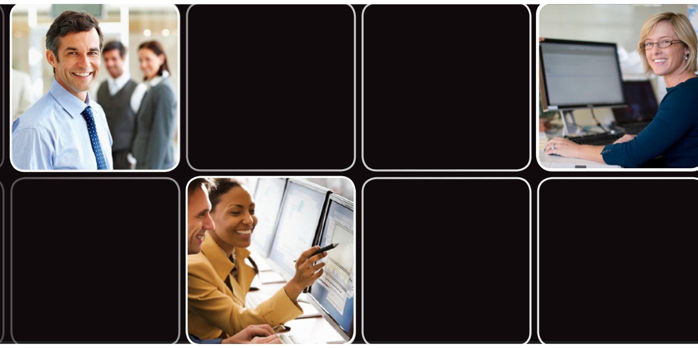
BS&A SOFTWARE

Service, Support, Solutions...Satisfaction



SECOND QUARTER
APRIL - JUNE 2015

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
Business Licensing
Citizen Request for Action

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

AccessMyGov
Internet Services
Building Department Services
Business Licensing Services
Citizen Request for Action Services
Employee Self Service
Financial Services

ANCILLARY APPLICATIONS
Animal License
Cemetery Management

Get to Know Your Support Staff

Financial Management Support Specialist: Christy Dipzinski
This quarter, we'd like to introduce you to Christy Dipzinski. Christy started at BS&A in July of 2013 and supports many of our .NET applications, including: Cash Receipting, Utility Billing, Cemetery Management, Work Order, and Inventory Management. In her spare time, Christy enjoys scrapbooking, playing volleyball, fishing, and spending time with her friends and family.

Contacting Support
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 helps us streamline the call management process, and we hope it will make it easy for you to contact our staff when you need assistance. As always, we will return calls/emails based on the order in which they're received.

2015 Illinois User Group Meeting Announced

We are pleased to announce that we will be holding our first Illinois-based User Group Meeting for our Financial Management applications users on **April 28, 2015**. The user group meeting will focus on the following applications:

General Ledger, Accounts Payable, Cash Receipting,
Miscellaneous Receivables, Purchase Order, Fixed Assets

User Group Meetings are a great way for our customers to get together and see new features, go over upcoming changes in the applications, catch a glimpse of some upcoming projects, and participate in an open forum to address any questions/concerns.

Topic Suggestions
To ensure that we cover topics on which you would like information, we are asking for your suggestions. We will work hard to implement all suggestions into the meeting agenda. If you would like to offer your ideas, you can get them to us in the following ways:
• Email your suggestions to: strotter@bsasoftware.com
• Call the Financial Management Support Department at (855) 272-7638

Event Information

Date:	April 28, 2015
Time:	9:00 am – 4:00 pm CT
Location:	Sikich, LLP 1415 W. Diehl Rd., Suite 400 Naperville, IL 60563

There will be no charge to attend and lunch will be provided. We look forward to seeing you!

To Register for the Illinois User Group Meeting:
You may register for our user groups by using the Events calendar on our website at:
http://www.bsasoftware.com/News-Events/Upcoming-Events

Assessing/Equalization

Looking Ahead

There have been several small changes to Assessing. As always, users with internet access can visit our website at www.bsasoftware.com and download the latest update. There is also a CHANGE LOG on the site that will give a list of all of the changes contained in the update, as well as any prior changes.

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. Make sure that the program is on the latest version of the software so the Assessment Change Notices are up to date with the latest STC changes. 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 is done:

- Pervasive users: Go to *Program Management>Gov Unit Options>Calculation Options*. Set the Freeze Real 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 tis 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, you MUST 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 Freeze Real field to Freeze MBOR Values.

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. Shortly after the June 1st deadline, the L-4025 report should be run, as well as a Misc Stats/Totals report.

Rolling Over the Database

Once the totals have been verified, the database is ready to be rolled over to the 2016 assessment year.

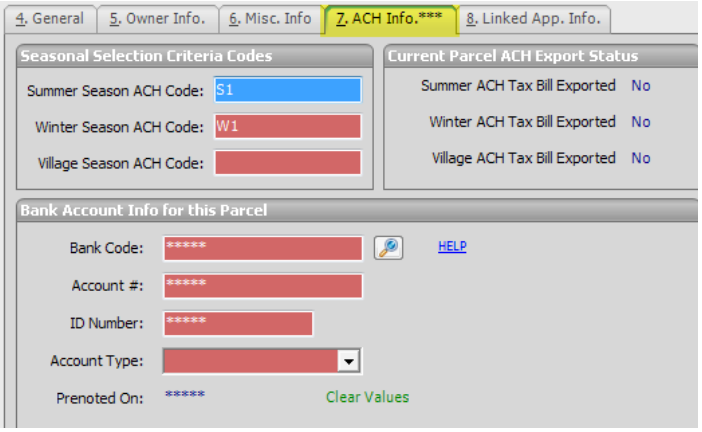
- Pervasive users: Go to *Help>Other Documentation* to view the Roll Over Reference Guide.
- .NET users: Go to *Help>View Documentation>Manual*. Search for "rolling over," then click the link for Roll Over Checklist.

Tax Suite

Tax

New Feature Highlight

- ACH TAB – Parcels with ACH are now flagged with asterisks (***) when ACH has been set up. This does not change the access to the taxpayer's personal information; any users who do not have Administrative Access will see the asterisks but will not see the private owner account information.



- The Internet Services Online Credit Card Payment Import now offers the ability to modify the posting date during the import process.
- Add Copy is now an option in the Report Profiles window. This new feature will allow the user to add a second copy of a selected report to the same profile with the same report options.

Looking Ahead

As the New 2015 Tax year approaches, this is a good time to review your tax bill. If you have a custom tax bill that you would like to modify, please submit those change requests as soon as possible to the Tax Support Department. If you have your own Report Designer bill and would like assistance making modifications, please contact our Tax Support department.

This is also a good time to make sure Tax History is updated for the previous tax year. In your 2014 Tax database, go to the *Utilities Menu>History File Options* and Update History Database with Current Tax Information. Run this utility on all records. This will ensure history is written and complete for 2014.

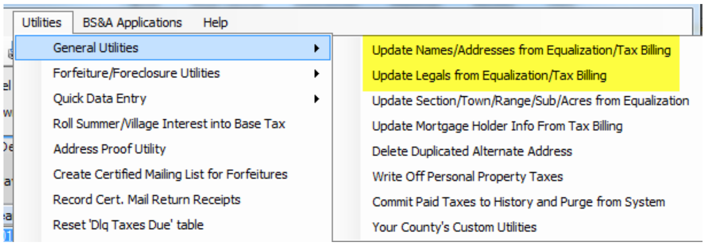
Delinquent Tax

New Feature Highlight

- The Export Forfeitures to State now has an Address option to export Owner and Taxpayer. This is at the request of Title Check and will not affect the settings necessary to export to the State.
- When printing the Delinquent Tax Detail report, you now have an option to print the Property Address.
- If names/addresses in your Delinquent Tax database are updated automatically with changes from Equalization (or manually through the Utilities menu), an Audit Trail entry will now be made.

Looking Ahead

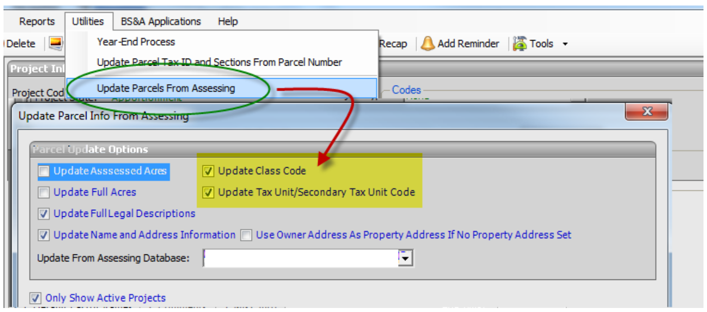
Prior to printing your June notices, we suggest you update names/addresses and legal descriptions from the linked Equalization database. By printing a variety of sample bills and reviewing them, you will potentially save time and money on your mailing. If you have questions or need assistance with updating from Equalization, please contact our Tax Support department.



Drain Assessment

New Feature Highlight

- The By Year Roll now includes the ability to run the roll for any year using an "AS OF" date. This will ignore any payments made after the date entered and allows you to go back and reprint rolls for any year as needed.
- A print button has been added to the Legal Description tab on parcels. This will print the Assessed Legal Description, Full Legal Description, and Split Comments for the parcel selected.
- A feature has been added to allow users to un-commit a project without calling Support. This will only be allowed if no payments or adjustments exist on the project.
- When transferring a project to a different database, an option was added to allow users to delete the project from the current database. This is particularly useful for counties that keep an Archive database for old projects by reducing the number of steps needed to move data from one database to another.
- The Delete Parcels With Less Than X Assessed Acres tool can no longer be run on committed projects.
- Updating information from Assessing has two new options: Update Class Code and Update Tax Unit/Secondary Tax Unit Code.



- When adding parcels to a project from an existing project, the program will update the name/address information from the linked Assessing database automatically.
- An option has been added to create separate pdf files for each unit when running at-large invoices.

Looking Ahead

We are pleased to announce our Annual Drain Assessment User Group will be held on **Friday, April 24, 2015**, at our Training Facility, located at 14049 Webster Rd, Bath, Michigan. The meeting runs from 9:00 a.m. to 3:00 p.m. To reserve your spot, please visit our website at: http://www.bsasoftware.com/News-Events/Upcoming-Events. Click on the calendar event to register. We look forward to seeing you there!

Animal License

New Feature Highlight

- "Credit" is now recognized as a credit card payment type on the Licenses Sold report.

Special Assessment

Before your next special assessment billing occurs, we would like to remind you to check the prior year balances. Regardless of whether you bill directly from the Special Assessment program or transfer installments to the Tax program, make sure your installments are marked as paid before calculating installments for the new year billing cycle. This will ensure you have correct starting balances for the new billing cycle.

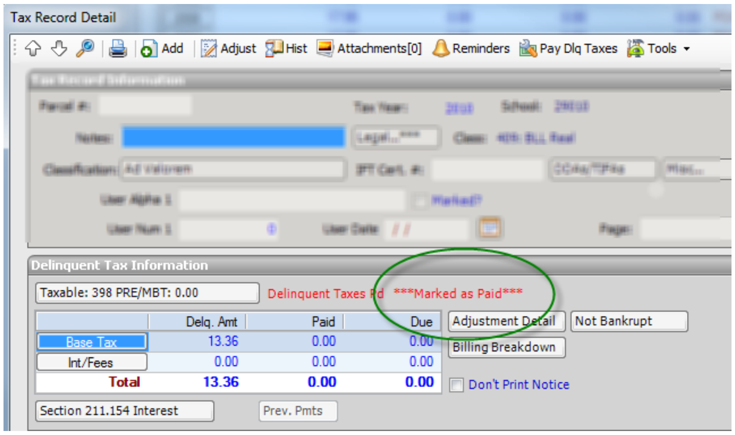
Delinquent Personal Property

New Feature Highlight

- When performing the Direct Import of delinquent personal property taxes, you will now have the option to include special act (real and personal) properties in the process.
- Added the ability to filter BLL parcels in certain reports.

Looking Ahead

If you have delinquent taxes that need to be "stricken" either by judicial order or because the property owner is out of business, we offer a way to zero out the balances due on any population of records with a process we refer to as "Mark Paid." This process can be done on a parcel/tax year basis through the adjustment process. If you have a large number of records to adjust, the process can also be done from the Delinquent Taxes table through the Tools button; select Set Fields, then set the Set 'Marked Paid' Flag to Yes. Be sure to select the population desired. Of course, we always recommend a backup prior to running any utilities that will change data. If you need help with this process, please feel free to contact our Tax Support department.



2nd Quarter Conference Calendar

South Carolina GMIS	April 6-8
Municipal Treasurers Association of Wisconsin	April 23-24
PA GFOA	April 26-28
Minnesota City/County Management Association	May 13-15
Governmental Information Processing Assoc. of WI	May 13-15
Missouri GFOA	May 13-15
National GFOA	May 31 - June 3
Imagin Conference, MI	June 7-9
Indiana League of Municipal Clerks & Treasurers	June 7-11
Building Officials of Florida	June 7-9
Florida Government Finance Officer Association	June 13-17
League of Minnesota Cities	June 24-26
Florida Association of Code Enforcement	June 23-26

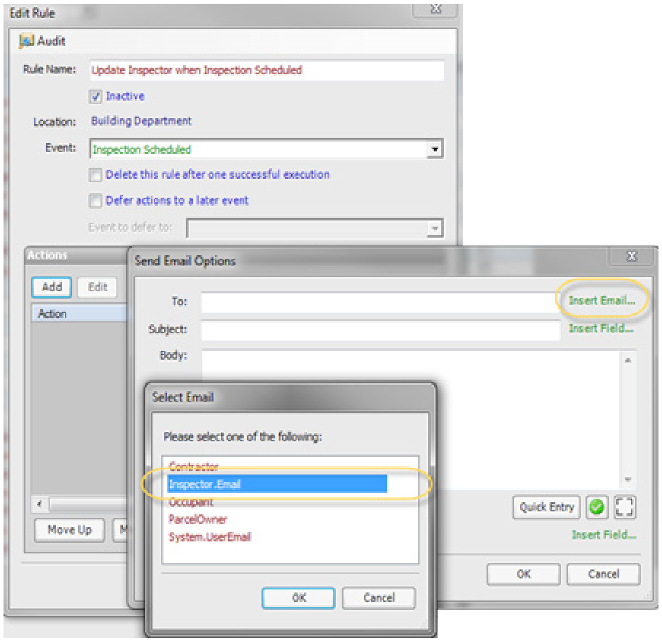
Community Development

Building Department .NET

New Feature Highlight

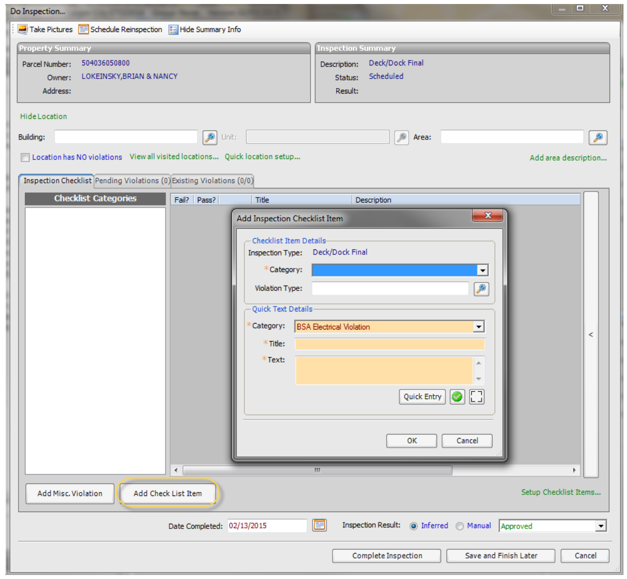
Ability to Send Emails to Inspectors in Workflows

If you so choose, a new option is available to help automate inspections updates/alerts, expediting your workflow. This option lets you tell the program to automatically send an email to selected inspectors when an inspection is scheduled or completed.



New Checklist Items Can Now be Added From the Do Inspection Window

The addition of the "Add Checklist Item" button allows users to create checklist items directly from the Do Inspection window. This can help save time and allows for the addition of new or missing items on the fly.

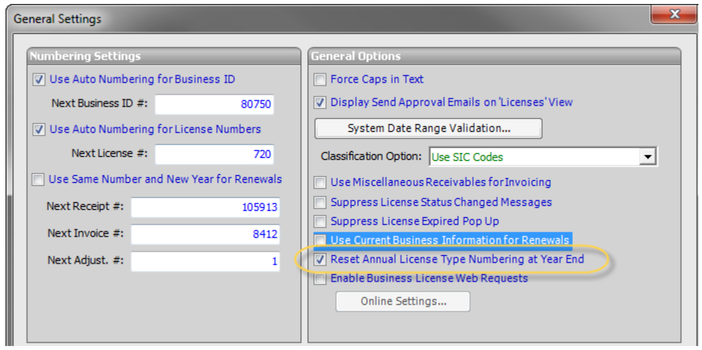


Business Licensing .NET

New Feature Highlight

Yearly Number Reset Added to BL

The option to reset the Next Number on licenses has been added to BL. When checked, the program will automatically reset the next number to be used back to 1 at the beginning of each new year.

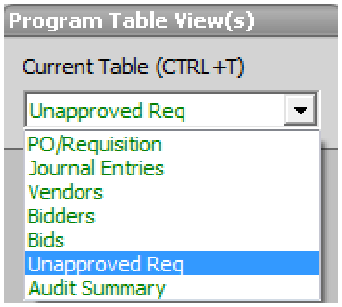


Financial Management

Purchase Order .NET

New Feature Highlight

Purchase Order has added a new table: Unapproved Req. This table lists all currently unapproved requisitions, and provides a way to export the data to Excel.



Looking Ahead: Utility Billing Balancing

Municipalities with a March 31, 2015 Fiscal Year End will be beginning the process of balancing their Receivables to General Ledger. A helpful tool in balancing is the Aged Accounts Receivable (By Date) report. Open the Reports menu and select Account Reports as the Category. Open the Name field to select the Aged Accounts Receivable (By Date) report. This report lets you view Receivable balances as of the date you specify in Report Options.

When running the following Tasks - Delinquent to Tax Export; Importing and Exporting Meter Reads; Importing Payment files – a helpful tool is the Proof Run. Immediately following the Proof Run, the Process Log View appears and informs you of any warnings or errors that need to be addressed before completing the live run.

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 2012, your 2015 Support Fee will increase 5.6%. This does not apply to upgrades to the .NET applications where fees are increased by the annual CPI, or 1.6%.

Assessing Classes

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.

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.

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. 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. 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; and project and grant 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

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.

2nd Quarter, 2015

Register for classes Click on the class name in the calendar below or visit our website at http://www.bsasoftware.com/News-Events/Upcoming-Events

April

Monday	Tuesday	Wednesday	Thursday	Friday
		1	2	3 Good Friday Closed at Noon
6	7	8 I.T. Right DNN Web Design	9 GIS (using Assessing .NET)	10
13	14 Community Development .NET Support Staff Intro	15 Using APEX with Assessing .NET	16	17
20 Tax .NET I	21 Tax .NET II	22 Special Assessment .NET	23 Tax .NET Report Designer	24 Drain Assessment User Group Meeting
27 Special Assessment (Pervasive)	28 Illinois-based Financial Management User Group Meeting	29 Community Development .NET Tips & Tricks	30	

May

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4 Assessing .NET Level I	5 Assessing .NET Level II	6 Assessing .NET Level III	7 Community Development .NET Report Designer	8 Utility Billing .NET Report Designer
11	12 I.T. Right DNN Web Design	13	14 Tax (Pervasive)	15 Payroll .NET Report Designer
18 Tax .NET Tips & Tricks	19 Building Dept Demo (9-Noon) / Field Insp. / AMG Demo (1-4)	20 Assessing .NET Level IV	21 Land Value Model (using Assessing .NET)	22
25 Memorial Day Closed	26	27 Community Development .NET Administrative Staff	28 Assessing .NET Report Designer	29

June

Monday	Tuesday	Wednesday	Thursday	Friday
1	2 Fund Accounting I	3 Fund Accounting II	4	5
8	9	10 Community Development .NET Support Staff Intro	11 GIS (using Assessing .NET)	12
15 Assessing .NET Level I	16 Assessing .NET Level II	17	18 I.T. Right DNN Web Design	19
22	23 Building Department PZE Demo (9-Noon)	24 Using APEX with Assessing .NET	25	26
29	30			

Class Times

Each class is one full day from 9:00 a.m. - 4:00 p.m. with an hour lunch break, unless otherwise noted.

Fees/Invoicing

Classes are $205/person and include lunch, unless otherwise noted. Please do not send payment until you are invoiced.