BS&A SOFTWARE

Service, Support, Solutions...Satisfaction

THIRD QUARTER
JULY - SEPTEMBER 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

BS&A briefings...

2012 has proven to be an incredible year for us so far. In the last four months, we've welcomed forty new Financial Management customers, resulting in $2.5 million in sales We've slowly been expanding these products into markets outside of Michigan, and have been gaining ground in places like Wisconsin, Indiana, Arkansas, and Florida. BS&A Software is now in fourteen states!

To accommodate this growth, we've added more than twenty full-time employees and interns across all of our departments. Many of our interns have recently accepted full-time positions with us. We are expecting to break ground this month on a 4,000 square foot addition to accommodate an additional thirty employees.

While we are very pleased with our continued business expansion and presence in new markets, we are mindful that we need to control our growth and have been selective in new business opportunities.

The .NET upgrade rollout is also moving along very rapidly. Nearly 75% of our Financial Management customers are using the .NET version. Assessing .NET and Tax .NET users equal about 50% and 60%, respectively.

BS&A remains dedicated - first and foremost - to our customers. The growth we're experiencing serves to remind us that we are here because of you. To ensure your continued satisfaction, we will again be sending out our Products & Services Survey to get your feedback and suggestions on how we can improve. Look for this in September - we'd love to hear from you!

Upcoming Conferences

Michigan Association of Equalization Directors	July 15-18
Michigan Assessors Association	August 5-9
Wisconsin Municipal Clerks Association	August 22-24
Michigan Association of County Treasurers	August 26-29
MI Townships Assoc. - Fall District Tour	September - TBA
Illinois GFOA	September 9-11
MI-GMIS	September 19-20
MI Communities Assoc. of Mapping Professionals	September 19-21
Wisconsin GFOA	September 20-21
MI Association of Counties	September 23-25
MI GFOA - Fall Seminar	September 23-26

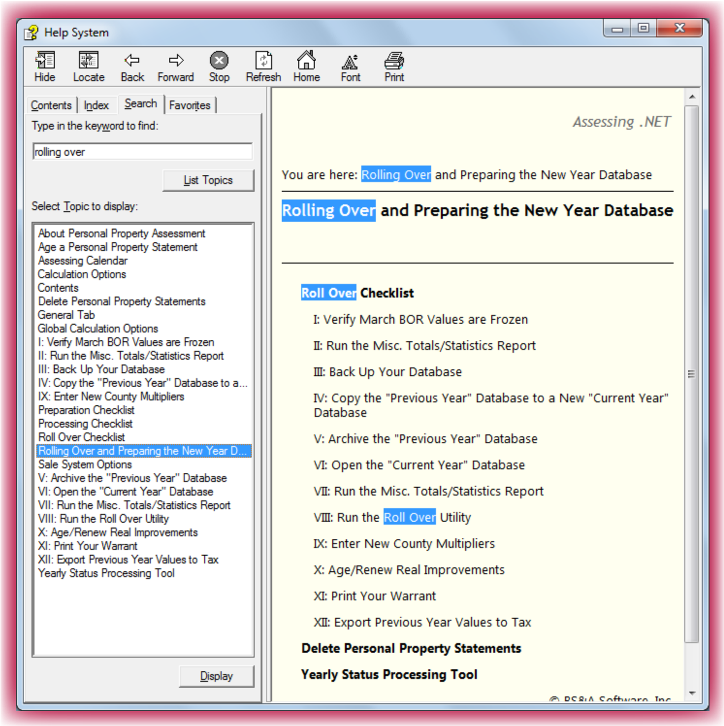
14965 Abbey Lane | Bath, MI 48808 | Toll Free: (855) BSA-SOFT | (517) 641-8900 | (517) 641-8960 | www.bsasoftware.com

Assessing/Equalization

Rolling Over Your Database for the 2013 Assessment Cycle

Pervasive Users
Click *Help>Other Documentation>Roll over reference*. This will guide you through the roll over process step-by-step. *Help>Other Documentation* contains a number of useful guides to assist you throughout the assessing year. A .PDF of the user manual is located directly under the Help menu as well.

.NET Users
Click *Help>View Documentation>Manual*. Click the **Search** tab and enter **rolling over**. Double-click **Rolling Over and Preparing the New Year Database**.



A video of the roll over process is also available. Click *Help>View Documentation>Tutorials*. When the page opens, click **2** (beneath the video thumbnails) to go the second page. Click **Rolling over a database** to launch the video.

In General
Updates: There have been many updates and enhancements to Assessing during the last quarter. These changes to the program are documented on our website.

L-4025: Due to how the L-4025 is calculated, the ONLY numbers that you will be able to balance to other reports generated in Assessing are the TOTAL PREVIOUS and CURRENT TAXABLE values (unless you have Sr/Ctzn/Dis Fam Hsg-PILT parcels, as these report on all other AD-VALOREM totals but not the L-4025 or L-4028 reports). You will NOT be able to balance the PRE/Non PRE numbers to ANY of the other reports.

New Legislation - SB 349: As of this writing, we are diligently working on updating the Assessing [and Tax] programs to comply with this Act. We fully anticipate having an update available by June 1st.

Equalization: We are continuing our efforts to work with the MAED Standards Committee on enhancing this program.

Remote data collection: We are exploring ideas on the most practical and efficient way to handle field data collection in Assessing. We expect to continue this project during the summer of 2012.

GIS and printing maps: We are updating the program to allow for printing to large scale printers/plotters. For example, Land Value Maps or full Property Tax Maps will be printed to a 30" x 30" paper size.

Tax Suite

Tax (.NET & Pervasive)

SB 349 (also known as PA114) passed and we fully anticipate an update by June 1st to accommodate these legislation changes.

2012 Tax Collection
Important! Did you update before you started your 2012 database so that you have the most recent legislation changes?

As you prepare to start the 2012 Tax collection, you may want to verify a few things in your new database. Of course, if you need assistance please contact Tax Support.

- Verify the Interest and Penalty Setup (in the Taxes Setup Screen) BEFORE interest and penalties are due. This will help you avoid problems with interest and penalty charges on parcels. Once interest and penalty become due, if you need to change the interest amount, you can either change the interest date at the bottom of your screen prior to taking the payment, or click on Override Options and change the amount of interest and penalty due.
- Updating history for the prior year will allow you to see if parcels were paid in the prior year without changing databases. In the prior year database, go to *Utilities>History File Options>Update History Database with Current Tax Information* and run this on all records.
- When you create your new database, the mortgage codes on parcels do not automatically populate. You must either bring those codes forward from the prior year or get new codes from the mortgage companies. You can request an electronic file from the mortgage companies that can be easily imported into your new database.
- September 15th is a Saturday this year. If this is your last day to pay without interest, you may wish to extend that date until Monday the 17th. To pay the parcel without interest, we recommend changing the Interest date at the bottom of the screen back to the 15th before accepting these payments.

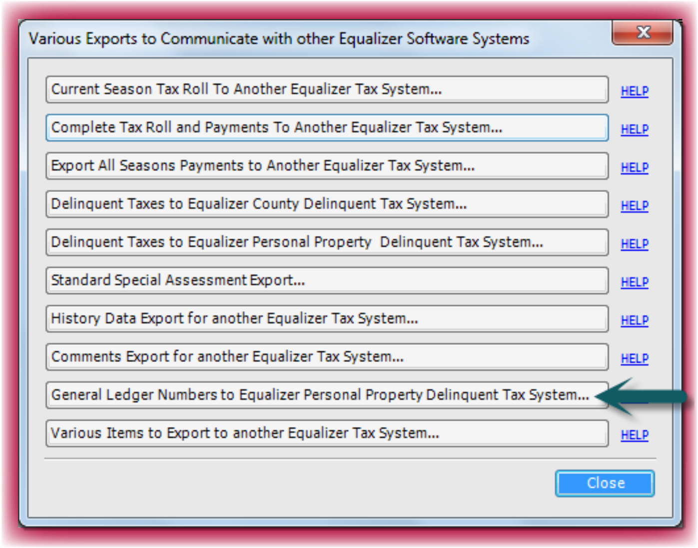
County Delinquent Tax .NET
Many of our .NET County customers have begun to utilize Web Service direct exports to their Register of Deeds office for recording. If you are interested in this custom service, contact your ROD and see if their software vendor offers this service. There is a customization charge for this service; however, our customers who are currently on this service have found it to be extremely useful.

PRE Audit .NET
We have begun a controlled release of the .NET version of our PRE Audit program. If you want to upgrade to PRE Audit .NET and have not signed a proposal for this application, please contact our office at (855) 272-7638. If you have already sent in a signed proposal, our installers will be contacting you to schedule an installation date.

Animal License .NET
We have added a feature to Animal License .NET that will warn the user if the Rabies Expiration date entered will expire before the License Expiration date on new and renewed licenses.

Special Assessment
If you transfer your yearly installments to the Tax program, before calculating installments for the current year, verify that the prior year installments have been marked as paid. This will ensure that the correct installment is calculated this year.

Delinquent Personal Property .NET
Our Tax .NET program now has an export to send GL numbers from Tax to Delinquent Personal Property .NET. A linked Delinquent Personal Property database is required for this export process.



Financial Management

User Group Meetings Scheduled:
We are pleased to announce that we will be holding our annual Utility Billing and Big 3 .NET User Group Meetings this summer. These meetings are a great way for our customers to get together and see new features, 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, 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
- Fill out the online suggestion form at: http://financialmanagement.bsasoftware.com/SuggestionForm.aspx
- Call the Financial Management Support Department at (855) 272-7638

The meetings will be held at our office in Bath 10:00 a.m. - 4:00 p.m. - no charge - and a light breakfast and lunch will be provided. We look forward to seeing you there!

You may register for user groups by going to the website at: http://financialmanagement.bsasoftware.com/NewsClasses/Classes.aspx

Utility Billing	July 13th and August 17th
Big 3 (GL, AP, CR)	July 20th and August 24th

New Support Staff
We have two new members of our Financial Management Technical Support team. Ryan Klein graduated from U of M with his bachelor's in Economics, and has recently begun his full time employment as a Support Tech.

Taylor Feldpausch has a Bachelor of Business Management from Northwood University and began full time employment as a Support Tech in May.

Community Development

Building Department .NET
If you recently returned a proposal for our .NET version, please be aware that we are doing our best to schedule installation/conversion/training as quickly as possible. Please note that some training will be required (even for an upgrade) so that users can fully utilize the new features of the program.

New Features
We recently added the Assessing Live-Link feature. If Building .NET and Assessing .NET are in the same Shared Database Group, you can view name discrepancies between the two databases with the click of a button. From that view, you may update just that one name record (owner or taxpayer) by clicking "Update".

Classes
We have added several .NET classes, noted at the end of this newsletter.

Looking Ahead
Our Community Development Web Page has been released. Please check back often as we are releasing Help Docs and videos to supplement your training and further your understanding of our program.

We are still in the process of building our Report Library. Customers will be able to import reports from this library rather than designing their own. The reports will be editable so that customers can make changes to fit their needs. If you have reports that you would like us to include, please call or email our support department at permitsupport@bsasoftware.com and we will contact you to make arrangements to gather those reports.

Additionally, we are currently working on escrow handling, which is aimed at managing payments to outside consultants as well as tracking inspector commissions. We will let you know when this feature is complete by way of our Message Center.

We are very close to releasing the first version of our "On-Line Permit Application and Inspection Request" software. We are currently beta-testing this software and expect the full release by the end of the summer.

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.

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

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.

Using Apex with Assessing/Equalization

This class covers the use of Apex (latest version available) with our Assessing/Equalization .NET application. 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 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.

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.

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 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.

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 Courses

Support Staff Intro .NET
This course 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 course is designed for admin-level users and assumes prior training has been done in Building Department .NET Support Introduction. This course covers the more advanced features of Building Department .NET and how to best utilize the program to manage your properties.

Support Staff Intro (Pervasive)
This course covers the basic features of Pervasive Building Department. Participants will be introduced to the layout of the program, along with the fundamentals of program management and data entry.

Administration Staff (Pervasive)
This course is designed for admin-level users and assumes prior training has been done in (Pervasive) Building Department Support Introduction. This course covers the more advanced features of Building Department and how to best utilize the program to manage your properties.

Community Development Report Designer
The Introduction to the Building Department .NET Report Writer course takes the user through the theory, design and functionality of your powerful new reporting tool. Each user will get interactive, hands-on experience with a knowledgeable instructor that walks you 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.

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

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.

3rd Quarter, 2012

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

July

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

August

Monday	Tuesday	Wednesday	Thursday	Friday
		1	2 Delinquent Personal Property .NET	3
6	7	8 Financial Management .NET Report Designer	9	10
13	14	15	16 Tax (Pervasive)	17 UB User Group Meeting
20 Comm. Dev. .NET Report Designer	21 Tax .NET Tips & Tricks	22	23 Assessing .NET Upgrade	24 Big 3 User Group Meeting
27 Comm. Dev. Support Staff Intro (.NET)	28 Comm. Dev. Administrative Staff (Pervasive)	29 Assessing .NET Level I	30 Assessing .NET Level II	31 Assessing .NET Level III

September

Monday	Tuesday	Wednesday	Thursday	Friday
3 Closed Labor Day	4	5	6	7
10 Comm. Dev. Support Staff Intro (Pervasive)	11 Comm. Dev. Administrative Staff (.NET)	12 I.T. Right DNN Web Design	13	14
17	18	19	20	21
24 Comm. Dev. .NET Report Designer	25 Assessing .NET Report Designer	26 Using APEX with Assessing .NET	27 Special Assessments (Pervasive)	28 Assessing .NET Level IV

Registration Information

3rd 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	______	______
Commercial Industrial	______	______
Using APEX w/ Assessing .NET	______	______
Assessing .NET Report Designer	______	______
Assessing .NET Upgrade	______	______
Tax .NET		
Tax Level I	______	______
Tax Level II	______	______
Special Assessments (Pervasive)	______	______
Delinquent Personal Property	______	______
Tax .NET Report Designer	______	______
Tax (Pervasive)	______	______
Tax .NET Tips & Tricks	______	______
Community Development		
Support Staff Intro (Pervasive)	______	______
Support Staff Intro (.NET)	______	______
Administrative (Pervasive)	______	______
Administrative (.NET)	______	______
Comm Dev .NET Report Designer	______	______
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.**