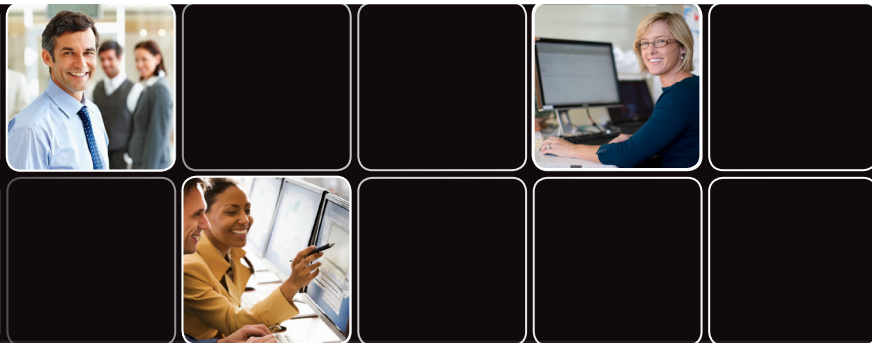




Service, Support, Solutions...Satisfaction



**FOURTH QUARTER
OCTOBER - DECEMBER 2011**

FINANCIAL MANAGEMENT

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

COMMUNITY DEVELOPMENT

- Building Department
- Field Inspection

ASSESSING & PROPERTY TAX SUITE

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

INTERNET SERVICES

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

ANCILLARY APPLICATIONS

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

**Enhance transparency and accountability with
BS&A's Dashboard Technology...at no cost.**

A major new goal for Michigan municipalities is to offer greater transparency and accountability for all taxpayers. In fact, those municipalities that are eligible for EVIP Payments are required to provide a "performance dashboard" by October 1, 2011 to receive this funding. Giving your taxpayers easy access to performance-related metrics is where we can help.

In response to this fast-approaching deadline, BS&A will soon be launching its new Internet Services Technology with built-in Dashboard Functionality. This latest software from BS&A will feature multiple options to allow municipalities to display selected financial information to the public via the Internet, as well as enabling internal users to perform tasks with anywhere, anytime accessibility.

Utilizing data compiled and published by the State of Michigan, BS&A Software will provide – at no cost – access to financial and fiscal scoring data to all units in Michigan. Also provided is an administrative tool enabling municipalities the ability to augment this data and provide performance-related information not tracked elsewhere.

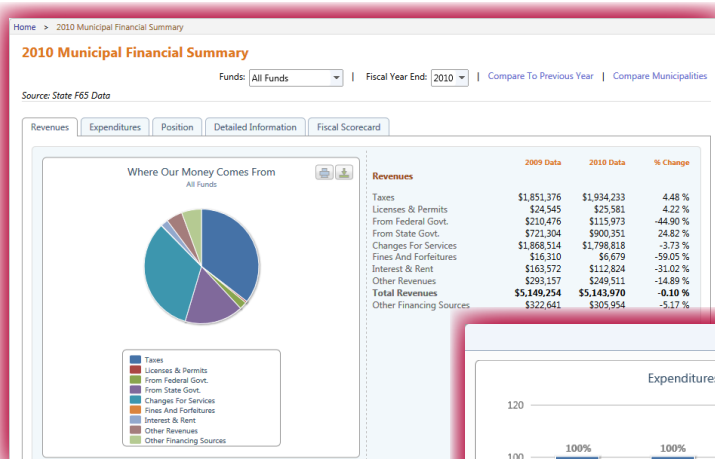
The Dashboard contains two components designed to provide enhanced transparency and accountability:

Municipal Financial Summary

The Municipal Financial Summary is intended to provide transparency and accountability to citizens regarding municipal budget and finances. Within this area, you'll find summarized and detailed financial data representing multiple years. This data includes current and prior year comparisons as well as charts and graphs necessary to track long-term trends.

The information presented in this area includes:

- Summarized data over a number of years, allowing easy comparison
- Charts and graphs showing trends for Revenues, Expenditures, Financial Position, Pension/OPEB Obligations, and more
- The ability to make comparisons for selected data between years and between municipalities

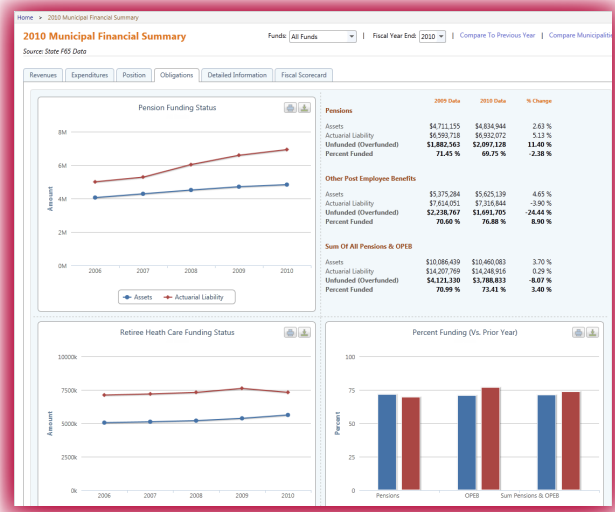


The source data for the Municipal Financial Summary was created from information published by the State of Michigan. However, more recent data can be added via our Administration Tool, available at no cost.



Continued...

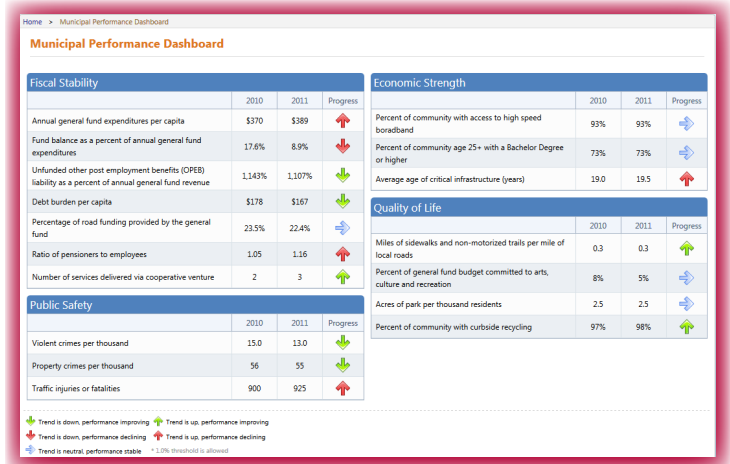
For municipalities using the BS&A Financial Management suite of applications, site administrators will be able to link their Municipal Financial Summary content to the BS&A Financial Management data to provide up-to-date financial information at the click of a button.



Municipal Performance Dashboard

The Municipal Performance Dashboard includes financial and operating measures important to municipal government and its citizens. The Dashboard uses the State of Michigan fiscal distress indicator system and color codes various metrics as to their level of fiscal distress. Examples of information presented in this area may include indicators of:

- Fiscal Stability
- Economic Strength
- Quality of Life
- Public Safety



A free Administration Tool allows easy setup and entry of any fiscal and performance indicators you would like to track. Just enter text describing the indicator, as well as current and prior values. This tool allows entry of any data points not captured elsewhere, such as Pension and OPEB information.

How do I sign up?

To sign up for the Municipal Dashboard powered by BS&A Software, visit the following URL and select "Click Here to Sign Up."

<http://accessmygov.com/MunicipalDashboard>

Program Points & Department Details...

Assessing/Equalization

Electronic submission of Annual IFT report: In cooperation with the State of Michigan, Department of Treasury, the Assessing program provides for an electronic submission of this annual report. The "IFT Export to the STC" (under File/Export) enables users to electronically send the state the Assessing Officer's Report for their IFT parcels. After the export runs, instructions are provided on how to upload the exported file to the STC. This is due annually by October 15th.

Assessing .NET Conversion News

This was our hottest topic at this year's MAA Conference. To update you, we have converted approximately 725 Assessing customers to the .NET version. The conversion process has gone very smoothly and has been well received. Overall, we have been very happy with the transition and if you have any recommendations for enhancements, we'd like to hear them. Please forward your request to any of the Assessing Support Team members. Since the Assessing cycle becomes more intense beginning in December, we plan to convert municipalities to the .NET version only through November 2011. We will resume in April 2012 after the close of Board of Review. For more information on the .NET version and to view the new features, visit our website.

Equalization & Assessing Programs Standard Reporting

One of our top priorities is to work with our users on assembling more standard reporting methods for Assessors and Equalization Directors. We continue to work with the State to have several of the required reports transmitted electronically versus sending paper copies. Additionally, we are working with various Equalization Offices to assist us in creating a standard template for various Equalization Reports.

Tax Suite

Tax

Preparing for Winter Tax Bills

If you print your own tax bills:

- Enter all your special assessments – they can be imported from the Special Assessment program, imported from other sources, or hand-entered. Run a Special Assessment Roll to make sure you have the totals you expect.
- Make a backup prior to setting up your winter taxes.
- Do not start a new database; rather, enter your winter millages in the current year database and verify that the winter millage rates are correct.
- Verify any special billings are correct; for example: MBT exemptions, DNR, Commercial Forest.
- Due date for bills is located under Report Options.
- Print a bill and have a third party review millages, special assessments, spelling, etc.
- Set up Winter interest/penalty.
- If you use a barcode, print a bill and verify the barcode works.
- Update names and addresses from Assessing.

If you import your Winter taxes from your county:

- Communication is key between counties and local units when starting a new season. BS&A Tax Support is more than happy to help with the export process at the county and the import process at the local unit. If counties provide local units with instructions, a copy to taxsupport@bsasoftware.com will help us assist local units with the import process. Local unit users will be asked the following questions when calling for help with imports. Having the answers to these questions will expedite your call:

o Is the data zipped? Is it one file with a .ZIP extension, or are there several files with .TXT extensions?

o Where is the import data? On a flash drive/saved on your computer/still in your email?

- Make a backup of your database prior to importing from the county.

- Verify that you and your county have the same Adjustments entered in the Tax program. If your adjustments do not match, you could potentially have balancing issues. Our .NET version provides a warning report where adjustments do not match.
- Run the Questionable Parcels/Payments report and clean up any items listed.
- After importing data from your county, verify winter totals are correct.

New Features in .NET

- Quick Print Button. Located on the Apply Payments screen, print a receipt with one click.
- Report Profiles. While not a new feature, we have added some system profiles for running distribution reports, pre-settlement reports, and settlement reports. You can also set up your own profiles for specific reports you wish to run on a regular basis.

County Delinquent Tax

- When preparing and printing Delinquent Tax Notices, be sure to check all report options, including the address options. You can select individual address types, letting you print a notice for any or all addresses on file.
- If you missed our last User Group Meeting in May, you may view the meeting at: <http://property.bsasoftware.com/LearningCenter/UserGroupMeetings.aspx>. Click the link at the bottom of the page.

New Features in .NET

As a result of our last User Group Meeting, a number of new features have been added. You can review all of the new features and fixes in the Update Manager, located in the bottom right corner of the screen.

A few of the most recently-added features:

- Export documents directly to the Register of Deeds. Currently, we are interfacing with Fidler and Record Fusion, and are considering other vendors. If you have interest in adding this export option, please feel free to call us or contact your Register of Deeds to see if they are set up to accept your documents electronically.
- Property Address is in the batch payment search results.
- Choose multiple units when updating names and addresses from a linked application.
- Void Point and Pay receipts.
- Set Fields utility in the Receipts table includes Batch Number.

Special Assessment

- Verify you are linked to the correct current year tax database in Pervasive, or part of the correct Shared Database Group in .NET prior to transferring installments.
- When transferring installments to Tax, consider applying the current year installment payment at the same time. This will eliminate having to remember to run the process at the end of the tax year.
- In .NET, the Parcels table has a new index: "Special Code/Parcel #".

Delinquent Personal Property

- Remember to update names/addresses from time to time.
- In some cases, there may be options not being utilized. Review General Settings and User Preferences to see if there are options you could be using.

Animal License

- Set up any new license types needed for the upcoming license year.
- Update your License Year in Program Setup>Program Settings>General Settings.

New Features in .NET

- Animal licenses can now be renewed via our Cash Receipting application.
- Quick Search for the license number.
- License search format field: This feature has the program zero-fill license numbers if you only enter a subset of the characters (i.e., if you have a format of '#####', and enter '1480', the

program will search for license number '00001480').

- A different icon is used for animals that are deceased or have the "Do not renew license" setting checked.
- New report category: Comment Reports. Print from the Reports menu or from the Print button on the Comment List dialog (prints all comments for an owner).

Financial Management

Payroll .NET User Group Meetings

We are pleased to announce that we will be holding our annual 2011 Payroll .NET User Group Meetings in December (to include Human Resources and Timesheets). These meetings are a great way for our customers to get together and see new features, go over the Year-End W2 processes, meet the support and development staff, catch a glimpse of some upcoming projects, and participate in an open forum to address any questions/concerns.

To ensure that we cover topics you would like information on, this year we are asking for your suggestions. We will work hard at implementing all suggestions into the meeting agenda.

If you would like to offer your ideas, you can get those to us in the following ways:

- Email your suggestions to: strotter@bsasoftware.com
- Fill out our online suggestion form at: <http://financialmanagement.bsasoftware.com/SuggestionForm.aspx>
- Call the Financial Management Support Department at (855) 272-7638

The meetings will be held at our office in Bath 10:00 a.m. - 4:00 p.m. - no charge - and a light breakfast and lunch will be provided. We look forward to seeing you there!

December 2, 2011
December 8, 2011
December 15, 2011

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.

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:

Permits can now be issued and printed from BS&A Cash Receipting .NET when payment is taken, eliminating the need for your customers to return to the Building Department to pick up their permit after paying in the Treasurer's (or Clerk's) Department. To enable this feature, please contact Community Development Technical Support at (855) 272-7638 or permitsupport@bsasoftware.com.

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

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

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

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

Sending Data/Messages to Support

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

Annual Service Fees

Your Support Agreement, which covers program updates and technical support, guarantees that fees will not change for the first three years that your municipality uses our software. After that time we reserve the right to increase fees by the cumulative Consumer Price Index 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

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

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

Classes are held at BS&A Software from 9 to noon. Please call I.T. Right to register 517.318.0350

BS&A's Conference Calendar

October

2-5 Michigan Municipal Treasurers Assoc.

11-14 Code Officials Conference of Michigan



4th Quarter, 2011

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

October

Monday	Tuesday	Wednesday	Thursday	Friday
				1
3	4	5	6	7
10	11 Fund Accounting I	12 Fund Accounting II	13 Financial Management .NET Report Designer	14 Assessing .NET Upgrade
17 Comm. Development Support Staff Intro	18 Comm. Development Administrative Staff	19 I.T. Right DNN Web Design	20	21 Tax (Pervasive)
24 Tax I .NET	25 Tax II .NET	26 Assessing .NET Level I	27 Assessing .NET Level II	28 Assessing .NET Level III

November

	1	2	3 Special Assessments .NET	4 APEX Sketch (using Assessing .NET)
7	8 Fund Accounting I	9 Fund Accounting II	10 Tax (Pervasive)	11 Personal Property (using Assessing .NET)
14 Comm. Development Support Staff Intro	15 Comm. Development Administrative Staff	16	17 I.T. Right DNN Web Design	18 Commercial/Industrial (using Assessing .NET)
21	22	23	24 Closed Thanksgiving	25 Closed
28	29	30		

December

			1	2 Payroll User Group Meeting
5 Tax .NET Report Designer	6 Assessing .NET Report Designer	7 I.T. Right DNN Web Design	8 Payroll User Group Meeting	9 Assessing .NET Level IV
12 Tax I .NET	13 Tax II .NET	14 APEX Sketch (using Assessing .NET)	15 Payroll User Group Meeting	16 Assessing .NET Upgrade
19 Comm. Development Support Staff Intro	20 Comm. Development Administrative Staff	21	22	23
26 Closed Christmas observed	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

4th 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)	_____	_____	