Successful Tax User Group Meetings

In August, BS&A Software held its first Tax Software User Group meetings. Our customers’ response to the first two dates was so overwhelming, we decided to add two additional dates. These also filled up quickly. Due to their tremendous success, we foresee holding these User Group meetings on a regular basis.

Each of the four meetings was made up of users with various levels of experience including some of whom were brand new Treasurers. Attendees were from all types of municipalities, such as those with a few hundred parcels to large counties. These meetings also gave customers an opportunity to meet the support staff in person, ask questions, and meet other users. Since there were very few legislation changes this past year, we covered some of the program features that are most used, along with numerous tips and tricks that customers might not know about. For more information about topics covered at this year’s meetings, please see the Tax Suite section of this newsletter on page 2.

Interaction with our customers is invaluable to BS&A. Your input and the conversations it sparks ensure that we can continue to serve you with the best software and the absolute best customer support in the industry. We enjoyed a day spent together, sharing insightful application knowledge.

Your Opinion Matters...

Our top priority is to provide you, the customer, with the best software and support available. We value your opinion and would like your input on how we can improve our products and services to make your job easier.

We look forward to hearing your suggestions and feedback, and encourage you to take our survey. You will have the chance to rate the applications you use and the support personnel with whom you interact on a regular basis. Feel free to include any additional comments you would like.

Each respondent will be entered into a drawing to win an iPad Air 2.

You may access the survey here by going to the Help menu in your .NET applications. Select Contact Customer Support>Customer Survey. Sharing the survey link with other interested departments or staff members is appreciated.

This survey opportunity will end on Friday, September 15, 2017.
Assessing/Equalization

Assessing .NET
Looking ahead
Typically, the Consumer Price Index (CPI) used in the Cap Value formula is released by the STC in late October or early November. As soon as it is available, Assessing .NET will be updated and will contain the new CPI.

Several new features and changes have been added/made to Assessing .NET in 2017. To see a list of these changes, click the blue globe in the lower right hand corner of the screen and select “Show Update Entries for the following number of days.” A list appears with the relevant changes.

Tax Suite

User Group Topics
During the August User Group meetings, we covered a variety of tips and tricks that many customers find useful. Here are a few highlights for those who were unable to attend.

• Default Reports – Setting a default report ensures that the same report will be used each time you use one of the quick print buttons.

• Report Profiles – Report Profiles (Reports Menu>Report Profiles) let you group your most-often run reports together for quick retrieval during reporting. They store the filters most often used for each report, the Destination (screen, printer, file, or image), and the printer.

• Accepting Barcoded Payments Enmasse Utility vs. Add Group of Payments Enmasse Utility – These are two payment utilities that allow you to take payments on multiple parcels all at the same time.

• Reminder Bill – This bill can be used as a template to create your own reminder bill for use during the tax year, as a reminder to taxpayers of their balance due. Many users have chosen to send this bill format to delinquent personal property owners.

• Assessing Differences – When linked to the Assessing software, users can see if values are different between Tax and Assessing.

• MTT Interest Refund Calculator – Located on Edit Parcel>Tools>MTT Refund Interest Calculator, this tool offers users a way to correctly calculate MTT refund interest that must be refunded to the taxpayer along with the normal payment refund. Once the adjustment is made and before entering the refund, users will enter the judgement date and the refund date to determine the correct amount of interest to refund to taxpayers.

We also covered a variety of reports and report questions from users, as well as the latest legislation changes.

• The Questionable Parcels/Payments Report has a fairly new option that will ignore taxable calculation issues for some situations, such as when the taxable value is zero and there are tax dollars due. This generally occurs when there is a Veterans Exemption, which does not need to be on the report.

• The SET Reimbursement Report has been modified to reflect a parcel count for school districts where the SET reimburses the local unit $2.50 per parcel, where SET and County Tax are collected only in the summer. In the past, we counted all parcels that collect SET; per the State of Michigan, this was an incorrect assumption. For users that are reimbursed by the school district for the summer collection, we have other reports that will correctly reflect the SET parcel count, such as the Standard Warrant or the County SET Settlement Summary Report.

• State School Aid Fund on the Quick Tax Disbursement Report.

• Transitional Qualified Forest Parcels – This was the only legislation change this year involving CFR parcels, where the owner wants to transition out of the State CFR program over the course of 5 years.

For further information about any of these topics or reports, please contact Support.
Looking Ahead
Preparation for Winter taxes should already be underway. For our customers who prepare their own roll and print bills, or have a third party vendor print bills, we do offer a Winter Billing Checklist in the program manual. Go to the Help Menu>View Documentation>Manual. Search for Winter Billing Checklist. You can also find the winter billing checklist on our website under Tax Suite Help Docs: http://www.bsasoftware.com/Learning-Center/Assessing-Property-Tax/White-Papers/lapg-3580/8

Some of the most important points in the checklist are:

- **Check millage rates.** Enter, change, or delete any applicable millage rates, and have other people review the rates as well.

- **Import or enter any special assessments that need to be billed in the Winter season.** These can come from a variety of places including, but not limited to, the BS&A Special Assessment application; from the prior year tax database; or from a spreadsheet. Review the amounts being billed and whether or not an admin fee should be billed.

- **Update names and addresses.** For those who link to the Assessing application, just prior to printing your bills or exporting to a third party print company, run the Write Floating Values Utility. If you are not linked to the Assessing application, have the Assessor provide you with a file called Names.txt which can be imported to update any changes the Assessor has made since the Summer season.

If your county prepares the roll, the process will consist of just a few steps.

- Make a backup of your 2017 Tax database.
- Importing data from the county – Any parcels who trigger the Adjustment Differences Warning during the import process should be reviewed for accuracy. It is possible these differences could cause you to not balance at settlement.
- Balance the data that is imported to reports provided by your county.
- Your county should provide you with any additional steps you need to take in the process of preparing for the Winter collection.

  - Here are some things you DO NOT want to do during the process of preparing your Winter roll.
    - DO NOT start a new database for the Winter season. Summer and Winter seasons exist in the same database.
    - DO NOT alter any existing Tax Names and Millage Rates that are already set up for Summer.
    - Other than Adjustments, DO NOT attempt to import values from Assessing.

Delinquent Tax .NET
New Features
- Added the functionality to Block in the “Dlq Taxes Due” table.

Drain Assessment .NET
New Features
- Added the ability to optionally update the parcel section via the “Update Parcel Info from Assessing” utility.

P.R.E. Audit .NET
New Features
- Enhanced the Delinquent Interest Summary Report to include an option for printing by Denial Year. We also added yearly grand totals to the report.

If you have any questions about these new features, please contact Support by going to the Help Menu> Contact Technical Help Menu in your program and click on Contact Technical Support. You can request a phone call or email.

User Group Meetings

**Cost: No Charge**

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

Join us for a User Group! User Group meetings are a great way for our customers to get together and see new features, meet the support and development staff, catch a glimpse of upcoming projects, and participate in an open forum to address any questions or concerns. Meetings - unless specified otherwise - are held at our Training Center in Bath, located less than a mile north of our main office. User Group meetings are no charge, and light breakfast and lunch are served. Space is limited. Please register no more than four users per municipality.

Utility Billing .NET User Group
Thursday, October 12th

Southern Regional User Group (Florida)
To cover GL, AP, CR, MR, PO, and FA / PR, HR, UB
Tuesday, October 24 and Wednesday, October 25th

HRMS User Group
Thursday, November 30th
Thursday, December 14th

**Topic Suggestions:**
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, you can get them to us in the following ways:

- Email your suggestions to:
  fundsupport@bsasoftware.com
- or call (855) 272-7638 and ask to be directed to the appropriate support team - Financial Management or Utility Billing.
Community Development

Building Department .NET

Ability to Pay Multiple Invoices on a Name Record in AMG

AMG users can select and pay multiple invoices associated with a particular Name record at one time. Previously, it was only possible to pay multiple invoices if they resided on the same record.

Click and Drag Functionality Added to the Merge Name Utility

The ability to select multiple names at once using Ctrl/Shift+Click or click/drag is now available in the Merge Name tool on the Names table. In the past, names needed to be selected and merged individually.

Business Licensing .NET

An Employee Table is Now Available

Employees were previously only viewable from their individual Businesses. There is now an Employee Table that shows all the given employees that exist in the database.

Financial Management

Accounts Payable .NET

New Feature Highlight

Suppress Budget Checking During Purchasing Card Import

The Import Invoices From Purchasing Card Company process provides an option to suppress over budget warnings. This feature is meant to streamline the import for purchases that have already been made, but still require import into AP.

General Ledger .NET

Looking Ahead

Year-end Roll Over

As a reminder to municipalities with a fiscal year end date of March 31, the year-end roll over process will need to be completed before September 30 to prevent any posting date errors in GL. Municipalities with a fiscal year end date of June 30 will need to complete this process before December 31. You can find helpful instructions on the GL Year End Rollover Process from within the software by opening the Help Menu: options are to use Courseware Videos or View Documentation>Manual.
Utility Billing .NET
New Feature Highlight
Exporting Tables to Excel

Many of the tables in UB .NET are now available to export directly to Excel. At the top of selected tables, next to Tools, click the Excel button.

You are prompted to select a population to export.

![Screenshot](image_url)

After selecting the population, a list of available fields to export appears. Move the fields you want from the left to the right, then click Ok. The data is exported and Excel opens.


Helpful Tips/Reminders
Importing Meter Reads
A few errors when importing meter reads does not prevent any of the successful or warning meter reads from importing. If errors are found, you will need to manually select Live Run; the program will not automatically prompt for it, as it would if there were no errors. The Billing Cycle Manager will appear as if the task has not yet been completed. To mark the task as completed, click on the Red X next to Import Meter Reads and enter a Date Completed and Completed By.

Tasks for Individual Accounts
Many of the tasks in UB can be completed on an individual account. The Current Bill screen provides a Tasks & Utilities button at the bottom. Click this button to run the tasks. The most common tasks are Calculate Bill, Journalize Bill, Calculate Penalty/Interest/Late Charge, and Print Current Bill.

By running any of these tasks from the Current Bill screen, only the currently-selected account will be affected. Please feel free to reach out to Support for any additional questions.

Payroll .NET
Helpful Tips/Reminders
As the calendar year-end approaches, and everyone starts to think about balancing and W-2 preparation, we wanted to give you a couple of reminders of simple things to look at to help make that time of year go a little more smoothly:

1. Make sure that deductions are marked correctly (tax vs. pre-tax). To do this, go to each one of your taxes in Program Setup>Database Setup>Deductions and Expenses (FITW, SITW, SOCSEC_EE, SOCSEC_ER, MEDICARE_EE, MEDICARE_ER) and click the Default Adjustments button at the bottom of the Calculation tab. You will want to scroll through this list, keeping in mind that everything that is checked is marked as a prior deduction to the tax that you are on. Being marked as a prior deduction means that it will not contribute to the taxable gross figure. Conversely, everything that is unmarked will contribute to the taxable gross figure.

2. Running the FICA Verification Report (Reports>Tax Reports>Fica Verification Report) for both the 4th quarter and the whole year can help you spot any uncorrected issues with regards to Social Security and Medicare balancing. Keep in mind that in Report Options, you can toggle Expense Amounts and Deductions Amounts with the Type drop-down. This means that you will want to run this twice for any change of period (once for deductions and once for expenses).

This report will compare what the withholding for both Social Security and Medicare should be based on the taxable gross that is in the program, and what has actually been withheld and expensed, then show you any differences. The goal is to have zeroes in the Difference column. Keep in mind, though, that there may be a .01 - .05 cent variance from zero due to rounding.
Technical Support

We encourage you to utilize our Help Menu feature in all .NET applications to either send a call-back request or an email request to the support team. All requests will continue to be answered or returned within the normal turn-around time that our customers are accustomed to.

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

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

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

Annual Service Fees

Your Support Agreement, which covers program updates and technical support, guarantees that fees will not change for the first two years that your municipality uses our software. After that time we reserve the right to increase fees by the cumulative Consumer Price Index. Therefore, if you were a new customer in 2015, your 2017 Support Fee will increase no more than 1.2%. This does not apply to upgrades to the .NET applications where fees are increased by the annual CPI.

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.

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.

**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-fillers, and Board of Review changes.

Sending Data to Support

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

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

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

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 roll. A review of the reports available for balancing purposes and tax roll 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 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 .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 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 .NET Report Designer
This interactive class takes the user through the theory, design, and functionality of your powerful new reporting tool. Each user gets an 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 emails 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

Intro to Governmental Accounting 1.0 - Using BS&A Software
This hands-on, classroom style class is designed for anyone wishing to grasp the basic concepts of fund accounting and how those concepts are applied within the BS&A General Ledger application.

Main topics covered will be:
- The basic accounting equation
- Components of the State of Michigan Uniform Chart of Accounts
- GL number setup for projects and grants
- Common accounting processes including:
  - Inter-fund activity
  - Basic bank setup
  - Basic bank reconciliation process
  - Introduction to Budgeting

Intro to Governmental Accounting 2.0 - Using BS&A Software
This hands-on, classroom style class is designed for anyone wishing to grasp the intermediate concepts of fund accounting and how those concepts are applied within the BS&A General Ledger application. It is recommended that those attending the 2.0 class have a basic understanding of introductory fund accounting concepts and some experience in the BS&A financial management applications.

Main topics covered will be:
- Michigan F-65 reporting
- Advanced banking setup
- Pooled cash vs. Non-pooled cash setup
- Advanced bank reconciliation tips & tricks
- Advanced budgeting features
- Financial statement creation

Host I.T. Right

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

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

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

Managed Remote Backup
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- Call today for more info.

I.T. RIGHT
(517) 318-0350
www.itright.com
### 4th Quarter, 2017

**Register for classes** Click on the class name in the calendar below or visit our website at [http://www.bsasoftware.com/News-Events/Upcoming-Events](http://www.bsasoftware.com/News-Events/Upcoming-Events)

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### 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.