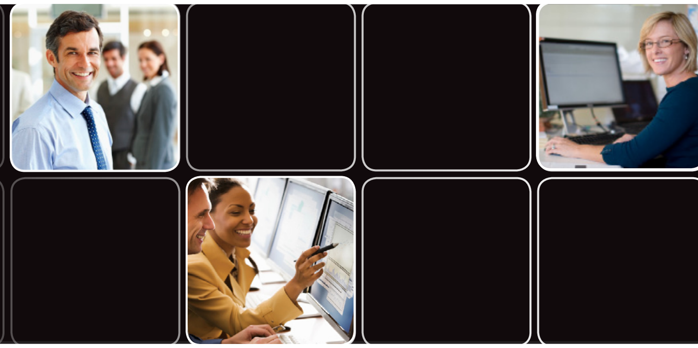
BS&A SOFTWARE

Service, Support, Solutions...Satisfaction



SECOND QUARTER APRIL - JUNE 2017

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

Quick Facts about BS&A

Did you know... BS&A's product line has grown to an extensive list of 32 software products? We have software suites for Financial Management, Property Tax and Assessing, and Community Development, along with companion products for both local and county government.

Did you know... With the growth in products, our customer base has expanded to include almost 2,200 municipalities in 17 states? There are more than 10,000 installations of our various software applications.

Did you know... BS&A employs over 140 team members involved in software development, IT, sales, implementation, training, and technical support? Over 85% of our staff is dedicated to the development and support of our applications.

Did you know... BS&A Software, Inc. has been around for nearly 30 years? Our company was incorporated with a vision of providing powerful public sector software to local government. We are driven to excellence in all areas of our business by focusing 100% of our efforts on solving our customers' problems, creating deep customer relationships through unparalleled customer support, and pursuing continued improvement in our software through innovation and customer feedback.

Did you know... You, the customer, are the reason we are still here today? We strongly believe that our success is directly correlated with putting the customer first and consistently choosing to listen.

Conference Schedule

Michigan Township Association	April 10-13, 2017
Wisconsin GFOA	April 20-21, 2017
Pennsylvania GFOA	April 23-26, 2017
Municipal Treasurers Association of Wisconsin	April 27-28, 2017
Association of County Commissioners of Georgia	April 28-May 2, 2017
Georgia GMIS	April 30-May 4, 2017
Minnesota City/County Management Assoc.	May 3-5, 2017
American Planning Association	May 6-9, 2017
Pennsylvania State Association of Boroughs	May 7-10, 2017
Missouri GFOA	May 10-12, 2017
Gov. Information Processing Assoc. of Wisocnsin	May 17-19, 2017
GFOA	May 21-24, 2017
Building Officials of Georgia	May 21-25, 2017
Imagin Conference	June 4-6, 2017
Building Officials of Florida	June 11-15, 2017
League of Minnesota Cities	June 14-16, 2017
Florida Association of Code Enforcement	June 20-23, 2017
Wisconsin City/County Management Association	June 21-23, 2017
Florida GFOA	June 24-28, 2017
Georgia Municipal Association	June 23-28, 2017
Illinois Municipal Treasurers Conference	June 25-27, 2017

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Assessing/Equalization

Assessing .NET

Looking ahead

Freezing the Assessor's 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 ASSESSOR'S values prior to printing the Assessment Change Notices, and prior to turning the roll over to the MBOR. To freeze the Assessor's Values, you MUST first run the Write Floating Values tool for ALL RECORDS. Once that is done, go to *Program Setup>Database Setup>Governmental Units*. Click the *Options* tab, then click the *Calculation Options* button. Set the Freeze Real and Freeze Special fields to "Freeze Assessor's Values." You can also Freeze Personal 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, you MUST run the Write Floating Values to Disk tool for ALL RECORDS. Once this has been done, go to *Program Setup>Database Setup>Governmental Units*. Click the *Options* tab, then click the *Calculation Options* button. Set all three Freeze fields 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 report.

Rolling Over the Database

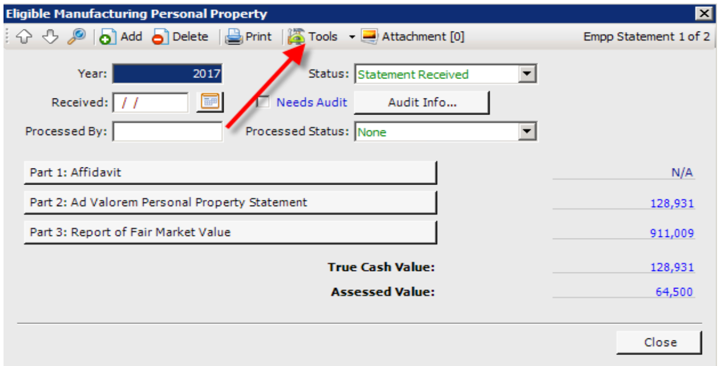
Once the totals have been verified, the database is ready to be rolled over to the new assessment year. Go to *Help>View Documentation>Manual.* Search for "rolling over," then click the link for Roll Over Checklist.

EMPP

A reminder that even if your municipality has no EMPP parcels, the EMPP Export to the State MUST be run and submitted for every municipality. This allows the Department of Treasury to track which municipalities still need to submit exports. Because of the tight timeframe imposed by the Department, we strongly suggest that you run the export at the close of the MBOR. However, if your municipality has no EMPP parcels, this export can be run after the deadline to submit the forms has passed. The EMPP Export to the State MUST be submitted by March 20th. Instructions for the entry of EMPP parcels and the Export to the State can be found within the BS&A Message Center as well as the Program Manual located under *Help>View Documentation*.

New Feature Highlight

A new COPY function was added within the EMPP section of the program that will allow a user to copy Part 2 (Ad-Valorem Section of the 5278) from a PRIOR year statement. As long as a PRIOR year statement exists, this function is available in the Tools button at the top of the EMPP screen.



Tax Suite

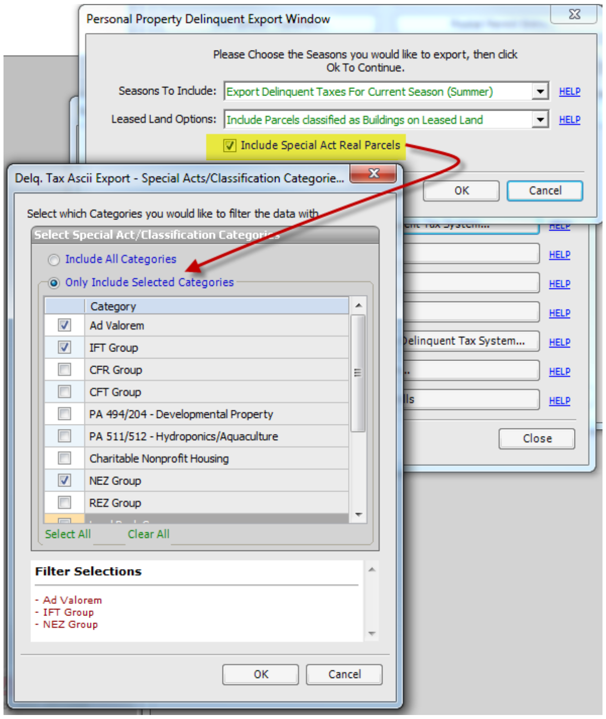
Tax .NET

Legislation Change

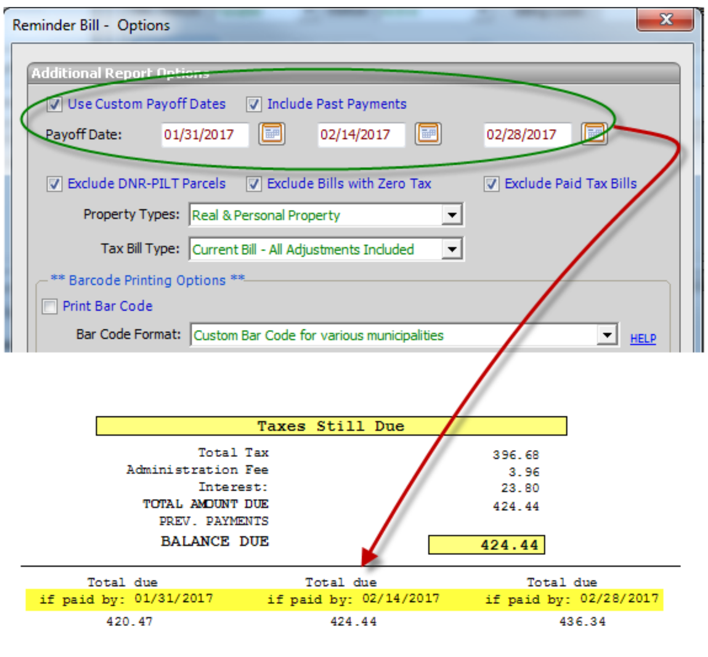
Public Acts 260, 261, and 262 of 2016 established the Transitional Qualified Forest Program. This legislation change allows taxpayers with Commercial Forest (CFR) to transition to the Qualified Forest program over the course of 4 years, so that taxes are gradually increased back to the Ad Valorem rates. To accommodate this change, we have added new classifications in the millage tables under the CFR category. Any parcels with a new classification will be included with the Assessing data when new rolls are created. With any new year database, it is a good idea to run the Millage Table Report to ensure there is a corresponding table for every parcel classification type.

New Feature Highlight

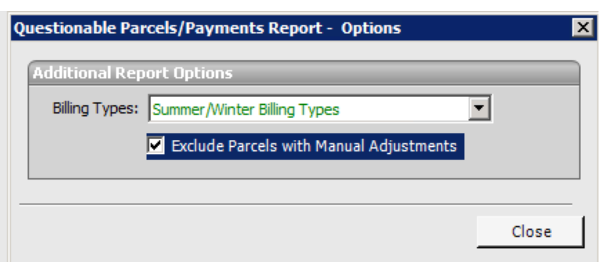
- We made a change to the Delinquent Personal Export to prompt for Special Act Classification groups that users want to include. This change allows for more flexibility to include or exclude specific classifications.



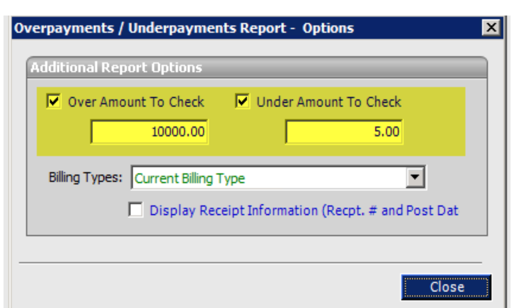
- We have added a new feature to the Reminder Bill that will allow you to choose your own dates when running the report. Originally, the report would print the amounts due for the current month and two consecutive months, and their corresponding amounts due. Now, an area in Report Options lets you enter your own dates. This is particularly helpful in January when you want to send a reminder bill that has January, February 14, and February 28 dates and amounts due.



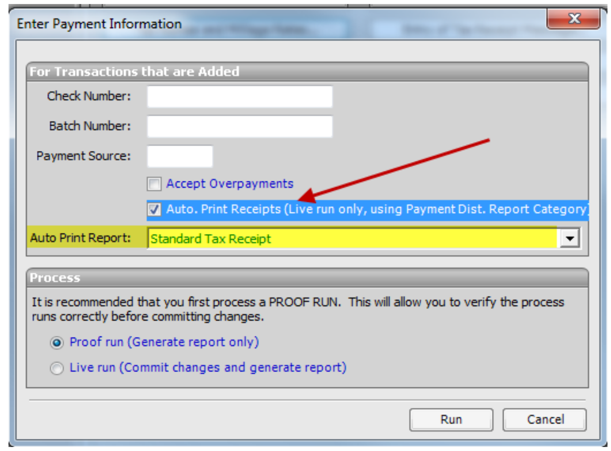
- We have a new option in the Questionable Parcels/Payments Report to exclude parcels with manual adjustments where there is also a questionable tax calculation. Most often, these are parcels with a Veterans or Poverty Exemption, which are not necessary to report. It is recommended that you run the report with the option turned off first. If it is later determined that there are Vet Exempt parcels you do not want to report, you can turn the option on and re-run the report.



- A new option on the Overpayment/ Underpayment report now allows users to look for only overpayments or only underpayments for a specified amount. This gives users more flexibility when utilizing this report.



- The Accept Barcoded Payments Enmasse utility now allows users to select which receipt they would like to print. This allows you to set your default payment report to one choice, and use a different one in the utility.

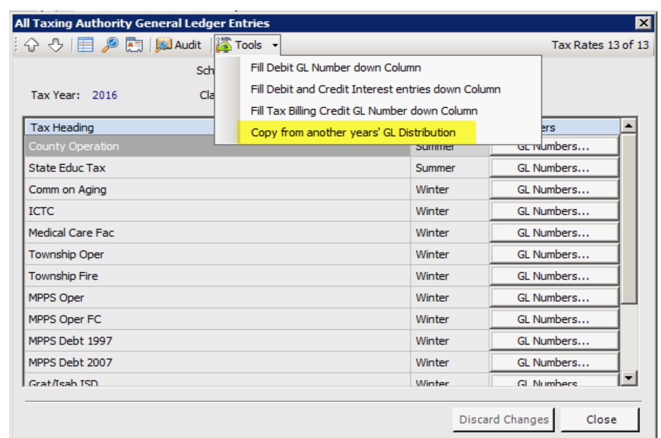


- The MTT Interest Calculator has been updated to reflect the interest rate of 4.50% for January 1 – June 30, 2017.
- CFR Parcel Acres can now be changed as needed. However, once taxes are committed, users will need to recalculate parcels using the manual adjustment process located under *Tools>Edit Tax Amounts Outside Adjustment Process>Recalculate Taxes Based on Current TV/PRE/MBT Info*.
- The CFR Conservation Easement Rate has increased for 2017 to $1.15.
- The CFR Rate has increased for 2017 to $1.30.

Delinquent Personal Property .NET

New Feature Highlight

A "Copy" tool has been added to General Ledger Setup. This allows users to copy from another year's GL Distribution Tables. This tool is found in *Program Setup>Database Setup>General Ledger Setup*.



Community Development

Building Department .NET

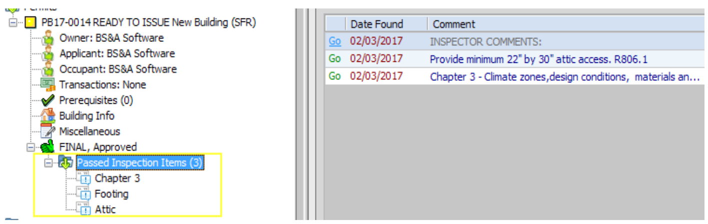
New Feature Highlight

Outlook Syncing

Building Department .NET now offers the ability to communicate with Microsoft Outlook. This integration pushes events and inspections stored in BD .NET into linked inspectors' calendars in Outlook, and pulls events and appointments from Outlook into their schedules in BD .NET. This synchronization makes it easier to track inspections and other BD-related events, and simplifies checking inspector availability for scheduling. While all inspections still must be completed in the BD .NET program, users can also make certain edits and updates to events in either location. This not only saves time flipping between several programs, but also introduces a type of "remote access" to the inspector calendars in BD .NET.

BD "Passed Inspections"

A new "Do Inspection" window is now available. This looks and works like the old view, but now allows for information entered in the "Passed" column to be tracked and reported if desired. When completed, passed inspection items are placed in the Tree under a "Passed Inspections" folder.

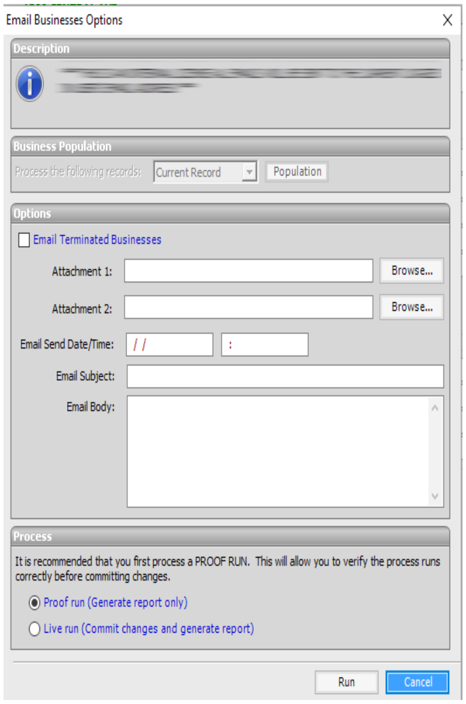


Business Licensing .NET

New Feature Highlight

BL Emails

Emails can be generated through BL .NET to the given business owner(s). This can be done individually under *Tools>Email Business*, or en masse under *Tasks>Email Businesses*. The subject and body can be customized, and attachments can be included. The contacts to use are set under *Program Setup>2. Program Settings>General Settings>5. Email Settings.*



Financial Management

General Ledger .NET

Looking Ahead

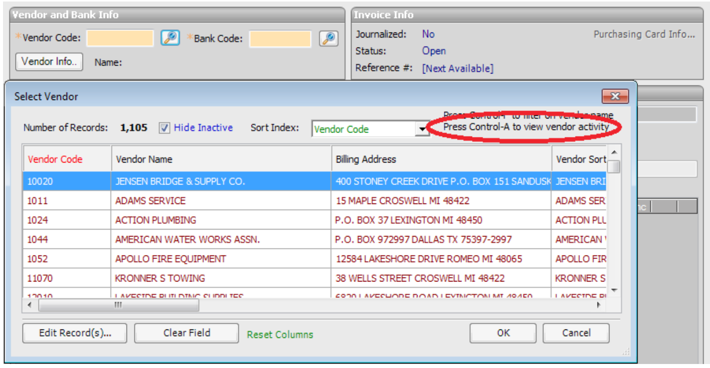
Year-end Roll Over

As a reminder for municipalities with a fiscal year end date of September 30, the year-end roll over process will need to be completed before March 31 to prevent any posting date errors in GL. You can find helpful instructions on the GL Year End Rollover Process in the software manual, Courseware, and videos, all accessible via the Help Menu. Municipalities with a fiscal year end date of December 31 will need to complete this process before June 30.

Accounts Payable .NET

New Feature Highlight

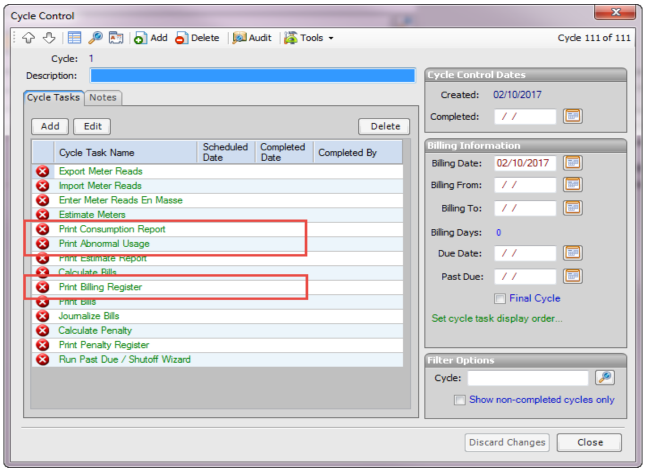
Users can now view the Vendor Activity window directly from the Select Vendor screen during Invoice Entry. While selecting a vendor, pressing Ctrl-A will display the selected vendor's Vendor Activity.



Utility Billing .NET

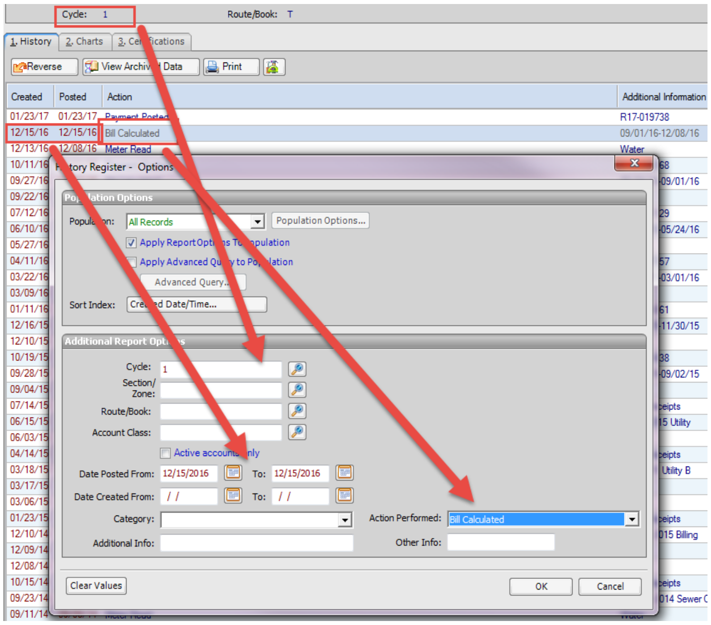
Feature Highlight

Common reports that are used to review billings include the Billing Register, Abnormal Consumption (Current Period), and Consumption Report (Current Period). Each of these reports is typically included as a task on the Billing Cycle Manager to aid in the review of meter reads and dollar amounts. If any abnormalities are caught at this time, they can be changed prior to printing and journalizing the bills. Such abnormalities might include: high usage, negative usage, negative dollar amounts, high dollar billing amount, etc.



Each of these reports can be run multiple times prior to journalizing the billing. Once the billing has been journalized, this information will need to be obtained from a history report, such as the History Register. The History Register can be run by going to *Reports>History Reports>History Register*.

The History Register can also be used to re-create a Billing Register after the bills have been journalized. Under Report Options, select "Bill Calculated" as the Action Performed, enter the posting date for the bills into the "Billing From" and "Billing To" fields, and select the Cycle that was billed during this time.



As always, if you need additional assistance, please call or submit a help request to the Financial Management Support Team.

Upcoming User Group Meetings

Illinois-based Financial Managment User Group Meeting
April 13, 2017
9 a.m. - 4 p.m., CT
Sikich, LLP
1415 W. Diehl Rd., Suite 400
Naperville, IL 60563

Drain Assessment .NET User Group Meeting
April 13, 2017
9 a.m - Noon
Bath Training Center

County Tax .NET User Group Meeting
May 19, 2017
9 a.m. - 4 p.m.
Bath Training Center

Registration details can be found at http://bsasoftware.com/News-Events/Upcoming-Events.

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. Team	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 team 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 two 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 2015, your 2017 Support Fee will increase no more than 1.2%. This does not apply to upgrades to the .NET applications where fees are increased by the annual CPI.

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 ofthe reports available for balancing purposes and tax bill printing through out 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, importing parcels from shared tax database, 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, direct imports from prior year databases, 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 lecture-style 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 lecture-style 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 lecture-style 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 interactive 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 advanced topics and reporting aspects of fund accounting. Topics covered are: GASB 34 reporting, F-65 reporting, project and grant accounting as well as fixed assets, including: capitalization; depreciation; repairs and maintenance; disposals and improvements.

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 the BS&A Software Training Center 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, 2017

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
3	4	5	6	7
10 Assessing .NET Level I	11 Assessing .NET Level II	12 Building Department .NET Support Staff	13 Drain Assessment User Group 9-Noon IL-Based FM User Group	14 Close @ Noon
17 Assessing .NET Level III	18 Assesssing .NET Level IV	19 I.T. Right DNN Web Design	20	21
24 Special Assessment .NET	25	26	27	28

May

Monday	Tuesday	Wednesday	Thursday	Friday
1 Tax .NET I	2 Tax .NET II	3	4 GIS (using Assessing .NET)	5
8	9 Building Department .NET Report Designer	10	11 Tax .NET Tips & Tricks	12 Using APEX with Assessing .NET
15 Tax .NET Report Designer	16 Building Department .NET Administrative Staff	17 Fund Accounting I	18 Fund Accounting II	19 County Tax .NET User Group
22 Land Value Modeling (using Assessing .NET)	23 I.T. Right DNN Web Design	24	25	26
29 Closed for Memorial Day	30	31		

June

Monday	Tuesday	Wednesday	Thursday	Friday
			1 Building Department .NET Support Staff	2
5	6	7	8	9
12 Assessing .NET Report Desinger	13 I.T. Right DNN Web Design	14	15	16
19 Building Department .NET Tips & Tricks	20	21	22	23 Assessing .NET Commercial & Industrial
26	27	28	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.