

# BS&A SOFTWARE

4th Quarter Newsletter  
October - December 2010

## BS&A announces the release of our new Financial Management and Utility Billing website

<http://financialmanagement.bsasoftware.com>

### Property-Based

Assessing

Equalization

County/Local Tax

Delinquent County Tax

Delinquent Personal Property

Special Assessments

Principal Residence Exemption Audit

Drain Assessment

Community Development

### Financial Management

General Ledger

Accounts Payable

Cash Receipting

Miscellaneous Receivables

Payroll

Employee Self-Services

Human Resources

Timesheets

Purchase Orders

Fixed Assets

Utility Billing

### Companion

Animal Licensing

Cemetery Management

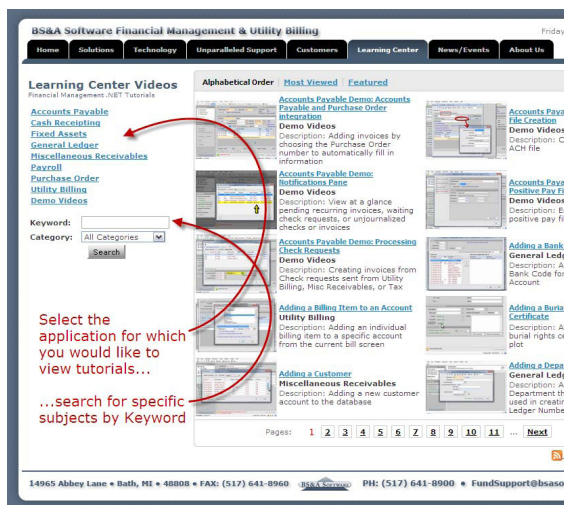
Business Licensing

Complaint Tracking

Internet Services

Our intent in creating this website is to provide for our customers all of the tools necessary to optimize the use of our Financial Management and Utility Billing applications.

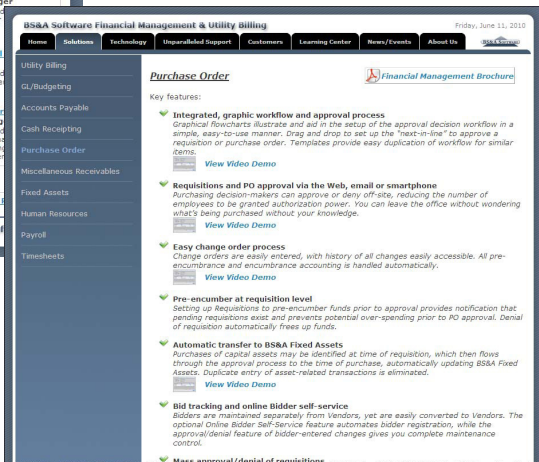
The new Learning Center provides Demo videos to highlight features of the applications. User Groups held in our office are filmed, and videos are provided under the Learning Center tab for customers unable to attend.



The Solutions tab opens to key features of our Financial Management applications, along with many informative demonstration videos.



A large collection of Tutorial videos are also available to walk you step-by-step through common tasks.



## Important Dates...

### Conferences:

#### October

Various Dates - MTA Road Tour  
10- 12 - MI Municipal Treas Assoc

#### November

4 - MI Association of Township Supervisors

### Office Closed:

#### November

25-26 - Thanksgiving

#### December

24 - Christmas Eve

31 - New Year's Eve

14965 Abbey Lane  
Bath, MI 48808  
517.641.8900  
517.641-8960

**BS&A SOFTWARE**

[www.bsasoftware.com](http://www.bsasoftware.com)

The BS&A Message Center notifies you when new videos are available on our website. The first time a user opens one of the Financial Management apps (after installing the latest update), this message appears.

The Message Center notification is tied to user names and will only appear the first time a user logs on to an application: for example, a user logs on to GL/Budgeting and gets the message. When she logs on to Accounts Payable, the message does not appear.

You may also request emails when new content is available by clicking the "Click here to receive automatic email alerts..." link located on the Home page.



You can access the new site by visiting [www.bsasoftware.com](http://www.bsasoftware.com) and clicking on the link from the home page.

Without great support and feedback from our customers, we wouldn't have been able to produce such successful applications.

Opinions and suggestions on our new website are always welcome... we love to hear from you. If you would like to submit a request for a Tutorial video or Demo video, please contact Amy Armstrong at (517) 641-8900 or [aarmstrong@bsasoftware.com](mailto:aarmstrong@bsasoftware.com).



## .Net Conversion Update Tax/Assessing

We have converted 431 Tax Administration, and 425 Assessing/Equalization customers to our .Net Version. This represents about 28% of our customer base. The conversion process is going very well, and demand has been overwhelming. Currently we have 35 implementations in progress and another 150 signed commitments that still need installation and conversion. We plan to continue our implementations of the Assessing program through December and the Tax program thru January. We then will resume installations after the March Board of Review and Tax Settlement process is completed in 2011.

## Assessing System

### Program Points

There have been several small changes to the Assessing system. As always those users with internet access can visit our website at [www.bsasoftware.com](http://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. The Change log now lists any change that will have an effect on calculations or values in **RED** text, **BLUE** text represents a new feature added to the system, and **BLACK** text represents general bug fixes not including value/pre changes.

For those municipalities that have already converted to the .NET application, any program features or bugs that you would like us to look at, please send an email through the system under HELP/EMAIL TECH SUPPORT. We will take a look at all the program features and if it appears to be a good fit for all municipalities we will make the change. For more information on the .NET application and its features visit our website at [www.bsasoftware.com](http://www.bsasoftware.com).

### L-4017/L-4047 Sales Study Reports

Per the State Tax Commission the previously used L-4017 and L-4047 (one and two year period sale reports) have been assembled into on new form, the L-2793. This form is included in the latest program updates.

### New export for IFT Reporting added

In cooperation with the State of Michigan, Department of Treasury, a new Export has been added to both the Pervasive and .NET applications that will allow users to Export to the STC

the information required for the Assessing Officers Report for the Industrial Facilities Tax Roll, annually October 15th. After the export has run it will give the user information regarding instructions on how to download the export to the STC.

### Continuing Education for Assessors

All of the existing Assessing and Tax related courses offered by BS&A are approved for Co-Ed credit. It is important to note that if you are requesting a special class that deviates from the course syllabus, the class will NOT qualify.

## Tax System

### Program Points

**Don't wait - Make your winter bill changes now, they need to be in by first week in November in order to be ready for winter billing.**

Verify that your interest and penalty information is setup correctly prior to taking delinquent payments. Once payments have been applied with interest and penalty amounts, you will not want to make any changes to your interest/penalty setup dates without contacting us.

When honoring postmarks, please use the current date as your posting date and set your interest date to the postmark.

If you use a printing company to print the interest due on your tax bills, be sure to check several parcels, as their numbers may be rounded differently than ours.

As the winter tax season quickly approaches we want to offer a few reminders:

1. Run a mini-settlement to make sure you balance to date. This will make the end of year balancing run more smoothly. Many municipalities run these reports monthly to assure payments and disbursements are up-to-date.
2. Run a Questionable Parcels/Payments Report. Reports > Balancing/Settlement Reports > Questionable Parcels/Payments

Report on All Records. Any parcels on this report will need to be cleared up. The goal is to have a blank report.





## Managed Remote Backup

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- No More Hassle
- Monitored Daily

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(517) 318-0350

www.itright.com

3. Run a Balancing Recap Report. Reports > Balancing/Settlement Reports > Balancing Recap Report on All Records. The last column in this report will provide totals for all payments received to date. Compare this to all disbursements added up to date, plus payments not disbursed. These totals should match.

4. Prepare and balance any Special Assessments that will be added to Winter bills. Verify the administration fee charged on your special assessments. This is located under Taxes > Setup Special Assessments/Drains.

5. Double check winter millage tax tables. As always have a second set of eyes view your tax bills and/or tax tables to assure correct millages. Remember to take "County" Operating Tax off the winter tax tables.

6. Run a couple of bills out of each school district to verify for correctness.

7. If you print a bar code, make sure it scans correctly into the Tax System or the Cash Receipting program you are using.

8. Make sure you have a signed Tax Warrant from your Assessor prior to collecting taxes.

### Tax .Net

- Verify your interest & penalty dates are correct
- Once payments are taken you will not be able to change these settings without reversing payments and help from tech support.
- Ask your Assessor about the ability to grant access for

Direct Imports for BOR's (also available for courtesy splits and values)

- You can pay both seasons in the apply payments screen
- You can run reports, such as the Quick Tax Disbursement report, for both seasons.

### Special Assessment

Before Transferring EQ Special Assessments to Tax Please verify that the database you are linked to is the correct database. If you need to change the path the EQ Tax Database remember to exit the EQ Special Assessment application to activate the link.

### Special Assessment .Net

We now have the ability to pay off the special assessment district while you are transferring parcels to tax.

## Financial Management

### Classes & User Groups

We will be holding the Fund Accounting Level I and II classes again, along with the .Net Report Writer class this October. Additionally, we are pleased to announce our annual Payroll User Group meetings this quarter, just in time for W-2 season! There are 2 dates scheduled for November and a third in December. Check out the calendar for specific dates. You can register for these classes/user group meetings on our new website under the News/Events tab within the class list.

Users who are unable to attend a meeting can view the video shortly after the meeting date within the Learning Center area of our new site.

## Community Development

### New Program Information

#### Building Department .Net (Newly released)

BS&A Software is excited to announce the release of the Building Department .Net program. This program, along with Field Inspection .Net and the yet-to-be-released 'On-Line Permit Applications Module' make up the Community Development suite of programs.

As anticipated, we are currently experiencing a large volume of orders and upgrades to our new .Net programs and we are doing our best to get municipalities upgraded 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 program.

#### Highlights include:

- Microsoft SQL Database
- Charting
- Scheduling for non-inspection related events
- Work Flows
- Inspection Checklists
- GIS Capabilities
- True Invoicing
- Quick Receipt Entry Screen
- Accrual Based Accounting and New Accounting Reports
- Improved filtering for reports, letters, charts and GIS
- Improved Integrations to other BS&A Apps
- Better Administrative Features and an all new reporting system with many new enhancements.

#### Field Inspection.Net

Last fall we released the

Field Inspection .Net program which replaced the Pervasive-based Replication Module.

This new inspector program is tablet based and interfaces with both the Pervasive and .Net versions of the Building Department application.

#### In-House Demo

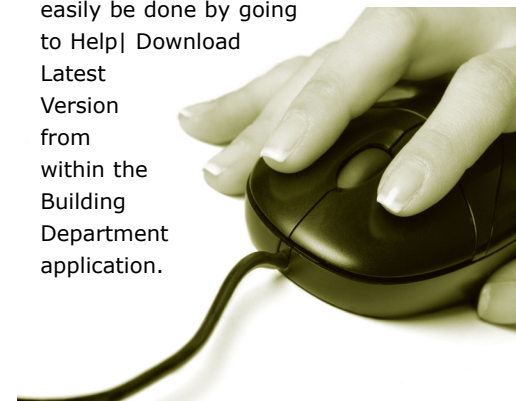
We will be holding an in-house demonstration on October 25, 2010. Please register for the demo by calling Tricia (517.641.8900) by October 20th.

The demonstration will highlight the uses and features of the new applications, as well as provide an opportunity for questions and answers. The demo will be held at our office in Bath from 9:00 a.m. – 12:00 p.m. Please feel free to dress casually as we are a casual company.

As always, please call Community Development Technical Support at 517.641.8900 if you have any questions, would like literature on any of our BS&A programs or would like a proposal.

#### Pervasive Version News

As usual, we have released several update patches to address certain concerns found in the software. We recommend that you update your program 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.



## Technical Support

We encourage you to take advantage of using email to contact our support staff. This is 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 diskettes or CD sent. Our goal is to serve you as quickly as possible and unlabeled items could cause a delay in that process.

### Sending BS&A data or a question via email:

- 1) When sending emails to any of our departments please put the name of your unit, your name and phone number in the subject line. For security reasons we delete any unknown emails.
- 2) You may also go to our web site, or in some cases, directly through the program, to email us.

Remember...

If Tax data is being converted: Grand Totals & Millage Rates for each school district must be included.



*“Learning without thought is labor lost; thought without learning is perilous.”*  
Confucius

## Assessing Courses

### 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. Understanding the importance of a plan to remove parcels from the override calculation status will be discussed.

### 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. 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 System.

### Personal Property

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

### Splits/Combination

A one-day class to cover parcel splits/ combinations in the Assessing 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.

\*\* All classes, with the exception of the '.Net Training Classes', will continue to use the Windows Version for demonstration purposes.

#### Net Assessing Training

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

## Tax Courses

**Level I - Introduction & Creating a Tax Roll**  
Recommended for the Treasurer or person creating their first tax roll using the EQ Tax System. Course covers general setup and tax setup items relevant to creating a tax roll. Importing from EQ Assessing, 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 System 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 System**  
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 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 Writer.

#### Report Writer, Queries and Filters for Tax & Assessing

Designed for any interested Equalizer Assessing or Tax System users. The features of the Report Writer are the same for both systems and will be covered in detail. Examples are given of creating custom reports.



#### .Net Tax Training

Designed for the experienced user of the current EQ Tax application, this course will introduce the user to the new .Net Tax system. Topics covered include the conversion process and new features, as well as the acclimation of changes from the old to the new system.

#### .Net Special Assessment Training

Designed for the experienced user of the current EQ Special Assessment application, this course will introduce the user to the new .Net Special Assessment system. Topics covered include the conversion process and new features, as well as the acclimation of changes from the old to the new system.

## Community Development Courses

#### Introduction Course for Inspectors

Designed for inspectors & code enforcement officers, this class will focus on those features most important to individuals responsible for managing these activities. Included in this course will be such items as Code Enforcement setup and techniques, Permit setup and inspection techniques, how to view/print the daily schedule, how to create automatic reminders, how to set up and use rental certification cases, and a host of other useful features.

#### 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.

#### New Version Introduction (Windows System)

This class is designed for the experienced user (administrators and office staff) who are familiar with the original Permit

System and who wish to learn the new features available with the new version. This course will cover such items as Rental Certification, Inspection Deficiency window, Reminder Management, new Naming Configuration issues and their impact, financial features, and Mass Letter-writing techniques.

## 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.

# 4th Quarter, 2010

October

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4 Tax Level I	5 Tax Level II	6 APEX Sketch	7 .Net Assessing Training	8 I.T. Right Dnn Web Design
11	12 Fund Accounting I	13	14 Fund Accounting II	15 Financial Mgmt .Net Report Designer
18 Bldg. Dept. Inspector Intro	19 Bldg. Dept. Support Intro	20 Bldg. Dept. Administrative	21 .Net Tax Training	22
25 Community Dev. Demo	26	27 Asg/Tax (pervasive) Report Writer	28	29

November

1	2	3	4 .Net Special Assessments Training	5 Payroll .Net Users Group
8 Bldg. Dept. Inspector Intro	9 Bldg. Dept. Support Intro	10 Bldg. Dept. Administrative	11 .Net Tax Training	12 APEX Sketch
15 I.T. Right Dnn Web Design	16	17 Assessing Level I	18 Assessing Level II	19 Payroll .Net Users Group
22	23	24 Assessing Level III	25 Closed Thanksgiving	26 Closed Thanksgiving
29	30 Community Dev. Users Group			

December

		1 Splits & Combination	2 Commercial/Industrial	3 Payroll .Net Users Group
6 Bldg. Dept. Inspector Intro	7 Bldg. Dept. Support Intro	8 Bldg. Dept. Administrative	9 Bldg. Dept. New Version Conversion	10
13 Tax Level I	14 Tax Level II	15 .Net Assessing Training	16 Assessing Level IV	17
20	21	22	23	24 Closed Christmas Eve
27	28	29	30	31 Closed at Noon New Year's Eve

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



# Registration Information

## 4th Quarter, 2010

### 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
<b>Assessing</b>			
Assessing Level I	_____	_____	Unit: _____
Assessing Level II	_____	_____	County: _____
Assessing Level III	_____	_____	Contact: _____
Assessing Level IV	_____	_____	Phone: _____
Personal Property	_____	_____	Email: _____
APEX Sketch	_____	_____	Attendees: _____
Commercial/Industrial	_____	_____	_____
Splits & Combination	_____	_____	_____
.Net Assessing Training	_____	_____	_____
<b>Tax</b>			
Tax Level I	_____	_____	_____
Tax Level II	_____	_____	_____
Special Assessments	_____	_____	_____
Delinquent Personal Property	_____	_____	_____
Asg/Tax Report Writer	_____	_____	_____
.Net Tax Training	_____	_____	_____
.Net Special Asmt Training	_____	_____	_____
<b>Community Development</b>			
Inspector Intro	_____	_____	_____
Support Staff Intro	_____	_____	_____
Administrative (Advanced)	_____	_____	_____
New Version Conversion	_____	_____	_____
<b>Financial Management</b>			
Fund Accounting I	_____	_____	_____
Fund Accounting II	_____	_____	_____
Financial Mgmt .Net Report Designer	_____	_____	_____
<b>I.T. Right Course</b>			
Web Design (9am-Noon)	_____	_____	_____

Please provide an alternate phone or fax number in the event we cannot reach you at the number provided above.

\_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**\* 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.**



www.bsasoftware.com  
14965 Abbey Lane  
Bath, MI 4880

# Newsletter & Training Schedule - 4th Quarter, 2010

**Hotel Information**  
Sleep Inn  
1101 Commerce Park Dr, Dewitt  
517-669-8823 or 1-866-613-9330  
Courtyard By Marriott  
2710 Lake Lansing Rd, Lansing  
517-482-0500 or 1-866-613-9330



The office is located off Webster Rd in Somerset Park, North of I-69 approximately 1/4 mile. Turn Right into Somerset and Right at the stop sign, which is Abbey Lane. We're all the way around to the back.

I-127 NORTH (Jackson area) – Travel North on I-127 to I-69 East to Webster Rd Exit (Exit 92)  
I-69 NORTH (Marshall area) – Travel North on I-69, continue on East I-69 towards Flint, to Webster Rd Exit (Exit 92)  
I-27 SOUTH (Mt. Pleasant area) – Travel South on I-27 to I-69 East towards Flint, to Webster Rd Exit (Exit 92)  
I-69 WEST (Flint area) – Travel West on I-69 to Webster Rd Exit (Exit 92)  
I-96 WEST (Detroit area) – Travel West on I-96 to I-127 North, then East one I-69 towards Flint, to Webster Rd Exit (Exit 92)

## Directions to BS&A Software Bath, Michigan