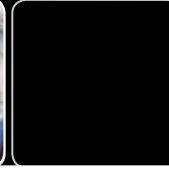
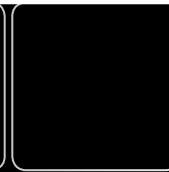




Service, Support, Solutions...Satisfaction



SECOND QUARTER APRIL - JUNE 2013

FINANCIAL MANAGEMENT

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

FM ANCILLARY APPLICATIONS

- Inventory Management
- Work Order Management

COMMUNITY DEVELOPMENT

- Building Department
- Field Inspection

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
- Request for Action

BS&A briefings...

BS&A's New Community Site

BS&A is excited to launch our first online customer forum: the BS&A Community. The new community is hosted by our business partner, Get Satisfaction, and will enable members to post discussions and read and respond to posts made by other members. Unlike a blog, which is usually written by one user, an internet forum like the BS&A Community allows all members to create posts and start new topics.

The new community site will not only enable you to interact with our BS&A support staff, but will encourage communication with other BS&A municipalities as well. Our overall goal for the site is to help us build better, stronger, and lasting relationships with our current customer base. On March 1st, the BS&A Community will be integrated into our BS&A applications and ready for use by you and our staff.

Throughout the site, you will be able to ask questions, answer questions, and share ideas. Our BS&A support staff will oversee the community to ensure quality answers and proper feedback. There will also be an area on the right-hand side of the community home page to allow easy access to other important BS&A sites, such as our BS&A website and a shortcut to our support contact page.

The BS&A Community can be accessed through any of the BS&A applications by selecting the "BS&A Online Community" option, located under the Help menu. You may also notice a new icon next to the update globe at the bottom right corner of the program screen; this button can be used to enter the community as well.

To help make the community site immediately useful, our support staff has provided Frequently Asked Questions (FAQs). The FAQs were developed based on questions our support staff receives regularly. You can find the list of FAQs for each program by clicking on the product link in the lower right section of the main community page. As the community grows, there will be additional topics posted by customers and support staff. Customers and BS&A support staff alike will be able to provide assistance and carry on conversations in the community, all of which will help us better engage our users.

Conference Calendar

Michigan Municipal League	April 9-10
Wisconsin Governmental Finance Office Association	April 18-19
Michigan Association of Township Supervisors	April 24-26
Government Finance Officers Association of Pennsylvania	April 29 - May 1
Code Officials Conference of Michigan	April 30 - May 2
Government Finance Officers Association - San Francisco	June 2-5
Florida Association of City Clerks	June 6-12
Indiana League of Municipal Clerks & Treasurers	June 9-13
Michigan Association of Municipal Clerks	June 19-21
Florida Government Finance Officer Association	June 22-26

BS&A briefings...

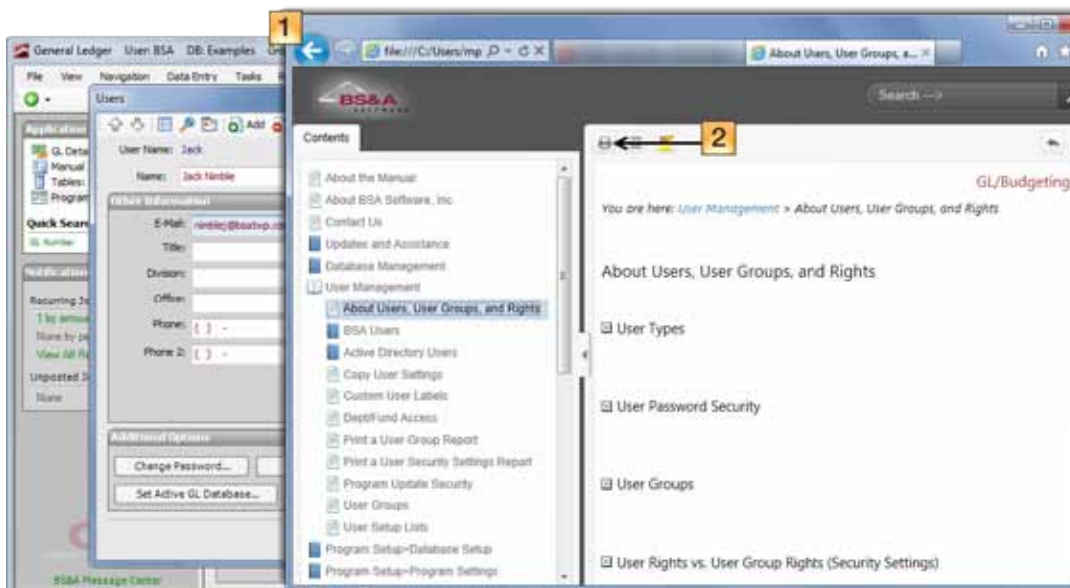
At BS&A, we are always interested in hearing how we can better accommodate you to fully meet your needs. The "Share an idea" and "Report a problem" sections of the site will assist us in staying in-tune with your requests, and allow us to better prioritize our development schedules. We will be able to use these sections to determine the areas in which we can improve, and apply these ideas to ensure we continue to have satisfied customers.

We are confident that this community site will be another way for us to provide outstanding support and strengthen relationships with all of our customers. BS&A will continue, as always, to provide the exceptional phone and email support to which you are accustomed. Our staff looks forward to interacting with all of our customers on the new site and can't wait to hear your questions and comments!

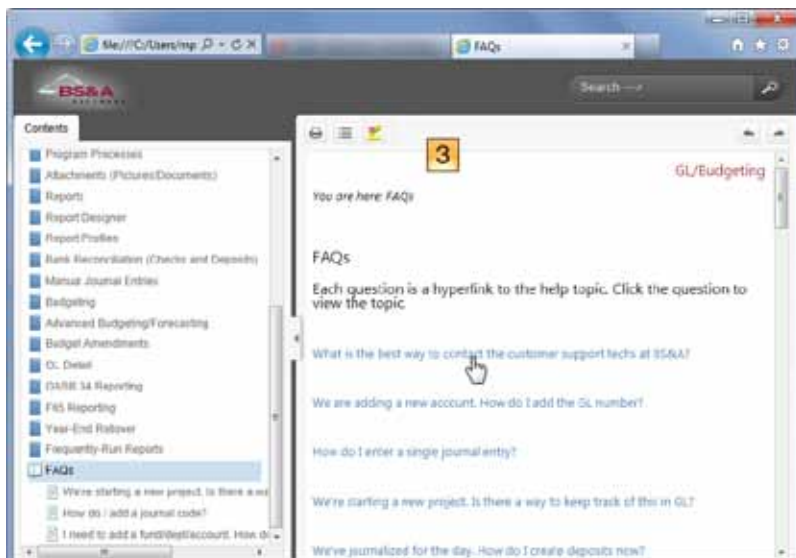
New Software Manual Format

The manual is a collection of "help doc"-style topics: step-by-step instructions that quickly get you through a task. Where necessary, a topic entitled "About [_____]" provides more detailed information.

The manual is designed primarily as an on-screen companion to your software and is distributed in HTML5 (a newer Web Help format). The manual opens separately from your BS&A program (1) for side-by-side comparison, and each topic in the manual may be printed (2).



An FAQ page presents real questions submitted by customers, which in turn link to the relevant help topic (3).



Changes to the software can be documented and distributed much more rapidly using an electronic version rather than the old printed version. While PDF copies of an older print manual style may be downloaded from our website, please be aware they may not contain the very latest information.

The Manual is best viewed in IE9, FireFox, or Google Chrome. If you are running IE8, you may experience functionality issues and will need to disable Compatibility Mode. Instructions follow, or please feel free to contact our IT Support Department at (855) 272-7638 or tech@bsasoftware.com.

1. Open Internet Explorer.
2. In the upper right corner, click the dropdown labeled "Page" and select "Compatibility View Settings."
3. In the small window that appears, uncheck the boxes labeled "Display intranet sites in Compatibility View" and "Display all websites in Compatibility View."
4. Click Close.
5. Close Internet Explorer, then re-launch your manual.

Assessing/Equalization

Program Issues of Note:

There have been several small changes to Assessing. Users with internet access can download the latest update from within the application by going to *Help>Download Latest Version*. There is also a CHANGE LOG accessible by going to *Help>Download Latest Version*. Click on Manual Download, then click on Open BS&A Program Update Page. The menu will give a list of all of the changes contained in the update, as well as any prior changes.

Freezing the Assessors Values

It is that time of year to start getting ready to print Assessment Change Notices and present the roll to the March Board of Review. It is very important to FREEZE the ASSESSORS values prior to printing the Assessment Change Notices, and prior to turning the roll over to the MBOR. To freeze the Assessors values, you MUST first run the Write Floating Values tool for ALL RECORDS. Once that has been done:

- Pervasive users: Go to *Program Management>Gov Unit Options>Freeze Options*. Set the Freeze Real field to Freeze Assessors Values.
- .NET users: Go to *Program Setup>Database Setup>Governmental Units*. Click the Options tab, then click the Calculation Options button. Set the Freeze Real field to Freeze Assessors Values.

You can also freeze Personal Values at this time, although most users wait to do this until most of the notices have come in.

Freezing the MBOR Values

After the March Board of Review has been completed and all changes have been entered, it's very important to run the Write Floating Values to Disk tool for ALL RECORDS. Once that has been done:

- Pervasive users: Go to *Program Management>Gov Unit Options>Calculation Options*. Set the Freeze Real field to Freeze MBOR Values.
- .NET users: Go to *Program Setup>Database Setup>Governmental Units*. Click the Options tab, then click the Calculation Options button. Set the Freeze Real field to Freeze.

This will LOCK in those MBOR values so that any changes made affecting values will NOT change those values in your database. PRE changes can still be made in the program once the Freeze MBOR values are set. These PRE changes can be made up until the June 1st deadline.

Rolling Over the Database

Once the totals have been verified, the database is ready to be rolled over to the 2014 assessment year.

- Pervasive users: Go to *Help>Other Documentation* to view the Roll Over Reference Guide.
- .NET users: Go to *Help>View Documentation>Manual*. Search for "rolling over", then click the link for Roll Over Checklist.

Tax Suite

Tax

Now that the 2012 Tax collection has come to a close, we suggest that users update tax history. This can be done in both .NET and Pervasive by going to the Utilities menu in the 2012 Tax database, selecting "History File Options," and then "Update History Database with Current Tax Info." Select "All Records" as the population.

Are you looking for Help documents for the Tax program?

- In Pervasive, go to this link on our website: <http://support.bsasoftware.com/LegacySupport/TaxCountyTax.aspx>
- In .NET, go to the Help Menu in the program and select "View Documentation," then select "Manual." Follow the Contents, or Search for a topic. As stated on page 2 of this newsletter, a new manual format is now available, but needs to be downloaded first.

Tax .NET has some shortcuts that you may have already noticed. The Quick Print Tax Bill button on the Edit Parcel screen lets you print a Tax bill for the parcel you are on with one click. Similarly, there is a Quick Print Receipt button on the Apply Payments screen. These features will use your default bill/receipts.

2013 Tax Collection Tax (.NET and Pervasive Users)

Important! There are several legislation changes this year, so updating the Tax program before starting your 2013 database is critical.

For those who create rolls and print bills, we have several help documents in both .NET and Pervasive to step you through the process.

- Creating a new Tax year database
 - .NET users: Go to *Help>View Documentation>Manual* and search for "Create a New Tax Year Database."
 - Pervasive users: Go to *Help>View Documentation* and print the document entitled "Setting Up a New Databases for a New Tax Year."
- Additionally, we offer a Summer Yearly Checklist as a generic guide.
 - .NET users: Go to *Help>View Documentation>Manual* and search for the "Summer Yearly Checklist."
 - Pervasive users: Go to *Help>View Documentation* and print the "Summer Yearly Checklist."

Special Assessment

As a reminder, before your next Special Assessment billing period, check the prior year balances. If you transferred the installments to the Tax program, make sure your installments are marked as paid. This will ensure correct balances to start the new billing cycle.

County Delinquent Tax

Review parcels withheld from foreclosure.

Regarding your June Notices, we suggest printing some sample notices to review before sending them out, to ensure accurate information.

Delinquent Personal Property

.NET users: If you have not already imported your 2012 delinquent personal property, you may do so with a direct import. Go to *File>Import>Import Delinquent Taxes from Tax Billing System* and select "Direct import."

For both .NET and Pervasive, be sure to set up and review your interest and penalty before taking payments. If you need help with this process, please contact BS&A Support.

PRE Audit

Our .NET version of the PRE Audit program has been out for about a year. This version offers interface with other BS&A applications, including Cash Receipting, General Ledger, and Accounts Payable (for refunds). This group interface offers an additional benefit: names and addresses can be updated directly from the Tax program.

Financial Management

Upcoming Classes

Financial Management .NET Report Designer

May 21 9:00 a.m. - 4:00 p.m.

This class is designed for any Financial Management user interested in learning more about the Report Designer function within the .NET applications. This class covers creating custom reports, running report queries, and editing reports.

Fund Accounting I

May 29 9:00 a.m. - 4:00 p.m.

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

May 30 9:00 a.m. - 4:00 p.m.

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: Michigan GASB 34 reporting, Michigan F-65 reporting, fixed assets including, capitalization; depreciation; repairs and maintenance; disposals and improvements, purchase orders and encumbrances, and project accounting.

Community Development

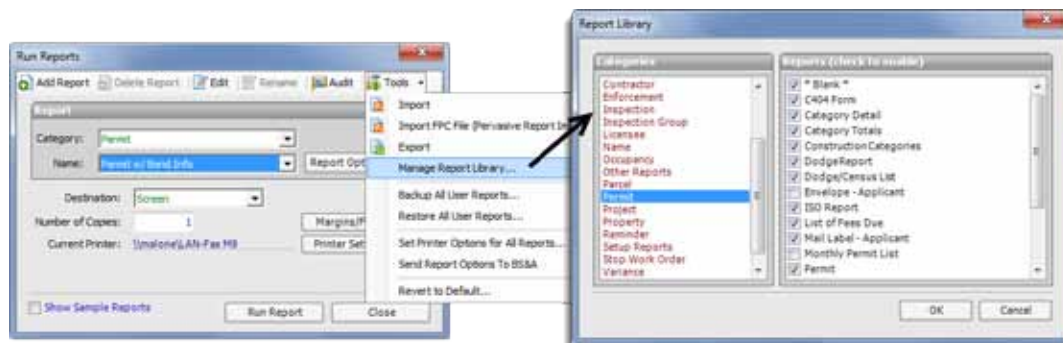
Building Department .NET

Due to the overwhelming response to the conversion to .NET, we have expanded our training staff to better serve you (some training is required even for an upgrade so that users can better utilize all of the new features). Please contact Lori Merians at (855) 272-7638 or lmerians@bsasoftware.com for a training proposal. If you recently returned a proposal for our .NET version, please be aware that we are doing our best to schedule installation, conversion, and training as quickly as possible.

New Features

• Report Library

BS&A's Report Library provides users with reports we think are helpful, but can be hidden if you don't want to use them. In fact, all of these reports are hidden by default; users decide whether or not to "show" them. Conversely, you may hide any reports you don't use, but aren't ready to delete. All Report Library reports are editable, letting you customize them to fit your needs. If you have reports you feel others can benefit from, please call or email our support department. We will make arrangements to gather the reports and add them to the Library.



• Quick Text Library

BS&A has been working diligently on a starter Quick Text Library for your immediate use. Simply link your Checklist categories to the appropriate Quick Text entries, customize as needed, and you are on your way to performing inspections quickly, easily, and more efficiently.



• Filter Library

Download commonly used filters created by BS&A's support department, and you can quickly and easily produce lists, reports, and charts. This works in the same manner as the Quick Text Library, above.

User Group Meetings

Thank you to all who attended our user group meetings in January and February! Your ideas and suggestions continue to help us make our program what it is today.

Worth Noting

We have released the AccessMyGov On-Line Inspection Scheduling Service. The On-Line Permit Application module is currently in beta testing. 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 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
I.T. Department	tech@bsasoftware.com

Sending Data to Support

The easiest, most efficient way to send BS&A data is to use our FTP process. This works for both Pervasive and .NET:

1. Back up your database.
2. Go to **Help>FTP>FTP File to BS&A Software**.
3. For **.NET**, **File to Upload** defaults to the backup file you just created; click **Ok**. For **Pervasive**, you will need to browse to the backup file; do so and click **Send**.
4. For **.NET**, go to **Help>Contact Customer Support>Email Support**. For **Pervasive**, go to **Help>Email [deptname] Support**.
5. For **.NET**, verify the information in the Subject line (your license file and version date information). For **Pervasive**, enter a Subject.
6. In the body of the message, notify us of the FTP upload, and **be sure to add your name and a contact number**.

Should you need to send data via regular mail, please remember to note on your envelope or enclosure the department or person that has requested the data. It is also important to label the media. Our goal is to serve you as quickly as possible and unlabeled items could cause a delay in that process.

Annual Service Fees

Your Support Agreement, which covers program updates and technical support, guarantees that fees will not change for the first three years that your municipality uses our software. After that time we reserve the right to increase fees by the cumulative Consumer Price Index. Therefore, if you were a new customer in 2010, your 2013 Support Fee will increase 6%. This does not apply to upgrades to the .NET applications where fees are increased by the annual CPI, or 2%.

Assessing .NET Classes

Level I - Program Introduction & Setup

Recommended for the Assessor or designated new user of Assessing/Equalization. This class covers all master list setup in Program Setup and its importance in data entry and reporting. Roll balancing and frequently-used reports are also covered.

Level II - Assessment Roll & Data Entry

This class demonstrates how to perform the assessment roll including name/address changes, sales, uncapping, P.R.E.s, building permits, and processing splits/combinations. Entering all types of appraisal information is also covered.

Level III - Land Tables, ECFs & Sales Studies

Designed for the user that will be responsible for creating/maintaining land rates, analyzing/setting ECFs, and performing sales studies. This class also reviews related reports for each of these features.

Level IV - Assessing Cycle & Special Acts Parcels

This class reviews the entire assessment cycle, beginning with creating a new assessment year database, rolling over the database, and processing all types of adjustments through end of assessment roll review (necessary prior to sending Change Notices). As a part of this class, Special Acts parcels are reviewed with ideas and reports that are useful for managing special rolls.

6-Hour Continuing Education Credit All Assessing & Tax Classes listed are hands-on and held at BS&A's training facility. The State Tax Commission has approved these elective classes for 6-hour continuing education credit.

Using Apex with Assessing/Equalization

This class covers the use of Apex (latest version available) with Assessing/Equalization .NET. Setup within Assessing/Equalization is covered, along with frequently-used commands. Practical examples of drawing buildings and land are also given.

Personal Property

This class is designed for Assessors, Appraisers, and other office staff who perform duties pertaining to the processing, data entry, and reporting of Personal Property. Topics discussed in detail are printing of the personal property statements, processing statements, assessing buildings on leased land, estimating assessments for non-filers, and Board of Review changes.

Commercial/Industrial

This class covers the details of inputting Commercial/Industrial structures into Assessing .NET. Examples of Calculator, Segregated, Unit-in-Place and Income Capitalization are used.

Assessing .NET Upgrade

Designed for the experienced user of the Pervasive Assessing application, this class introduces the user to Assessing .NET. Topics covered include the conversion process and new features, as well as the acclimation of changes from the old version to the new.

Assessing .NET Report Designer

This class introduces users of Assessing .NET to the features and functions of the new Report Designer. Sample custom reports will be created in class, along with instruction on creating and using filters and queries.

Land Value Modeling I

This one-day class begins at square one: how to create land tables and how to attach parcels to those land tables, both one-at-a-time or en masse using tabular and GIS methods. This class also illustrates how to populate essential fields in order to analyze the market value of land using a number of different units of measurement: per acre; per actual front feet; per effective front feet; per square foot. Buildable units and site value are also taught. Finally, you will learn how to utilize land-to-building ratio and land residual techniques using BS&A's Assessing program.

Using GIS

This class covers the GIS tools available in our .NET applications. Among other things, you will learn how to: create land value maps; identify parcels within x feet of subject parcels; display a wide range of fields on a map; use maps to set data fields en masse; include blocked and marked data on a map; put sales data on maps; use GIS map routes for field inspections done in conjunction with sales and permits, or on parcels in general.

Tax Classes

Level I - Introduction & Creating a Tax Roll

Recommended for the Treasurer or person creating their first tax roll using Tax .NET. This class includes a thorough program overview, as well as general setup and tax setup items relevant to creating a tax roll. Importing from Assessing .NET, developing a tax roll checklist, and establishing millage rates for all billing types is also covered, as well as working with mortgage information and reviewing options for adding special assessments to the tax bill. A review of the reports available for balancing purposes and tax bill printing throughout the roll setup is presented.

Level II - Working with the Tax Roll

Designed for any Tax .NET user working with an existing tax roll throughout the course of the collection cycle. Roll maintenance such as name/address updates, mortgage codes, deferments, and handling taxpayer inquiries is covered. This class also includes payment processing, adjustments, and roll balancing with reports related to each item.

Special Assessment

Program setup and creating a multi-year, principal/interest type of Special Assessment District with various benefit calculation methods is covered. Creating a separate billing for special assessments and/or billing the annual installment on a current tax bill is also reviewed.

Delinquent Personal Property

Designed to acquaint new users with Delinquent Personal Property .NET. Topics discussed in detail are initial setup, data entry, generating reports, entering general ledger account numbers, and receipting. Also discussed is use of the built-in Report Designer.

Tax .NET Report Designer

This class introduces users of Tax .NET to the features and functions of the new Report Designer. Sample custom reports will be created, along with instruction on creating and using filters and queries.

Tax (Pervasive)

This one-day class is an overview of the Pervasive version of Tax. Designed for new users, it covers setup items relevant to creating a tax roll, importing from Assessing, and establishing millage rates. Roll maintenance such as name/address updates, mortgage codes, deferments, and handling taxpayer inquiries are covered. This class also includes payment processing, adjustments, and roll balancing, with reports related to each item.

Tax .NET Tips & Tricks

Class Fee: \$75/person. This class covers a variety of tools, procedures, and tricks to help you get the most out of your Tax .NET application. Items covered include using the Differences button, importing adjustments directly from Assessing .NET, marking and blocking records, quickly

entering GL numbers for multiple millage rate charts, New Tax Year Database Wizard, Report Profiles, and using templates for your millage rate tables, just to name a few. Previous experience with Tax .NET is recommended. This class is not a replacement for Tax Level I or Tax Level II.

Community Development Classes

Support Staff Intro .NET

This class covers the basic features of Building Department .NET. Participants will be introduced to the layout of the program, along with the fundamentals of program management and data entry.

Administration Staff .NET

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

Building Department .NET Tips & Tricks

Class Fee: \$75/person. This class covers a variety of tools, procedures, and tricks to help you get the most out of your Building Department .NET application. Items covered include setting fields, report profiles, mass letters, workflows, and new features. Previous experience with Building Department .NET is recommended. This class is not a replacement for Support Staff Intro .NET or Administration Staff .NET.

Community Development - AccessMyGov Demo

Class Fee: No Charge. Class Time: 9 a.m. - Noon. Learn how contractors and homeowners alike can apply for permits and request inspections online, saving your staff valuable time. This feature currently integrates with Building Department .NET only.

Community Development .NET Report Designer

This class takes the user through the theory, design, and functionality of your powerful new reporting tool. Each user gets interactive, hands-on experience with a knowledgeable instructor, walking them step-by-step through the process of creating basic reports and data filters. This class is designed for the new .NET user who wants to get the most out of their new software. You will have the opportunity to work with data and text fields, learn about data relationships, and create a report of your own.

Field Inspection .NET Demo

Class Fee: No Charge. Class Time: 1 p.m. - 4 p.m. Gone are the days of hand-writing notes during the inspection, only to have to then enter them into the computer later. Quickly upload inspection results and repair letters, automatically

send e-mails and download changes from the desktop, home, or anywhere. Learn how BS&A's Field Inspection .NET software uses checklists, handwriting recognition, quick text features, and common word lists to enable inspectors to quickly and efficiently complete inspections and share data with Building Department .NET.

Financial Management Classes

Fund Accounting I

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

Fund Accounting II

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

Financial Management .NET Report Designer

This class is designed for any Financial Management user interested in learning more about the Report Designer function within the .NET applications. This class covers creating custom reports, running report queries, and editing reports.

Host I.T. Right

DNN Web Design

Learn the basics of DNN Software and maintain your own professional-looking website. This is a FREE class offered by I.T. Right.

Instructors: Daniel P. Eggleston, MCSE+I & Melissa Eggleston of IT RIGHT

Classes are held at BS&A Software from 9 to noon. Please call I.T. Right to register: (517) 318-0350

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- Monitored Daily	backup and restoration.
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	www.itright.com

2nd Quarter, 2013

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

	Monday	Tuesday	Wednesday	Thursday	Friday
April	1	2	3	4	5 Using APEX with Assessing .NET
	8 Tax I .NET	9 Tax II .NET	10 Special Assessments .NET	11 Community Development .NET Report Designer	12
	15	16 Drain Assessment User Group Meeting	17 I.T. Right DNN Web Design	18 GIS using Assessing .NET	19
	22 Special Assessments (Pervasive)	23	24	25 Comm. Dev. .NET Support Staff Intro	26
	29	30			
May			1 Assessing .NET Level IV	2 GIS (using Assessing .NET)	3
	6 Assessing .NET Report Designer	7	8 Assessing .NET Upgrade	9 Tax (Pervasive)	10
	13 Tax .NET Report Designer	14 I.T. Right DNN Web Design	15 Comm. Dev. .NET Administrative Staff	16 Tax .NET Tips & Tricks	17
	20 Special Assessment .NET	21 Financial Management .NET Report Designer	22 Assessing .NET Level I	23 Assessing .NET Level II	24 Assessing .NET Level III
	27 Closed Memorial Day	28 Community Development Demo	29 Fund Accounting I	30 Fund Accounting II	31 Land Value Model (using Assessing .NET)
June					
	3	4	5 Commercial/Industrial (using Assessing .NET)	6 GIS (using Assessing .NET)	7 Using APEX with Assessing .NET
	10	11 Comm. Dev. .NET Support Staff Intro	12 Personal Property (using Assessing .NET)	13 Land Value Model (using Assessing .NET)	14
	17	18	19 Community Development .NET Tips & Tricks	20 I.T. Right DNN Web Design	21
	24	25	26	27	28

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