

To: Mayor Pat Humphrey and the Clare City Commission
From: Steven J. Kingsbury, Treasurer and Finance Director
Date: June 30, 2010
Reference: Treasurer's Report for July 6, 2010

2010 Property Taxes: As of this date we have completed balancing the 2010 summer property tax roll which includes the 2010 special assessment installment for various road projects, sewer and water extensions, sidewalk improvements and lake maintenance). We are now finalizing the actual summer 2010 property tax billing which will be mailed to all property owners on Thursday, July 1st.

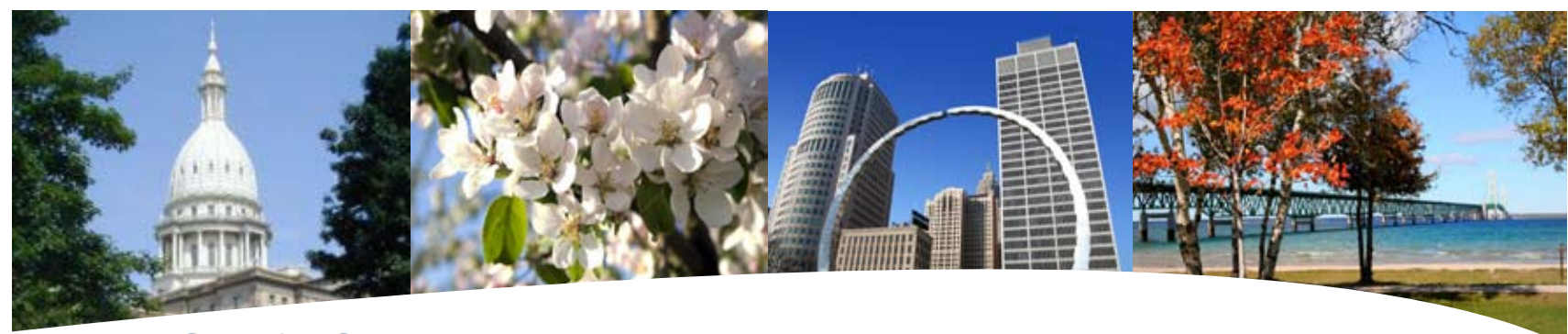
Technology Update:

- During the Clare County Treasurers meeting held on May 19th County Treasurer Jennifer Beemer-Fritzing announced that the County will be converting to the BS&A municipal software in April 2011 (after the completion of the 2010 property tax season). The County is also offering with the assistance of special pricing from BS&A to convert all townships throughout the County to the BS&A .NET property tax software so that the entire county will be using the same software.

We have been working with the Clare County Treasurer on this possibility for some time and anticipate that this implementation will significantly improve their efficiency as well as improving the tax collection and settlement process for all the units of government in Clare County that choose to also convert. This change is very significant for the County and will involve a significant amount of work on their part along with support specialists from BS&A, however, the end result will be well worth all of the effort.

This change is also part of the overall efficiency improvement and cooperative governmental efforts that we were involved with since the very beginning of the Intergovernmental Computer Network project. We are continuing to evaluate all aspects of the network that we can expand upon with the complete objective of improving the efficiency of local government to better serve our respective communities.

- For the Commission's reference enclosed you will find the most recent quarterly newsletter from our municipal computer software provider BS&A. The reason that I'm sharing this newsletter with you is because of their articulated commitment of unparalleled customer service on page one. We have found many times over that these words are not empty or hollow, they are a core commitment of their company and as a result municipalities such as the City of Clare can efficiency serve our respective communities.



BS&A SOFTWARE

3rd Quarter Newsletter
July - September 2010

From the very beginning, our main focus has been to provide prompt and professional customer care.

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

Nearly every software company claims that they focus their efforts on providing quality technical support. However, few consistently deliver.

Here's how we do it:

- ✔ We have created our company culture so it is completely "externally driven." This means that our staff is rewarded first and foremost based on how well they have created satisfied customers. Every six months we conduct detailed customer satisfaction surveys. The results of these surveys are met with great anticipation around the halls of BS&A. (Our survey results are stellar and continue to improve.)
- ✔ We offer a one-year, risk-reversal pledge on all of our software applications. If up to a year after installation, you are not happy with our software and service, you can return the software for a full refund.
- In addition to reversing the risk for our customers, this pledge demands that our support technicians and software developers consistently go the "extra-mile" to solve customer issues. Although unparalleled support is already forged into our company culture, our risk-reversal pledge cements it further.
- ✔ We have created a "closed loop" feedback system between our customers, technical support staff, and software developers to allow for a lightning fast problem resolution process.

It is very common for our customers, tech

support personnel, and software developers to be on conference calls together so we completely understand the issue at hand. This allows us to quickly and efficiently solve any problems.

- ✔ We have consistently rejected the use of automated phone systems. Even though automated phone systems offer noticeable cost savings, we refuse to take the chance that our customers might be trapped in a phone-system nightmare when calling our customer service folks.
 - ✔ When potential customers are interested in talking to our existing customers, we don't limit them to 3 or 4 handpicked references. Instead we provide our entire customer list, including contact names and phone numbers. That way prospects can throw darts at the wall and randomly call as many customers as they'd like. This way, they can feel confident they are working with an organization that is extremely confident in their customer service capabilities.
 - ✔ We are cognizant of the difficult economic times our potential customers are facing. We are in the midst of a very difficult economic landscape. Because of this, we allow our customers to finance their BS&A software purchase over several years to ease the burden of acquiring our software. We do this interest free.
- Delivering the highest quality customer care is deeply embedded into the DNA of our culture. We consider it the highest priority of our organization.

Important Dates...

Conferences:

- July**
- 11-15 MI Assoc Equalization Directors
- August**
- 5 MTA U. P. Summit
- 7-11 MI Assessors Assoc
- 15-17 MI Assoc Counties

- September**
- Code Officials
- MTA District Meetings
- MI-GMIS
- MI Assoc County Treasurers

14965 Abbey Lane
Bath, MI 48808
517.641.8900
517.641-8960



www.bsasoftware.com

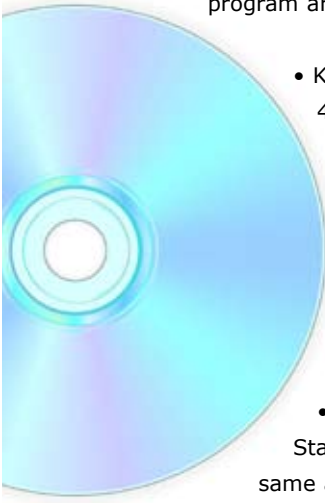
Assessing System

Pervasive & .Net

It's that time of year again to start rolling over the 2010 databases into a new 2011 database. If you have Adobe Acrobat Reader loaded on your PC you can go to the TOP of the screen under *Help/Other Documentation* and select the *Roll Over Reference*. This will guide you through the roll-over process step-by-step. If you do not have Adobe loaded on your PC or it is not at least version 5.0, go to the *Support* option on our website www.bsasoftware.com and download the latest version. There are also other helpful guides located in the *Help/Other Documentation* section that will be helpful throughout the year as well as the *Complete Assessing Manual*.

Program Points to Note

There have been various "minor" changes to the Assessing system since the last mass update. These changes to the program are documented periodically at our website.

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- Keep in mind that because of how the L-4025 is calculated the ONLY numbers that you will be able to balance to other reports generated in the Assessing system are the *Total Previous and Current Taxable* values and the *Additions/Losses*. You will NOT be able to balance the *Homestead/Non-Homestead Numbers* to ANY of the other reports.
 - The L-4025 SEV report does not generate State Equalized Values. The L-4025 SEV is the same as the L-4025 in that it generates *Taxable* values. The only difference is that if the unit receives an *Equalization Factor* they must run the L-4025 SEV instead of the L-4025.

GIS

We continue to expand our capabilities within our GIS System. It is our goal to make the routine data plotting an easy function. The visualization that GIS offers is a very powerful tool in data analysis so if there are features that you would like us to consider adding, please let us know.

Free 'Windows' Assessing System to New Customers

We are so confident in our products and services, we've proposed an excellent offer to non-BSA Assessing users. We're offering the Windows (pervasive) Equalizer Assessing System for free. Complimentary tax file conversion and one-day of webinar training is also part of the offer. Our goal here is to let you become a customer for very little investment, giving us an opportunity to earn your trust. Then, when it comes time to

purchase new software, we hope we will have impressed you, and you will buy our .Net Assessing program.

As an alternative option, you can purchase the .Net version and take advantage of our five-year payment plan, interest free. Call our office at 517.641.8900 for more details.

Tax System

Pervasive & .Net

- Verify your interest/penalty dates and settings before accepting payments with interest/penalty.
- Update history for your 2009 database.
- Verify your Tax Bill – we cannot emphasize the importance of this enough.
- Balance your PRE & Non PRE totals to your Assessor's warrant.

.NET Tax

- You can now set a block on the receipts or specials table and apply that block to the parcels table.
- Reminder - The new **Database Wizard** is available with step by step instructions, located in the manual under *Creating a New Tax Year Database*.
- Direct Imports allows you to import values, and BOR adjustments, directly from Assessing - this is located in Tax .NET. No more export disks or looking for the exported file! This is located under *Exchanging data between Assessing & Tax* in the Tax manual.
- Check out the Help Docs
 - In your program under *Help/view documentation*
 - In your Manual – Our new manual is designed like a help system with the ability to search topics.

Pervasive Tax

- Check out the Help Docs
 - In your program under *Help/View documentation*
 - On our website under Program Support

All .Net Applications

Check the update log located in the lower right corner of all .Net programs for new features and changes.



Managed Remote Backup	
- No More Tapes	Let I.T. Right safely and securely manage your data backup and restoration. Call today for more info.
- No More Hassle	
- Monitored Daily	
I.T. RIGHT	(517) 318-0350 www.itright.com

Financial Management

Courses Scheduled

We will be holding the Fund Accounting I and II classes again this quarter. Specific dates are listed on the Calendar on page 6. These classes primarily deal with the basic principles and reporting aspects of Fund Accounting. Detailed class descriptions can be found on page 5.

Our Report Designer class is also being offered again this quarter. This class deals with the report designer within the .Net Financial Management programs specifically. Check out the calendar for class dates.

Internet Services

Program Points

May 1st is the most common time of the year for Assessors to roll over their database for the next year. This allows them a 'working database' to prepare 2011 Assessments. If the Assessor has rolled over the database you will want to point your Internet Services application at this new database. This will allow you to display current changes including name,

address, and sale updates. Additionally, it is most common for you to check the option to not show the current year data since that will display tentative 2011 values.

Note regarding 2010 summer taxes: When your 2010 summer Tax Roll is completed/balanced, and the Treasurer has received the Assessors Warrant authorizing the collection of taxes, you will want to update your Internet Service path to display this tax data. If you have any questions or need assistance, please contact IS Support or email is@bsasoftware.com.

The Internet Services Applications continues to be one of our most successful and fastest growing programs. Since the demand for public data is high, Governmental Units are seeing the benefit of having this data accessible 24/7/365. As budgets tighten, several units are turning to the FREE, Pay-Per-Hit option; now at 45% of our 450 clients.

Community Development

New Program Information

Building Department.Net (Soon to be released)

The anticipated release date

of Building Department.Net (Office) is July 31, 2010. Please call 517.641.8900 to request a proposal. Please note that due to the funding challenges most jurisdictions are facing, we are offering interest-free financing over a 2-3 year period.

We will be holding in-house demonstrations of Building Department.Net at our office in Bath, Michigan on June 15, June 30, July 20 and July 30 from 10 a.m. to 2 p.m. At this time, we will highlight all the features of our Community Development programs. A complimentary lunch will be served and dress is casual. Please call our office to reserve your spot.

Pervasive Field Inspection.Net

Last fall we released the Pervasive Field Inspection .Net program which replaced the Pervasive-based Replication Module. This new inspector based program currently interfaces with the Pervasive-based Building Department program and will also interface with Building Department.Net upon it's release. You can view a demo of this program by going to <http://demo.bsasoftware.com>. Please call Building Department Technical Support at 517.641.8900 if you have any questions or would like a proposal.

Current Version News

Program Updates

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.

Help/View Latest Program Changes (Web)

Please note that not all updates are discussed in this log file as some changes are relatively unimportant and unnoticeable while others are user specific.

Help/View Support Page (Web)

As always, please visit the Building Department System support web page to access the latest program update, instructional documents, and other files.

.Net News

Property-Based .Net Rollout

We are currently working on rolling out the .Net version of our 25 applications as quickly as we can. We have 281 signed proposals for the Assessing, Equalization, Tax and Building Department Systems. We appreciate your patience!



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

Host I.T. Right

Dnn Web Design Class
This is a FREE class offered by I.T. Right.

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

IT Right Web Design
Learn the basics of Dnn Software & maintain your own professional looking website.

3rd Quarter, 2010

	Monday	Tuesday	Wednesday	Thursday	Friday
July				1	2
	5 Closed 4 th of July Observance	6	7	8 APEX Sketch	9 Asg/Tax (pervasive) Report Writer
	12 Bldg. Dept. Inspector Intro	13 Bldg. Dept. Support Intro	14 Bldg. Dept. Administrative	15 Bldg. Dept. New Version Conversion	16
	19	20 Bldg Dept .Net Demo	21 Assessing Level I	22 Assessing Level II	23 Assessing Level III
	26 Tax Level I	27 Tax Level II	28	29	30 Bldg Dept .Net Demo
August	2	3	4 Assessing Level IV	5 .Net Dlg Personal Property Training	6 .Net Assessing Training
	9 Financial Mgmt .Net Report Designer	10	11	12 I.T. Right Dnn Web Design	13
	16	17	18	19 .Net Tax Training	20 APEX Sketch
	23 .Net Special Assessments Training	24 Bldg. Dept. Inspector Intro	25 Bldg. Dept. Support Intro	26 Bldg. Dept. Administrative	27 Bldg. Dept. New Version Conversion
	30 Fund Accounting I	31 Fund Accounting II			
September			1 Assessing Level I	2 Assessing Level II	3 Assessing Level III
	6 Closed Labor Day	7	8 I.T. Right Dnn Web Design	9 Personal Property	10 Commercial/Industrial
	13	14	15	16 Splits & Combination	17 .Net Assessing Training
	20 Bldg. Dept. Inspector Intro	21 Bldg. Dept. Support Intro	22 Bldg. Dept. Administrative	23 Bldg. Dept. New Version Conversion	24
	27	28	29	30	

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

Registration Information

3rd Quarter, 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
Assessing			
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	_____	_____	_____
Tax			
Tax Level I	_____	_____	_____
Tax Level II	_____	_____	_____
Special Assessments	_____	_____	_____
Delinquent Personal Property	_____	_____	_____
Asg/Tax Report Writer	_____	_____	_____
.Net Tax Training	_____	_____	_____
.Net Special Asmt Training	_____	_____	_____
Community Development			
Inspector Intro	_____	_____	_____
Support Staff Intro	_____	_____	_____
Administrative (Advanced)	_____	_____	_____
New Version Conversion	_____	_____	_____
Financial Management			
Fund Accounting I	_____	_____	_____
Fund Accounting II	_____	_____	_____
Financial Mgmt .Net Report Designer	_____	_____	_____
I.T. Right Course			
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.**