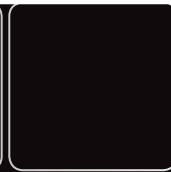




Service, Support, Solutions...Satisfaction



THIRD QUARTER JULY - SEPTEMBER 2011

FINANCIAL MANAGEMENT SUITE

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

COMMUNITY DEVELOPMENT SUITE

- Building Department
- Field Inspection

ASSESSING & PROPERTY TAX SUITE

- Assessing/Equalization
- County Delinquent Tax
- Drain Assessment
- Drain Ledger
- Delinquent Personal Property
- P.R.E. Audit
- Special Assessment
- Property Tax

INTERNET SERVICES

- View/Pay Property Taxes Online
- View Assessments Online
- View/Pay Utility Bills Online
- View/Pay Miscellaneous Receivables Online
- View/Pay Permits Online
- HR Applicant Tracking
- Employee Self Service
- Bidder Registration and Online/Smartphone Requisition Approvals

ANCILLARY APPLICATIONS

- Animal License
- Business License
- Cemetery Management
- Complaint Tracking

Video Tutorials Provide a Quick Refresher

Video tutorials are now available on our website for most of our applications. These quick lessons highlight many common daily procedures, as well as those less frequently done throughout the year. Tutorials are located under the Learning Center Tab in both the Financial Management and Assessing & Property Tax portals on our website. Browse through hundreds of videos,

categorized by application type, or use the keyword search.

Do you have a suggestion for a video tutorial? You can submit your request right through the website.

You can also sign up to receive automatic email alerts when a new video is posted. This ensures that you'll never miss a new video.

Download Latest Manual

All .NET applications now offer a "Download Latest Manual" option under **Help>View Documentation**. This ensures you always have the latest version available without having to wait for an application update.

If you don't see the "Download Latest Manual" option, please download the latest version of your application or request a CD.

Assessing/Equalization

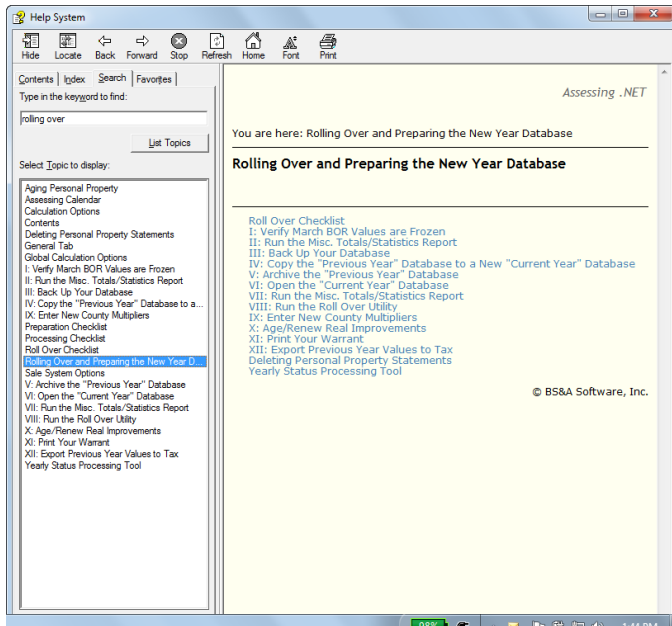
It's that time of year to start rolling over the 2011 database into a new 2012 working database.

Pervasive Assessing

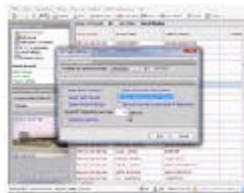
If you have **Adobe Acrobat Reader** installed on your PC, click the **Help** menu and select **Other Documentation>Roll Over Reference**. This will guide you through the roll over process step-by-step. There are more guides located in Help>Other Documentation that will be helpful throughout the year, in addition to the program manual.

Assessing .NET

1. Click the **Help** menu and select **View Documentation>Download Latest Manual** (it downloads very quickly).
2. Click **Help>View Documentation** again, then **Manual**.
3. Click the **Search** tab and type in "rolling over".
4. Click the **Rolling Over and Preparing the New Year Database** topic in the list that appears. Hyperlinks are provided to take you to each step of the process.



1. You can also view a video of the roll over process by going to **Help>View Documentation** and clicking **Tutorial**.
2. You are taken to the [Learning Center](#) on our website, specifically for Assessing videos.
3. Click **page 2** to be taken to the 2nd page of Assessing tutorials.
4. Click the **Rolling over a database** link.



Program Issues of Note:

- o There have been many minor changes to both Assessing .NET and Pervasive Assessing in the last few months. These changes are documented on our website.
- o Keep in mind that because of where numbers for the L-4025 are derived, the **ONLY** numbers that you will be able to balance to other reports generated in Assessing are the **Total Previous** and **Current Taxable** values and the **Additions/Losses**. You will **not** be able to balance the PRE/Non-PRE to **any** of the other reports.

Tax Suite

Throughout the year, for both Tax .NET & Pervasive Tax...

- o Verify your interest/penalty dates and settings before accepting payments with interest/penalty
 - If your unit collects delinquent personal taxes, remember to turn that setting on
 - Be sure to check the "Interest/Penalty Calculation Options" to make sure the spread is correct
- o Update history for your 2010 database
- o Have a second party verify your millage rates - **we cannot emphasize the importance of this enough!**
- o Balance your PRE & Non-PRE totals to your Assessor's Warrant
- o Custom tax bill requests must be turned in by the end of May.

As a reminder, we have help documents for these situations under:

- o Pervasive Tax
 - Help>View Documentation
 - More help documents are on our website at <http://support.bsasoftware.com/LegacySupport/TaxCountyTax.aspx>
- o Tax .NET
 - Help>View Documentation
 - Manual – our new manual is designed like a help system with the ability to search topics

Tax .NET

- o Just a reminder that we have a New Database Wizard
 - Step-by-step instructions are located in the manual under "Creating a New Tax Year Database"
 - The wizard has an option to update history
- o Direct imports allow you to directly import values and BORS from Assessing - no more export disks or trying to track down an exported file
 - Located under "Exchanging Data Between Assessing & Tax" in the Tax .NET manual

Animal License .NET

- We currently have over 20 customers upgraded to Animal License .NET
- Several features have been added to this application
 - If you are interested, contact our office at (855) 272-7638

Special Assessment .NET

One-year special assessment districts can be rolled over to use the same district number from year to year, or they can be rolled into a new district with the One-Year District Advancement Utility.

Pervasive Special Assessment

Verify the link to Tax is pointed at the correct database before transferring installments.

Delinquent Personal Property

If you are collecting quite a bit of delinquent personal taxes for prior years, you might consider purchasing Delinquent Personal Property .NET. This application lets you see all years of a property's delinquent taxes on one screen, and lets you send one bill for all years.

County Delinquent Tax

Thank you for attending the County Delinquent Tax User Group Meeting. We have now completed a full year cycle in County Delinquent Tax .NET, and are very encouraged by the direction in which this application is headed. We value your input and look forward to continually improving our applications to suit your needs.

Financial Management

Contacting BS&A Support Teams

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. All requests will still be answered or returned within the normal turn-around time that our customers are accustomed to. To view an informative tutorial video on this feature, you can visit the Learning Center area of our website <http://financialmanagement.bsasoftware.com/LearningCenter/GeneralVid/TabId/473/VideoId/201/Request-Support-Call.aspx>.

Rolling Over Your GL/Budgeting Database

If you have a 12/31/2010 year-end, it is nearly time to roll your GL/Budgeting databases over to the next fiscal year. You can call Tech Support with any questions or for a walk-through on the procedure. Also, the Learning Center tab of our Financial Management webpage provides an informative video tutorial for the roll-over. Visit <http://financialmanagement.bsasoftware.com/LearningCenter/GLVid/TabId/174/VideoId/231/Year-End-Close-Procedure.aspx> to view the tutorial.

Financial Management Classes

Class descriptions can be found on page 5. Class fees are \$195/person.

August 10	Fund Accounting I Class 9 a.m. - 4 p.m.
August 11	Fund Accounting II Class 9 a.m. - 4 p.m.
August 19	.NET Report Designer Class 9 a.m. - 4 p.m.

BS&A's Conference Calendar

July	10-13	Michigan Association of Equalization Directors
August	7-10 7-10	Michigan Association of County Treasurers Michigan Assessors Association
Sept.	TBA 26-28	Michigan Townships Association - On the Road MI Government Management Information Sciences

Community Development

Building Department .NET

We are continuing to receive a large number of orders and upgrades to our new .NET applications and are doing our best to process these orders as quickly as possible. If you have already sent in your proposal, we very much appreciate your patience. Please note that some training will be required (even for an upgrade) so that users can fully utilize the new features of the application.

Highlights include:

- Microsoft SQL Database
- Charting
- Scheduling for non-inspection related events
- Workflows
- Inspection checklists
- GIS capabilities
- True invoicing
- Quick receipt entry
- Accrual-based accounting and new accounting reports
- Improved filtering for reports, letters, charts & GIS
- Improved integrations with other BS&A apps
- Better administrative features and an all-new reporting system with many new enhancements.

Field Inspection .NET

This inspector-driven tablet application is currently available to our Building Department .NET customers and replaces the Pervasive-based replication module.

Software Updates

From time to time, we release an update patch to address concerns found in the software. We recommend that you update your application to the latest version at your earliest convenience and continue to update on a weekly or monthly basis. This can easily be done by going to Help>Download Latest Version from within the Building Department application.

New Features:

- o The **import from Pervasive Assessing and Assessing .NET is now available** for .NET users. Please feel free to call Technical Support if you require any assistance with this feature.
- o **The Building Department .NET manual is now available.** While in Building Department .NET, go to **Help>View Documentation>Download Latest Manual.** Once downloaded, it is available by going to **Help>View Documentation>Manual.**

As always, please call Community Development Technical Support at (888) 272-7638 if you have any questions, would like some literature on any of our applications, or would like a proposal.

Managed Remote Backup

- No More Tapes
 - No More Hassle
 - Monitored Daily
- Let I.T. Right safely and securely manage your data backup and restoration. Call today for more info.**

I.T. RIGHT (517) 318-0350
www.itright.com

Technical Support & Training Information...

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 still be answered or returned within the normal turn-around time that our customers are accustomed to.

Alternatively, regular email requests are also encouraged. Both options are especially useful for those customers who do not work in their offices each day during regular business hours.

Please keep in mind not all situations can be handled through email. Occasionally we may need to speak with you.

Assessing	asgsupport@bsasoftware.com
Tax	taxsupport@bsasoftware.com
Delq Tax	dlqtax@bsasoftware.com
Delq Personal Property	taxsupport@bsasoftware.com
Special Assessment	taxsupport@bsasoftware.com
Building Dept.	permitsupport@bsasoftware.com
Utility Billing	fundsupport@bsasoftware.com
Financial Management	fundsupport@bsasoftware.com
Internet Services	is@bsasoftware.com

Sending Data/Messages to Support

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

Annual Service Fees

Your Support Agreement, which covers program updates and technical support, guarantees that fees will not change for the first three years that your municipality uses our software. After that time we reserve the right to increase fees by the cumulative Consumer Price Index or 6%. Therefore, if you were a new customer in 2008, your 2011 Support Fee will increase 6%. This does not apply to upgrades to the .NET applications where fees are increased by the annual CPI, or 1.7%.

“Learning is a kind of natural food for the mind.” *Marcus Tullius Cicero*

Assessing .NET Courses **Note: All Assessing System-related classes will be taught using the .NET version.**

Level I - Program Introduction & Setup

Recommended for the Assessor or designated new user of the Assessing/Equalization System. The course will cover all master list setup in Program Management and its importance in data entry and reporting. Roll balancing and frequently used reports will also be covered.

Level II - Assessment Roll & Data Entry

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

Level III - Land Tables, ECFs & Sales Studies

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

Level IV - Assessing Cycle & Special Acts Parcels

This course reviews the entire assessment

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

Apex Sketch

This class will cover the use of the Apex IV or Medina Version Assessor sketching program to draw both buildings and land, and its integration into the Equalizer Assessing .Net System.

Personal Property

This class is designed for assessors, appraisers and other office staff who perform duties pertaining to the processing, data entry and reporting of Personal Property. Topics discussed in detail are printing of the personal property statements, processing statements, assessing buildings on leased

land, estimating assessments for non-filers and Board of Review changes.

Commercial/Industrial

This class will cover the details of inputting Commercial/Industrial structures into the Equalizer Assessing .NET System. Examples of Calculator, Segregated, Unit-in-Place and Income Capitalization will be used.

Assessing .NET Upgrade

Designed for the experienced user of the pervasive Assessing application, this course will introduce the user to the new Assessing .NET System. Topics covered include the conversion process and new features, as well as the acclimation of changes from the old to the new system.

6-Hour Continuing Education Credit

All Equalizer Assessing & Tax Courses listed are hands-on and held at BS&A's training facility. The State Tax Commission has approved these elective courses for 6-hour continuing education credit.

Retake a class for free! If you would like to brush up on recently learned skills, you may retake the same class within 6 months free of charge if space is available. Call for details.

Assessing .NET Report Designer

This course will introduce users of the Assessing .NET System to the features and functions of the new Report Designer. Sample custom reports will be created in class in addition to instruction on creating and using filters and queries.

Note: All Tax System-related classes, with the exception of the one-day Tax pervasive class, will be taught using the .NET version.

Tax .NET Courses

Level I - Introduction & Creating a Tax Roll

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

Level II - Working with the Tax Roll

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

Equalizer Special Assessment

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

Delinquent Personal Property System

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

Tax .NET Report Designer

This course will introduce users of the Tax .NET System to the features and functions of the new Report Designer. Sample custom reports will be created in class in

addition to instruction on creating and using filters and queries.

Tax (Pervasive)

This one-day course will be an overview of the pervasive Tax System. Designed for new users, this class will cover setup items relevant to creating a tax roll, importing from Assessing, and establishing millage rates. Roll maintenance such as name/address updates, mortgage codes, deferments, and handling taxpayer inquiries will be covered. Course will also include payment processing, adjustments, and roll balancing with reports related to each item.

Community Development Courses

Introduction Course for Support Staff

This class presents the fundamentals necessary for data entry and primary program management and is designed for those users who are new to the System and wish to learn how to best utilize the System in their daily operations. Class contents include program setup features, how to add permits, schedule and print daily inspections, add inspection results, print standard formatted letters, how to set up and manage projects, and how to best utilize the automated reminder feature as well as many other components useful operations.

Administration Staff (Advanced)

Created for administrative-level users, this class covers more advanced features and how to best utilize the System for property information management. Topics covered in this class are Report Writing and Letter Writing instructions. Also included in this class will be such items as project management issues, user account management, maintenance utilities, name management information, mass letter writing features and other administrative-level topics. Suggested prerequisite: Support Staff Introduction Course.

Financial Management Courses

Fund Accounting I

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

Fund Accounting II

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

.NET Report Designer Course (Financial Management)

Financial Management .NET Report Designer

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

Host I.T. Right

DNN Web Design Class

This is a FREE class offered by I.T. Right.

Instructor: Daniel P. Eggleston, MCSE+I & Melissa Eggleston of IT RIGHT
Classes are held at BS&A Software from 9 to noon
Please call I.T. Right to register
517.318.0350

IT Right Web Design

Learn the basics of Dnn Software & maintain your own professional looking website.



3rd Quarter, 2011

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

July

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4 Closed Independence Day	5	6	7 APEX Sketch (using Assessing .NET)	8 Assessing .NET Upgrade
11	12	13	14	15
18 Comm. Development Support Staff Intro	19 Comm. Development Administrative Staff	20	21 Commercial/Industrial (using Assessing .NET)	22
25 Tax I .NET	26 Tax II .NET	27	28	29

August

1	2 Tax .NET Report Designer	3 Assessing .NET Report Designer	4 Delinquent Personal Property .NET	5
8	9 I.T. Right DNN Web Design	10 Fund Accounting I	11 Fund Accounting II	12
15	16	17 APEX Sketch (using Assessing .NET)	18 Tax (Pervasive)	19 Financial Management .NET Report Designer
22	23	24 Assessing .NET Level I	25 Assessing .NET Level II	26 Assessing .NET Level III
29	30	31		

September

			1 Assessing .NET Level IV	2 Assessing .NET Upgrade
5 Closed Labor Day	6	7	8	9 Personal Property (using Assessing .NET)
12	13	14 I.T. Right DNN Web Design	15	16
19	20 Comm. Development Support Staff Intro	21 Comm. Development Administrative Staff	22 Special Assessments .NET	23
26	27	28	29	30

Groups of 4 or more may schedule Assessing & Tax Training in Big Rapids with Dan Kirwin. Contact 517-819-3625.

Registration Information

3rd Quarter, 2011

Location

Training classes are held in our office in Bath, MI. BS&A Software has historically been a casual company and we encourage our customers to dress comfortably when attending a class. Feel free to wear jeans or shorts (weather permitting, of course)!

Instructors

Typically, class instructors will be Dan Kirwin (Assessing & Tax), Chris Polack (Tax), Jeff Howe (Building Department), Bill Garner (Utility Billing) or Jason Hafner (Fund Accounting). Occasionally, another qualified member of our staff may teach a class, depending on the availability of the primary instructors.

Class Time

Each class is one full day from 9:00 a.m. - 4:00 p.m. with a lunch break. Lunch is on your own; restaurants will be discussed in class.

Class Fees/Invoicing Information

Class fee is \$195 per person/per class. We ask that you DO NOT send payment until you are invoiced. Advanced registration is required by filling out and returning the form below. Sorry, no phone reservations will be accepted.

Confirmation

Confirmation of your registration will be sent prior to the scheduled class date(s). This will include directions to our office and hotel information. No hotel rooms are blocked; reservations are the responsibility of the attendee(s).

Cancellation Policy

BS&A Class Cancellation: At least four (4) individuals must be registered for a class to be held. In the event of low registration, the class will be cancelled. Those registered will be notified at least one week prior to the scheduled date and will be given priority to register in the next available class.

Attendee Cancellation: Cancellation by attendees made less than four (4) working days prior to class, or a "no-show" without prior notification, will result in a \$50 administration fee per attendee.

Mail or Fax Completed Form to:
 BS&A Software ~ 14965 Abbey Lane ~ Bath, MI 48808
 Fax 517.641.8960

Class	Date	# Attending	Registrant Information
Assessing .NET			
Assessing Level I	_____	_____	Unit: _____ County: _____ Contact: _____ Phone: _____ Email: _____ Attendees: _____ _____ - _____ - _____ * Please note: If you do not receive a confirmation within 2 business days upon submission of your registration, please call us to confirm your reservation for the class.
Assessing Level II	_____	_____	
Assessing Level III	_____	_____	
Assessing Level IV	_____	_____	
Personal Property	_____	_____	
APEX Sketch	_____	_____	
Commercial/Industrial	_____	_____	
Assessing .NET Report Designer	_____	_____	
Assessing .NET Upgrade	_____	_____	
Tax .NET			
Tax Level I	_____	_____	
Tax Level II	_____	_____	
Special Assessments	_____	_____	
Delinquent Personal Property	_____	_____	
Tax .NET Report Designer	_____	_____	
Tax (Pervasive)	_____	_____	
Community Development			
Support Staff Intro	_____	_____	
Administrative (Advanced)	_____	_____	
Financial Management			
Fund Accounting I	_____	_____	
Fund Accounting II	_____	_____	
Financial Mgmt .NET Report Designer	_____	_____	
I.T. Right Course			
Web Design (9am-Noon)	_____	_____	