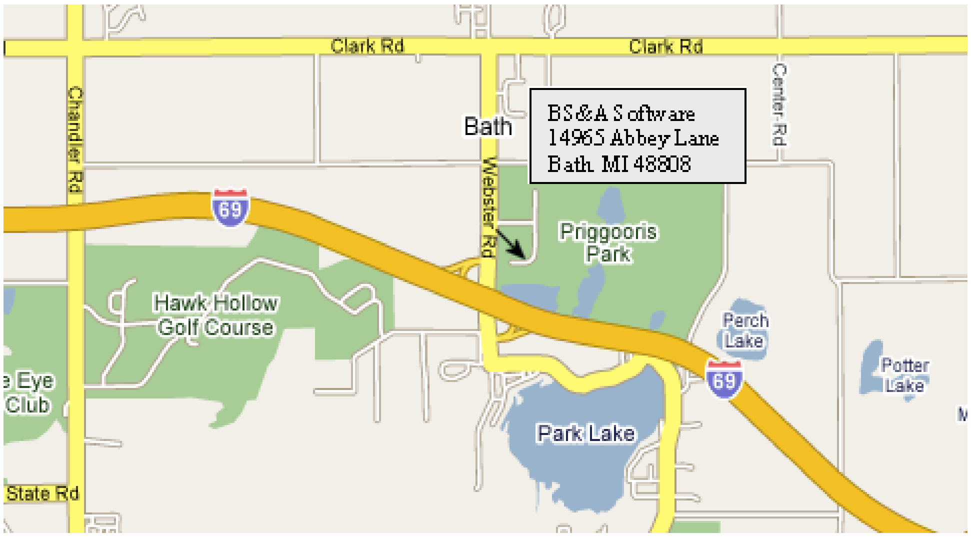
I-69 NORTH (Marshall area) – Travel North on I-69, continue on East I-69 towards Flint, to Webster Rd Exit (Exit 92)

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

1st Quarter 2012

14965 Abbey Lane | Bath, MI 48808