BS&A SOFTWARE

Service, Support, Solutions...Satisfaction

FOURTH QUARTER
OCTOBER - DECEMBER 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

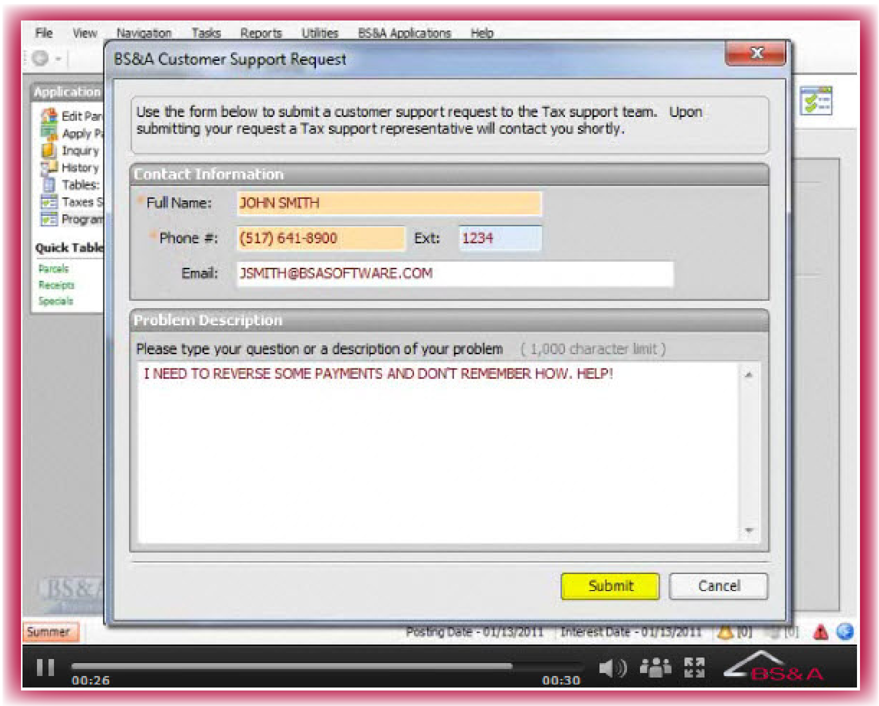
ASSESSING & PROPERTY TAX SUITE
- Assessing/Equalization
- County Delinquent Tax
- Drain Assessment
- Drain Ledger
- Delinquent Personal Property
- P.R.E. Audit
- Special Assessment
- Property Tax

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...

As we grow, we are adding new, high quality development, support, and implementation personnel on a regular basis. In fact, we have added fifteen in the last six months alone. We continue to consider support as our top priority, and have made contacting us easier than ever. 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. This 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. All requests will continue to be answered or returned within the normal turn-around time to which you are accustomed. 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.



Upcoming Conferences

Indiana Association of Cities and Towns	October 2-4
Michigan Municipal League	October 3-5
Michigan Municipal Treasurers Association	October 7-10
Illinois Municipal League	October 18-20

Assessing/Equalization

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

PRE Program Changes
Due to the legislative changes on how PREs are treated for 2012, 2013, and beyond, there have been several changes/additions. Specific changes are on the Value Change Report and the Misc/Stats Report. The purpose was to develop an easy-to-use report for balancing Assessing values to the Tax program. The Value Change Report has a Report Option to specify a date range to include PRE adjustments. There is also a totals recap at the end of the report that gives PRE totals WITH and WITHOUT any Winter PRE adjustments. The Misc/Stats report has a new Report Option to SHOW BALANCE TOTALS TO TAX. This option will show the same PRE totals as the Value Change Report. The user also has the same option to display adjustments or show totals up to a specified date. This option allows the user to generate a report that balances with the Tax program by reporting totals up to a specific date.

There have also been two new columns added to the Misc/Stats Report - the PRE Times Taxable column and PRE times SEV column now show totals W/O WINTER PREs and W/O WINTER NON-PREs. These new columns assist with balancing and allow the user to determine PRE totals without the effect of any WINTER PRE adjustments that were done.

Tax Suite

Tax (.NET & Pervasive)

PA 114 Law Changes Made Effective May 1, 2012
As you are aware, we worked diligently during the month of May to add program changes to accommodate the new law in time for the summer 2012 tax billing. We want to again thank you for your patience during that time. Since then, we have implemented a few other changes in the .NET version of Tax to better handle the Winter-Only PREs in the Differences button. These changes handle most every scenario in the summer, so that differences not affecting summer are not viewed. As we head into the winter billing season, be sure to review all PRE changes and make sure they are up-to-date.

.NET MTT Calculator Change
As of July 1, 2012, the Michigan Tax Tribunal changed the Interest Refund Rate for the remainder of 2012. We made changes in Tax, Delinquent Personal Property, and County Delinquent Tax to accommodate more than one rate per year.

With each newsletter we try to point out some helpful tips for the upcoming season, and winter billing is almost here.

- If you print your own bills in .NET:
  Please visit the program manual and review the Winter Billing Checklist. *Help>View Documentation>Manual*. Click **Search** and enter **Winter Billing Checklist**.
- If you print your own bills in Pervasive:
  Please go to *Help>View Documentation* and print the **Winter Taxes Do, Don't List**.
- If you import winter taxes from the county:
  We will be happy to assist our county users with exports and our local unit users with imports.
  - County users, please email taxsupport@bsasoftware.com with a copy of the instructions to local units and we will be ready to assist those units when they call.
  - Local unit users, please make a backup of your database prior to calling for help with the import. This will expedite your call and allow us to assist you with the import.

Visit our website for several program tutorials at:
http://property.bsasoftware.com/LearningCenter/Tutorials.aspx

Special Assessment .NET

• If you transfer Special Assessment installments to the Tax program, there are a few things to consider regarding installment payments.
- Make sure the prior year installments have been marked as paid.
- You can pay the installments at the same time they are transferred to the Tax program. Another option is to use the Tax program setting to send payments back to Special Assessment once the tax bill is paid. It is very important to only do one or the other. We have seen some instances where both options were used, resulting in two special assessment installment payments in the current year.
- Before transferring installments to the Tax program, be sure to verify the Special Assessment database is linked to the correct Tax database.

County Delinquent Tax .NET

As a reminder, the October 1st Certified Notice fee can be added from the Utilities menu. Go to *Utilities>Forfeiture/Foreclosure Utilities>Add October 1st Fee*. Be sure to read all prompts and respond accordingly. Any other fees to be added during the fourth quarter can also be found in the Utilities menu.

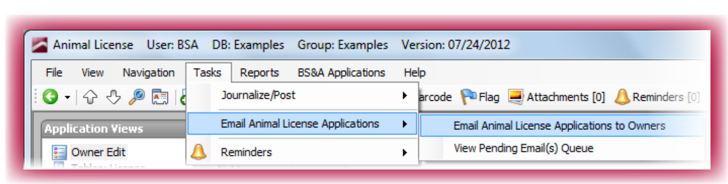
PRE Audit .NET

The .NET version has been out for about 6 months now and is going well. A few new features:

- Direct import of Name/Address information from Assessing
- Direct import of values from Tax
- Value adjustments
- Links to Cash Receipting/General Ledger

Animal License .NET

.NET has a new feature letting you email license applications to all valid email addresses or to owners who have been designated as "paperless":



Financial Management

Upcoming Classes

.NET Report Designer (Financial Management)
October 12, 2012 9:00-4:00

Fund Accounting I
October 17, 2012 9:00-4:00

Fund Accounting II
October 18, 2012 9:00-4:00

PR User Group Meetings
November 30, 2012 9:00-3:00
December 7, 2012 9:00-3:00

2012 Payroll/Timesheets/Human Resources .NET User Group Meetings

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

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

To ensure that we cover topics you would like information on, 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 our 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 9:00 a.m. - 3:00 p.m. - no charge - and a light breakfast and lunch will be provided. We look forward to seeing you there!

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/pr_yearend.pdf

Exporting Delinquent Utility Bills and Miscellaneous Receivables to BS&A Tax
If you are going to be exporting your delinquent utility bills or miscellaneous receivables to BS&A Tax for your Winter tax bills, please don't hesitate to call the Financial Management Support Department for help or click on the links below for our helpful step-by-step documents on the process.

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

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

Accounts Payable Year End 1099 Processing
The time of year to process your Vendor 1099s is quickly approaching. For assistance with the process, please don't hesitate to call the Financial Management Support Department or click on the link below for a helpful step-by-step document on the process.

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

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
Have you noticed all of the new reports that we've been adding over the past few months? These are system reports and we think that you can really benefit from them. If you have any questions about any of them, please give us a call.

Events/Classes
We are pleased to announce that we will be holding our 2013 Community Development User Group Meetings on January 15th and February 21st.

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: lmerians@bsasoftware.com
- Fill out the online suggestion form at: http://communitydevelopment.bsasoftware.com/SuggestionForm.aspx
- Call the Community Development Support Department at (855) 272-7638

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. You may register for user group meetings by going to the website at: http://communitydevelopment.bsasoftware.com/NewsEvents/News.aspx. We look forward to seeing you there!

We have added several .NET classes , noted at the end of this newsletter. Please note that if we have fewer than 3 people signed up for a class, it will be canceled. We are happy to provide you with a proposal for on-site training, where you will receive personal instruction for an individual or the entire staff.

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

We are still in the process of building our Report Library. You will be able to import reports from this library as an alternative to designing your own. The reports will be editable, letting you make changes that fit your 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 make arrangements to gather those reports.

We have released the AccessMyGov On-Line Inspection Scheduling Service and we are close to releasing the On-Line Permit Application module. Please call (855) 272-7638 to request a proposal.

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

New to the Department
Congratulations to Jeremy Latuszek, who has taken on the role of Community Development Department trainer. Jeremy has been with BS&A Software for over 4 years, working predominantly in the IT Department.

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%.

"Leadership and learning are indispensable to each other." *John F. Kennedy*

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.

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.

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

4th Quarter, 2012

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

October

Monday	Tuesday	Wednesday	Thursday	Friday
1 Tax I .NET	2 Tax II .NET	3 Special Assessments .NET	4	5
8	9	10	11	12 Financial Management .NET Report Designer
15	16 Tax (Pervasive)	17 Fund Accounting I	18 Fund Accounting II	19 Personal Property (using Assessing .NET)
22 Comm. Dev. Support Staff Intro (.NET)	23 Comm. Dev. Administrative Staff (Pervasive)	24 Assessing .NET Level I	25 Assessing .NET Level II	26 Assessing .NET Level III
29	30 I.T. Right DNN Web Design	31		

November

Monday	Tuesday	Wednesday	Thursday	Friday
			1 Special Assessments .NET	2 Assessing .NET Level IV
5 Comm. Dev. Administrative Staff (.NET)	6 Comm. Dev. Support Staff Intro (Pervasive)	7	8 Tax .NET Tips & Tricks	9 Tax .NET Report Designer
12 Comm. Dev. .NET Report Designer	13	14 Assessing .NET Upgrade	15 Using APEX with Assessing .NET	16 Commercial/Industrial (using Assessing .NET)
19	20	21 I.T. Right DNN Web Design	22 Closed Thanksgiving	23 Closed
26	27	28	29 Assessing .NET Report Designer	30 Payroll User Group Meeting

December

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5 Comm. Dev. Support Staff Intro (.NET)	6 Comm. Dev. Administrative Staff (Pervasive)	7 Payroll User Group Meeting
10 Tax I .NET	11 Tax II .NET	12 Assessing .NET Level III	13 Using APEX with Assessing .NET	14
17	18	19	20	21 I.T. Right DNN Web Design
24 Closed Christmas Eve	25 Closed Christmas	26	27	28
31 Closed New Year's Eve				

Registration Information

4th 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.**

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)

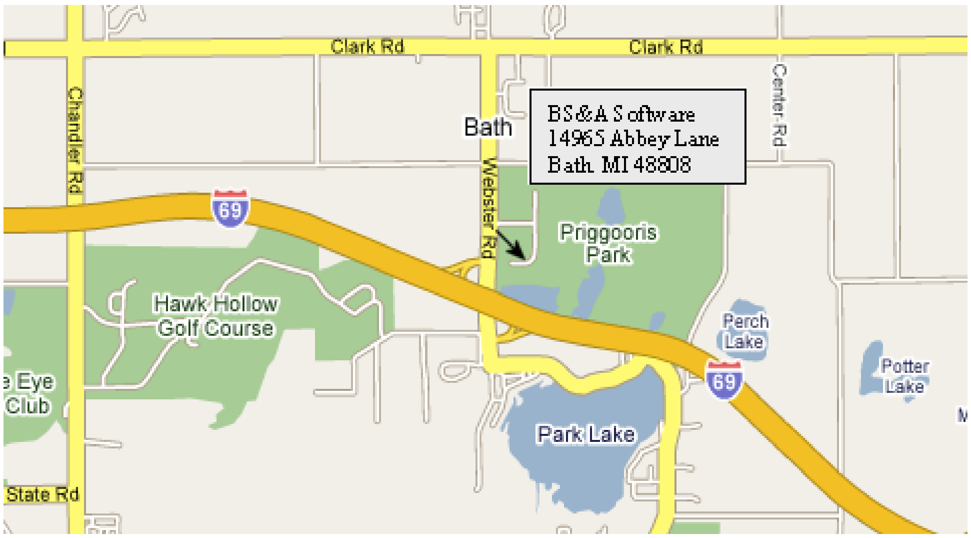
I-27 SOUTH (Mt. Pleasant area) – Travel South on I-27 to I-69 East towards Flint, to Webster Rd Exit (Exit 92)

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 on I-69 towards Flint, to Webster Rd Exit (Exit 92)

I-96 EAST (Muskegon area) – Travel East on I-96 to I-69 East, then East on 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

4th Quarter 2012

14965 Abbey Lane | Bath, MI 48808