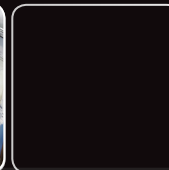
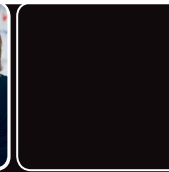




Service, Support, Solutions...Satisfaction



## FIRST QUARTER JANUARY - MARCH 2016

### 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

## Affordable Care Act Reporting

New requirements relating to Affordable Care Act (ACA) reporting have prompted many questions as to how these requirements will be addressed in our software. We have implemented the needed changes to ensure that our customers can produce the required reporting directly from our applications. Our planned approach is as follows.

Our Human Resources application now has the ability to define default Benefit Plan information. Some examples are: selecting whether or not the Benefit Plan is self-insured (which impacts the level of detail required on the 1095-C); defining the single employee monthly rate (line 15 of the 1095-C); defining the Offer of Coverage Code (line 14 of the 1095-C). Once defined on the Benefit Plan, these settings will default to the employees enrolled in that Benefit Plan. It is recommended that employees who have opted out of available coverage be set up with the appropriate Benefit Plan to ensure proper reporting. This default functionality is available in our Human Resources application only.

Self-insured, single employee monthly rate, and Offerage of Coverage Code are available in the PR application, but will need to be entered manually if customers are not also using HR. For users of our HR application, the Benefit Plan defaults appear on the Tax and W2 Info screen of both HR and PR. The defaults can be overridden. The Tax and W2 screen in both applications also includes the 4980H Safe Harbor Code (line 16 of the 1095-C). The 4980H code can be calculated based on other information on the employee.

Change Tracking functionality, introduced in the 08/01/2015 updates to our Payroll, Human Resources, and Timesheets applications has allowed customers to more accurately track dates of enrollment. Customers can now determine the months in which employees are covered, to the required level of detail.

Timesheets' new ACA Employee FTE report, located in Reports>Other Reports, calculates the number of Full Time Equivalent employees by month. Determining the total number of FTEs not only determines whether this reporting is necessary, but provides information for the 1094-C, which in turn provides information to the IRS.

An ACA Preview report is available in both Payroll and Human Resources. In PR, go to Reports>Tax Reports>Affordable Care Act Preview Report. In HR, go to Reports>Other Reports>Affordable Care Act Preview Report. The ACA Preview report shows employees who are not set up to be exempt from 1095-C reporting. Also included are what the application has calculated per month for the employees' Coverage Code, single employee monthly rate, Safe Harbor code, whether or not they are enrolled in a Self-Insured plan, and whether or not they were considered full time for each month.

The IRS has released finalized specifications for the 2015 1094/1095-C forms. Because the original forms are not envelope-friendly, the IRS is allowing the use of an alternate form. Our applications use this alternate form. This allows our customers to print the 1095-Cs on regular paper. The necessary information can be produced at the same time W2s created, as part of the Year End process. Information can be reviewed and edited before submission. Both HR and PR provide this process in Utilities>Year-End Utilities>ACA Year-End Process.

Finally, we are in the final stages of testing, on the path to receiving IRS approval to generate

the electronic filing format required to report electronically. This is required for all customers with 250 or more employees. The electronic file will be submitted through a new electronic filing system (AIR) which will require a user name and password separate from the EFW2 system.

#### 1095-C Reporting Deadlines:

- Mailed to employees by 2/1/2016 (since 1/31/2016 is on a Sunday)
- Mailed to IRS by 2/29/2016 if physically filing forms
- Submitted to IRS by 3/31/2016 if electronically filing

**ACA Video:** <http://www.bsasoftware.com/News-Events/News/articleType/ArticleView/articleId/952/ACA-Reporting-Information>

**ACA 101:** [http://www.bsasoftware.com/References/WhitePapers\\_HelpDocs/FM%20Page%20Help%20Docs/ACA.pdf](http://www.bsasoftware.com/References/WhitePapers_HelpDocs/FM%20Page%20Help%20Docs/ACA.pdf)

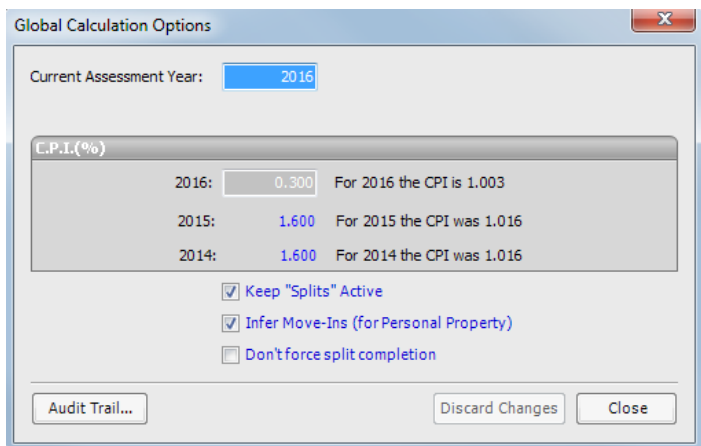
## Assessing/Equalization

### Assessing .NET

There have been several small changes to Assessing. As always, users with internet access can visit our website at [www.bsasoftware.com](http://www.bsasoftware.com) and download the latest update.

#### STC CPI for 2016 Roll

The STC has released the 2016 Consumer Price Index for the 2016 Assessing year. Assessing .NET users on the November 1, 2015 update or later will have the CPI 1.003 (.3%) hardcoded in Global Calculation Options.



#### Required STC Forms

The updated Personal Property Statement and Form 5076 have been updated and are available in the scheduled 11/01/2015 update.

## Tax Suite

### Tax .NET

From our Tax Support Department Staff, we want to say thank you to all our customers for a great 2015. Our staff has grown over the past couple of years and we have been able to improve our call back time dramatically. Our goal is to always serve you as quickly as possible without compromising the quality support you are accustomed to receiving.

#### New Feature Highlight

The newest program features and changes can be found in the Update Globe in the bottom right corner of the program screen. You can view the details of the update prior to updating as well as go back and view details of past updates.

Some of the most recent new features include:

**2 BS&A Software 1st Quarter 2016**

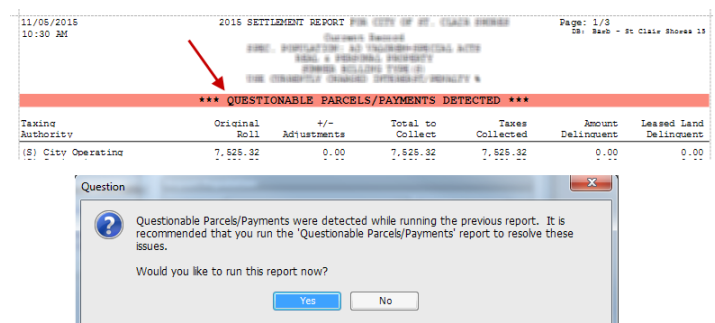
- A new report called Millage Table/Classification Cross Reference Report was added to the Balancing/Settlement reports category. This report is designed to indicate whether or not a millage table is present for select seasons.
- We have added an option to send Principle Residence Exemption Reduction adjustments to the Delinquent Tax program.
- We have added functionality to create audit trail entries when running the utility to Calculate DDA Factors.
- A Keyboard Shortcut was added to enter an adjustment on the Edit Parcel screen (Alt + J).
- When viewing parcel images, you can now also see the Assessor's associated comments.

#### Looking Ahead

##### Pre-Settlement Balancing

January is a great time to do a mini settlement. This should make your March settlement process go quickly and smoothly.

Balancing the Tax Roll involves balancing Taxable Value, Assessed Value, PRE Value, and Non-PRE Value with the Assessor throughout the year. Additionally, you will need to balance tax dollars collected and tax dollars distributed. This is done by taking the original amounts due plus or minus any adjustments to determine the amount to collect. Take the amount to collect and subtract the taxes collected to determine the delinquent balance for each taxing authority. These balances are easily found on the Settlement Report. However, keep in mind when you run the Settlement Report that any payments or adjustments done after the report is run will change the report totals immediately. Any "out of balances" directly on the Settlement Report could be questionable parcels or payments. If you do have questionable parcels, the Settlement Report will have a band across the top indicating Questionable Parcels/Payments Detected. Once you close the report, you will immediately have the option to run the Questionable Report.



Once the questionable parcels and/or payments are cleaned up, the Settlement Report will balance across all columns.

We do offer another report called Balancing Recap Report. This

report is essentially the same as the Settlement Report with one exception; there is an additional column for payments in a specific date range. This may be the most beneficial in January when you are still continuing to collect payments and want to have payment totals through a specific date.

Once you have determined what has been collected, you will also need to balance your disbursements. Ask yourself, have you disbursed everything that has been collected? Any shortage could potentially be attributed to over-disbursing. Any overage could be attributed to payments that were skipped in the disbursement process because of back dating to an already disbursed period.

When distribution "out of balances" are found, one suggestion we have made over the years is to run the Quick Tax Disbursement Report on All Records, then add up your distribution checks. They should balance. If not, go back and re-run the Quick Tax Disbursement report for each distribution period using the same parameters/report options used originally. Compare the newly run report with the original disbursement report. If they match, move to the next period. Continue this process until you find the period with changes from the original disbursement. These types of out of balance issues typically happen when payments or reversals are back dated or put into a batch that has already been disbursed, which changes the original disbursement.

### Last day of Collection

This year the last day of collection will be Monday, February 29, 2016. We suggest you always use the last day of February as the Stop Charging Interest Date. This stop date will be the end of the collection period and any delinquent parcels will not continue to accrue interest. For units that continue to collect delinquent personal property, Building on Leased Land, or Special Act property, you will need to turn on the option to override the Stop date for personal property in the Interest/Penalty setup area. Go to *Taxes Setup>Interest/Penalty Setup* and click on Tab 4. Turn on the options that apply to your unit.

### March Settlement

Each county has specific report and data requirements. The first step in the settlement process is to communicate with the County Treasurer's office. Find out what data and documents they require for settlement. We are more than ready and willing to assist you with any of your settlement processes within any of the BS&A applications.

Some of the Helpful Settlement Reports within the Tax program include:

<b>Payment/Distribution Reports</b>	Daily Cash Journal List Payments with Amount in Overpayment Overpayments/Underpayments Report Payment Journal Status List Quick Tax Disbursement Report Tax Collection Record
<b>Balancing/Settlement Reports</b>	Questionable Parcels/Payments Settlement Report

## Delinquent Tax .NET

### New Feature Highlight

- Added a field to the Alternate Address entry screen to record IRS Lien Liber/Page and Lien Party. Also added an option to print the Forfeiture List on IRS Lien properties only.
- Added an option to the Foreclosure List to print the foreclosure and/or forfeiture document number.
- Added additional options to the Delete Duplicated Alternate Address Utility.

### Looking Ahead

#### March Processes

March is the busiest month of the year for the County Treasurer's office. Settlement with local units to receive delinquent 2015 taxes, forfeiture of unpaid 2014 taxes, and foreclosure of unpaid 2013 taxes all occur in March. Here are a few key points we try to emphasize every year to help smooth out the necessary processes within the Delinquent Tax software.

**Forfeiture Utility** –The utility to mark 2014 delinquent taxes will forfeit all 2014 and prior delinquent taxes that are not withheld. Any older years that are withheld from Forfeiture will remain as delinquent. You will be prompted to select the fees you wish to add to the parcels/years being forfeited. At the end of the process, you will be prompted to visit Program Setup for Future Forfeiture Fees. We encourage you to answer yes to this prompt and move the year ahead so the setup is ready for the next year.

**Note:** Back dating payments after the utility is run will not remove the fee. If you intend to accept postmarks, enter all payments before running the utility.

**Pre-Settlement Payments** – After March 1 and prior to importing delinquent taxes from local units, users can take payments in the Delinquent program or through Cash Receipting. This allows users to receipt funds and apply the pre-settlement payments to delinquent taxes after delinquent taxes are imported,. Updating history in the Tax program will assist users with approximate delinquent amounts. If you need help with this process, or if you wish to review how the Pre-Settlement payments work, please contact Support for assistance.

**Village Interest** – If taxes for villages have been collected in the Delinquent program from September through February, run the utility to roll in 6% local interest to unpaid village taxes.

**Update Tax History** – Updating Tax history can be done at any time once Tax data is received from local units. This will help with several processes such as pre-settlement payments, paid current parcels in delinquent, as well as the history in the Tax application.

**Foreclosure Utility** – This utility can be run at the end of the day on March 31 or before the start of business on April 1.

If you take payments on April 1 before running the utility, do not back date to March 31, or those parcels with payments will foreclose.

### PRE Audit .NET

#### New Feature Highlight

- The default receipt for PRE Audit can now be printed from Cash Receipting.

### Special Assessment .NET

#### New Feature Highlight

- A new option to Reverse Group of Payments Enmasse has been added to the Utilities menu.
- We have added User Fields 1 through 4 and a User Index Number field to the list of fields for the Set Specific Parcel Fields tool in the Parcels table.

### Drain Assessment .NET

Thank you to our Drain Assessment users for a successful 2015. We made a number of program improvements throughout the year, and had a very positive User Group meeting in April. We were able to meet many of our customers face to face to demonstrate those changes and many of the yearly processes that occur throughout the year. These user group meetings are a great way for us to get to know our customers and for users to get to know each other. Any suggestions to improve the software or the user group meeting are welcomed.

At this time, Year End Processes can now be completed for 2015. If you would like assistance, please do not hesitate to contact Support.

## Financial Management

### Looking Ahead

#### The Busy Season is Approaching

The end of the year heralds the busiest time for our Financial Management Support Department. We strive to do our best to take your calls within our normal quick turn-around time, but there may be extreme cases delaying these call-backs. If this happens, we deeply apologize and will make sure you still get the outstanding customer service you are accustomed to. This busy season typically begins in late December and lasts through mid-February. We thank you for your understanding and for your continued support of BS&A Software.

### Payroll .NET

#### Payroll .NET Year End Process

W2 time is going to be here before you know it. We have a tutorial video on our website that assists you with the process and addresses some common questions. If you need any assistance from our support department, please don't hesitate to contact us by phone or through the Contact Customer Support feature in the Help menu of Payroll .NET. To view the online video tutorial, visit the following link:

<http://financialmanagement.bsasoftware.com/Learning-Center/Financial-Management/Video-Tutorials/ID/299/categoryId/21/Processing>

#### Wrapping Up the Year in Payroll

We are here to help you with your Payroll Year End Processing. When you are ready to wrap up your PR database for the year, please don't hesitate to call the Financial Management Support Department. You can also click the link below for a helpful step-by-step document on the process.

[www.bsasoftware.com/support/newsletter/2015 Payroll Processing.pdf](http://www.bsasoftware.com/support/newsletter/2015%20Payroll%20Processing.pdf)

### Accounts Payable .NET

#### Year End 1099 Processing

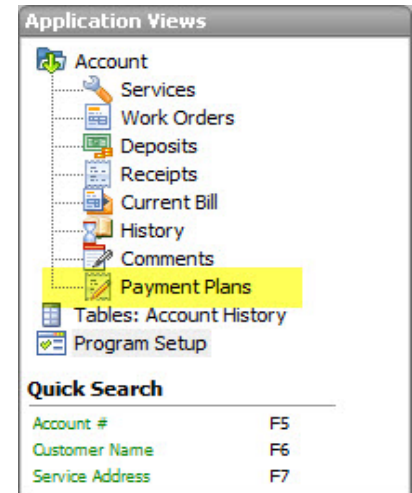
The time of year to process your Vendor 1099s is quickly approaching. For assistance with the process, please don't hesitate to call the Financial Management Support Department or click on the link below for a helpful step-by-step document on the process.

[http://www.bsasoftware.com/References/Documents/ap\\_1099.pdf](http://www.bsasoftware.com/References/Documents/ap_1099.pdf)

### Utility Billing .NET

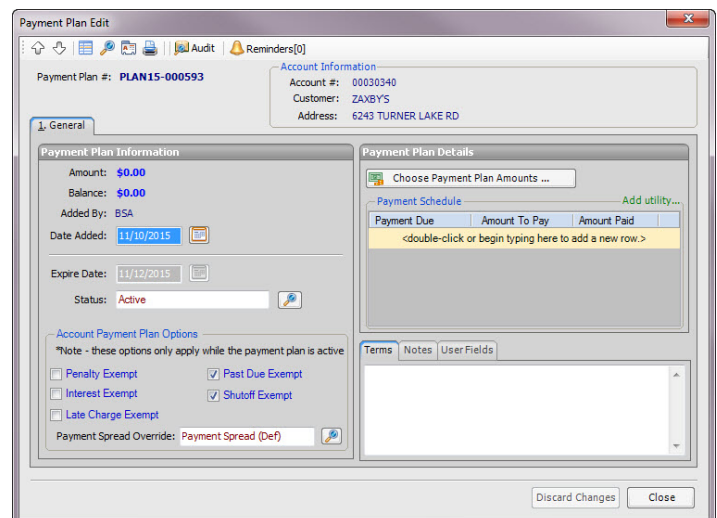
#### Feature Highlight

Utility Billing offers a basic Payment Plan feature. To enable the feature, go to *Program Setup>Database Setup>Payment Plan Setup*. Once you have checked the Enable Payment Plan Processing box, you will need to close out of the UB program and re-open. You will then see Payment Plans under Application Views on the left hand side.



Payment Plans let the customer work out an agreement with the municipality that allows them to catch up on their past due balance and avoid penalties or shut offs as long as they are making the agreed upon payments.

If you have a customer that would like to set up a payment plan, you will first need to locate their account and then select Payment Plans under the Application Views. Click Add. You will then be asked if you want to Add a Payment Plan; click Yes. You will then be directed to the Payment Plan Edit screen.



This screen will allow you to actually create the payment plan for the individual customer. In order to select the amounts to be included in the payment plan, click Choose Payment Plan Amounts. This will bring up each amount that is outstanding on the customer's account by due date. You have the option to Select All in the lower left, or you can choose the amounts individually.



Account Billing Item Amounts

Please select amounts to add to the current payment plan.

Account / Billing Amount(s) Information

Account #: TURR-006243-0000-01 Status: Active  
Customer Name: ZAXBY'S Service Address: 6243 TURNER LAKE RD

Select Items

Filter Options

Balance Filter: Show balances greater than zero

Bill Item	Due Date	Transaction Type	Rate Name	Billed Usage	Balance	
Round Up	09/30/2015	Billing		0.00	\$0.36	<input type="checkbox"/>
Backflow Device	09/30/2015	Billing		0.00	\$2.00	<input type="checkbox"/>
Gas CS Base	09/30/2015	Billing	GC1 BASE	0.00	\$13.50	<input type="checkbox"/>
Water Base	09/30/2015	Billing	WATER BASE	0.00	\$16.60	<input type="checkbox"/>
Sewer Base	09/30/2015	Billing	SB	0.00	\$18.00	<input type="checkbox"/>
Electric C Base	09/30/2015	Billing	ELECTRIC C BAS...	0.00	\$25.00	<input type="checkbox"/>
Solid Waste	09/30/2015	Billing	SN3	0.00	\$30.50	<input type="checkbox"/>
Spec Purpose Tax N	09/30/2015	Billing	Spec Purpose Ta...	0.00	\$35.50	<input type="checkbox"/>
Gas	09/30/2015	Billing	GC1	5,700.00	\$45.68	<input type="checkbox"/>
Local Tax N	09/30/2015	Billing	Local Tax N	0.00	\$71.00	<input type="checkbox"/>

Select All

Selected Items Total: \$0.00

OK Cancel

Once you have selected the amounts to be added to the payment plan, you then will need to schedule the payment amounts and due dates that you and the customer agree on. You will have the ability to enter the payment due dates and amounts manually, or you can use the Add utility that is offered. The Add utility will allow you to select how much the customer will pay, the first due date, and the frequency of the payments.

Payment Schedule Add Utility

Payment Plan Amount: \$4,221.00

Payment Amount: \$20.00

First Due Date: 08/27/2015

Payment Frequency: Monthly

Add Cancel

You will have the option to print the customer a Generic Payment Plan that will show the customer a list of their scheduled payments and amounts. This report can be printed directly from the Payment Plan Edit screen or by going to Reports>Payment Plan Reports.

\*\*Please note that many municipalities that are already utilizing the payment plan feature will require their customers to stay current on their new bills, plus keep up on their agreed upon and scheduled payments on the past due amounts. If this is the same requirement of your municipality, you will need to create a separate Payment Spread to use for the Payment Plans. Please feel free to contact a Support member to walk you through setting up an additional Payment Spread or to answer any other questions you might have about utilizing the Payment Plan feature.

## General Ledger .NET/Accounts Payable .NET/Cash Receipting .NET and Ancillary Applications

Bank Reconciliations can feel overwhelming for some. We have come up with a Tips and Tricks document for Bank Reconciliations to help you. This document offers you some ideas if you are having trouble balancing. Please note that Support is here to

assist with program-related questions regarding the bank reconciliations. Financial questions or large discrepancies may need to involve your auditors.

[www.bsasoftware.com/support/newsletter/Bank Rec Tips.pdf](http://www.bsasoftware.com/support/newsletter/Bank Rec Tips.pdf)

We have also attached a document on the process of Escheated Checks for you. This explains why checks should be escheated and the process for doing so.

[www.bsasoftware.com/support/newsletter/Escheated Checks Overview.pdf](http://www.bsasoftware.com/support/newsletter/Escheated Checks Overview.pdf)

## Community Development

### Looking Ahead User Group Meetings

We are pleased to announce that we will be holding our 2016 Community Development User Group meetings this winter on January 6th, January 26th, and February 25th from 9 a.m. to 4 p.m. These meetings are a great way for our customers and users to get together and see the new features of the Building Department .NET application, meet the support and development staff, catch a glimpse of some new projects we have coming up, and participate in our open forum Q&A session regarding the applications. The meeting will be held at our new training facility in Bath. There is no charge, and a light breakfast and lunch will be provided. We look forward to seeing you there!

To ensure that we cover topics on which you would like information, we are asking for your suggestions. We will work hard to implement all suggestions into the meeting agenda. If you would like to offer your ideas, please email your suggestions to: [Imerians@bsasoftware.com](mailto:Imerians@bsasoftware.com). You may register for our user groups by using the calendar at: <http://www.bsasoftware.com/News-Events/Upcoming-Events>

### Demo Day

Community Development – Demo Day 9 a.m. – 4 p.m.  
Class Fee: No Charge. Call ahead to discuss which Community Development Suite program(s) you would like to see a demo of; Building Department .NET, Field Inspection .NET or AMG/Building Department .NET. Please note: This is not a training of our applications. It is for prospective users only.

### Building Department .NET

#### Record "Hold Reasons" are passed to CR.NET

In BD .NET's Accounting setup, there is an option to issue and/or print a Permit or Certificate through CR .NET if paid. However, even if a record is paid in full, there are situations where it should not be issued (e.g., Hold reasons). This can be due to a required inspection, a prerequisite, or holds due to census reporting. In the past, these reasons were limited to BD .NET only. This caused confusion for the payee and CR cashier, and caused additional steps on both parts to find the reason why the record did not issue. This has been updated, and CR .NET now throws a warning if a record has Hold reasons, along with a simple report that details the reason(s).

File View Navigation Data Entry Tools Reports BS&A Applications Help

Rec'd Of: Adam Builders Address: Receipt: [Need Available] Post Date: 11/16/2015  
Description: Holmes Cashier: Adam Status: Open  
Batch: Workstation:

Receipt Item Reference Det Amount Distribution  
BDINV \$0.00

Question: There are issues that will prevent the permit invoice is on from being issued after it is paid. Would you still like to pay this invoice?  
View Report Yes No

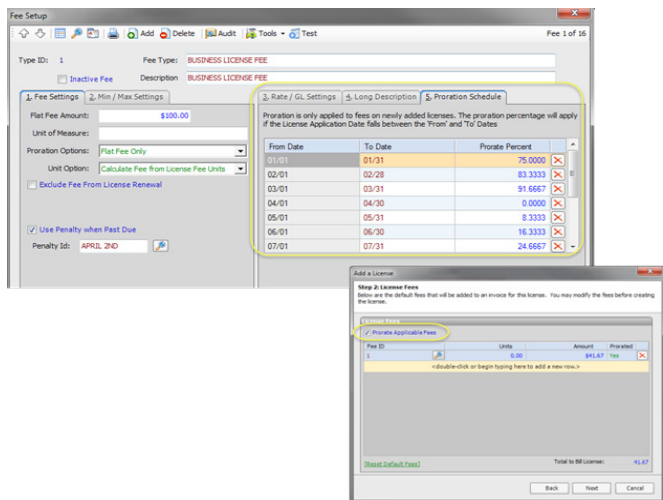
11/16/2015 03:10 PM BS&A Status Report Overall Status: Failure Page: 1/1

Error Message: Holding For Census Holding For Dodge

## Business Licensing .NET

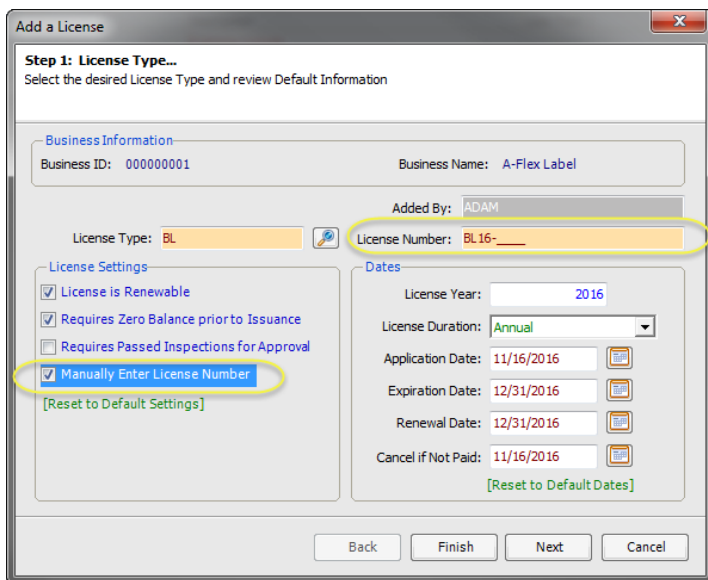
### A Proration schedule has been added by fee type

Previously, proration amounts were set manually and determined by the user on an individual basis. Now, each fee has a Proration Schedule where dates and the proration amount (percentage) can be set. When that fee type is added, it will be prorated by that amount by default (this can still be toggled off by choosing now to prorate the applicable fees).



### Manually enter a license number

There is now an option to manually enter a license number rather than having the program generate it automatically. Check the "Manually Enter License Number" box on the first step of the Add License wizard. After choosing the license type, enter whatever license number you like, assuming it is not already in use.



## AccessMyGov/Building Department

### Mobile printing is possible via Field Inspection .NET

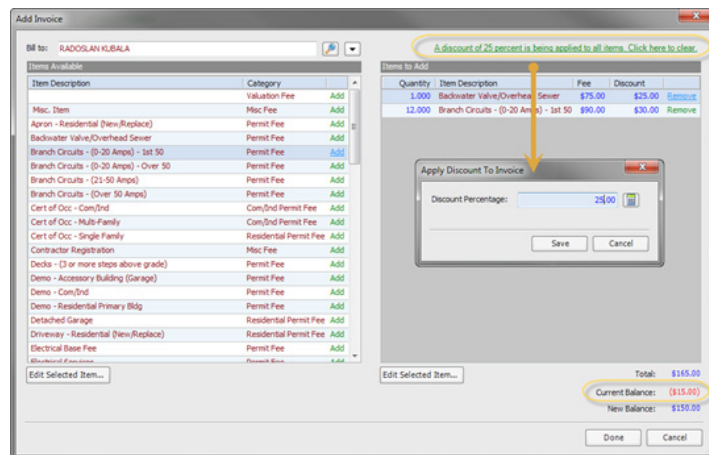
If using Field Inspection .NET, it's possible to sync via Bluetooth to a wireless printer. This allows inspectors or code enforcement officers to conduct their work in the field and trigger workflows to automatically generate inspection results or code violations that can be left with applicants and homeowners. Some municipalities use this functionality and print to a special type of sticker paper that allows them to attach these field reports directly to the permit or enforcement in question.

NOTE: To use this, both the tablet running FI .NET and the

printer it connects to must have Bluetooth functionality. While BS&A does not provide these printers, we recommend visiting this link to find a compatible printer: [www.brother-usa.com/mobile/mobile-printing/](http://www.brother-usa.com/mobile/mobile-printing/)

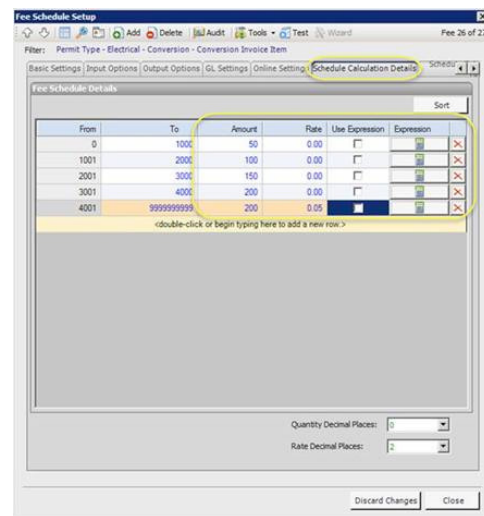
### Ability to apply discounts to fees

There is an option to apply discounts to fees on an invoice. Previously, this was only possible by manually overriding or adjusting a fee. This option can be used on any fee by clicking the "Apply Discount to All Items" option on the Add Invoice screen. This will reduce each fee item by the designated percentage, and will reflect under the current/new balance at the bottom. NOTE: By default, this discount will NOT be applied to penalty or tax items.



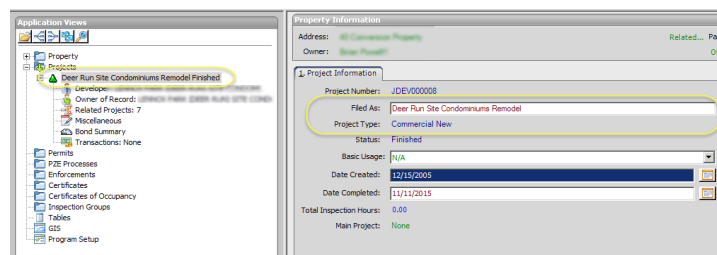
### The Fee Schedule Rate Table has been expanded

The Fee Schedule for fees now uses a "true" Rate Table for schedule-based fees. This simplifies the setup and usability of any fee based on a schedule, with both an Amount and Rate available for each step of the fee. If necessary, there is also an Expression option on each step that can be used to calculate even the most complex fees.



### A Project's Filed As name can be changed

When using projects, it is recommended you change the Filed As name. This will default to the Project Type when added (e.g., Commercial New), but should be renamed to better track and explain what type of work is actually being done. This makes managing and reporting on projects in the database much easier and more detailed.



## 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	<a href="mailto:asgsupport@bsasoftware.com">asgsupport@bsasoftware.com</a>
Tax	<a href="mailto:taxsupport@bsasoftware.com">taxsupport@bsasoftware.com</a>
Delq Tax	<a href="mailto:dlqtax@bsasoftware.com">dlqtax@bsasoftware.com</a>
Delq Personal Property	<a href="mailto:taxsupport@bsasoftware.com">taxsupport@bsasoftware.com</a>
Special Assessment	<a href="mailto:taxsupport@bsasoftware.com">taxsupport@bsasoftware.com</a>
Building Dept.	<a href="mailto:permitsupport@bsasoftware.com">permitsupport@bsasoftware.com</a>
Utility Billing	<a href="mailto:fundsupport@bsasoftware.com">fundsupport@bsasoftware.com</a>
Financial Management	<a href="mailto:fundsupport@bsasoftware.com">fundsupport@bsasoftware.com</a>
Internet Services	<a href="mailto:is@bsasoftware.com">is@bsasoftware.com</a>
I.T. Department	<a href="mailto:tech@bsasoftware.com">tech@bsasoftware.com</a>

## Sending Data to Support

The easiest, most efficient way to send BS&A data is to use our FTP process. This works for both Pervasive and .NET:

1. Back up your database.
2. Go to **Help>FTP>FTP File to BS&A Software**.
3. For **.NET**, **File to Upload** defaults to the backup file you just created; click **Ok**. For **Pervasive**, you will need to browse to the backup file; do so and click **Send**.
4. For **.NET**, go to **Help>Contact Customer Support>Email Support**. For **Pervasive**, go to **Help>Email [deptname] Support**.
5. For **.NET**, verify the information in the Subject line (your license file and version date information). For **Pervasive**, enter a Subject.
6. In the body of the message, notify us of the FTP upload, and be sure to add your name and a contact number.

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

## Annual Service Fees

Your Support Agreement, which covers program updates and technical support, guarantees that fees will not change for the first three years that your municipality uses our software. After that time we reserve the right to increase fees by the cumulative Consumer Price Index. Therefore, if you were a new customer in 2013, your 2016 Support Fee will increase 3.5%. This does not apply to upgrades to the .NET applications where fees are increased by the annual CPI, or 0.3%.

## Assessing Classes

### 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.

**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.

### Using Apex with Assessing/Equalization

This class covers the use of Apex (latest version available) with Assessing/Equalization .NET. Setup within Assessing/Equalization is covered, along with frequently-used commands. Practical examples of drawing buildings and land are also given.

### Personal Property

This class is designed for Assessors, Appraisers, and other office staff who perform duties pertaining to the processing, data entry, and reporting of Personal Property. Topics discussed in detail are printing of the personal property statements, processing statements, assessing buildings on leased land, estimating assessments for non-filers, and Board of Review changes.

### Commercial/Industrial

This class covers the details of inputting Commercial/Industrial structures into Assessing .NET. Examples of Calculator, Segregated, Unit-in-Place and Income Capitalization are used.

### Assessing .NET Upgrade

Designed for the experienced user of the Pervasive Assessing application, this class introduces the user to Assessing .NET. Topics covered include the conversion process and new features, as well as the acclimation of changes from the old version to the new.

### Assessing .NET Report Designer

This class introduces users of Assessing .NET to the features and functions of the new Report Designer. Sample custom reports will be created in class, along with instruction on creating and using filters and queries.

### Land Value Modeling I

This one-day class begins at square one: how to create land tables and how to attach parcels to those land tables, both one-at-a-time or en masse using tabular and GIS methods. This class also illustrates how to populate essential fields in order to analyze the market value of land using a number of different units of measurement: per acre; per actual front feet; per effective front feet; per square foot. Buildable units and site value are also taught. Finally, you will learn how to utilize land-to-building ratio and land residual techniques using BS&A's Assessing program.

### Using GIS

This class covers the GIS tools available in our .NET applications. Among other things, you will learn how to: create land value maps; identify parcels within x feet of subject parcels; display a wide range of fields on a map; use maps to set data fields en masse; include blocked and marked data on a map; put sales data on maps; use GIS map routes for field inspections done in conjunction with sales and permits, or on parcels in general.



# Tax Classes

## Level I - Introduction & Creating a Tax Roll

Recommended for the Treasurer or person creating their first tax roll using Tax .NET. This class includes a thorough program overview, as well as general setup and tax setup items relevant to creating a tax roll. Importing from Assessing .NET, developing a tax roll checklist, and establishing millage rates for all billing types is also covered, as well as working with mortgage information and reviewing options for adding special assessments to the tax bill. A review of the reports available for balancing purposes and tax bill printing 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 any Financial Management user interested in learning more about the Report Designer function within the .NET applications. This class covers creating custom reports, running report queries, and editing reports.

# Host I.T. Right

## DNN Web Design

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

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

Classes are held at BS&A Software from 9 to noon. Please call I.T. Right to register: (517) 318-0350

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# 1st Quarter, 2016

**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>

	Monday	Tuesday	Wednesday	Thursday	Friday
January					1 New Year's Day Closed
	4	5	6 Community Development .NET User Group Meeting	7	8
	11 Community Development .NET Administrative Staff	12 I.T. Right DNN Web Design	13 Tax .NET I	14 Tax .NET II	15 Special Assessment .NET
	18	19	20 GIS (using Assessing .NET)	21 Community Development .NET Demo Day	22 Land Value Modeling (using Assessing .NET)
	25	26 Community Development .NET User Group Meeting	27	28	29
February	1	2	3 Community Development .NET Support Staff	4 Tax .NET Tips & Tricks	5
	8 Assessing .NET Level I	9 Assessing .NET Level II	10 Assessing .NET Level III	11	12
	15	16 Building Department .NET Tips & Tricks	17 Using APEX with Assessing .NET	18 Assessing .NET Report Designer	19
	22	23	24	25 Community Development .NET User Group Meeting	26
	29				
March		1	2	3 Community Development .NET Report Designer	4
	7	8 I.T. Right DNN Web Design	9 Community Development .NET Administrative Staff	10	11
	14	15 Fund Accounting I	16 Fund Accounting II	17	18
	21	22 Delinquent Personal Property .NET	23	24	25 Good Friday Closed at Noon
	28	29	30	31	

## 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.