



**Request for Information #15-0008
Information System Software**

**Town of Newmarket,
Newmarket, New Hampshire**

Submitted by:
BS&A Software
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Closing Date:
December 18, 2014

Letter of Transmittal



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December 18, 2014

Finance Office
Town of Newmarket
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Newmarket, NH 03857

RE: Request for Information #15-0008

We are pleased to respond to the Town of Newmarket's Request For Information for Information System Software.

For 25 years, BS&A Software has provided software solutions for local and county government. Governmental software is not a side-light or specialty product for us – governmental software is our sole focus. Our success is evidenced with over 7,000 installations of our various software applications for customers ranging in population from 1,000 to over 1,000,000.

We have hundreds of installations of our Financial Management, Payroll, and Building Department Software Systems spread throughout 15 states. The following proposal outlines our company stability and history, technology strategy, superior products, and our unparalleled implementation and support services. We look forward to your positive consideration of our proposed solution. All software is provided as a site license with an unlimited number of users.

Please do not hesitate to contact us with any questions you may have following the review of this proposal. I will be pleased to assist you, and can be reached at 855-272-7638.

Sincerely,

A handwritten signature in blue ink that reads "Steve Rennell".

Steve Rennell
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Table of Contents

<u>Section</u>	<u>Title</u>	<u>Page</u>
	Letter of Transmittal	2
1.0	Executive Summary	4
2.0	Company Background	6
3.0	Proposed Software	7
4.0	Hardware Specifications	22
5.0	Project Scope and Approach	26
6.0	General Questions	42
7.0	Estimated Costs	45
8.0	Sample Screen Captures	50
9.0	Full Client List	57

1.0 Executive Summary

Overview

We have nearly 600 customers of our Financial Management, Payroll and Community Development software. These customers range from small municipalities with 100's of people, to large municipalities that have over 100,000 people. We obtained these customers by continually refining both our software and our processes, so that we deliver exactly what we promise, along with unparalleled support. All of our programs are built with the Microsoft .NET software development platform using the latest tools available. It also uses Microsoft SQL as the database engine. BS&A programs currently provide all of the major functions requested. All of our applications are updated on a monthly basis. We are proposing a locally hosted solution, with an unlimited number of concurrent users.

BS&A Company Benefits

For 25 years, our trademark has been to provide great software and customer service that is world-class. You will quickly learn why BS&A has grown so positively through the worst of economic times; we are first and foremost concerned with long-term customer relationships.

- **Customer Support & Satisfaction** – BS&A believes that customer satisfaction is critical to the long term success of any company. We achieve unparalleled customer satisfaction by providing superior customer support. To demonstrate this, we provide a complete list of every municipality that uses our software on our web site. Feel free to contact any of our existing customers. If they do not say that we provide superior customer support – chose another vendor.
- **Money Back Guarantee:** BS&A is so confident in our ability to provide quality software, that we provide you with a guarantee. If you are not satisfied with a BS&A product at any time during the first year, simply return it and we will refund 100% of the price of the software.

BS&A Software Benefits

- **Site License:** As a standard process, BS&A provides each municipality with a site license, where they can run our software on an unlimited number of desktops or with an unlimited number of concurrent users. This makes it practical to provide access to BS&A software to as many users and departments as desired without incurring any additional license costs.
- **Data Conversion:** BS&A sets the bar in terms of data conversion efficiency and minimizes efforts on the County's part. We simply require you to get us data and we take over from there. We are not particular about the format. Whether or not you chose to convert all of your data or just the critical components, BS&A will not provide any surprise or additional data conversion fees.
- **Integrations:** BS&A provides out of the box and user configurable integrations for a large number of required systems (Banks, State Government, IRS, Benefit Providers, Purchasing Cards ...). We do not charge any extra fees for these integrations and, in most cases we will create similar integrations at no cost.
- **Project Management:** BS&A representatives will deliver the implementation services for all of the proposed applications. BS&A will assume the role of prime contractor and will assume project management responsibilities.

Experience

Performing data conversion and Implementation projects for 25 years we have learned a number of things to make this process better. Typical examples include:

1. **Data Conversion /Review** – Mistakes converting data delay projects, cause rework and negatively affect employee morale. To ensure that there are no data conversion errors, we do two things. First, we review the data with the key stakeholders, very early in the process. This provides ample time to correct any data conversion issues. Second, for critical systems like Utility Billing and Payroll, we run at least one, and sometimes two, cycles in parallel.
2. **Entity-wide Buy-in** – It is critical to have all parts of the Town informed of the plans and get everyone involved in the solution. This can be accomplished by involving as many departments as possible in key activities, such as: Initial Demonstration, Project Kick-off and Process Review Sessions.
3. **Test Data & Environment** – When problems with data or processes arise late in the project, it is much more difficult to correct them. We believe that providing access to a test system, with your test data, allows for any potential problems to be identified early enough to be corrected without impacting the project schedule.
4. **Integrations** – Often times it will be necessary to provide integration to another system that was not planned for. BS&A makes every effort to help identify possible integrations. BS&A also provides numerous “code-less” configurable integrations. These allow for the creation of exports or imports into a wide variety of formats, without writing any software.
5. **Hardware** – Delays in procuring hardware can have disastrous impacts on the project schedule. In order to head-off any delays, we meet with your IT team early on in the project to review planned hardware. If new hardware must be purchased, we will work with you to outline the specifications.
6. **Handle the Unexpected** – BS&A prides itself on being responsive, both in terms of training and development. If an unforeseen issue arises, our “Never let a customer fail” motto, guides our response. We work together to find a way to resolve the problem and keep the project on schedule. This is something that we strongly encourage you to talk about with any of our customers whom you speak with.

2.0 Company Background

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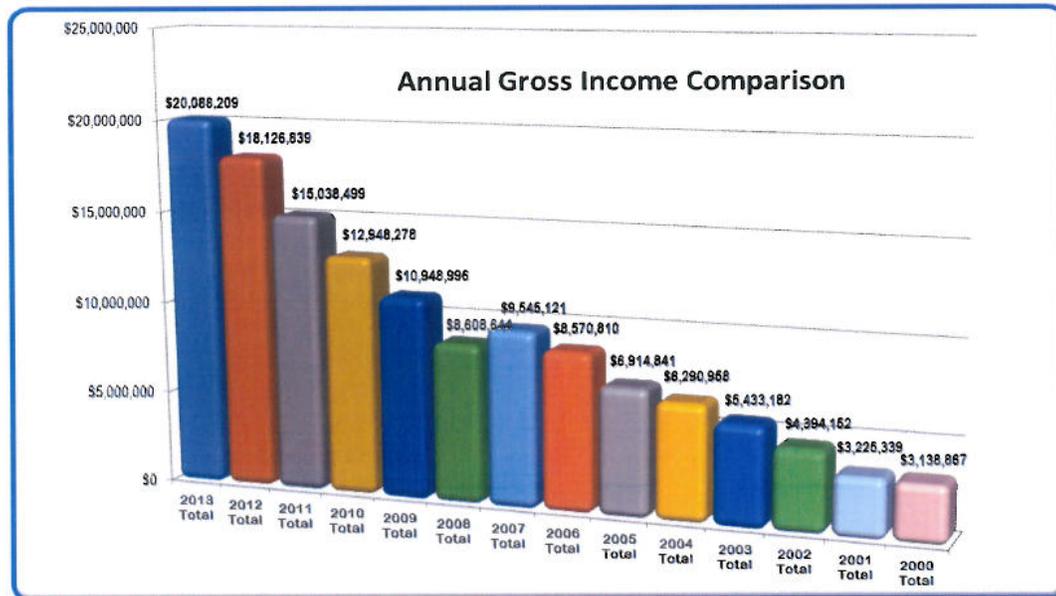
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BS&A Software, Inc. was founded in 1987 with a vision of providing a powerful assessment administration software system to local government in Michigan. Our product line has since grown to an extensive list of 32 software products including a Financial Management Suite, a Property-Based Suite, and other companion products for local and county government. **With that growth in products, our customer base has expanded to include municipalities in 15 states. We focus exclusively on municipal government – all 2,000+ of our clients are local government entities.** therefore, 100% of our annual revenue is from public sector customers.

Currently, we have about 600 public sector customers using the proposed applications. BS&A employs 124 employees in product development, technical support, quality assurance, training and sales. Over 50% of our staff is dedicated to the development and support of the proposed applications. BS&A is a privately held S-Corp with 5 shareholders. We have never been sold since our incorporation.

Continued Growth

Our gross sales have increased an average of 20% per year over the last several years. We are a very profitable organization that averages 20+% profit margins. We are managed very conservatively and just recently paid off our only debt being the remaining balance for a new addition to our corporate offices. Our gross income for 2011 was over \$15 Million, more than \$18 Million in 2012 and \$20 Million in 2013. About 10% of annual revenues are reinvested into research and development.

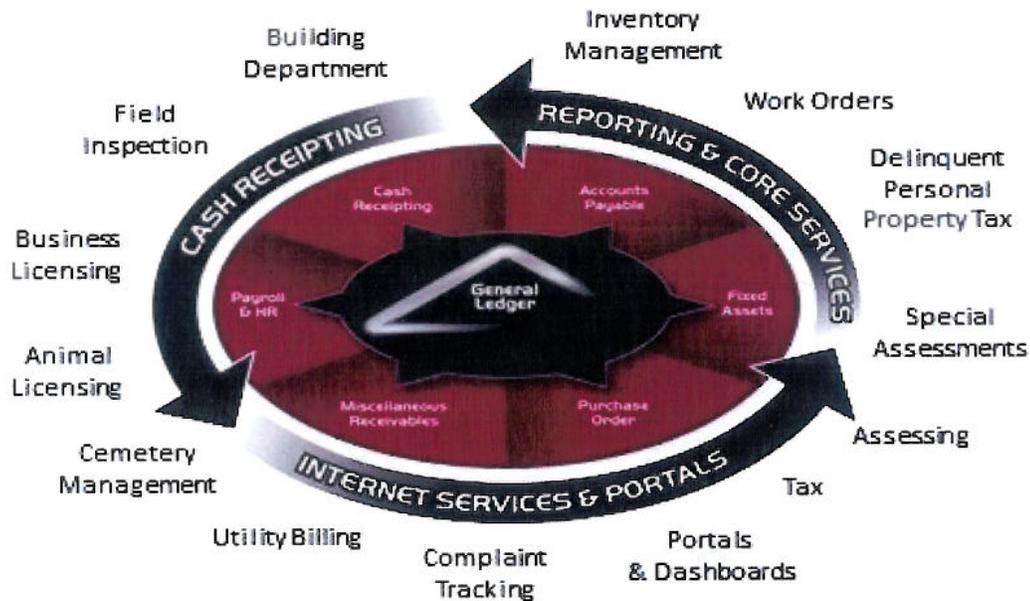


3.0 Proposed Software

All of our programs are built with the Microsoft .NET software development platform using the latest tools available and work with SQL Server 2005 through 2014 linking together using a database grouping method. What this means for our customers is: a reduction in data entry errors; minimal duplicate entry; and overall increased productivity.

Here are a few of the many benefits to our fully integrated Financial Management system:

- Drill down feature in GL/Budgeting allows for instant access to the originating source document
- Clickable links on reports allow users to jump to the detailed, underlying transaction information for a 'summary-type' report line - even across applications
- Journal entries are automatically created and posted to GL/Budgeting in real-time
- Over Budget notifications are available within all applications
- Automatic posting of encumbrance entries when a purchase order is approved in the Purchase Order application and then converted to an invoice in Accounts Payable
- Fully integrated receipting process - Cash Receipting updates linked applications in real time
- View journal summary or detail and posting information from any application
- GL number verification in all applications
- Streamlined Check Reconciliation and Bank Reconciliation process from one application



General Ledger/Budgeting .NET

BS&A's GL/Budgeting is the foundation of our Financial Management Suite, incorporating Budgeting, Long-term Financial Forecasting, and Project/Grant Accounting. As these functions are the core of any financial system, we do not treat them as add-on modules, but as integral components of GL/Budgeting.

The GL/Budgeting application acts as the final data storehouse for financial entries from seamlessly integrated applications, such as Accounts Payable, Cash Receipting, Utility Billing, Property Tax, and Miscellaneous Receivables. Our wide range of interfaces allow for posting of transactions from other, non-BS&A products.

Data is only useful if it is easily accessible. That's why we provide many standard reports, which can be customized to meet your various needs... eliminating the necessity of add-on modules, such as complete and integrated GASB 34 reports and a Report Writer for unmatched reporting flexibility.

Budgeting and Long-term Budget Forecasting

The Budgeting function supports decentralized budget entry, imports of preliminary budgets from spreadsheets, and multiple, user-definable budget levels. The final budget document is user-definable, or may be saved as a spreadsheet to give you unlimited options in formatting. Budget footnotes are maintained within the application and may be printed on the final budget document. Long-Term Budget Forecasting allows for up to 10-year future projections, which may then be saved to unlimited budget snapshots for "what-if" budget analysis. Statistical forecast calculations may be overridden on an ad-hoc basis to accommodate known future financial events.

Cash Flow Analysis

Powerful Cash Flow Analysis features enhance awareness of upcoming cash flow needs through powerful analysis tools and intuitive graphical displays. Intuitive screens enable you to customize statistical and graphical data views.

Integrated GASB 34 Reporting

All GASB 34 reports are built-in; no need for a separate reporting module. Adjustment journal entries can be entered in a separate Adjustments fund or in a dedicated GASB 34 Adjustments screen. Run statistical reports to identify major/minor funds with supporting calculations. Run reports in a summary format – the prescribed reporting format – or in a detailed format, which shows all general ledger balances and adjustments. Summary report formats also provide drilldown into individual account balances.

Complete Account and Bank Reconciliation

Many software applications use the term "reconciliation", when in fact they merely offer the ability to mark checks as cleared. In addition to identifying open and cleared check transactions - manually or electronically via export file from your bank – BS&A's GL/Budgeting application groups cash transactions by deposit and reconciles other transactions (i.e., manual journal entries) that affect cash. This enables a complete reconciliation between your general ledger account balances and your corresponding bank account balances.

Automatic Inter-fund Accounting Entries

Inter-fund accounting throughout the application is managed by flexible settings within GL/Budgeting. All entries created in linked applications (Accounts Payable or Cash Receipting, for example) are automatically balanced between funds via automatic "due to/due from" entries when necessary.

Flexible, Sophisticated Security Features

System Administrators will appreciate the flexibility gained by our task- and field-level security features. Setup and maintenance of user security settings - for all applications - is easily accomplished from one central location. In addition, fund-, department-, and account-based security settings control access and posting to relevant accounts within your general ledger.

Comprehensive Reporting

We include over 60 standard reports in the GL/Budgeting application. These may be used as-is, modified to fit your needs, or used as the basis for an entirely new report created in our included Report Writer. Report Profiles may be created to group selected reports for subsequent one-click printing. Reports may be printed, viewed on-screen, exported to Excel, or saved in a variety of formats including pdf, html, or text.

Detailed Report Drilldown

In addition to the benefit of printing BS&A reports to the screen, saving time and paper, selected reports offer a drilldown feature for a greater level of detail. This provides easy balancing while viewing one report – no need to run subsequent reports from ancillary applications to gather supporting detail. For example, click on any transaction line in the Account Activity Report to view the source document (Accounts Payable check, Payroll check, Receipt, etc.).

Unlimited History

BS&A's GL/Budgeting application maintains an unlimited number of years of general ledger and transaction history, and makes that history useful. Comparative historical reports can be run showing nominal and budgetary amounts, displaying data from any or all fiscal years. Seamless spreadsheet integration allows unlimited statistical analysis of historical data.

Extensive Import/Export Capabilities

Journal entries may be imported from third-party applications via a number of formats or from Excel spreadsheets. In addition to the capabilities integral with the reporting system, all data is accessible via user-definable exports.

Accounts Payable .NET

In addition to the standard invoice entry/check printing functionality, our Accounts Payable application interfaces with our billing applications for easy tracking and maintenance of refund requests. This integration offers one-click viewing of the status of check requests from the originating department, freeing the AP staff from fielding refund-related questions.

Integrated Imaging System

BS&A's Imaging System, included with Accounts Payable, allows batch scanning of invoices for electronic processing and paperless archiving.

Positive Pay

Positive Pay is set up using your bank's specifications. The export file is easily created and provides a list for your bank to use as a cross-reference, an important component in check fraud prevention.

Full Integration with BS&A Purchase Order

In addition to increased budgetary control, integration with BS&A Purchase Order eliminates duplicate entry of purchase information – simply select the PO for payment, and all data is automatically filled out. Easily accommodates partially-filled Purchase Orders with encumbered amounts correctly relieved.

Electronic Check Requests

Refunds processed in linked billing applications can be transferred to Accounts Payable automatically. Simply select a pending Check Request for payment and relevant information is automatically filled in. Linked applications can query Accounts Payable for the status of the check request. For example, the Utility Billing clerk can look up requested information (check cut? check cleared?) without having to consult with the Accounts Payable clerk.

Purchasing Card Support

BS&A's Accounts Payable application imports transactions from your Purchasing card vendor. Detailed tracking of purchasing information is tied to the true vendor while payments are made to the issuer of the Purchasing card.

ACH Payment Features

The convenience and security of paying invoices via ACH transfer is just as straightforward as a check run using paper checks. Once a vendor is set up as being paid via ACH, the application does the rest. Upon processing an ACH check run, you'll be prompted to generate the ACH file. Simply answer "Yes" and transfer the file to your bank via their instructions.

Notifications

The Notifications pane shows pending Recurring Invoices, pending Check Requests, unjournalized invoices/checks, and unposted journal entries.

Flexibility to Handle Different Banking Situations

Pay invoices from multiple checking accounts, pooled cash accounts, or single or multiple paying funds with automatic inter-fund accounting handled, using parameters set up in GL/Budgeting. No knowledge of interfund accounting is necessary for Accounts Payable processing.

Sophisticated Budget Integration

Budgetary control is maintained via real-time budget availability verification. All invoices entered, regardless of status (open or posted) are reflected in the calculation of available balance. Budget override permissions are controlled via flexible security settings.

Customizable Check Forms

Check formats are completely customizable to your paper forms. Supports security-controlled printing on blank check stock, saving the expense of stocking different forms for each bank.

Easy Check Reconciliation

AP checks may be easily reconciled, either manually or electronically via bank-supplied file. Interfaces seamlessly with system-wide bank/account reconciliation.

Optional Online Vendor Self-Registration

Online Vendor Self Service, part of our Internet Services suite, allows vendors to maintain their own account information. You maintain control via the ability to review and reject any changes. Registered vendors may view invoices, checks, and PO's online, reducing staff time in answering questions from vendors.

Miscellaneous Receivables .NET

Billing software needs to be flexible to handle receivables outside of the normal Tax and Utility billings. Our Miscellaneous Receivables application was designed from the ground up to deliver this flexibility. This solution may be able to address your requirements for Boat Registration and Motor Vehicle Registration. We will need to investigate these areas in a bit more detail.

Recurring Invoices

Recurring invoices can be quickly generated in batches, eliminating the need to manually create each invoice and speeding data entry for repetitive billings.

Credits

Credits may be applied to a customer's account, whether for overpayment or to adjust the amount billed on an invoice.

ACH File Creation and Paperless Billing

Streamline your payment process by using ACH – payments can be automatically debited from customers' bank accounts. Additionally, bills can be emailed to customers wanting to go paperless.

Bad Debt Write-off

Past due accounts determined to be uncollectable may be written off by creating the appropriate bad debt expense entry in BS&A GL/Budgeting.

Penalty Assessment

Flexible process assesses penalties based on a percentage, flat amount, or table of percentages/amounts calculated on number of days past due.

Aging Reports

Reconcile the outstanding balance by general ledger number as of a given date with the corresponding balance in GL/Budgeting.

Electronic Check Requests

Refunding an overpayment to a customer is done through an electronic check request process with BS&A Accounts Payable, eliminating the need for the AP clerk to hand-enter the invoice for payment. The user can quickly ascertain if: a) a check request has been converted to an invoice for payment; b) the converted invoice has been paid; c) the check has been cleared by the bank. This greatly speeds accuracy and response time.

Collection

The process of sending unpaid receivables to collection includes the ability to account for them using a separate general ledger number.

Lienable Billing Items

Billing items considered lienable may be transferred to the customer's property tax bill by way of a Wizard that handles all aspects of the process, including adjustment creation on the customer's accounts and reclassification of the receivable balance in GL/Budgeting.

Billing Item Level Security

Security settings are available to quickly and easily configure which billing items will be available, on a user-by-user basis.

Purchase Order

BS&A's Purchase Order application is designed to maximize your control over purchasing decisions while maintaining maximum flexibility and ease of use. The graphical flowchart-based workflow setup simplifies the complex task of translating your approval rules to an electronic model, enhancing control over the purchasing, budgeting, and bidding process. Integrated Bid Processing functionality allows electronic maintenance of bids and quotes. Our optional web-based Vendor and Bidder Self-Service modules offload maintenance data entry tasks to your suppliers, while giving you final control over changes.

Integrated, Graphic Workflow and Approval Process

Graphical flowcharts illustrate and aid in the setup of the approval decision workflow, greatly increasing ease-of-use. Drag and drop to set up the "next-in-line" to approve a requisition or purchase order. Templates provide easy duplication of workflow for similar items.

Requisitions and PO Approval via the Web, Email or Smart Phone

Purchasing decision-makers can approve or deny off-site, reducing the number of employees to be granted authorization power. You can leave the office without wondering what's being purchased without your knowledge.

Easy Change Order Process

Change orders are easily entered, with easily-accessible history of all changes. All pre-encumbrance and encumbrance accounting is handled automatically.

Pre-encumber at Requisition Level

Setting up Requisitions to pre-encumber funds prior to approval provides notification that pending requisitions exist and prevents potential over-spending prior to PO approval. Denial of requisition automatically frees up funds.

Automatic Transfer to BS&A Fixed Assets

Purchases of capital assets may be identified at time of requisition, which then flows through the approval process to the time of purchase, automatically updating BS&A Fixed Assets. Duplicate entry of asset-related transactions is eliminated. In addition, rules can be set in order to specify amounts and accounts that automatically flag purchases for asset creation.

Bid Tracking and Online Bidder Self-service

Bidders are maintained separately from Vendors, yet are easily converted to Vendors. The optional Online Bidder Self-Service feature automates bidder registration; while the approval/denial feature of bidder-entered changes gives you complete maintenance control.

Mass Approval/Denial of Requisitions

Mass approve/deny from a single screen. Requisitions can be selected individually or by group, and once approved, quickly converted into purchase orders.

Fixed Assets

GASB 34 made the accurate tracking and reporting of Fixed Assets critical. By integrating with the other components of our Financial Management Suite, the Fixed Assets application greatly simplifies tracking these items without sacrificing accuracy.

GASB 34-Compliant Reporting

Reports necessary for financial statement note disclosure are included. No separate reporting module is needed.

Construction in Progress

Construction projects can be tracked and automatically converted to capital assets once completed.

Integration with BS&A Purchase Order and BS&A GL/Budgeting

Purchase orders may be flagged as Asset purchases, facilitating electronic transfer to BS&A Fixed Assets. In addition, rules can be set in the Purchase Order application to specify amounts and accounts that automatically flag purchases for asset creation.

Depreciation and disposal accounting information is posted to GL/Budgeting. This tight integration eliminates errors and duplication of data entry.

Flexible Asset Disposal

Assets can be partially disposed based on quantity, dollar amount, or percentage of total cost, eliminating the need to record each asset as an individual for disposal purposes. For example, library books can be recorded as a lump sum and then written off as a percentage of the original cost. The application also supports partial asset transfers, splits, repairs, and disposition, including partial disposal.

Complete, Easily-Accessible Asset History

The book value as of a specific date may be determined at any time.

Cash Receipting .NET

BS&A Cash Receipting provides for flexible receipt entry scenarios while maintaining a centralized system for cash reporting. Counter and Department Transmittal modes deliver flexibility for a variety of receipting needs. End-of-day deposit processing seamlessly integrates with GL/Budgeting for true account reconciliation.

In addition to integrating with our billing applications, Cash Receipting provides the ability to import receivables from third-party software via a flexible, user-definable interface for account and amount verification, and subsequent export of receipts to those applications.

Integrates Fully with BS&A Billing Applications as well as Third-Party Software

Flexible receipt item setup lets you add receipt items from linked BS&A applications, and add user-defined receipt items to handle charges not maintained in BS&A applications. Receipt items may be set up to link to third-party billing systems by way of an end-of-day procedure that automatically creates exports customized to those systems.

Flexible, Centralized or Decentralized Receipting Modes

Supports centralized receipting, centralized deposit of receipts processed off-site, as well as function-specific receipting from external locations on- or off-network.

Barcode Scanning Support

Scanning of barcoded bills dramatically decreases data entry time and increases accuracy. With the ability of our Utility Billing, Miscellaneous Receivables, Community Development, and Property Tax applications to produce customized, barcoded bills, you get the benefits of centralized receipting for all functions along with enhanced speed and accuracy.

Department Receipting Templates

Initially designed for the interdepartmental receipting requirements of counties, this feature is useful for any municipality where cash is processed in multiple decentralized locations, but deposited centrally.

Subsidiary Database Creation

Decentralized locations may process receipts into separate databases, isolating their receipts by function. These transactions are then easily transferred as summary entries in the main database when receipts are presented to the main office for deposit for easy, automated cash reconciliation and tracking.

Deposit Creation

Receipt transactions are easily grouped by deposit, providing quick balancing and easy end-of-month reconciliation of deposits. The application can even print the deposit ticket.

System-Wide Receivables Lookup

Simply by entering a name or address, all BS&A applications that generate bills (Utility Billing, Tax, etc.) are queried to generate a detailed list of items owed and the grand total. Any or all bills may then be marked and processed for payment.

Easy Batch Entry of Receipts

Repetitive receipts – for example, utility bill mail payments – may be entered as fast as the barcoded bills can be scanned. Running batch totals are then matched up with the total moneys received.

Real-time Posting of CR Data to Ancillary Applications

Transactions entered into Cash Receipting update the corresponding billing system real-time, meaning there is no lag between the entry of a receipt and the update of the customer's account status, and no need to wait until end-of-day posting for the account to be updated. This greatly reduces the volume of "duplicate-payment" refund checks issued.

Payroll .NET

Power, flexibility, and accuracy are the hallmarks of our Payroll application. Designed to automate the most complex compensation and deduction scenarios, it supports all necessary reports for quarterly reporting, including W2 processing and electronic submission. Simple direct deposit processing and emailing of check stubs in a password-protected PDF format supports paperless offices.

Direct Deposit

Secure ACH direct deposit decreases paper handling and reduces the potential for check fraud. Employees' deposits may be spread to an unlimited number of bank accounts, and check stubs may be emailed to employees in a password-protected PDF format.

Customizable Year-to-Date Screen

Easily view YTD information for each employee based on user-defined parameters. Items that can be displayed include: pay codes, deductions/expenses, leave balances, and direct deposit amounts. Drill down to individual transactions to ascertain which checks are included in the totals. Print transaction registers that show details.

Remittance Checks

Create remittance checks in Payroll, keeping all payroll transactions in one application.

Leave Accrual

Flexible means of accruing and tracking leave time based on user-definable parameters includes: 1) Maximum number of hours allowed in each leave bank; 2) Number of hours that may be carried forward to the next year; 3) Frequency of accrual (i.e., monthly, first of the year, anniversary date, etc.); 4) Accrual method based on a table (i.e., number of years worked).

W2 Processing

Automated W2 processing uses all IRS-supported formats including the EFW2 file creation for submission to the Social Security Administration.

Flexible Deduction Setup

Complex deduction scenarios are easily set up and can be customized for each employee from the setup screen without having to access each employee's screen. Child support and garnishment calculations are built-in, and deductions can be set up using tables to reduce the amount of deduction codes needed.

941 Quarterly Reports

Transfer report totals to the 941 Quarterly form. All calculations are done on one report.

Self-Administered Retirement Plans

Manage contributions, interest, and withdrawals for self-administered retirement plans. Generate customized retirement statements and re-print previous statements.

Positive Pay

Positive Pay is set up using your bank's specifications. The export file is easily created and provides a list for your bank to use as a cross-reference, preventing check fraud.

Accrued Wages and Liabilities

A simple process allows you to post a percentage of a payroll back to a previous accounting period.

Integration with BS&A Timesheets

Employees may enter their own time to be approved and imported into Payroll, reducing payroll processing time. Hours are recorded and approved in Timesheets before processing a payroll.

Scheduled Rate Increases

Employee raises, including rate table updates and step increases, can be automatically scheduled within the application, allowing rates to be split automatically in the middle of a pay period.

Human Resources .NET

By utilizing both desktop and web-based components, BS&A's Human Resources application streamlines job posting, employee application, hiring, and employee tracking. The Position Budgeting feature seamlessly integrates with the Budgeting component of our GL/Budgeting application.

Integration with BS&A Payroll

Integration allows for Human Resources users to view Payroll information, without needing access to the Payroll application.

Change Requests are used to handle segregation of duties, while simultaneously reducing the need for duplicate data entry and providing a notification between departments when changes are made.

Applicant Tracking

Track basic applicant information such as address, phone number, etc., and more detailed information such as employment and education history.

Employment Tracking

Track employee beneficiary information, benefit plans, continuing education credits, reviews, position history, rate history, and many more HR-related items.

Easy Transition from Applicant to Employee

Full integration with BS&A Payroll allows successful applicants to be easily converted to employees, ready for immediate payroll processing.

Employment Applications via the Web

Electronic Employment Applications reduce the amount of staff time and resources devoted to processing and storing paper applications. Prospective employees may apply via the Web or at a designated on-site workstation.

Position Tracking

Track current employees, openings, and applications by Position. Position Maintenance saves time by storing user-defined position requirements and defaults to facilitate the setup of new employees.

Position Budgeting

Sophisticated Position Budgeting utilizes historical and user-defined data, and scheduled pay-rate information, all of which may be transferred to BS&A GL/Budgeting. Unlimited budget scenarios allow "what-if" analyses for budget planning.

Web-based Open Enrollment

Allowing employees to manage their benefit plans online increases employee satisfaction and reduces the drain on clerical resources.

Timesheets

BS&A's Timesheets application is designed to decentralize the data entry of hours worked, while maintaining final oversight and approval. Customizable views allow you to tailor screens to your jurisdiction's needs.

Integration with BS&A Payroll

Designed to work with BS&A Payroll, Timesheets allows for decentralized entry of employee hours to be transferred directly into the payroll process.

Flexible Approval Setup

Approval levels are based on user-defined rules. Hours are reviewed and approved before they are transferred to Payroll.

Easy Data Entry

Exception-based time entry speeds data entry time, increasing "buy-in" by employees.

Customizable Timesheet View

Customize timesheets to appear as you want: day of week timesheet starts, number of days displayed per timesheet, etc.

Project and Equipment Tracking

Costs may be allocated to various Funds or Departments based on usage. Track in summary or by detailed use of equipment by employee.

Departmental or Individual Timesheet Entry

Timesheet entry may be configured to allow individual employees to enter their time, or to centralize data entry by department, while still allowing entry and approval by each department.

Work Order

Our Work Order application streamlines the myriad resources used by your municipality in the management of your work orders: including inventory, equipment, employees, and vendors. Many of these capabilities overlap with traditional Fleet Management solutions.

Tight Integration with many BS&A Applications

Tight integration with numerous BS&A applications allows for easy tracking and robust reporting with a high level of accuracy. Some examples of this integration:

- Inventory Management: track and report on inventory used.
- Timesheets: track and report on employee time and equipment used.
- Miscellaneous Receivables: create invoices to bill for services rendered.
- Accounts Payable: generate invoices to third-party vendors involved with the work order.

GIS Mapping

Use your existing GIS map layers to plot your work orders, assets, and facilities. This functionality enables you to efficiently utilize your GIS information in evaluating your work order data.

AccessMyGov (AMG) Interface

Requiring only an Internet connection, employees can view their assigned work orders in real time via AccessMyGov.

Scheduling

Our customizable scheduling feature lets you define rules to allow for quick and easy assignment of tasks to appropriate workers, avoiding scheduling conflicts.

History by Asset

Easily view the history of each asset tied to your facilities.

Utility Billing

Feature-rich, yet user-friendly, our Utility Billing application provides complete billing and tracking for a variety of utility account types. Extensive use of Wizards and Process managers simplify complex tasks into efficient step-by-step operations, such as Final Bill, Meter Change and Past Due/Shut Off. Integrated Deposit and Work Order processing features incorporate these features into one application.

GIS Integration

GIS integration allows for a direct link between your data and GIS maps, giving you a very powerful tool to view data, plot various datasets, and quickly view neighboring accounts. Additionally, GIS Integration allows graphical lookup of account locations through Google® Maps.

Consumption–Based or Flat Fee Billings

Flexible billing item setup accommodates both consumption-based and flat rate fees for items such as Water/Sewer, Electric, and Refuse.

ACH File Creation and Paperless Billing

Streamline your payment process by using ACH – payments can be automatically debited from customers' bank accounts. Additionally, bills can be emailed to customers wanting to go paperless.

Wizards Offer Step-By-Step Guidance Through Common Tasks

Tasks such as shut-offs, final bills, the billing process, etc., are done with a Wizard, ensuring all necessary steps are completed.

Customizable Billing Cycle

Units can customize the billing cycle to include only those tasks they use. For example, if your unit does not use ACH, the ACH task may be removed from your billing process.

Deposit Tracking

Integrated deposit tracking provides the ability to calculate interest on those deposits, and offers flexibility in returning deposits to customers: the deposit may be applied to the customer's next bill, or be electronically refunded to Accounts Payable by check request.

Built-In Meter Inventory System

Detailed meter inventory includes purchasing information, manufacturer, serial numbers, meter location (specific area of customer's location), curb box location, and information in general necessary for meter reads.

Meter Read Equipment Exports/Imports

Meter read export/import file layouts are provided for various meter manufacturers including, but not limited to: Sensus, Badger, SLC/Neptune, Itron, Greentree, and Hersey.

One-Screen History View

Each customer's history information is accessed from one screen. Available tasks on this screen include: payment reversals, bill adjustments, and printing of various reports.

Unlimited Billing Items/Services Per Customer

The application allows for an unlimited number of user-definable billing items per customer account as well as an unlimited number of services to be used in the calculation of the billing.

Aging Reports

Aging reports can be generated at any time by specifying an "as of" date. This flexibility eliminates the need to print them on the last day of the month.

CASS Certification

CASS certification export/import process helps reduce mailing cost by ensuring all addresses are entered correctly.

Meter Read Estimates

Flexible read estimation provides a variety of methods to use as the basis: account average usage, user-defined date range of meter reads, or user-defined amount of usage.

Budget Billing

Determine – for each billing item – whether or not to allow budget billing. The budget billing feature allows you to bill fixed amounts based on user-definable history instead of the actual usage for the current cycle.

Integrated Work Order process

Fully integrated work order process allows you to track the details of all work done on a customer's account. The process also checks for scheduling conflicts of the staff person assigned to the task. Shut-off fees, etc., can be billed to the customer once completed.

Email Utility Bill

Bills can be emailed to customers wanting to go paperless.

Quick Entry of Meter Reads

For those units who do not use meter reading equipment to generate read files to be imported into Utility Billing, the application includes a process to manually enter reads en-masse. This process allows you to quickly enter the reads for all customers in a billing cycle without having to visit individual accounts.

Resident Linking

Single source of resident names eliminates repetitive data entry by automatically updating all linked accounts. For example, changing the address on a landlord's master record will update that address for all linked account.

Transfer of Delinquent Accounts to Equalizer Tax

Transfer of delinquent accounts to the property tax bill is done electronically. A billing adjustment is automatically created to reduce the account balance in Utility Billing.

Balance Manager Allows Easy Reconciliation with BS&A GL/Budgeting

The Balance Manager provides an easy way to reconcile outstanding balances in Utility Billing with the accounts receivable balance in GL/Budgeting. Drill down into the detailed transactions for the period being reconciled to easily determine the source of any discrepancies.

Letter Writer

Customized letters may be generated for selected accounts, increasing customer communication and reducing clerical tasks.

Building Department

Our feature-rich application set provides comprehensive tools and processes for modern Community Development, Building, Code Enforcement, and Housing Departments. A property's entire history can be accessed through one easy to navigate view. Manage any construction project, permit, code compliance, rental registration, certification, occupancy, or other inspection-related process.

Permits

Track permits from application to finish. From the start, the Add Permit Wizard speeds data entry while ensuring critical information is entered. Link to existing Contractor and Licensee records or add them on-the fly. Calculate costs by selecting items from your fee schedules and add them to the invoice. Take payments, issue permits, and print receipts as required. Once the permit is issued, use Inspection Tools to schedule and process inspections. Productivity Tools assist you with the creation of letters and attachment of images and documents. Attach reminders manually or automatically through workflow to a permit or inspection so that no follow-up gets lost in the shuffle. Use workflow rules to automate common activities: apply fees, schedule inspections, generate letters, create reminders, send e-mails, and more.

Code Enforcement

Track all property maintenance issues such as weeds, trash, inoperable vehicles, etc. The Code Enforcement module offers comprehensive management of the entire process. Once the case is generated, use Inspection Tools to schedule and process inspections. Productivity Tools assist you with the creation of letters and attachment of images and documents. Attach reminders manually or automatically through workflow to an inspection so that no follow-up gets lost in the shuffle. Use workflow rules to automate common activities: apply fees, schedule inspections, generate letters, create reminders, send e-mails, and more.

Planning & Zoning

Track all information related to Planning & Zoning processes and approvals. Includes document attachments for information exchanged between citizens, contractors and consultants. Capture municipality-specific requirements, processes and workflows.

Inspection Scheduling and Tracking Tools

Use our flexible scheduler to set your appointments and schedule inspections. Create violations with user defined checklists. Append information through our "Quick Text" screen. Track violations, their location, details and current status. Use the violation text in Correction Notice letters or repair emails. Capture images of violations directly into the inspection history.

GIS Integration

GIS Integration allows for a direct link between your data and GIS maps, giving you a very powerful tool to view data, plot various datasets, and quickly view neighboring accounts using Google® Maps.

Accounting Functionality

Building Department .NET comes ready to handle the accounting requirements of your community. Enter invoices, take payments and bond deposits, do adjustments and transfers, and print receipts. Run balance reports to match your totals. Generate detailed and summary general ledger information for deposits.

Citizen Request for Action

This application is designed to log and track requests from both residents and your staff. Requests entered can integrate with other applications to create code enforcements or generate work orders.

Key features include:

- Enter an unlimited number of account types, accounts, concerns, complaint and action records
- Assign an unlimited number of concerns to a single complaint, reducing redundant information
- Generate interactive charts /graphs to display concerns and search results in a variety of formats
- Links with a GIS Map Viewer
- Integrated imaging for photos and documents
- Generate notification letters for concerns, complaints and actions
- Attach reminders to concerns, complaints or actions
- Send automatic e-mail notification when complaints are entered or actions are scheduled
- Activity log tracks all activity, hours and charge amounts on each action
- Assignment of complaint/concerns to appropriate individuals/groups
- Assignment of priority levels to complaints as well as categories for causes and caller demeanor of concerns
- Concern and action letters and notifications
- Interfaces with Equalizer Assessing system to import parcel number/owner information using the similar address feature

Tight Integration with Community Development and Work Order

Integration with Community Development allows for appropriate requests to quickly and effortlessly generate code enforcement actions.

Work Order integration uses workflow rules to easily forward those requests to the appropriate person/department for quick resolution.

AccessMyGov Web Integration

Residents are able to submit requests online, and to check on those requests via AccessMyGov.

Email Alerts

Email alerts can be sent to citizens:

- When requests have been received
- If/when the request has been dismissed
- If/when action has been scheduled
- If/when action has been resolved

Customizable Questions

Municipalities can set up their own questions, relevant to the type of request, to gather the information needed to properly address issues.

Animal License

This is a complete animal licensing system that provides extensive table views and editing screens for tracking pets and their Licenses.

Key Features include:

- Easily manage animals and licenses from the Tools button
- Filter animals "All Animals" or "Renewable Licenses only"
- Multiple table views offer a variety of ways to sort data and run reports
- License Number Setup lets you assign specific formatting and numbers to different license types
- License Type setup lets you associate specific number generation and set up default amount/duration, all of which is pre-filled when adding a new license
- Animal License .NET links with BSA Cash Receipting and General Ledger and renewals can be done from the Cash Receipting System.

AMG-Personnel

Provides web access to various components of the Personnel solutions.

Key features include:

- **Timesheet Entry:** Employees can enter timesheet for other staff. Managers can view timesheets for their staff.
- **My Timesheets:** Employees can enter their own time.
- **Personal Employee Info:** Employees can view/request changes to "master" information, such as dependents, addresses, and W4 information. Open enrollment is also available; requires the municipality to have BS&A Human Resources installed.
- **Personal Financial Info:** Employees can view check and W-2 history, along with withholding and direct deposit information.
- **Year to Date Info:** Employees can view YTD totals and leave balances.
- **Employment Opportunities:** Any user can view currently available job postings.

AMG-Financials

Provides web access to various components of the Financial Management solutions.

Key features include:

- **Financial Reporting:** Users can print a financial report any time through a web interface.
- **Financial Reporting (Public):** A publicly available section to allow members of the general public to print Financial Reports that the municipality has selected to share.

- **Invoice Approvals:** Users can approve invoices they would otherwise have to approve through the application.
- **Manual Journal Entry Approvals:** Users can approve journal entries they would otherwise have to approve through the application.
- **Purchase Order Approvals:** Users can approve purchase orders they would otherwise have to approve through the application.
- **View Work Order Schedule:** Users can view work orders scheduled within a specified date range.

AMG-Building Department

Provides web access to various components of the Building Department system.

Key features include:

- **Permit applications:** Enables contractors and the general public to submit permit applications online.
- **Inspection scheduling:** Enables contractors and the general public to submit requests for inspections online.
- **View My Activity:** Enables contractors and the general public to easily access inspections and permits they have requested.
- **Building Department Search:** Performs a search by any record number, including addresses, permits, and certificates.
- **Rental Property Search:** Enables users to search for addresses that are flagged as a rental property.
- **Payment of fees:** Enables contractors and the general public to pay for permit and other fees online.

AMG-Internet Services

Provides web access to various components of the Financial Management system.

Key features include:

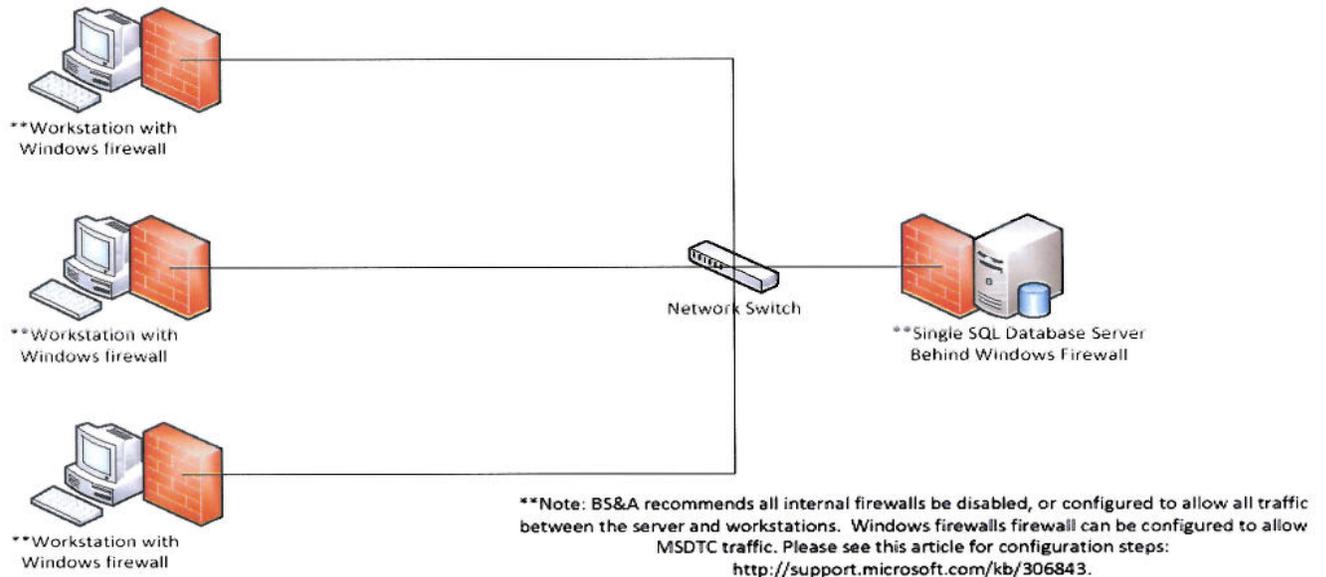
- Allows Miscellaneous Receivables, Utility Billing and Permit data to be displayed on the web, and supports on-line payment of these bills
- Interfaces with Point And Pay online credit card processing

Tax and Vehicle Registration

BS&A does not offer solutions designed specifically for Tax or Vehicle Registration for the State of New Hampshire. We do not feel that our current Tax Program could be modified to support your local tax requirements. We may be able to address your vehicle registration needs by using either our Business Licensing or Miscellaneous Receivable solutions. This is something that could be investigated further during the demonstration or through follow-up discussions. Using either of those programs would not provide the real-time integration of the ClerkWorks program in use by many municipalities in New Hampshire.

4.0 Hardware Specifications

Our ideal configuration is a client-server environment. The backup solutions are to be handled via SQL or appropriate backup software. Although BS&A Software recommends a physical environment for our customers, we support the implementation of our software in virtual environments. BS&A has extensively tested and approved both VMware and HyperV in our labs.



BS&A desires that all of our customers have a pleasant experience running our software. A properly configured Virtual Server need not destroy employee productivity. In order to ensure the best possible overall performance system, administrators must be willing to allocate sufficient resources to Microsoft SQL. To that end, BS&A Software recommends the following when implementing the .NET software in VM environments:

- 1) Databases and log files are kept on separate physical volumes/disks
- 2) Volumes housing databases and/or log files are dedicated to the use of the database (no other VMs reside on those volumes)
- 3) High performance disk technologies are used wherever possible
- 4) Disparate database styles (i.e., MS Exchange) NEVER cohabitate with MSSQL on the same drives
- 5) VMWare RDMs are implemented wherever possible
- 6) Parent servers dedicate at least 2 CPU cores to MSSQL VMs
- 7) Sufficient RAM is allocated to reduce/minimize the need for excessive disk access
- 8) SQL 2005 or newer only; Workgroup or Standard Edition where possible
- 9) So-called snapshots of the virtual machine cannot be relied upon for data restoration or disaster recovery. Alternative database backup methods must be employed.
- 10) Optimize disk partitioning using industry-standard methods

Workstation

We Support Windows 8 Pro, Windows 8, Windows 7, Window Vista or Windows XP Professional

Server

We Support Windows Server 2005 through Windows Server 2014

Microsoft SQL

Database schema for BS&A does not include views. All views are created programmatically at runtime of the application. All columns in the view are able to be sorted. All tables are able to be indexed by the user. This gives better functionality for a non-technical user than a standard view. SQL table schema for BS&A tables utilizes unique keys and indexes.

Reporting Services

BS&A's applications come with a large amount of reports offering numerous options so our users can quickly get the most out of our software. However, our integrated Report Designer allows users the ability to create their own reports as needed.

Key features:

- Streamlined capabilities with calculated expressions
- A Table option, which allows columns of fields on a report for ease in field placement and movement
- "Sort" banners and footers, which group data and can provide subtotals
- Clickable reports let you click on a particular report entry to drill down to the details
- Reports can be saved to PDF format and CSV format
- Same look and feel as Crystal Reports
- Our Report Profiles feature lets users group multiple reports together for more efficient printing. Individual reports within the profile have options that can be set and saved for the Profile process.

Personal Computer Specifications	
Workstation	
Recommended	Minimum
3.2 GHz Intel® Core™ i5 (or faster)	2.8 GHz Intel® Core™ i3
8 GB RAM	4 GB RAM
80 GB free disk space	40 GB free disk space
Windows 8.1 (Professional or above)	Windows 7 (Professional 64-bit or 32-bit)
Tablet PC (Community Development Field Inspection App)	
Recommended	Minimum
Intel® Core™ i5 520 UM (or faster)	2.8 GHz Intel® Core™ i3
8 GB RAM	4 GB RAM
80 GB free disk space*	40 GB free disk space*
Windows 8.1 (Professional or above)**	Windows 7 (Professional 64-bit or 32-bit)
*Note: The amount of free disk space required is dependent upon the size of the database and the number of attachments required	
**Note: BS&A applications are NOT compatible with Windows RT	

Server Specifications	
<i>(defined as a computer running a Windows Server Operating System)</i>	
Database Server (fewer than 15)	
Recommended	Minimum
1 Xeon E5 series Quad-Core 2.4 GHz (or faster)	2 GHz Multi-Core Xeon Processor
8 GB RAM	4 GB RAM
6x SATA 7.5K RPM 1TB (3x RAID 1)	250 GB free disk space
<i>Separate RAID for Operating System</i>	<i>Windows Server 2003 Standard (32-bit)</i>
Windows Server 2012 (Standard or above)	
Database Server (15 to 30 Users)	
Recommended	Minimum
1 Xeon 2.3 GHz E5 Six-Core Xeon Processor (or faster)	2 GHz Multi-Core Xeon Processor
24 GB RAM	16 GB RAM
4x SATA 7.5K RPM 1TB (2x RAID 1)	500 GB free disk space
2x SATA (SandForce) Solid State Drive (SSD) <i>Separate RAID for Operating System</i>	<i>Windows Server 2008 Standard (64-bit)</i>
Windows Server 2012 (Standard or above)	
Database Server (30 to 50 Users)	
Recommended	Minimum
(2) Xeon 2.5 GHz E5 Six-Core Xeon Processors (or faster)	2.8 GHz Quad-Core Xeon Processor
48 GB RAM (DDR3 1333 or faster)	24 GB RAM
4x 10K RPM SAS 1TB Hard Disks (2x RAID 1)	1 TB free disk space
2x SATA (SandForce) Solid State Drive (SSD) <i>Separate RAID for Operating System</i>	<i>Windows Server 2008 Standard (64-bit)</i>
Windows Server 2012 (Standard or above)	
Database Server (50 to 100 Users)	
Recommended	Minimum
(2) Xeon 2.5 GHz E5 Eight-Core Xeon Processors (or faster)	2x 2.8 GHz Quad-Core Xeon Processor
64 GB RAM (DDR3 1600 or faster)	48 GB RAM
8x SATA 15K RPM 1TB (2x RAID 10)	1 TB free disk space
2x SATA (SandForce) Solid State Drive (SSD) <i>Separate RAID for Operating System</i>	<i>Windows Server 2008 Standard (64-bit)</i>
Windows Server 2012 (Standard or above)	
Server (over 100 users)	
<i>Please email our IT Department at tech@bsasoftware.com</i>	
Virtual Server	
<i>Please see the help doc entitled "BS&A Software and Best Practices in Virtual Environments" on our website.</i>	

Terminal Services/Citrix Environments

Recommended Application Server Specifications

Dual Quad-Core Xeon Processor

4096 MB RAM plus an additional 1028 MB RAM per user, per application

500 GB free disk space

Windows Server 2012 (Standard or above) Limit of 50 total users

Please see the help doc entitled "BS&A Software and Best Practices in Terminal Server/RDP Environments."

I.T. Recommendation

BS&A has worked with IT Right for network services and implementation for well over 10 years. If you are in need of IT services, please visit their site:

<http://www.itright.com>

Printer Recommendations

All printers used with BS&A .NET applications must be on the Microsoft Hardware Compatibility List. Visit the following link for a complete list. You will need to click the **Hardware** tab, then **Printers and Scanners**.

<http://www.microsoft.com/windows/compatibility/windows-7/en-us/default.aspx>

5.0 Project Scope and Approach

a. Implementation Approach

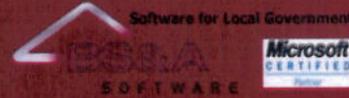
Our approach to implementation is to develop a plan that based on the availability of key resources in the town. As much as possible, we plan on implementing our solutions at the time of year when your personnel are least busy. This typically, means a phased implementation. Our Building/Code Enforcement solution is best implemented in the winter months when those resources are less busy. Our Payroll and Personnel solutions are tightly coupled with the financial solutions, but might need to avoid January when W-2 and annual benefit activities are on-going. Utility Billing is also tightly connected with Financials, but may have a meter change project that would dictate our schedule. After assessing the needs of the Town and the availability of key resources, we will create a project plan that best accomplishes the goals and minimizes disruptions. This is different for every single municipality. This plan is not dictated by BS&A, but is a cooperative solution developed by both of us working together. There a number of other factors that help drive the approaches, which are addressed below and in the following sections.

BS&A has included a summary project plan within this proposal and is able to complete this software implementation on time, and on budget. We fully understand the scope of this project including software installation, data conversions, project management, program training, and follow up support. We have completed hundreds of implementations similar to this one, and are well positioned to handle this project. Approximately 15 staff members will be involved throughout the implementation and training process. No other vendor will work with you, or care more about your project than the staff of BS&A Software.

Implementation Plan

BS&A has developed a five phase approach to implementation.

Consultation: Each implementation will begin with a kick-off meeting. Here we will set the time table and develop the schedule for your onsite implementation



Implementation Highlights

The staff at BS&A Software is specially trained, first and foremost, to take care of customers. We are not satisfied unless your staff is pleased with your software choice. The process is not complete without a solid implementation plan to follow.

Our Implementation process includes all services necessary to assure a successful transition.

We will provide:

- Current Process Review
- Project Managers that understand your needs AND are Subject Matter Experts
- Implementation and Project Plans
- Project Update Conference Calls
- Program Installation/Network Configuration assistance
- Data Conversion from your legacy system
- Data review services – you will evaluate your converted data prior to your Go-Live
- Training Services that are tailored to your needs
- Follow-up training with advanced report design assistance.

and training. During the onsite implementation meeting we will review your current processes, and make the recommendations for the best practices in BS&A.

Conversion: In this phase we install the software, review your chart of accounts, run a preliminary data conversion followed by quality control testing, and finally perform the final data conversion.

Setup and Training: This phase consists of user and security setup, workflow setup, custom report creation and modification, and onsite end user training.

Parallel: Identical payrolls and utility billing cycles will be run in BS&A as well as your legacy system as part of training. Outputs from both systems will be compared, in detail, to insure that all items are being generated 100% correctly. In other applications, like Accounts Payable, for example, these parallel cycles are not necessary. It is sufficient to compare the printed checks with the list of invoices to insure correct operation.

Go-Live: Our training staff is onsite working with you to perform your first payroll, billings, and check and report runs. They will review the processes with you and transition you to the BS&A support staff.

Discuss implementation approaches that other customers have employed.

On occasion, we have had customers that have used outside constraints to drive the project timeline in a manner outside of our preference. Maybe, for example, the Town was building a new recreation center and wished to get the Payroll and Personnel portions up and running early, way in advance of implementing financials. Due to the interconnectivity of Personnel and Financials, it would not be our recommendation to have these solutions implemented at vastly different time frames. As long as we know about these constraints early in the process, it is possible to incorporate those into the project plan. The key to making these decisions is to clearly define any limitations that the municipality would experience and then let the customer decide. In other cases, we have had municipalities push to get the project done in a very short time frame, perhaps due to financial constraints with their current vendor. While it is possible to implement Building, Financials, Personnel and Utilities at one time, this can put a burden on the resources of the municipality. We have agreed to such implementations, as long as the municipality clearly understands the impact.

Discuss Lessons Learned on each implementation approach.

Creating a comprehensive list of lessons learned would be a monumental task. In the last 25 years we have learned a number of lessons, some positive and some not so positive, that can lead to project success or failure. As we learn, we make changes to our processes to incorporate those lessons. Below is a sampling of some of those lessons.

Data Conversion - we have had customers who possess significant internal IT resource expertise request to complete the data conversion and data mapping portions themselves. This is typically requested to save expense. Our experience has taught us that this leads to downstream errors which are very challenging to address. Data conversion and data mapping must be completed by personnel that understand the system being mapped to. We no longer allow customers to take on the data mapping task.

Parallel Cycles - We have also had customers that have wished to run several parallel cycles, either for Payroll or Utility Billing. BS&A absolutely believes in the value of running one or two parallel cycles. This is necessary to insure that checks and bills calculate and print correctly. When customers have

expressed a desire to continue this parallel process beyond a cycle or two, the results are less effective. Employees are doubling their work and entering the same data in two places. This rarely leads to any improved output, and instead results in a frustrated user base.

Video Training – BS&A recommends that key personnel watch training videos **before** taking live training. The result of this is that users more quickly learn the new system and are able spend time learning more challenging tasks. We highly recommend this approach, but often find that users have not completed this work.

Town-wide Buy-in – One of the ways that you can almost guarantee project failure, is by not getting buy-in from all areas within the organization. When the Finance or Building Department, for example, try to force a solution on another organization that is not in favor of that solution, less than favorable results can be expected. BS&A tries to mitigate this by insuring that the appropriate departments are involved in demonstrations, on-site knowledge gathering session and project scheduling.

Decision Making Process – Another key to having a successful project is mapping out a plan for making internal, Town, decisions. Often times, there will be multiple ways to configure the BS&A system. One approach may put more work on a particular department, while another approach might require additional work elsewhere. The Town needs to decide how these types of issues are going to be resolved. This is typically outside of BS&A's responsibilities, but we will provide you with our recommendations for how to organize your team to make these decisions. Incorrect or untimely decision making only leads to complications further downstream.

General Implementation Approach

Implementation services include the planning and evaluation of current hardware and network, sources and format of legacy data, potential integration with existing systems, software installation, data conversion and training. BS&A does not intend on partnering with any other software vendors for this project. Our goal is to make the transition from your current system as painless as possible. We utilize our extensive experience to accomplish this in an efficient, accurate and timely manner.

For example, many municipalities believe the best time to convert is at the start of a fiscal year. Our experience has shown that this is often the busiest time of year - not the optimal time to transition to new software. Once a general transition time is agreed upon, an implementation timeline is prepared. This schedule includes evaluation of your current hardware and network, sources and format of legacy data, potential integration with existing system, software installation, data conversion and training.

Discovery meetings are held to discuss/gather information about key topics like workflow process, banking information including positive pay/ACH, any unique reporting requirements, etc. As part of these meetings key team members from the Town are identified and included, ensuring that all concerns are heard and any potential issues are addressed.

We strive to shorten the transition process as much as possible – a long transition equates to diminishing productivity.

Transitioning

Performing data conversion and implementation projects for 25 years, we have learned a number of things to make this process better. Typical examples include:

1. **Data Conversion /Review** – Mistakes converting data delay projects, cause rework and negatively affect employee morale. To insure that there are no data conversion errors, we do two things. First, we review the data with the key stakeholders, very early in the process. This provides ample time to correct any data conversion issues. Second, for critical systems like Payroll, we run at least one, and sometime two, cycles in parallel.
2. **Municipality-wide Buy-in** – It is critical to have all parts of the Town informed of the plans and get everyone involved in the solution. This can be accomplished by involving as many departments as possible in key activities, such as: Initial Demonstration, Project Kick-off and Process Review Sessions.
3. **Test Data & Environment** – When problems with data or processes arise late in the project, it is much more difficult to correct them. We believe that providing access to a test system, with your test data, any potential problems can be identified early enough to be corrected without impacting the project schedule.
4. **Integrations** – Often times it will be necessary to provide integration to another system that was not planned for. BS&A makes every effort to help identify possible integrations. BS&A has provided “code-less” configurable integrations. These allow for the creation of exports or imports into a wide variety of formats, without writing any software.
5. **Hardware** – Delays in procuring hardware can have disastrous impacts on the project schedule. In order to head-off any delays, we meet with your IT team early on in the project to review planned hardware. If new hardware must be purchased, we will work with you to outline the specifications.
6. **Handle the Unexpected** – BS&A prides itself on being responsive, both in terms of training and development. If an unforeseen issue arises, our “Never let a customer fail motto,” guides our response. We work together to find a way to resolve the problem and keep the project on schedule. This is something that we strongly encourage you to talk about with any of our customers whom you speak with.

b. Scope of Services

BS&A has included a summary project plan within this proposal and intends to complete this software implementation on time, and on budget. We understand the scope of this project including software installation, data conversions, project management, process assessment, program training, and follow up support. All software and services proposed will be provided by BS&A Software, Inc. Furthermore, BS&A is the sole developer of our software systems. With the exception of hardware, our solution does not encompass any third-party product and services. We have completed 100's of implementations similar to this one, and are well positioned to handle this project. We will begin the implementation process as soon as the agreements are signed. Approximately 15 staff members will be involved throughout the implementation and training process. No other vendor will work with you, or care more about your project than the staff of BS&A Software. BS&A offers a fully integrated financial management solution. Additionally, we do have the ability to interface third party software with several of our applications using built in generic import/export features.

c. Data Conversion

Data conversion is the single most important aspect of any system implementation. We do not force you to provide us data in a pre-defined format or go through a complex process to create data mapped to a specific structure. Instead, we simply ask you to provide us with ASCII data (preferably MS SQL or Access), and we will take ownership of the conversion process. And, we take all the risk of data conversion, by providing you with “not to exceed pricing.” If the conversion takes more work than expected, we will complete the additional work at no additional charge to the Town. Of course we will

require your help in running reports and validating that data is converted correctly, but it is our job to handle the conversion process – you just help us make sure we get it right.

Data Conversion Process

In the course of bringing hundreds of municipalities onto our Financial Management and Payroll software we have fine-tuned our data conversion process to minimize the work on your part and maximize your ability to access past data. We believe that data conversion falls 80% on BS&A and 20% on the Town. The Town is responsible for extracting and providing the data and reports to aid in balancing. BS&A will perform all mapping and conversion activities. The Town also is responsible for review converted data to make sure that the conversion process was successful. We have experience converting data from numerous different legacy systems. We understand that your current financial management software is 'Munismart.'

Preliminary Data Conversion

One of the first key activities in the project is to get an initial copy of your data. BS&A consultants will map your existing data into the appropriate fields within BS&A. This mapping will be used to drive the development of our data conversion routines. After a preliminary conversion is developed we will interrogate the data and make sure it balances.

Data Review

Once we have converted the initial data, it will be installed on-site for review by your transition team and BS&A staff. Together, we will walk through the data – you are the experts on the information and we are the experts on our system. Any deficiencies in the raw data and/or conversion process are identified and addressed. An evaluation is also made of any missing pieces in the data that cannot be converted electronically. BS&A staff will often enter critical items to reduce your workload during the busy transition period. This data will remain on your test system for evaluation throughout the remainder of the process. If necessary, this step will be repeated until we have the data conversion approved.

Final Conversion

Just before the "Go Live" date for a particular application, we will again extract a copy of your data. In this case, it will be data that includes all the latest transactions. We will re-run our conversion and load the data on-site into the appropriate BS&A application.

Parallel Cycles

To absolutely ensure that our data conversion process is 100% correct, we run payroll cycles in parallel. After running a Payroll in your current system, we will re-run the same Payroll in BS&A to make sure that all data is replicated. Any deficiencies will be corrected.

Scope of Data Conversion

The cost proposal identifies conversion costs and the table below outlines the expected scope of those conversions. This conversion scope is dependent on the Town's ability to extract the data items from Munismart and provide them to BS&A. If you would like us to confirm our ability to perform the conversion, we will be happy to review an extraction of your data at no cost. After reviewing the data, we can confirm exactly the scope of the data conversion.

Application	Expected Scope of Conversion
Accounts Payable	Vendors
	Up to 10 Years Invoices and Check History
Budgeting & General Ledger	Chart of Accounts, Budget & Balances
	Up to 10 Years Journal Transaction History
Cash Receipting	Receipt Items, Tender Codes
	Up to 10 Years Receipt History
Miscellaneous Receivables	Billing Items and Invoice Forms will be Created
Purchase Order	Purchasing Process, Approval and Routing (converted or set-up)
Fixed Assets	Asset Information
	Up to 10 Years Transaction History
Payroll	Conversion/set-up of all Employees, Pay Codes, Expenses, Deductions, Vacation & Leave Banks
	Year to date Information
	Up to 10 Years Detailed Check History
Human Resources	No data conversion to be performed
Work Order	No data conversion to be performed
Utility Billing	Accounts, services, deposits, rates, meters
	Unlimited Years of Service, billing & payment history
Animal License	Animal, Owner and License Information
Community Development	Property Information, Open Permits and History data

Product Testing

The converted data will go through a Quality Control test. BS&A will first review/test the data, and then pass it to the Town for their review and critique.

The recommended approach to the following types of testing is:

1) System Testing

System Testing is the overall approach used to validate that an entire system satisfies the requirements, business and operational objectives.

2) Integration Testing

Integration testing is intended to verify operational requirements between major applications, sub-systems or modules. Test cases should be constructed to test that all modules interact correctly. For example, Utility Billing should be able to submit a "check request" to the accounts payable module. An appropriate integration test would be to create a "check request" in Utility Billing and verify that the check request exists in Accounts Payable and can be used to generate a refund check. Likewise, an Integration Tests should be defined for each of the "Integration and Interfaces" requirements identified in the applications specifications spreadsheet.

3) Acceptance Testing

The goal of these tests is to validate that the software will perform the required function. Using a preliminary copy of the data, the Town can validate that the system performs all of the necessary functions. For Payroll and Utility Billing, we will run parallel cycles to validate that the check/utilities bills created in BS&A balance with those created in your current system. These parallel cycles will be run on-site with BS&A and your personnel, replicating your current process.

Anticipated Project Roll Out

Dates are estimated based on the Town's calendar of events schedule and may be subject to change.

Timetable	Scope of Work
January 2015	Kick-Off Meeting – This meeting will assemble all project stakeholders to discuss expectations and concerns. BS&A Software will listen to the discussion, offer input as needed, and formulate a plan at the conclusion.
	Assemble Project Team – The respective Project Managers will administer the day-to-day operations of the project.
	Establish a timeline for project components such as conversions, customizations, program training.
February 2015	Meet with the Town IT staff to identify possible network issues and review existing system configurations.
	Town reviews hardware requirements and begin the process of purchasing/installing new server(s) and workstations if necessary.
March 2015	Preliminary Data Conversion & Data Review – Begin process of converting Town's existing data into BS&A.
	Town sends preliminary data to BS&A for analysis and first run of data conversions. Upon completion of initial conversion, BS&A meets with key stakeholders to review conversion output. If necessary, the conversion will be updated and the process will be completed again until we have successfully converted all data. During this process, we will also gather requirements for any required program customizations.
May 2015	Install programs in test environment for learning and evaluation purposes. This allows time for staff to become familiar with the applications, execute test cases and review tutorials prior to formal training. Final converted data to be installed at a later date.
June 2015	Implementation/Training
	The converted data will go through a Quality Control test. BS&A will first review/test the data, and then pass it to the Town for their review and critique.
	BS&A begins Program Training. This will familiarize staff with the new software and processes.
August 2015	Evaluation
	After you are up and running we don't disappear. We will conduct a post project review meeting to tie up any loose ends and evaluate the entire process. We want your feedback to make sure you're completely satisfied and learn of anything that could be done to make our process better.

d. Support Services

Company service and support philosophy

BS&A believes that providing superior support is the, absolute, single most important key to our success. What vendor does not say that support is important? The difference is that providing superior support is ingrained in our culture. The founders of our company strongly believe that this is what differentiates us from the competition. They believe this so strongly, that the president of the company listens to support calls for every single support employee. As stated previously, every software company thinks they have good support, but we can prove it. How? Ask our customers. On our web site is a listing of every single municipality that uses our software. If we provide you a list of 5 or 6 reference customers, that is meaningless -- you know that they will be happy. Instead, call BS&A customers at random, ones whose names we did not provide to you. Ask them:

How long does it take BS&A to call you back?

Is the support team able to provide you with the direction and assistance you require?

Does BS&A listen to your ideas for improvement?

Does BS&A charge you for these improvements?

After you have spoken with 5 to 10 random customers, you will begin to have a sense of the BS&A culture regarding support.

We have over 30 staff members dedicated to supporting our software systems, along with an additional 20 software developers and programmers to provide a higher level of assistance when needed. The majority of our support staff is degreed accountants, including multiple CPAs. This exceptional level of understanding of the accounting process, combined with their expertise in our software systems has enhanced the quality of our software support. Our technical support staff continuously receives outstanding evaluations from our current customer base!

BS&A's management team measures the success of the support staff in several ways. First, approximately 3 weeks after conclusion of the project, we conduct a Post-project review. The purpose of this activity is to determine what aspects of the project went well and uncover any areas where improvements need to be made. If any additional training or support activities are required those will be completed to insure satisfaction with the project. Then, after approximately 60 days post-implementation, a member of the senior BS&A management team will conduct an additional follow up. Here the focus is two-fold, improving future projects and determining if there is anything needed to insure your complete satisfaction. Each staff member is evaluated based on several criteria; however the greatest weight is given to their overall customer care, product and process knowledge, and willingness to consistently go above and beyond to solve customer problems.

BS&A tracks statistics for issues reported, resolved on the first call, average call duration, and the average time to reach issue resolution, as well as numerous other metrics. This information is monitored for the purposes of evaluating our effectiveness and efficiency. Candidly, however, these statistics are not how we measure the quality of our support. We believe each call should be given the appropriate amount of assistance, and our ultimate goal is complete satisfaction.

Annual Service Fees

Unlimited service and support during your first year with the program are **included** in your purchase price. Thereafter, Service Fees are billed annually. After that date, the Corporation reserves the right to increase the fee by no more than the yearly CPI.

Toll-free support line

BS&A's Toll Free number is (855) BSA-SOFT. Support hours are 8:00 am to 5:00 pm, Eastern Time, Monday through Friday.

Telephone, Email and Fax support

Our support staff is located in Bath, Michigan and is available Monday through Friday between 8:00am and 5:00pm. The average response time is less than 15 minutes, and 95% of our support requests are contacted in less than 30 minutes. We do not have a voicemail service; calls are queued and taken in the order received. Support via email, fax or remote assistance is also available. Email support request can be initiated directly from within any BS&A application. With your annual support agreement, there is no limitation on the amount of times you contact us. If you require occasional support assistance outside the normal business hours, arrangements will be made.

Our support resources, in addition to be available by telephone, are also available via email or fax. Email support request can be initiated directly from within any BS&A application. This option launches your email program, and fills out the 'To' and 'Subject' lines with application-specific information.

Program Updates

Our support program includes program updates/enhancements that are distributed to all current customers. BS&A Software has, and will continue to be, committed to statutory and process compliance changes as deemed necessary at the Federal or State level. Timetables have historically been aggressive and all users with paid support agreements receive periodic updates. Program changes are researched thoroughly and active communication is maintained with the appropriate State agencies. Based on client requests, regular program updates are available for download on our website. The website also carries a comprehensive list of the functions and features that will be affected with the update.

Software Releases

The first version of BS&A Fund Accounting was released in 2001. The most current version is Financial Management .NET. Based on client requests, regular program updates are available for download on our website. The cost of these updates is included in the annual support and maintenance fee. Since the release of the .NET version, no major enhancements have been scheduled.

Software Updates

Software updates are currently made available on no less than a monthly basis. Each application has its own update file, which is downloaded through an internet connection and saved to a common directory on the server. In the case where a thin client technology is being used, this update must be run (installed) once, but all users must be out of the program at that time. In the case of a standard client/server configuration, this process must run on each workstation, but it would not be required to have other users exit a program before updating. All updates are cumulative. There is no need to install each update in a sequential fashion in order to patch properly. In most cases, our customers do not develop local custom modifications, other than pulling/pushing information through ODBC

connections. On occasion, customers will ask for, and receive custom modifications from BS&A directly, when there is a program feature that would be helpful to an individual customer, but would not benefit the majority of the customer base. By performing these customizations ourselves, BS&A is able to reduce or eliminate the amount of problems relating to local customizations, as well as provide these customizations at a price competitive to the costs to a municipality to employ a custom developer.

Users Groups

Several user group meetings are scheduled throughout the year. Meetings are held at our training facility in Bath, Michigan and are complementary to our customers. Webinar participation is available for those units unable to attend the user group meetings in person. Additionally, videos of these meetings are available on our website shortly after the meeting takes place.

Escalation Options and Procedures

Our customers are our number one priority. Contacting your Project Manager is the preferred way for a customer to initiate the escalation process should a problem arise that the customer feels is not being given the appropriate attention or priority. The PM is responsible for and has access to all resources available in providing a resolution to a customer problem. A resolution in these circumstances may be a temporary one that gets the customer going again as soon as possible while a more permanent solution is identified.

Sharing Desktops

Our support consultants have the ability to connect with your workstation, so that we see exactly how you are encountering the problem. If needed, we can take over control of your desktop, to walk you through resolving the problem. Likewise, we can use that tool, to conduct webinars where we share our desktop with your users.

Operating System and Database Support

Our support technicians will offer operating system and database support as it relates to BS&A applications and software databases.

On-site support

BS&A staff will be at your location during the implementation, training, and final go-live dates. Future onsite dates can be scheduled if needed. For example, if you want a representative onsite for training new staff, we can provide that. Additional onsite training or support is available for \$850/day plus travel expenses. We can also provide web training for a reduced cost.

On-line Knowledge Base

The Financial Management area of our website includes a plethora of information for online learning. There are hundreds of task specific tutorials for many applications, and also demos of user group meetings. The site is periodically updated by BS&A staff with current videos, and new user group sessions. We also provide a link from within each of our applications to query software maintenance and enhancement cases.

Troubleshooting

When problems arise we troubleshoot them over the phone by asking a user questions related to the issue. If necessary, with your permission, we have the ability to connect to your computer remotely using an application called Teamviewer. This application allows us to take control of your computer and resolve the problem. Troubleshooting starts with our highly trained support personnel. If support is unable to resolve the issue the programmers responsible for the application will be brought into the discussion. Although this is a rare occurrence, if necessary a backup of your database may need to be sent to us in order to fix a problem. This is accomplished by uploading a backup to our FTP site.

Training Approach

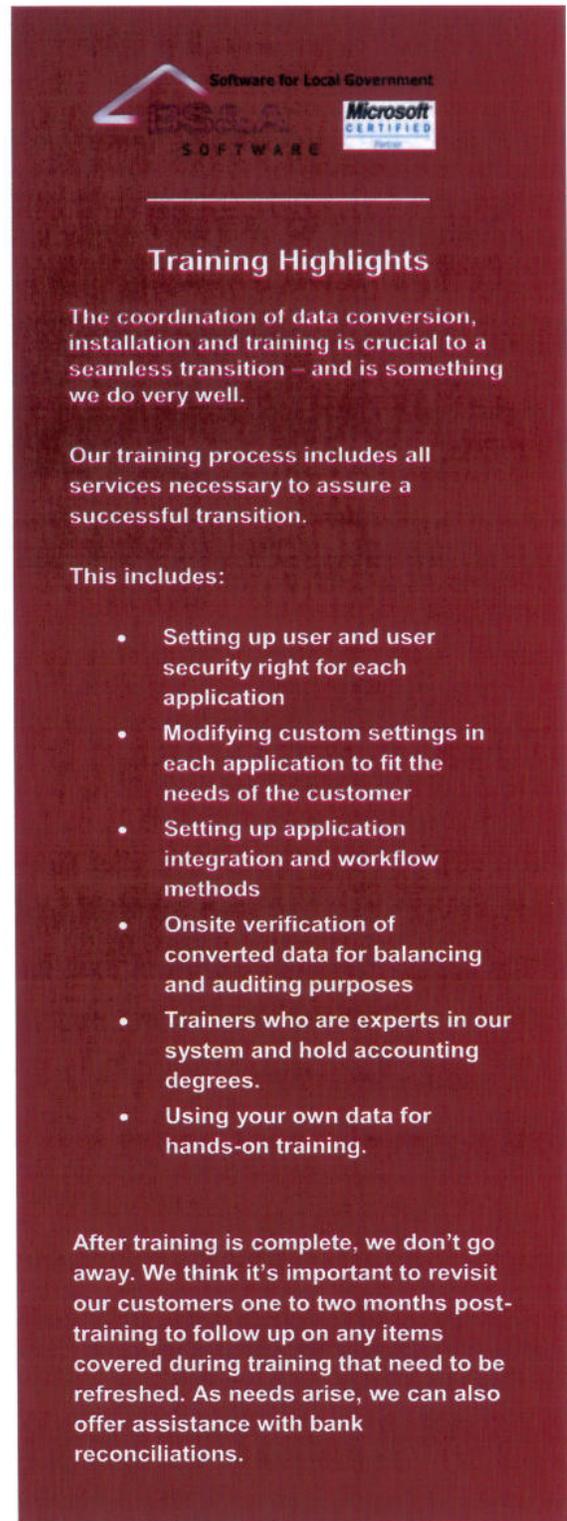
We prefer to train your staff using your data in conjunction with your go-live date. Our experience has shown that training weeks in advance of actually using the software is easily forgotten. The coordination of data conversion, installation and training is crucial to a seamless transition – and is something we do very well.

In addition to expertise in our system, our trainers all hold accounting degrees. We believe this is very important to effectively communicate accounting concepts. Our trainers teach in a friendly, relaxed manner, which helps alleviate any apprehension your staff may have over learning a new system and helps them buy into the entire transition.

The training methods we utilize are perhaps the area where our flexibility is most evident. Where practical, we find a hands-on approach at your users' desk most effective. Depending on the size of the municipality, we can offer training in a classroom environment, using a screen and projector. In either case, we utilize your data, which has the most relevance for your users and leads to best retention of training.

The first step in the process is to jointly create an overall project implementation plan. From there, we will jointly develop a training plan that accommodates your requirements (vacations, elections, auditor, etc.). Training is conducted on-site, hands-on using your live data. The typical process is to walk through overall process. Once that is complete, we will then go into specific tasks. Where appropriate, a parallel cycle will be run to make sure that data generated in BS&A matches data generated in your current system. For example, as part of the Payroll Training, we will walk through a parallel cycle using BS&A and make sure that this data corresponds with your previously generated payroll. Trainers will remain on-site until the user community is up and running. Typically after 30 to 60 days of use, we bring the trainer back on-site to address any questions and reinforce prior training.

BS&A will provide the existing documentation, training manuals, and texts to assist in the training process. The training materials provided can be used, copied, combined and/or distributed for any Town training sessions.



Software for Local Government
BS&A
SOFTWARE

Microsoft
CERTIFIED
Partner

Training Highlights

The coordination of data conversion, installation and training is crucial to a seamless transition – and is something we do very well.

Our training process includes all services necessary to assure a successful transition.

This includes:

- Setting up user and user security right for each application
- Modifying custom settings in each application to fit the needs of the customer
- Setting up application integration and workflow methods
- Onsite verification of converted data for balancing and auditing purposes
- Trainers who are experts in our system and hold accounting degrees.
- Using your own data for hands-on training.

After training is complete, we don't go away. We think it's important to revisit our customers one to two months post-training to follow up on any items covered during training that need to be refreshed. As needs arise, we can also offer assistance with bank reconciliations.

Classroom Training

The training methods we utilize are perhaps the area where our flexibility is most evident. Where practical, we find a hands-on approach at your users' desk most effective. Depending on the size of the municipality, we can offer training in a classroom environment, using a screen and projector. In either case, we utilize your data, which has the most relevance for your users and leads to best retention of training.

BS&A will provide the existing documentation, training manuals, and texts to assist in the training process. The application-specific training materials are further broken down by process, so that it is possible to pick and choose materials appropriate for the particular training session. The training materials provided can be used, copied, combined and/or distributed for any Town training sessions.

The estimated number of training days for end user training for Town staff on all software modules:

Application	Number of Days
Software Setup	Days: 4
General Ledger .NET	Days: 2
Accounts Payable .NET	Days: 2
Cash Receipting .NET	Days: 1
Miscellaneous Receivables .NET	Days: 1
Purchase Order .NET	Days: 3
Fixed Assets .NET	Days: 1
Work Order .NET	Days: 2
Payroll .NET	Days: 5
Human Resources .NET	Days: 2
Timesheets .NET	Days: 3
Building Department .NET	Days: 11
Utility Billing .NET	Days: 4
Animal Licensing .NET	Days: 1
Citizen Request for Action .NET	Days: 1
AccessMyGov/Building Department	Days: 2
AccessMyGov/Financials	Days: 1
AccessMyGov/Personnel	Days: 1
	Total: 47

Video Training & Tutorials

As part of our standard support agreement each municipality is provided access to our complete on-line training library. This includes short activity based segments that can be used in place of or to supplement in person training. The applications also include direct links to training topics. When initiating the W-2 wizard, the system provides a direct link to a video to provide an overview of the process. This provides assistance for less frequently used function like W-2 creation, but can also be helpful when users might be changing positions and do not have time to schedule training.

Follow-up Training

BS&A strongly recommends follow-up training approximately 30 to 60 days after initial training. During these sessions we will work one-on-one with any users who require additional assistance. For this project, we would recommend 3 days of follow-up training. Activities include:

- Review and consult on streamlining day-to-day activities as they relate to the processes within the BS&A applications

- Assist customers with more detailed and advanced report options available within the BS&A applications
- Revisit commonly-used procedures discussed during training
- As needs arise, provide assistance with bank reconciliations
- \$1,000/day + travel costs
- Days quoted are estimates; you will only be billed for actual days used

Ongoing Training and Support

If necessary, additional onsite training or support is available for \$1,000/day plus applicable expenses. Alternatively, remote web training is also available for a fee of \$100/hour. Several user group meetings are scheduled throughout the year. Meetings are held at our training facility in Bath, Michigan and are complementary to our customers. Webinar participation is available for those unable to attend the user group meetings in person. Additionally, videos of these meetings are available on our website shortly after the meeting takes place. Furthermore, we have nearly 150 video tutorials on our website. <http://www.bsasoftware.com/Learning-Center/Financial-Management/Video-Tutorials>

Knowledge Transfer

Our team will ensure that all necessary staff is educated to the appropriate level that allows them to support and maintain the application in the most proficient manner upon the completion of implementation. Due to the comprehensive material presented, we fully anticipate and welcome the Town staff to utilize our technical support and online resources.

Additionally, we have detailed application training videos and corresponding written courseware. Our video courseware is designed for:

- ✓ New customers and prospects who want to gain some upfront knowledge before our implementation and training staff arrive onsite.
- ✓ Existing customers who want to understand important topics at a deeper level once they have become more accustomed to the software.
- ✓ Existing customers who have hired new personnel and would like to allow them get up to speed on their own schedule.

Online Knowledgebase

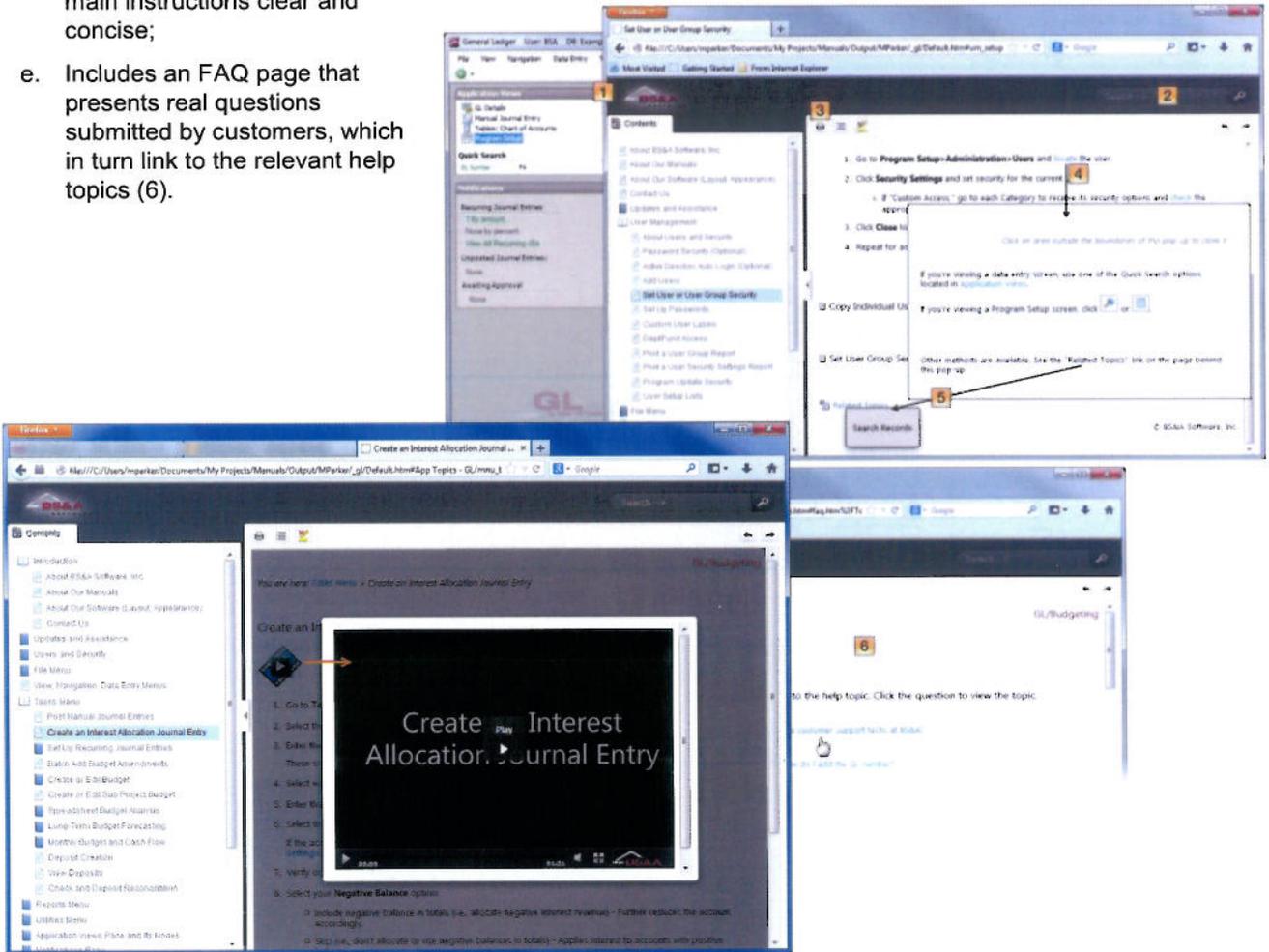
The Financial Management area of our website includes a plethora of information for online learning. There are hundreds of task specific tutorials for many applications, and also demos of user group meetings. The site is periodically updated by BS&A staff with current videos, and new user group sessions. We also provide a link from within each of our applications to query software maintenance and enhancement cases.

User Manual

All of our software manuals are designed as a collection of "help doc"-style topics: step-by-step instructions that quickly get you through a task. Chapters begin with detailed information about specific data, and move on to instructional topics. Our manuals are designed primarily as on-screen companions to your software and are distributed in HTML5 (a newer Web Help format). Changes to our software can be documented and distributed much more rapidly by focusing on an electronic output, rather than a print manual (print versions are distributed upon request, but may not reflect the latest content).

Each electronic manual...

- a. Opens separately from your BS&A program for side-by-side comparison (1);
- b. Offers an easy to use search field (2);
- c. Provides the ability to print a topic (3);
- d. Includes pop-up “mini” instructions (4), which occasionally point to Related Topics (5), keeping the main instructions clear and concise;
- e. Includes an FAQ page that presents real questions submitted by customers, which in turn link to the relevant help topics (6).



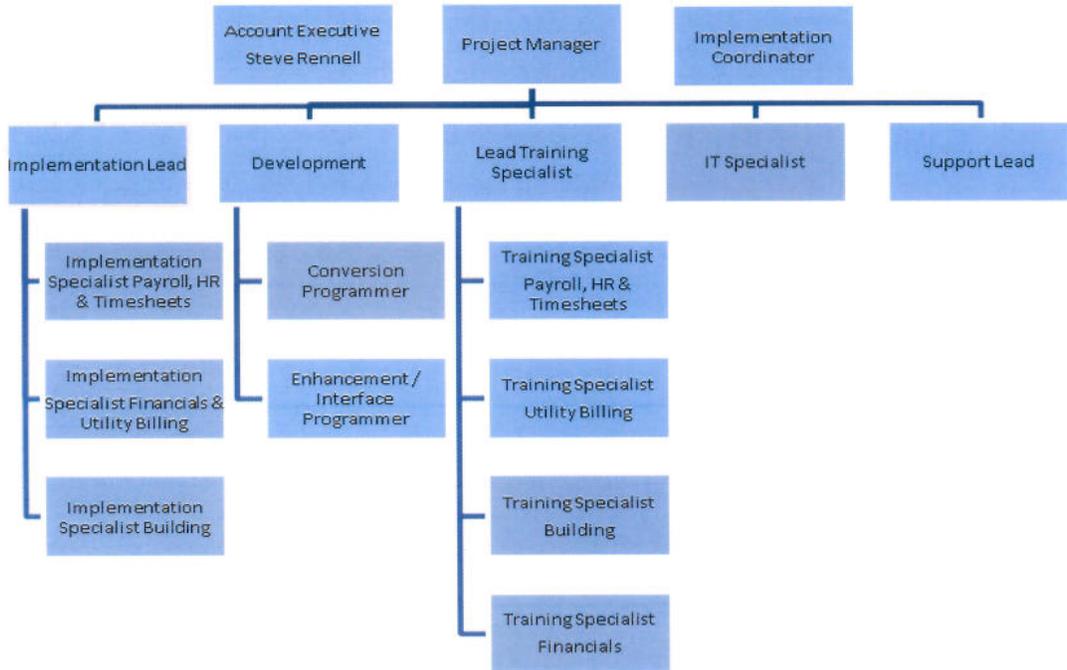
Additionally, select topics in the electronic manuals provide a film button. Click the button to view an instructional video from our Courseware.

Our electronic manuals are best viewed in IE9 (or better), Firefox, or Google Chrome. If you are running IE8, you may experience functionality issues and will need to disable Compatibility Mode.

PDF copies of our print manual may be downloaded from our website.

Project Organizational Chart:

The following organizational chart outlines the resources expected to be used for this project.



6.0 General Questions

1. ACH vendor payments?

Our Accounts Payable module fully supports paying vendors via paper check, ACH or EFT. Defaults can be set up for each vendor, but can also be overridden for just one particular invoice. Our Check Creation Utility includes a step for creating the ACH file that is uploaded to your bank to process those payments.

2. Citizens Information Portal

BS&A has a centralized AccessMyGov portal that allows for wide variety of capabilities and information, depending on which options are desired.

Our AccessMyGov – Internet Services

This solution provides a portal where citizens can look up bills, permits, animal licenses and other general information. If there are invoices outstanding, those can be paid for with a credit card. The information is not limited merely to amounts and basic information. On the Utility Billing side, customers can see a detailed usage chart. On the Building Permit side, residents can inquire about all permits on a property, view the inspections and drill down to supporting information.

AccessMyGov – Personnel

This portal display personnel information (paycheck, W-2's, benefits, open enrollment, job postings and applicant tracking). It can also be used for timesheet entry. The vast majority of this information is intended for employees, but some portions are applicable to residents. Open positions can be posted and the system will allow applicants to submit electronic applications. This portal allow for residents to upload resumes,

AccessMyGov – Building Department

This provides an on-line portal for Building Permit Applications as well as inspection requests. This also includes a contractor portal where contractors can view all their activity in one place and determine the status of any permit or inspection.

AccessMyGov – Financials

This portal provides access to financial reports and information. There are both internal components and external components. Externally, you can publish financial reports for reviewing by your citizens. This could be budget reports, financial reports or listing of payments to vendors. Internally, this portal can be used to provide users with access to Purchase Orders, Invoices, Work Orders or other relevant information. Each internal user can build their own configurable dashboard using a variety of different information widgets. When an item requires approval, it can be accomplished directly from the AccessMyGov portal.

AccessMyGov-Citizen Request for Action

The Citizen Request for Action module can be configured to allow citizens to directly enter requests or issue complaints on-line. On-line request can be tracked and reviewed for status updates.

3. Document scanning?

Scanning and attaching documents is fully supported throughout the BS&A solution set. In Accounts Payable, for example, invoices can be scanned in batch and used to create the invoice. Similarly, when Accounts Payable checks are created, the system can automatically capture an image of that check. On stored (electronic invoice or check image) the data can be accessed via drill down throughout the system. Similar document attachment capabilities exist in Human Resources to create a virtual personnel file. In other solutions, where the documents are generated, they can automatically be attached without even the need for scanning. In our Building Department software, the system can

automatically generate an inspection repair letter by merging the permit data into a Microsoft Word document and then attached that document to the permit for later access.

4. Work order module?

Our Work Order application provides for an unlimited number of user-defined work order types. These can be used by your municipality in the management: IT Request, Road Repairs, Sign Issues, Building Maintenance and Fleet Maintenance. Work orders also allow for tracking inventory, equipment, employees, labor and vendors related to any work order.

Tight Integration with many BS&A Applications

Tight integration with numerous BS&A applications allows for easy tracking and robust reporting with a high level of accuracy. Some examples of this integration:

- Inventory Management: track and report on inventory used.
- Timesheets: track and report on employee time and equipment used.
- Miscellaneous Receivables: create invoices to bill for services rendered.
- Accounts Payable: generate invoices to third-party vendors involved with the work order.

GIS Mapping

Use your existing GIS map layers to plot your work orders, assets, and facilities. This functionality enables you to efficiently utilize your GIS information in evaluating your work order data.

AccessMyGov (AMG) Interface

Requiring only an Internet connection, employees can view their assigned work orders in real time via AccessMyGov.

Scheduling

Our customizable scheduling feature lets you define rules to allow for quick and easy assignment of tasks to appropriate workers, avoiding scheduling conflicts.

History by Asset

Easily view the history of each asset tied to your facilities.

5. Tablet integration?

Our Field Inspection program uses our tablet-enabled application to enter inspections while out in the field quickly and efficiently. User-defined checklists and Quick Text are available, along with handwriting recognition. Synchronize from home or through your office network. Quickly upload inspection results, generate letters, automatically send e-mails, and download changes with the press of a button. Tablets with built-in cameras may capture images and attach them directly to the inspection with a single click.

6. Remote access (hosted v. on-site installation)?

Our ideal configuration is an on-site client-server environment where the municipality hosts that data and solutions. Any of the AccessMyGov solutions, which are web-based, are hosted by BS&A on BS&A hardware. The backup solutions are to be handled via SQL or appropriate backup software. Although BS&A Software recommends a physical environment for our customers, we support the implementation of our software in virtual environments.

7. Financing options – lease, outright purchase?

BS&A has a partnership with Wells Fargo that allows you to finance the entire purchase for up to three years. Because of the fact that you are a local government, they have very favorable rates (typically less than 4%). As an added benefit, this is set up as a lease, so you only have to expense the monthly lease payments each year.

8. Contract Management

Our Purchase Order module includes basic contract management capabilities. Our General Ledger module also includes project accounting, which can be used to address some contract management capabilities. In general, the BS&A solutions do not address contact management for anything beyond basic capabilities.

9. Project Management

The BS&A General Ledger includes comprehensive capabilities for Project Accounting, essentially creating a subsidiary ledger for any project and or sub-project. This is provided as part of General Ledger, with no add on licensing or support costs. Projects can span fiscal years and/or general ledger accounts. Projects can have their own budgets. The reporting engine can either report on the project data separately or together with general ledger data. The system includes capabilities to streamline entry of project data and also insure that project data is captured when required. All modules support entering of data for projects – any place a general ledger number is entered in can include a project number. BS&A General Ledger also include Grants capabilities, which are very similar to those of Project Accounting. These capabilities allow for managing, tracking and reporting on Grant data.

10. Integrated Permitting

The BS&A Building Department software includes comprehensive capabilities for an unlimited number of user-defined permit types. These can be typical Building, Mechanical, Electrical or Plumbing permits. Or, they system can create more customized Rental, Occupancy or Business Licensing permits. The system also includes robust capabilities for Planning and Zoning permits. The system track all data associate with a permit (trade, planning, etc.). The system also allows for creation of workflow to automate activities associated with a permit or related inspections. A planning and zoning permit may have workflow that automatically emails one department upon approval of a certain document or requirement. Building permits might have workflow that generates a letter, adds fees or schedules another inspection upon a previous inspection failure. The system includes capabilities for permit application on-line. Data entered by the contractor or resident is then automatically added to the permit system.

7.0 Estimated Costs

Application and Annual Service Fee prices based on an approximate population of 8,938; utility billing count of 2,000. Software is licensed for use only by municipality identified on the cover page. If used for additional entities or agencies, please contact BS&A for appropriate pricing. Prices subject to change if the actual count is significantly different than the estimated count.

Applications, New Purchase

Building Department .NET	\$6,290
General Ledger .NET	\$5,875
Accounts Payable .NET	\$4,980
Cash Receipting .NET	\$4,980
Payroll .NET	\$6,450
Human Resources .NET	\$5,875
Timesheets .NET	\$3,565
Miscellaneous Receivables .NET	\$4,980
Purchase Orders .NET	\$4,980
Fixed Assets .NET	\$4,980
Work Order .NET	\$4,980
Utility Billing .NET	\$4,000
Animal Licensing .NET	\$3,085
Citizen Request for Action .NET	\$4,115

- Yes, please include the use of AccessMyGov On-Line Services for CRA.
- Create New Request. Allows any user to create a request based on categories defined by the
 - View My Requests. (always enabled) Allows users to view the requests they have submitted.

AccessMyGov/Internet Services **\$1,500**

AccessMyGov/Building Department **\$4,405**

Please select the features you would like to use:

- View My Activity (always enabled): Enables contractors and the general public to easily access inspections and permits they have requested.
- Inspection Scheduling: Enables contractors and the general public to submit requests for inspections online.
- Building Department Search: Performs a search by any record number, including addresses, permits, and certificates.

- Rental Property Search: Enables users to search for addresses that are flagged as rental properties.
 - Permit Applications. Enables contractors and the general public to submit permit applications online (see "Application Fee," below). This feature requires the Payment of Fees feature.
 - Payment of Fees: Enables contractors and the general public to pay for permit and other fees online (see "Payment Processing Requirements," below).
- Application Fee (\$2/application)** - This fee is for permit application submission only. Fees are accumulated and billed to the municipality.

AccessMyGov/Personnel

\$3,875

Please select the features you would like to use:

- Personal Employee, Financial, and YTD Info: This requires the use of Payroll .NET. Enables employees to: view/request changes to "master" information such as dependents, addresses, and W4 information; view and reprint check and W2 history, and withholding and direct deposit information; view YTD totals and leave balances. Open enrollment is also available, but requires the use of Human Resources .NET.
- Employment Opportunities: This requires the use of Human Resources .NET. Enables users to view currently available job postings.
- Timesheet Entry; My Timesheets: This requires the use of Timesheets .NET. "Timesheet Entry" enables employees to enter timesheet info for other staff, and enables managers to view timesheets for their staff. "My Timesheets" enables employees to enter their own time.

AccessMyGov/Financials

\$3,875

Please select the features you would like to use:

- Financial Reporting: This requires the use of GL/Budgeting .NET. Enables users to print a financial report any time through a web interface.
- Financial Reporting (Public): This requires the use of GL/Budgeting .NET. Provides a publicly-available section to enable members of the general public to print the financial reports the municipality has selected to share.
- Manual Journal Entry Approvals: This requires the use of GL/Budgeting .NET. Enables users to approve journal entries they would otherwise have to approve through the .NET application.
- Invoice Approvals. This requires the use of Accounts Payable .NET. Enables users to approve invoices they would otherwise have to approve through the .NET application.
- Purchase Order Approvals: This requires the use of Purchase Order .NET. Enables users to approve purchase orders they would otherwise have to approve through the .NET application.
- View Work Order Schedule: This requires the use of Work Order .NET. Enables users to view work orders scheduled within a specified date range.

Subtotal **\$82,790**

Data Conversions

Convert existing Munismart data to BS&A format:

General Ledger	\$4,500
Accounts Payable	\$3,750
Cash Receipting	\$3,750
Payroll	\$7,500
Human Resources	\$3,750
Fixed Assets	\$3,750
Utility Billing	\$4,000

Convert existing MS4 data to BS&A format:

Building Department	\$5,345
Subtotal	\$36,345

Conversion cost for the Animal Licensing program will be determined once data has been reviewed.

No conversion to be performed for:

- Miscellaneous Receivables
- Purchase Order
- Timesheets
- Work Order
- Citizen Request for Action

Custom Import

<i>Custom import from third-party software to populate Building Department database with parcels, properties, and current owners.</i>	\$1,500
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Project Management and Implementation Planning

Services include:

- Analyzing customer processes to ensure all critical components are addressed.
- Creating and managing the project schedule in accordance with the customer's existing processes and needs.
- Planning and scheduling training around any planned process changes included in the project plan.
- Modifying the project schedule as needed to accommodate any changes to the scope and requirements of the project that are discovered.
- Providing a central contact between the customer's project leaders, developers, trainers, IT staff, conversion staff, and other resources required throughout the transition period.
- Installing the software and providing IT consultation for network, server, and workstation configuration and requirements.
- Reviewing and addressing the specifications for needed customizations to meet customer needs (when applicable).
-

\$25,750

Connection Requirements

AccessMyGov Services requires a high-speed internet connection (cable modem or DSL).

BS&A requires that all customers utilizing AccessMyGov have either an on-staff IT person, or grant BS&A a remote terminal services ability to the machine on which the service is installed. This is necessary to ensure service availability and quality.

Payment Processing Requirements

Acceptance of online payments requires a contract with one of BS&A's approved Online Credit Card Processing companies: Official Payments or Point & Pay. Please visit <http://www.bsasoftware.com/Solutions/AccessMyGov/Internet-Services> for information.

Implementation and Training

- \$1,000/day
- Days quoted are estimates; you are billed for actual days used

Services include:

- Setting up users and user security rights for each application
- Performing final process and procedure review
- Configuring custom settings in each application to fit the needs of the customer
- Setting up application integration and workflow methods
- Onsite verification of converted data for balancing and auditing purposes
- Training and Go-Live

Software Setup	Days: 4	\$4,000
General Ledger .NET	Days: 2	\$2,000
Accounts Payable .NET	Days: 2	\$2,000
Cash Receipting .NET	Days: 1	\$1,000
Payroll .NET	Days: 5	\$5,000
Human Resources .NET	Days: 2	\$2,000
Timesheets	Days: 3	\$3,000
Miscellaneous Receivables .NET	Days: 1	\$1,000
Purchase Orders .NET	Days: 3	\$3,000
Fixed Assets .NET	Days: 1	\$1,000
Work Order .NET	Days: 2	\$2,000
Utility Billing .NET	Days: 4	\$4,000
Animal Licensing .NET	Days: 1	\$1,000
Building Department .NET	Days: 11	\$11,000
Citizen Request for Action .NET	Days: 1	\$1,000
AccessMyGov/Building Department	Days: 2	\$2,000
AccessMyGov/Financials	Days: 1	\$1,000
AccessMyGov/Employee Self-Service	Days: 1	\$1,000
	Total: 47	Subtotal \$47,000

Cost Totals

Not including Annual Service Fees

Applications	\$82,790
Data Conversions	\$36,345
Custom Import	\$1,500
Project Management and Implementation Planning	\$25,750
Implementation and Training	\$47,000

Total Proposed	\$193,385
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Travel Expenses	\$25,235
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Grand Total (with Travel Expenses)	\$218,620
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Payment Schedule

- 1st Payment: **\$62,095** to be invoiced upon execution of this agreement.
2nd Payment: **\$82,790** to be invoiced at start of training.
3rd Payment: **\$73,735** to be invoiced upon completion of training.

Annual Service Fees, New Purchases

Unlimited service and support during your first year with the program are included in your purchase price. Thereafter, Service Fees are billed annually. BS&A Software reserves the right to increase the Annual Service Fee by no more than the yearly Consumers Price Index (CPI).

General Ledger .NET	\$1,180
Accounts Payable .NET	\$1,000
Cash Receipting .NET	\$1,000
Payroll .NET	\$1,290
Human Resources .NET	\$1,180
Timesheets .NET	\$710
Miscellaneous Receivables .NET	\$1,000
Purchase Orders .NET	\$1,000
Fixed Assets .NET	\$1,000
Work Order .NET	\$1,000
Utility Billing .NET	\$800
Animal Licensing .NET	\$620
Building Department .NET	\$1,260
Citizen Request for Action .NET	\$820
AccessMyGov/Internet Services	\$1,500
AccessMyGov/Building Department	\$880
AccessMyGov/Financials	\$780
AccessMyGov/Personnel	\$780
Total Annual Service, New Purchases	\$17,800

8.0 Sample Screen Captures

AP Invoice Entry

This screen capture shows invoice entry and the process for attaching the vendor invoice for future reference. Invoice data is entered while viewing vendor scanned in invoice. Once data is entered, the scanned in image is automatically attached. This image can then be accessed via drill down.

The screenshot displays the AP Invoice Entry software interface. A 'Batch Add Invoices From Attachments' window is open, showing a scanned invoice from Skyline. The main application window shows the following details:

Vendor and Bank Info: Vendor Code: SKY, Bank Code: GEN, Vendor Name: SKYLINE

Invoice Info: Journalized: No, Status: Open, Reference #: [Next Available]

Invoice Details: Invoice #: 12387, Desc: BOOTH EQUIPMENT AND PROJECTOR, Invoice Date: 06/20/2012, Post Date: 06/28/2012, Due Date: 06/28/2012, Amount: \$0.00

GL Number	Item Description	Amount	Enc
101-215-726.000	FANCY PROJECTOR	1120.00	E
101-122-555.000	BOOTH WITH NEW LOGO	2365.00	E
101-277-000.000	SHIPPING	257.00	E

Balance To Apply: (\$3,722.00)

Posting Date: 06/28/2012

General Ledger Detail Screen

This screen capture shows the general ledger detail screen for a particular account. Information about the original budget, budget amendments, encumbrances (purchases orders) and budget footnotes are shown in summary – every field on this page can be interrogated or drilled down for additional details. In addition, data can be charted and graphed with these charts providing drill down access to detail.

The screenshot displays the General Ledger Detail Screen for account 101-215-000-727.000 (SUPPLIES). The main grid shows activity from 02/29/2012 to 12/31/2012. Below the grid is a Budget Information section comparing 10-11, 11-12, and 12-13 budgets. A chart shows the Balance and Net Activity over time from 02/29/2009 to 06/30/2010. An inset window shows GL Activity for account 101-215-726.000 from 12/01/2009 to 12/31/2009.

Period	DR Activity	CR Activity	Net Activity	Balance DR (CR)	Available Balance
02/29/2012	\$50.00	\$0.00	\$50.00	\$1,451.49	\$2,154.81
03/31/2012	\$2,563.58	\$0.00	\$2,563.58	\$4,015.07	\$2,591.23
04/30/2012	\$253.80	\$0.00	\$253.80	\$4,268.87	\$2,337.43
05/31/2012	\$100.00	\$0.00	\$100.00	\$4,368.87	\$2,237.43
06/30/2012	\$0.00	\$0.00	\$0.00	\$4,368.87	\$2,237.43
07/31/2012	\$0.00	\$0.00	\$0.00	\$0.00	(\$4,693.70)
08/31/2012	\$0.00	\$0.00	\$0.00	\$0.00	(\$4,693.70)
09/30/2012	\$0.00	\$0.00	\$0.00	\$0.00	(\$4,693.70)
10/31/2012	\$0.00	\$0.00	\$0.00	\$0.00	(\$4,693.70)
11/30/2012	\$0.00	\$0.00	\$0.00	\$0.00	(\$4,693.70)
12/31/2012	\$0.00	\$0.00	\$0.00	\$0.00	(\$4,693.70)

	10-11	11-12	12-13
Original Budget:	\$2,512.00	\$5,000.00	\$0.00
Amendments:	\$7,500.00	\$6,300.00	\$0.00
Amended Budget:	\$10,012.00	\$11,300.00	\$0.00
Encumbrances:	\$3,300.00	\$4,693.70	\$4,693.70
Budget Footnotes:	0 Notes	5 Notes	3 Notes

12-13 Budget Level	Amount
2012 PROJECTED	\$6,000.00
REQUESTED	\$6,000.00
RECOMMENDED	\$7,000.00
APPROVED	\$7,000.00

Date	JNL	Description	Referen	Balance	Net Activity
12/01/2009		101-215-726.000 Supplies		14,871.00	33,703.13
12/28/2009	AP		223	14,871.00	33,703.13
12/31/2009		101-215-726.000	END BALANCE	14,871.00	33,703.13

General Ledger "Column Chooser" & Reports

This shows the "Column Chooser" which is used to simplify creating reports. Any column of data can be dragged from the left window to the right window and it will be added to the report. This is an extremely easily and flexible method of customizing reports. Once created the reports can be viewed on screen, exported to excel or saved to a pdf for easy emailing.

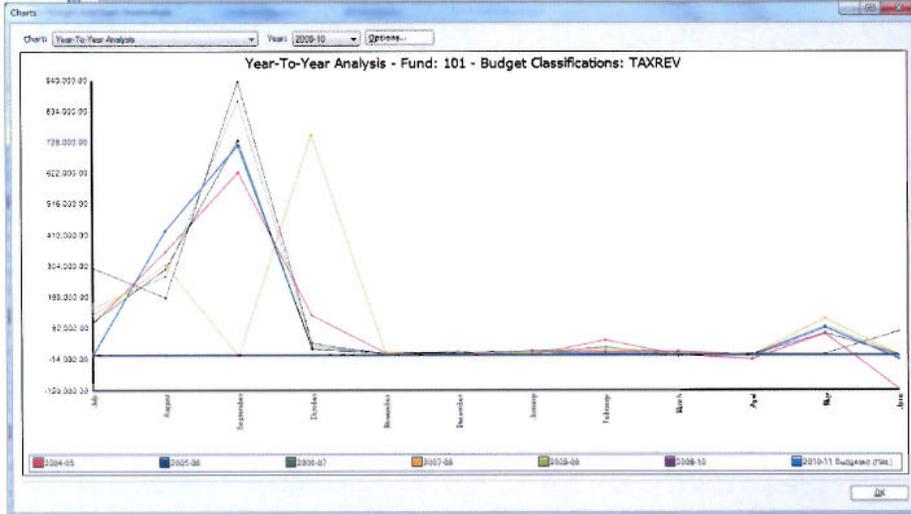
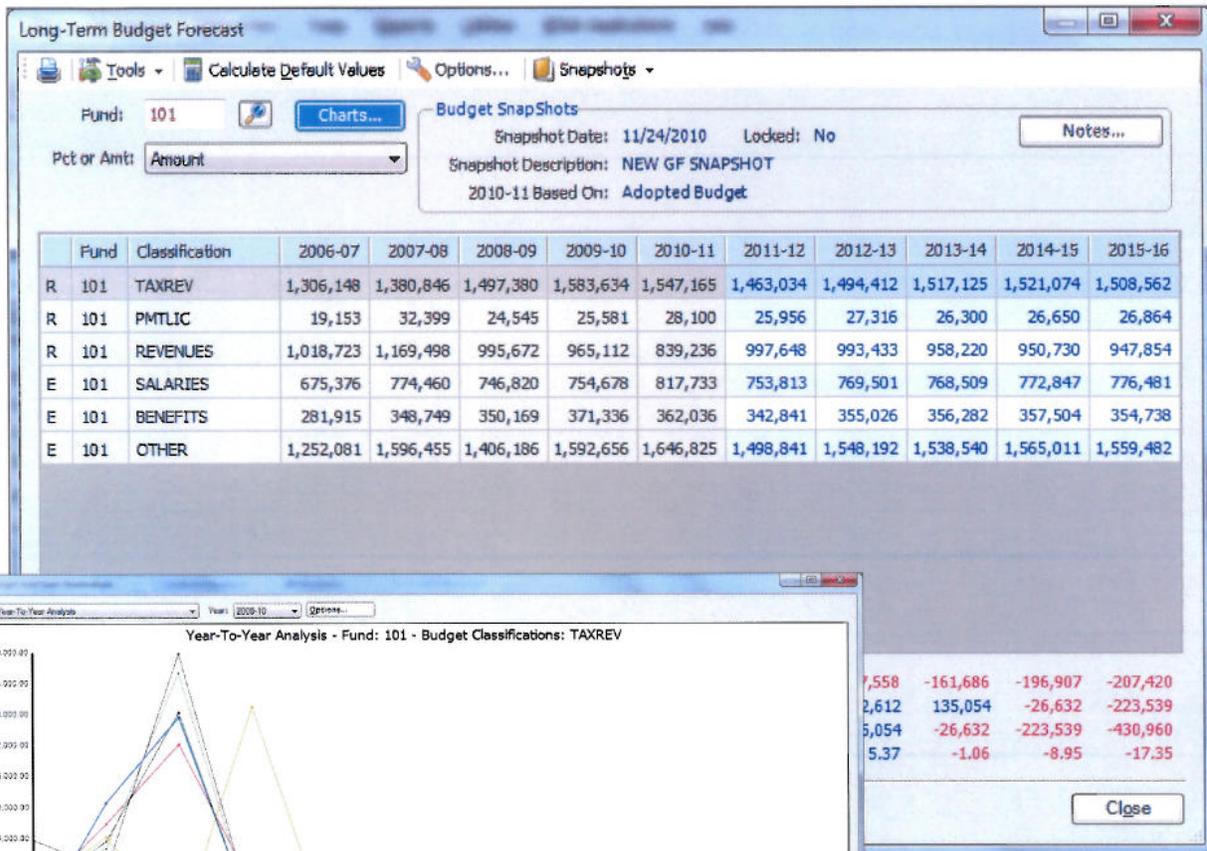
The image displays two overlapping windows. The top window is the 'Report Column Options' dialog box, which allows users to select columns for a report. The 'Columns Available' list includes items like 'Account', 'Amended Budget Previous Year', 'Available Balance Previous Year', 'Beg. Year Balance', 'Current Period Activity Cur/Prev Year Diff', 'Current Period Activity Previous Year', 'Current Quarter Activity', 'Current Quarter Activity Previous Year', 'Department', 'Department Description', 'Encumbrance Previous Year YTD', 'Encumbrance YTD', 'Fund', 'Fund Description', 'Monthly Budget', 'Monthly Budget Previous Year', 'Original Budget', 'Period Balance (If Credit)', 'Period Balance (If Debit)', 'Period Balance Cur/Prev Year Difference', 'Period Balance DR(CR)', 'Period Balance Previous Year', and 'Period Encumbrance Activity'. The 'Columns Selected' list contains: 1. GL # or Account, 2. Description, 3. Amended Budget, 4. Period Balance, 5. Current Period Activity, 6. Available Balance, and 7. % Budget Used.

The bottom window is a Microsoft Excel spreadsheet titled 'Book1 - Microsoft Excel'. It displays a 'REVENUE AND EXPENDITURE REPORT' for the period ending 07/31/2008. The report is organized into columns: A (Date), B (GL NUMBER), C (DESCRIPTION), D (BUDGET), and E (NORMAL (ABNORMAL) INC). The data shows various revenue items for Fund 101 - General Fund, including Real Property Taxes, Current Personal Property Taxes, Delinquent Personal Property Taxes, City Utility Users Tax, Industrial Facility Tax, Property Tax Admin Fee, Other Permits, Dare Grant, Fema, State Shared Revenue, Business License Fees, Business License Fees, Parking Tickets, Miscellaneous Fee, Interest & Penalties, and Sale Of Fixed Assets. The total revenues are 15,308,700.

GL NUMBER	DESCRIPTION	BUDGET	NORMAL (ABNORMAL)	INC
101-000-402.000	Real Property Taxes	10,150,000.00		0.00
101-000-410.000	Current Personal Property Taxes	4,000,000.00		0.00
101-000-420.000	Delinquent Personal Property Taxes	5,569.00		0.00
101-000-436.000	City Utility Users Tax	10,000.00		0.00
101-000-437.000	Industrial Facility Tax	20,000.00		0.00
101-000-447.000	Property Tax Admin Fee	800,000.00		579.00
101-000-499.000	Other Permits	7,000.00		0.00
101-000-501.000	Dare Grant	0.00		0.00
101-000-501.001	Fema	4,120.00		0.00
101-000-574.000	State Shared Revenue	11,139.00		50.00
101-000-613.000	Business License Fees	10,815.00		(125.00)
101-000-656.000	Parking Tickets	50,000.00		3,780.00
101-000-658.000	Miscellaneous Fee	5,569.00		2,374.25
101-000-665.000	Interest & Penalties	200,000.00		2,084.92
101-000-673.000	Sale Of Fixed Assets	5,569.00		0.00
101-000-693.000	Gain On Sale Of Fixed Assets	557.00		0.00
Total Dept 000-General		15,308,700.00		
TOTAL Revenues		15,308,700.00		

General Ledger Long Term Budget Forecasting

This screen capture shows using 5 years of budget history to predict 5 years into the future. This is a simplified version where items are grouped into categories to simplify the display. It is possible to develop a budget forecast at either this simplified level or in detail. Any data that is mathematically calculated can then be adjusted or overridden. Data can also be displayed in chart format.



Payroll

This screen capture shows the payroll employee master screen (right) and navigation window (left). The left portion of the screen uses typical windows navigation techniques to display the various employee set-up screens (pay codes, leave banks, deductions, expenses, tax information, etc.).

The screenshot displays the Payroll software interface. The main window shows the 'Employee Information' screen for Employee ID: ASH-366, Full Name: ASHLEY, JORDAN A. The left navigation pane includes sections for 'Application Views' (Task Management, Employee Information, Pay Codes, etc.) and 'Quick Search'. Overlaid on the main screen are three modal windows:

- Leave Banks:** Shows fields for Auxiliary Leave Date, Auxiliary Leave Roll Over Date, and a list of leave banks: PERSONAL, SICK, and VACATION.
- Deductions and Expenses:** A table listing various deductions and expenses with columns for Order, Ded / Exp ID, Pay Code, Print Friendly Name, Maximum, Overriden Maximum, Calculation Type, and Rate Info.
- Pay Codes:** A table listing pay codes with columns for Pay Code, Print Friendly Name, Maximum, Overriden Maximum, Calculation Type, and Rate Info.

Order	Ded / Exp ID	Pay Code	Print Friendly Name	Maximum	Overriden Maximum	Calculation Type	Rate Info
1	FITW	BONUS	BONUS	0.00	0.00	Rate	0.0000
2	SITW	HOURLY	HOURLY	0.00	0.00	Rate Table	REGULAR
3	SOCSEC_EE	LEAVE BUYOUT	LEAVE BUYOUT	0.00	0.00	Primary Rate	N/A
4	SOCSEC_ER	PERSONAL	PERSONAL	0.00	0.00	Primary Rate	N/A
5	MEDICARE_EE	SHIFT PREMIUM	SHIFT PREMIUM	0.00	0.00	Rate Table	SHIFT
6	MEDICARE_ER	SICK	SICK	0.00	0.00	Primary Rate	N/A
7	SUI	VACATION	VACATION	0.00	0.00	Primary Rate	N/A
8	FFOA			\$0.00	\$0.00		\$31.00
9	DEF_COMP_FLAT		DEF COMP FLAT	\$16,500.00	\$0.00		100.00

Human Resources

This screen capture shows the employee master within Human Resources. General employee information is captured as well as a variety of optional information, such as: Dependents, Position & Salary Histories, Assets, OSHA, FMLA, Review, Discipline and much more.

The screenshot displays the Human Resources software interface. The main window shows the 'Employee Information' for Ashley, Jordan A. (Employee ID: ASH-366). The 'General Employee Information' section includes fields for First Name (JORDAN), Last Name (ASHLEY), Marital Status (Single), and Social Security # (XXX-XX-6666). The 'Employment Information' section shows the Employer (BSA), Location, Employment State (MI), and Primary Pay Information (Bi-Weekly, HOURLY). The 'Employee Classifications' section includes Department (FIRE), Job Class, and Bargaining Unit (POAM).

Overlaid on the main window are three pop-up windows:

- Dependents:** A table listing dependents:

Dependent Name	Relation	Date of Birth	Phone
Ashley, Devil Child 456 North Adams Ave Lansing, Mi 48912	Child Gender: Male	3/5/2010	
Ashley, Suzie			
- Licenses & Certifications:** A table listing licenses:

License Name	Certification ID	Expiration Date	Issue Date
CDL	b77458	06/21/2013	06/21/2011
Prof Engineer	MI-5151	01/01/2016	01/01/1986
- Position History:** A table listing employment history:

From	To	Position	Active	Primary	FTE	Rate	Pay Code
06/28/2012	05/10/2010	Finance Director	<input type="checkbox"/>	<input type="checkbox"/>	0.00	\$55,500.0000	
05/10/2010	05/10/1999	Assistant Finance Director					
05/10/1999	03/13/1992	UB Clerk					
03/13/1992	11/01/1988	Animal Licensing					

At the bottom of the interface, there are additional pop-up windows for 'Assets', 'Attendance', 'FMLA', 'Reviews', 'Emer. Contacts', and 'Discipline'. The 'Discipline' window shows a table of disciplinary actions:

Date	Description	Date of Discipline	Investigated?	Attach Count
10/15/2012	City manager saw him driving like a maniac		No	0
06/28/2012	2 Hours late with no phone call	06/28/2012	No	0
06/25/2012	Failed Drug Test - Suspended 2 weeks	06/27/2012	No	0

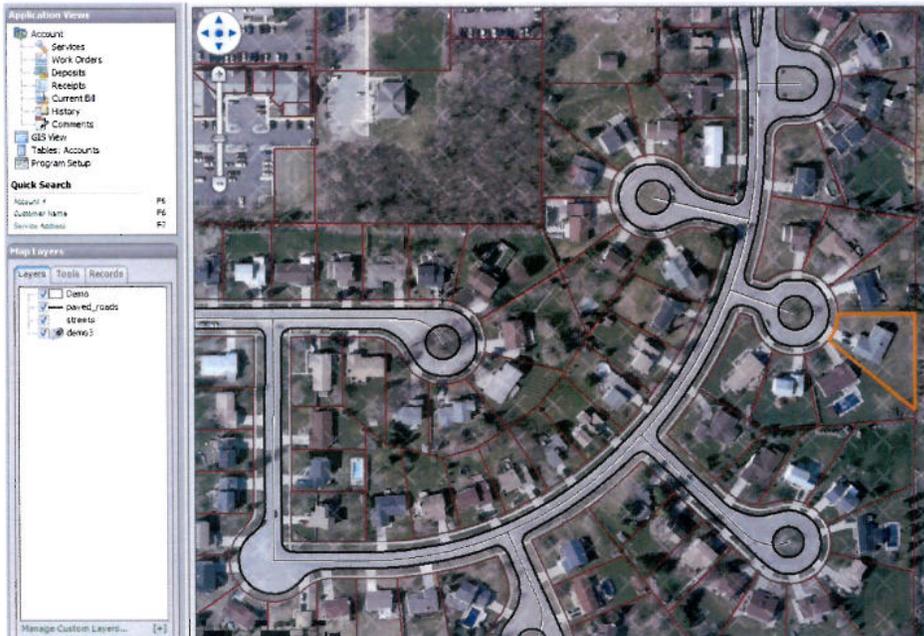
Utility Billing Cycle Manager

The Billing Cycle Manager is a step-by-step utility that walks you through the billing tasks. These tasks are customized by BS&A for each municipality. At a glance, it is easy to determine which billing steps have been completed and which still need to be done. It is in this tool that we export and import data to and from your reading system.



Utility Billing GIS Integration

This screen capture shows the integration with GIS mapping and the Utility Billing software. On this map you can display the location of any utility billing account(s). In this case, the parcel highlighted in orange is a display of the current account.



9.0 Full Client List

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	PVSW	Net Ship Date	Population
Burt Township	Alger	E21837 Grand Marais Ave	Grand Marais	MI	49839	Kay Wampler	(906) 494-2381	Quickbooks		2011	480
Martin Village	Allegan	1609 N Main St	Martin	MI	49070	Joyce Merrill	(269) 672-7777	CPW		2013	435
Saugatuck City	Allegan	102 Butler St	Saugatuck	MI	49453	Kirk Harrier	(269) 857-2603	Fund Balance	2007	2010	1065
Douglas Village City	Allegan	86 W Center St	Douglas	MI	49406	Bob Drexler	(269) 857-1438	Fund Balance	2008		1214
Fennville City	Allegan	222 S Maple	Fennville	MI	49408	Julie Wright	(269) 561-8321	Springbrook	2005		1459
Valley Township	Allegan	2054 N M-40	Allegan	MI	49010-9417	Brandee Ellis	(269) 673-5962	Quicken	2008	2012	1831
Monterey Township	Allegan	2888 130th Ave	Allegan	MI	49010	Jennifer Frank	(269) 793-7919	Our Town	2006	2014	2065
Martin Township	Allegan	PO Box 27	Martin	MI	49070	Carrie Coburn	(269) 672-7663	Peachtree		2009	2514
Overisel Township	Allegan	A-4307 144th Ave	Holland	MI	49423	Renee Hop	(269) 751-7030	Our Town		2013	2594
Manlius Township	Allegan	3134 57th St	Fennville	MI	49408	Kathy Lubbers	(269) 561-8855	Quickbooks		2012	2634
Hopkins Township	Allegan	1975 126th Ave	Hopkins	MI	49328	Penny Dupuie	(616) 896-8315 x109	Creative Solutions	2008	2012	2671
Fillmore Township	Allegan	A-4987 140th Ave	Holland	MI	49423	Janelia Hop	(269) 751-8303	Fund Balance	2006		2756
Wayland Township	Allegan	1080 129th Street	Bradley	MI	49311	Ann McInerney	(269) 792-6394	Peachtree		2013	3013
Heath Township	Allegan	PO Box 241	Hamilton	MI	49419	Sheila Meiste	(269) 806-8013	Our Town		2013	3100
Salem Township	Allegan	3003 142nd Ave	Dorr	MI	49323	Betty Brower	(616) 896-9857	Our Town		2013	3486
Saugatuck Township	Allegan	3461 Blue Star Highway	Saugatuck	MI	49453	Aaron Sheridan	(269) 857-7721	Fund Balance		2012	3590
Leighton Township	Allegan	4475 Kalamazoo Dr	Caledonia	MI	49316	Char Troost	(616) 891-8238	Quickbooks	2008	2009	3652
Olsego City	Allegan	117 E Orleans St	Olsego	MI	49078	Matt Storbeck	(269) 692-2741	Munis	2002	2010	3933
Plainwell City	Allegan	141 N Main St	Plainwell	MI	49080	Sandra Lamorandier	(269) 685-6821	Munis	2004	2009	3933
Wayland City	Allegan	103 S. Main Street	Wayland	MI	49348	Bhama Cairns	(269) 792-2265	Versys	2007	2010	3939
Allegan Township	Allegan	3037 118th Ave	Allegan	MI	49010	Linda Evans	(269) 673-5051	Our Town		2013	4050
Allegan City	Allegan	112 Locust St	Allegan	MI	49010	Tracy Stull	(269) 686-1112	Springbrook	2008	2009	4838
Olsego Township	Allegan	400 N 16th St	Olsego	MI	49078	Cindy Hunt	(269) 694-9434	Peachtree	2008	2009	4854
Laketown Township	Allegan	4338 Beeline Rd	Holland	MI	49423	Al Meshkin	(616) 335-3050	Fund Balance	2002	2010	5561
Gun Plain Charter Township	Allegan	381 8th St	Plainwell	MI	49080	Michael Vandenberg	(269) 685-9471	ForFund		2009	5637
Dorr Township	Allegan	4196 18th St	Dorr	MI	49323	Jane Rens	(616) 681-9874	Peachtree		2012	6579
Hamilton Fire Department	Allegan	PO Box 241	Hamilton	MI	49419	Sheila Meiste	(269) 806-8013	Our Town		2013	
Dormont Borough	Allegheny	1444 Hillsdale Avenue	Dormont	PA	15216	Jeffrey Naftal	(412) 561-8900 x228	Freedom Systems		2014	8600
Alpena City	Alpena	208 N First Ave	Alpena	MI	49707-2885	Karen Hebert	(989) 354-2196	New World		2012	11304
Jordan Township	Antrim	4473 Big Marsh Rd	East Jordan	MI	49727	Neil Booze	(231) 342-7237		2007		875
Bellaire Village	Antrim	PO Box 557	Bellaire	MI	49815	Cathy Odum	(231) 533-8213	Peachtree		2013	1086
Torch Lake Township	Antrim	2355 N US 31	Eastport	MI	49627-0663	Sharon Schultz	(231) 599-2036	Our Town		2012	1159
Elk Rapids Village	Antrim	PO Box 398	Elk Rapids	MI	49629	Marcia Price	(231) 264-9274	Northern Data Systems		2014	1700
Antrim County	Antrim	203 East Cayuga Street	Bellaire	MI	49615	Debra Haydell	(231) 533-3635	Bellaire		2011	23406
Mancelona Area Sewer & Water	Antrim	PO Box 940	Mancelona	MI	49659	Penny Dupuie	(231) 587-0744	Quickbooks		2013	
Baraga Township	Baraga	14574 Sturgeon Rd	Baraga	MI	49908	Amy Isaacson	(906) 201-2380	Our Town		2014	3542
Baraga County	Baraga	16 N 3rd St	L'Anse	MI	49946	Anne Koski	(906) 524-7773	Harris		2014	8808
Middleville Village	Barry	PO Box 69	Middleville	MI	49333	Chris Mugriage	(269) 795-3385	ForFund		2009	2721
Prairieville Township	Barry	10115 S. Norris Rd.	Delton	MI	49046	Ted DeVries	(269) 623-2664	Pontem		2010	3175
Hope Township	Barry	5463 S. M-43 Hwy	Hastings	MI	49058	Debra Jackson	(269) 948-2464	Harris	2005	2013	3283
Orangeville Township	Barry	8810 Lindsey Rd	Plainwell	MI	49080	Jennifer Goy	(269) 664-4522	Manual System	2005	2005	3321

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	PYSW Shipdate	Net Ship Date	Population
Castleton Township	Barry	915 Reed St	Nashville	MI	49073	Lorna Wilson	(517) 852-9479	Resource	2004		3475
Barry Township	Barry	PO Box 705	Dellon	MI	49046	Deb Dewey-Perry	(269) 623-5171	Munis	2004	2013	3489
Rutland Charter Township	Barry	2461 Heath Rd	Hastings	MI	49058	Robin Hawthorne	(269) 948-2194	Resource	2003		3646
Yankee Springs Township	Barry	284 N Briggs Rd	Middleville	MI	49333	Janice Lippert	(269) 795-9091	ForFund	2003	2011	4219
Thornapple Township	Barry	PO Box 459	Middleville	MI	49333	Susan Vlietstra	(269) 795-7202	ForFund	2003	2010	6685
SW Barry Co Sewer & Water Auth	Barry	11191 S M-43 Hwy	Dellon	MI	49046	Karen Wilson	(269) 623-3401	Peachtree	2008		
Merritt Township	Bay	48 E Munger Rd	Munger	MI	48747	Kathy Bremer	(989) 659-2136	EZ Entry		2012	1510
Auburn City	Bay	113 E. Elm St	Auburn	MI	48611	Karen Beller	(989) 662-6761	Fund Balance		2013	2011
Pinconning Township	Bay	1751 Cody Estey Rd	Pinconning	MI	48650	Joanne Moody	(989) 879-4018	Quickbooks		2010	2608
Williams Charter Township	Bay	1080 W. Midland Rd	Auburn	MI	48611	Amy Charney	(989) 662-4408	EZ Entry		2012	4492
Kawkawlin Township	Bay	1836 E Parish Rd	Kawkawlin	MI	48631	Greg Petrimouk	(989) 686-8710	Pontem		2013	5104
Bangor Charter Township	Bay	180 State Park Dr	Bay City	MI	48706	Donna Leitermann	(989) 684-8531	New World	2007	2009	15547
Bethel Heights City	Benton	530 Sunrise Dr	Bethel Heights	AR	72764	Lisa Gibson	(479) 751-7481	Quickbooks	2006		2372
Lowell City	Benton	216 N Lincoln	Lowell	AR	72745	Mary Mason	(479) 770-2185	Perception	2006	2009	5000
Thompsonville Village	Benzie	14714 Lincoln Ave	Thompsonville	MI	49683	Tim Windrim	(231) 378-2521	Peachtree		2006	441
Benzonia Village	Benzie	PO Box 223	Benzonia	MI	49616	Vicki Rankin	(231) 882-9981	Apollo		2006	519
Benzie County	Benzie	448 Court Pl	Beulah	MI	49617	Charles Clarke	(231) 882-0035	Accucomp	2004	2013	17443
Michiana Village	Berrien	4000 Cherokee Dr	Michiana	MI	49117-9187	Anne Heywood	(269) 469-4600	Quickbooks		2009	183
Eau Claire Village	Berrien	6625 E Main St	Eau Claire	MI	49111	Lisa Borkowski	(269) 461-6173	Quickbooks		2010	625
Baroda Village	Berrien	9091 First Street	Baroda	MI	49101	Amy Hemphill	(269) 422-1779	Church Windows		2010	873
Three Oaks Village	Berrien	14 Maple St	Three Oaks	MI	49128	David Grosse	(269) 756-9221	Quickbooks	2007	2010	1622
Watervliet City	Berrien	PO Box 86	Watervliet	MI	49098	David Brinker	(269) 463-6769	Fund Balance		2010	1843
New Buffalo City	Berrien	224 W Buffalo	New Buffalo	MI	49117	Rusty Geisler	(269) 469-1500	Fund Balance		2013	2200
Lake Charter Township	Berrien	17425 Red Arrow Highway	New Buffalo	MI	49117	Jack Rogers	(269) 469-1011	Quickbooks		2011	2468
Buchanan Township	Berrien	3220 Shawnee	Bridgman	MI	49106	Gloria Payne	(269) 465-6601	Quickbooks		2013	3148
St Joseph City	Berrien	15235 N Main St	Buchanan	MI	49107	Cathy Ganus	(269) 695-6442	Manual System	2005	2013	3510
Benton Harbor City	Berrien	700 Broad St	St Joseph	MI	49085	Deb Koroch	(269) 983-4731	Fund Balance	2007	2009	8789
Niles Charter Township	Berrien	200 E Wall St	Benton Harbor	MI	49022	Debra Popp	(269) 927-8400	Fund Balance		2012	11182
Lincoln Charter Township	Berrien	320 Bell Road	Niles	MI	49120	Becky Hulett	(269) 684-0870 x10	Fund Balance		2014	13325
Benton Charter Township	Berrien	PO Box 279	Stevensville	MI	49127	Stacy Loar-Porter	(269) 429-1589 x20	Fund Balance		2014	13952
Quincy Village	Branch	1725 Territorial Dr	Benton Harbor	MI	49022	Kelli Nelson	(269) 925-0616	Microfund (Harris)		2010	16404
Union City Village	Branch	47 Cole St	Quincy	MI	49082	Eric Zuzga	(517) 639-9065	Peachtree	2004	2011	1701
Bronson City	Branch	208 N. Broadway St.	Union City	MI	49094	James Campfield	(517) 741-8591	CMI		2011	1804
Wilton Manors City	Branch	141 S Matteson St	Bronson	MI	49028	Karen Smith	(517) 369-7334	Harris	2003		2421
Cooper City	Broward	2020 Wilton Drive	Wilton Manors	FL	33305	Bob Mays	(954) 390-2141	Incode		2012	11632
Oxford City	Broward	PO Box 290910	Cooper City	FL	33329-0910	Karen Correa	(954) 434-4300 x228	Harris SB Client		2013	29076
Convis Township	Butler	101 E. High Street	Oxford	OH	45056	Joe Newlin	(513) 524-5228	CMI		2014	21444
Fredonia Township	Calhoun	19500 15 Mile Rd	Marshall	MI	49068	Debra Wilson	(269) 789-0654 ext 123	Peachtree		2013	1666
Tekonsha Village	Calhoun	PO Box 271	Marshall	MI	49068	Ruth Albaugh	(269) 781-8115	Quicken	2005		1723
Sheridan Township	Calhoun	537 Church St	Tekonsha	MI	49092	Bob Main	(517) 767-4204	Fund Balance		2009	1734
	Calhoun	13355 29 Mile Rd	Albion	MI	49224	Ken Laur	(517) 629-2604 x103	EZ Entry		2009	2116

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Newton Township	Calhoun	7988 G Dr S.	Ceresco	MI	49033	Mary Aldrich	(269) 979-3212	Peachtree		2014	2493
Marshall Township	Calhoun	13551 Myron Avery Dr	Marshall	MI	49068	Cynthia Sink	(616) 781-7976	Resource	2002		2922
Homer Township	Calhoun	386 Grandview Ave	Homer	MI	49245	Jennifer Johnson	(517) 568-4786	Quicken		2012	3010
Leroy Township	Calhoun	8156 4 Mile Rd	East Leroy	MI	49051	Sharon Gasser	(269) 979-9421	Munis	2003		3240
Springfield City	Calhoun	601 Avenue A	Springfield	MI	49037-7774	Jeannine Turner	(269) 965-8014	Fund Balance	2003	2012	5189
Marshall City	Calhoun	323 W Michigan Ave	Marshall	MI	49068	Sandy Bird	(269) 781-5183	Fund Balance	2002	2012	7459
Pennfield Charter Township	Calhoun	20260 Capital Ave NE	Battle Creek	MI	49017	Karen Kooi	(616) 968-8549	Fund Balance	2002	2014	8913
Albion City	Calhoun	112 W. Cass St	Albion	MI	49224	Dan Bishop	(517) 629-5535	Caselle		2014	9144
Emmett Charter Township	Calhoun	621 Cliff St	Battle Creek	MI	49014	Teresa Myers	(269) 968-0241	Pontem		2012	11979
Marshall Area Firefighters Assoc	Calhoun	323 W Michigan Ave	Marshall	MI	49068	Mark Burk	(269) 781-9819	Quickbooks	2004	2008	
Eureka Springs City	Carroll	44 South Main Street	Eureka Springs	AR	72632	Lonnie Clark	(479) 253-9703	Mainstreet		2013	2074
Vandalia Village	Cass	PO Box 57	Vandalia	MI	49095	Beth James	(269) 476-2344	Manual System	2003		429
Dowagiac City	Cass	241 S Front Street	Dowagiac	MI	49047	Mitch Billingham	(269) 462-2816	CMI	2006	2009	6147
Boyer City	Charlevoix	319 N Lake St	Boyer City	MI	49712	Cindy Grice	(231) 582-0334	Fundware		2009	3503
Benton Township	Cheboygan	5012 Orchard Beach Rd	Cheboygan	MI	49721	Maureen Engle	(231) 625-9176	Quickbooks	2005	2009	3080
Cheboygan City	Cheboygan	PO Box 39	Cheboygan	MI	49721	Kenneth Kwiatkowski	(231) 627-9931	Versys	2005		5295
Cheboygan County	Cheboygan	PO Box 70	Cheboygan	MI	49721	Kari Kortz	(231) 627-8430	AS400	2002	2009	25918
Crystal River City	Citrus	123 NW hwy 19	Crystal River	FL	34428	Deanna Rowe	(352) 795-4216 x309	Munis		2012	3485
Summerfield Township	Clare	9971 N. Finley Lk Ave.	Harrison	MI	48625	Aloma Joslin	(989) 539-2501	Excel		2011	453
Franklin Township	Clare	11483 Maple Lane	Gladwin	MI	48624	Diane Blackburn	(989) 426-1504	Manual (pencil)			809
Farwell Village	Clare	109 S Hall St	Farwell	MI	48622	Diane Maki	(989) 588-9926	ICommander	2007		855
Frost Township	Clare	3741 Ash Rd	Harrison	MI	48625	Emerson Davis	(989) 539-2494	ICommander		2014	1159
Hamilton Township	Clare	8996 E. Townline Lk Rd.	Harrison	MI	48625	Finotte Laboda	(989) 539-6975	Cogitate		2011	1988
Clare City	Clare	202 W 5th St	Clare	MI	48617	Ken Hibi	(989) 386-7541 ext 102	Fund Balance	2005	2010	3173
Hayes Township	Clare	PO Box 310	Harrison	MI	48625	Maye Rood	(989) 539-7130 x3	Harris		2014	4916
Jeffersonville City	Clark	300	Jeffersonville	IN	47130	Amy Deering	(812) 285-6429	Keystone		2013	44900
Elsie Village	Clinton	PO Box 408	Elsie	MI	48831	Sue Bensing	(989) 862-4273	Fund Balance	2007	2010	1055
Dallas Township	Clinton	11245 W 1st St	Fowler	MI	48835	Koenigsmecht	(989) 593-2542	Quickbooks	2006		2323
Bingham Township	Clinton	1637 S Dewitt Rd	St Johns	MI	48879	Helen Kus	(989) 225-2394	Manual System	2006	2014	2776
Victor Township	Clinton	6843 Alward Rd	Laingsburg	MI	48848	Mike Wall	(517) 651-2094	Cogitate		2012	3275
Watertown Charter Township	Clinton	12803 S. Wacousta Rd	Grand Ledge	MI	48837	Angie Baum	(517) 626-6593 x212	Fund Balance		2014	4162
DeWitt City	Clinton	414 E Main St	DeWitt	MI	48820	Lisa Grysen	(517) 669-2441	Fund Balance	2002	2010	4702
St Johns City	Clinton	PO Box 477	St Johns	MI	48879	Greg Teichman	(989) 224-8944 ext 225	Fund Balance		2011	7485
Bath Charter Township	Clinton	14480 Webster Rd	Bath	MI	48808	Jeff Garrity	(517) 641-6728	Fund Balance	2007	2009	7541
DeWitt Charter Township	Clinton	1401 W Heribson Rd	DeWitt	MI	48820	Diane Mosier	(517) 668-0270	Versys	2006	2012	12143
DeWitt Area Recreation Authority	Clinton	1401 W. Heribson Rd	DeWitt	MI	48820	Clay Summers	(517) 482-5117	Peachtree	2009	2012	
S Clinton Co Municipal Utilities Auth	Clinton	3671 W Heribson Rd	DeWitt	MI	48820	Lisa Mead	(517) 669-8311	Fund Balance		2009	
Harwood Heights Village	Cook	7300 W. Willow	Harwood Heights	IL	60706	Bruno Bellissimo	(708) 867-7200	Fundware		2014	8661
Frederic Township	Crawford	7564 CR 612	Frederic	MI	49733	Sandy Barber	(989) 348-8778	Manual System	2004	2013	1401
Crawford County	Crawford	200 W Michigan Ave	Grayling	MI	49738	Joe Wakeley	(989) 344-3231	New World	2002	2010	14014
Stoughton City	Dane	381 E Main Street	Stoughton	WI	53589	Laurie Sullivan	(608)873-8691	Civic Systems		2014	12588
Doraville City	DeKalb	3725 Park Avenue	Doraville	GA	30340	Lisa Ferguson	(770) 451-8745	Sege		2014	8485

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Gladstone City	Delta	PO Box 32	Gladstone	MI	49837	Daria Falcon	(906) 428-3636	Harris	2003	2012	5032
Delta County	Delta	310 Ludington St	Escanaba	MI	49829	Nora Viaw	(906) 789-5100	Harris		2013	37105
Norway City	Dickinson	PO Box 99	Norway	MI	49870	Mary Pollard	(906) 563-9961	Fund Balance	2002		2959
Breitung Charter Township	Dickinson	PO Box 160	Quinnesec	MI	49876	Joe Rogina	(906) 779-2060	Fund Balance		2013	5930
Iron Mountain City	Dickinson	501 S. Stephenson Ave	Iron Mountain	MI	49801	Carol Bartolameoli	(906) 774-8530	Great Plains		2011	8154
Huntingburg City	Dubois	508 E. 4th Street	Huntingburg	IN	47542	Thomas Dippel	(812) 683-2211	AS400		2013	6100
Burr Ridge Village	DuPage	7660 County Line Rd	Burr Ridge	IL	60521	Jerry Sapp	(630) 654-8181 ext 55	MSI		2012	10408
Medinah Park District	DuPage	22 W130 Thorndale Ave	Medinah	IL	60157	Maria Piworski	(630) 893-2560			2014	
Vermontville Village	Eaton	121 Eastside Dr	Vermontville	MI	49096	Nathan Derusha	(517) 726-1429	Quickbooks		2011	812
Eaton Township	Eaton	3981 E Clinton Trl	Charlotte	MI	48813	Becky Dolman	(517) 543-3308	Quickbooks	2007	2009	4278
Delta Charter Township	Eaton	7710 W Saginaw Hwy	Lansing	MI	48917	Jeff Anderson	(517) 323-8510	Fund Balance	2006	2010	29682
Pellston Village	Emmet	125 N. Milton Street	Pellston	MI	49769	Lisa Fought	(231) 539-7355	Peachtree		2011	771
Mackinaw City Village	Emmet	102 S Huron Ave	Mackinaw City	MI	49701	Patti Peppler	(231) 436-5351	Fundware		2012	807
West Traverse Township	Emmet	PO Box 353	Harbor Springs	MI	49740	Bob Sanford	(231) 526-7361	Peachtree	2005	2012	1448
Little Traverse Township	Emmet	8288 S PleasedView Rd	Harbor Springs	MI	49740	Jane Taylor	(231) 526-0351	Resource	2004	2011	2426
Harbor Springs Sewage Authority	Emmet	709 E Hathaway Rd	Harbor Springs	MI	49740	Robert Morris	(231) 526-6682	Peachtree	2006		
Flagler Beach City	Flagler	105 South 2nd Street	Flagler Beach	FL	32136	Kathleen Doyle	(386) 517-2000 x229	Mainstreet		2012	4484
Rochester City	Fulton	320 Main Street	Rochester	IN	46975	Shoda Beehler	(574) 223-2510	MegaSystems		2013	6404
Goodrich Village	Genesee	7338 S State Rd	Goodrich	MI	48438	Jeanie Bradley	(810) 636-2570	Cogitate	2002		1353
Montrose City	Genesee	141 Parkway Drive	Montrose	MI	48457	Dana Hultz	(810) 639-6168	Fund Balance		2012	1619
Linden City	Genesee	132 E. Broad Street	Linden	MI	48451	Lynn Henry	(810) 735-7980	Fund Balance		2014	2861
Swartz Creek City	Genesee	8083 Civic Dr	Swartz Creek	MI	48473	Juanita Aguilar	(810) 635-4464	Fund Balance	2008	2010	5102
Davison City	Genesee	200 E Flint St Ste 2	Davison	MI	48423	Cindy VanMegroet	(810) 653-2191	New World	2006	2010	5536
Montrose Charter Township	Genesee	139 S Saginaw St	Montrose	MI	48457	Fred Domine	(810) 639-2021	Fund Balance	2008	2009	6336
Richfield Township	Genesee	5381 N State Rd	Davison	MI	48423-8595	Joseph Madore	(810) 653-3564	Fundware		2014	8170
Grand Blanc City	Genesee	203 E Grand Blanc Rd	Grand Blanc	MI	48439	Bethany Smith	(810) 694-1118	New World	2007	2010	8242
Flushing City	Genesee	725 E Main St	Flushing	MI	48433	Nancy Parks	(810) 659-5665	Harris		2011	8348
Flushing Charter Township	Genesee	6524 N Seymour Rd	Flushing	MI	48433	Karla Carpenter	(810) 659-0800	Resource	2007	2010	10230
Fenton City	Genesee	301 S Leroy St	Fenton	MI	48430	Cindy Shane	(810) 629-2261	New World		2009	10582
Mundy Charter Township	Genesee	3478 Mundy Ave	Swartz Creek	MI	48473	David Guigear	(810) 655-4631	Versys	2007	2009	12191
Davison Township	Genesee	1280 N Irish Rd	Davison	MI	48423	Alma Gay	(810) 653-4156	Open Window (Harris)	2008	2009	17722
Grand Blanc Charter Township	Genesee	PO Box 1833	Grand Blanc	MI	48480	Debra Barriger	(810) 424-2654	New World	2006	2009	29827
Burton City	Genesee	4303 S Center Rd	Burton	MI	48519	Ginger Burke-Miller	(810) 743-1500 x 1201	Fundware	2007	2011	30308
Flint City	Genesee	1101 S Saginaw St	Flint	MI	48502	Tom O'Brien	(810) 766-7255 x 2205	Peoplesoft	2004	2013	124943
Flint Public Library	Genesee	1026 E Kearsley St	Flint	MI	48502	Connie Palmer	(810) 249-2043	Creative Solutions		2009	
Beecher Metropolitan District	Genesee	G-1057 W Louis Ave	Flint	MI	48505	Huddleston	(810) 787-6526	Manual System	2006	2013	
Genesee County Land Bank	Genesee	D	Flint	MI	48532	Mia Chapman	(810) 230-8200	None	2005		
Beaverton City	Gladwin	PO Box 477	Beaverton	MI	48612	Beverly Miller	(989) 435-3511	Resource	2005		1106

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Gladwin City	Gladwin	1000 W Cedar Ave	Gladwin	MI	48624	Shannon Greaves	(989) 426-9231 ext 101	Springbrook	2006	2012	3001
Gladwin County	Gladwin	401 W Cedar Ave	Gladwin	MI	48624	Laura Brandon	(989) 426-7351	AS400	2005	2011	25851
Bessemer City	Gogebic	411 S Sophie St	Bessemer	MI	49911	Jim Trudgeon	(906) 663-4311	Apollo	2005	2014	2148
Gogebic County	Gogebic	200 N Moore St	Bessemer	MI	49911	Mary Jendrusina	(906) 663-4517	AS400	2002	2010	16281
Peninsula Township	Traverse	13235 Center Road	Traverse City	MI	49686	Monica Hoffman	(231) 223-7117	Fund Balance		2014	5265
East Bay Charter Township	Traverse	1965 N. Three Mile Road	Traverse City	MI	49696	Glen Life	(231) 947-8647	Fund Balance		2013	9919
Garfield Charter Township	Traverse	3848 Veteran Dr	Traverse City	MI	49684	Kay Schumacher	(231) 941-1620	Fund Balance		2013	13840
Ashley Village	Gratiot	114 W. Oak St	Ashley	MI	48806	Shelly Moffit	(989) 847-3050	Quickbooks		2009	526
North Star Township	Gratiot	2228 E Hayes Rd	Ithaca	MI	48847	Cheryl Richmond	(989) 875-8933	Quickbooks		2012	996
Breckenridge Village	Gratiot	104 E Saginaw St	Breckenridge	MI	48615	Bridget Suhr	(989) 842-3109	Fund Balance		2009	1403
Pine River Township	Gratiot	1495 W Monroe Rd	St Louis	MI	48880	Kevin Beeson/Nancy	(989) 681-5523	Resource	2006	2008	2451
Wheeler Township	Gratiot	8510 E Monroe	Wheeler	MI	48662	Kelly Bushre	(989) 842-3428	Quickbooks		2010	2785
Ithaca City	Gratiot	129 W Emerson St	Ithaca	MI	48847	Barbara Fandell	(989) 875-3200	Fund Balance		2012	3098
St Louis City	Gratiot	108 W Saginaw St.	St Louis	MI	48880	Bobbie Marr	(989) 681-6024	CMI		2013	4494
Gratiot County	Gratiot	214 E Center St	Ithaca	MI	48847	Mary Sullivan	(989) 875-5220	Resource	2006	2010	42145
Suwanee City	Gwinnett	330 Town Center Avenue	Suwanee	GA	30024	Amie Sakmar	(770) 904-2797	Harris		2013	15734
Waldron Village	Hillsdale	102 S Main St	Waldron	MI	49288	Ruth Hotchkiss	(517) 286-6677	Our Town		2009	538
Litchfield City	Hillsdale	PO Box 236	Litchfield	MI	49252	Jill Adams	(517) 542-2921	Versys	2003	2010	1458
Jonesville Village	Hillsdale	265 E Chicago St.	Jonesville	MI	49250	Lenore Spahr	(517) 849-2104	Resource		2009	2337
Hillsdale City	Hillsdale	97 N. Broad Street	Hillsdale	MI	49242	Bonnie Tew	(517) 437-6446	Fund Balance		2014	8233
Hillsdale County	Hillsdale	29 N Howell St Rm 15	Hillsdale	MI	49242	David Holcomb	(517) 437-3158	Resource	2007	2011	46514
Elm River Township	Houghton	33607 Lake Gerald Rd	Toivola	MI	49965	Debbie Maki	(906) 288-3355	Manual System	2007	2012	169
Chassel Township	Houghton	PO Box 438	Chassel	MI	49916	June Michaelson	(906) 523-4000	Cogitate	2005	2009	1822
Houghton City	Houghton	PO Box 606	Houghton	MI	49931	Kurt Kuure	(906) 483-4645	Resource	2002	2009	7010
Port Austin Village	Huron	PO Box 336	Port Austin	MI	48467	Judith Binbly	(989) 738-5199	Manual System	2007		737
Elkton Village	Huron	PO Box 516	Elkton	MI	48731	Lonna Fisher	(989) 375-2270	Mas 90		2011	863
Fairhaven Township	Huron	9811 Main St	Bay Port	MI	48720	Ellen McGathy	(989) 656-9901	Custom	2009	2009	1259
Harbor Beach City	Huron	766 State St	Harbor Beach	MI	48441	Jennifer Capling	(989) 479-3363	Fund Balance	2009	2009	1837
Sebewaing Village	Huron	110 W Main	Sebewaing	MI	48759	Melanie McCoy	(989) 883-2700	Pontem		2013	1974
Caseville Township	Huron	6767 Main St	Caseville	MI	48725	Michelle Stirrett	(989) 856-3053	Pontem		2012	2723
Bad Axe City	Huron	300 E Huron Ave	Bad Axe	MI	48413	Kay Goebel	(989) 269-7681	First Computer	2004	2012	3462
Huron County	Huron	250 E Huron Ave	Bad Axe	MI	48413	Chris Prill	(989) 269-6459	AS400	2002	2012	32675
Port Austin Area Water & Sewer	Huron	PO Box 367	Port Austin	MI	48467	Ken Rutkowski	(989) 738-8366	None		2013	
Sebewaing Light & Water Department	Huron	110 W Main	Sebewaing	MI	48759	Melanie McCoy	(989) 883-2700	Quickbooks		2013	
Stockbridge Village	Ingham	134 East Main St	Stockbridge	MI	49285-0155	Timothy Sadowski	(517) 851-7435	Resource	2003	2009	1260
Webberville Village	Ingham	PO Box 389	Webberville	MI	48892	Rachel Howd	(517) 521-3984	Harris	2006	2010	1503
Locke Township	Ingham	3805 Bell Oak Rd	Williamston	MI	48895	Dorothy Hart	(517) 468-3405	Quicken	2007	2009	1671
Bunker Hill Township	Ingham	871 Decamp Rd	Stockbridge	MI	49285	Carrie Zeitz	(517) 204-1336	Quickbooks		2012	1979
Bunker Hill Township	Ingham	871 Decamp Rd	Stockbridge	MI	49285	Carrie Zeitz	(517) 204-1336	Manual System		2012	1979
Leslie City	Ingham	PO Box 496	Leslie	MI	49251	Cheryl Neu	(517) 589-8236	Fund Balance	2003	2009	2044

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Aurelius Township	Ingham	1939 S Aurelius Rd	Mason	MI	48854	Donna Lawson	(517) 628-2093	Versys	2002	2012	3318
Williamston City	Ingham	161 E Grand River Ave	Williamston	MI	48895	Alan Dolley	(517) 655-2774	Fund Balance	2002	2013	3441
Alaiedon Township	Ingham	2021 W Holt Rd	Mason	MI	48854-9451	Sandy Shier	(517) 676-9277	Fund Balance	2002	2013	3498
Vevay Township	Ingham	780 S Eden Rd	Mason	MI	48854	JoAnne Keane	(517) 676-9523	Pontem	2007	2011	3614
Leroy Township	Ingham	1685 N. M 52	Webberville	MI	48892	Robertta Hamlin	(517) 521-3729	Excel	2007	2009	3653
Williamstown Township	Ingham	4990 N Zimmer Rd	Williamston	MI	48895	Mickey Martin	(517) 655-3193	Quickbooks	2007	2011	4834
Mason City	Ingham	PO Box 370	Mason	MI	48854	Eric Smith	(517) 676-9155	First Computer	2004	2010	6714
Delhi Charter Township	Ingham	2074 Aurelius Rd	Holt	MI	48842	Department	(517) 699-3858	First Computer	2003	2010	22569
Meridian Charter Township	Ingham	5151 Marsh Rd	Okemos	MI	48864	Diana Hasse	(517) 349-1200 x 4104	Fund Balance	2002	2008	39116
Ingham County Land Bank	Ingham	PO Box 215	Mason	MI	48854	Eric Schertzing	(517) 676-7220	Manual System	2007	2011	
Lyons Village	Ionia	PO Box 175	Lyons	MI	48851	Paul Tunell	(989) 855-2125	Quickbooks	2005	2012	339
Hubbardston Village	Ionia	401 S Washington	Hubbardston	MI	48845	Robert Fahey	(989) 981-6141	MS Money	2007	2009	394
Pewamo Village	Ionia	PO Box 385	Pewamo	MI	48873	Sandy Wolniakowski	(989) 593-2553	Quickbooks	2006	2009	560
North Plains Township	Ionia	401 S Washington	Hubbardston	MI	48845	Robert Fahey	(989) 981-6141	MS Money	2007	2009	1366
Otisco Township	Ionia	9663 Button Rd	Belding	MI	48809	Kim Pennock	(616) 794-3506	Manual System	2010	2010	2243
Lake Odessa Village	Ionia	839 4th Ave	Lake Odessa	MI	48849	Pearl Goodemoot	(616) 374-7110	Quickbooks	2003	2013	2272
Lyons Township	Ionia	PO Box 187	Lyons	MI	48851	Edith Lincoln	(989) 855-2016	Resource	2003		3446
Portland City	Ionia	259 Kent St	Portland	MI	48875	Brenda Schrauben	(517) 647-2933	CMT	2008	2010	3789
Ionia City	Ionia	114 N Kidd St	Ionia	MI	48846	Robin Marhoffer	(616) 527-4170 ext 120	Fund Balance	2007	2009	10569
Ionia County	Ionia	100 W Main St	Ionia	MI	48846	Stephanie Hurlbut	(616) 527-5300	Resource	2003	2011	63979
Lakewood Wastewater Authority	Ionia	839 4th Ave	Lake Odessa	MI	48849	Pearl Goodemoot	(616) 374-7110	Fund Balance	2005	2013	
Reno Township	Iosco	6672 Miller Rd	Whittemore	MI	48770	Cheryl Hottois	(989) 756-3475	Manual System	2005		656
Tawas City	Iosco	PO Box 568	Tawas City	MI	48764	Annette Corey	(989) 362-8688	Fund Balance	2009	2009	2005
Au Sable Charter Township	Iosco	311 5th St N	Au Sable	MI	48750	Sandra Wilson	(989) 739-9169	Quickbooks	2007	2009	2230
East Tawas City	Iosco	PO Box 672	East Tawas	MI	48730	Blinda Baker	(989) 362-6161	Versys	2006	2010	2951
Oscoda Charter Township	Iosco	110 S State St	Oscoda	MI	48750	Jaimie McGuire	(989) 739-7532	Versys	2006	2010	7248
Iosco County	Iosco	PO Box 778	Tawas City	MI	48764	Elite Shellenbarger	(989) 362-4409	ACS	2004	2013	25541
Hemattie Township	Iron	PO Box 67	Amasa	MI	49903	Tonya Hiltonen	(906) 822-7349	Manual System	2004	2014	352
Mastodon Township	Iron	1371 S US 2	Alpha	MI	49920	Judith Anne Hines	(906) 875-6232	Fund Balance	2004	2011	668
Crystal Falls Township	Iron	PO Box 329	Crystal Falls	MI	49920	Donna Gustafson	(906) 875-3062	Cogitate	2003	2013	1722
Crystal Falls City	Iron	401 Superior Avenue	Crystal Falls	MI	49920	Tara Peltoma	(906) 875-3212 x103	Excel Open Window	2003	2013	1791
Iron County	Iron	2 S. Sixth Street	Crystal Falls	MI	49920	Sue Clich	(906) 875-0652	(Harris)	2013	2013	11796
Shepherd Village	Isabella	251 W Wright	Shepherd	MI	48883	Gina Gross	(989) 828-5278	ICommander	2009	2010	1515
Union Charter Township	Isabella	2010 S Lincoln Rd	Mt Pleasant	MI	48858	Mike Kantner	240	Resource	2008	2009	7615
Mt Pleasant City	Isabella	320 W Broadway	Mt Pleasant	MI	48858	Mary Ann Kornel	(989) 779-5381	Versys	2008	2009	25946
Concord Village	Jackson	PO Box 306	Concord	MI	49237	Nancy Salvatore	(517) 524-8534	Harris	2003	2009	1101
Brooklyn Village	Jackson	121 N Main St	Brooklyn	MI	49230	Victor Cardenas	(517) 592-2591	Peachtree	2007	2010	1176
Pulaski Township	Jackson	12363 Folks Rd	Hanover	MI	49241	Kathy Petrakovitz	(517) 524-6061	None	2007	2010	1931
Springport Township	Jackson	PO Box 174	Springport	MI	49284	Becky Wilson	(517) 857-2030	Manual System	2005	2009	2182
Parma Township	Jackson	2388 Eaton Rapids Rd	Albion	MI	49224	Don Spangler	(517) 829-8277	Pontem	2007	2010	2696
Waterloo Township	Jackson	11120 Musbach Rd	Munith	MI	49259	Janice Kitley	(517) 596-8400	Fund Balance	2007	2010	3069

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Hanover Township	Jackson	PO Box 40	Horton	MI	49246	Mary Ann Greiner	(517) 563-2791	Resource	2005		3792
Henrietta Township	Jackson	11120 Musbach Rd	Munith	MI	49259	Sally Keene	(517) 596-3374	Resource	2004	2012	4483
Rives Township	Jackson	8427 Rives Jct. Rd.	Rives Jct.	MI	49277	Stacy Stoner	(517) 569-2288	Manual System		2013	4725
Napoleon Township	Jackson	PO Box 385	Napoleon	MI	49261	Lawrence Kujawa	(517) 536-8694	Resource	2002		6962
Columbia Township	Jackson	8500 Jefferson Rd	Brooklyn	MI	49230	Ruth Scott	(517) 592-2000	Fund Balance	2004	2009	7234
Spring Arbor Township	Jackson	PO Box 250	Spring Arbor	MI	49283	Julia Stonestreet	(517) 750-2800 x210	Fund Balance	2002	2009	7577
Leoni Township	Jackson	913 5th St	Michigan Center	MI	49254	Sandi Bird	(517) 764-4694	Versys	2003		13459
Blackman Charter Township	Jackson	1990 W Parnall Rd	Jackson	MI	49201	Ray Snell	(517) 788-4345	Resource	2002		22800
Jackson City	Jackson	161 W Michigan Ave	Jackson	MI	49201	Steve Maga	(517) 768-6387	New World		2009	36316
Jackson County	Jackson	120 W. Michigan Ave	Jackson	MI	49201	James Latham	(517) 768-6614	IFAS		2014	
Region 2 Planning Commission	Jackson	120 W Michigan Ave	Jackson	MI	49201	Julie Hill	(517) 788-4426	GSS	2006		3468
Herculaneum City	Jefferson	1 Parkwood Court	Herculaneum	MO	63048	Ronna Alaniz	(636) 475-4447	Interfund		2014	
Festus City	Jefferson	711 W. Main Street	Festus	MO	63028	Pat Parsons	(636) 937-4694	Interfund		2013	11602
Climax Village	Kalamazoo	114 E Maple	Climax	MI	49034	Scott Torrance	(269) 746-4174	ForFund		2011	791
Augusta Village	Kalamazoo	PO Box 216	Augusta	MI	49012	Julie Glenn	(269) 731-5517	Excel	2008		899
Schoolcraft Village	Kalamazoo	442 N. Grand St	Schoolcraft	MI	49087	Faith Akert	(269) 679-4304	Fund Balance	2003	2011	1587
Galesburg City	Kalamazoo	200 E Michigan Ave	Galesburg	MI	49053	Diana Skidmore	(269) 665-7000	Resource	2005	2014	1988
Vicksburg Village	Kalamazoo	126 N Kalamazoo Ave	Vicksburg	MI	49097	Matt Crawford	(269) 649-1919	Springbrook	2005	2014	2320
Pavilion Township	Kalamazoo	7510 East Q Avenue	Scotts	MI	49088	Karen Siegart	(269) 327-0462	ForFund		2011	5829
Richland Township	Kalamazoo	7401 N 32nd St	Richland	MI	49083	Jackie Light	(269) 629-4921	ForFund	2008	2012	6491
Cooper Charter Township	Kalamazoo	1590 W D Ave	Kalamazoo	MI	49009	Bonnie Sysma	(269) 382-0223	ForFund	2008	2010	8754
Texas Charter Township	Kalamazoo	7110 W Q Ave	Kalamazoo	MI	49009	Linda Kerr	(269) 375-1591	ForFund	2005	2012	10919
Comstock Charter Township	Kalamazoo	PO Box 449	Comstock	MI	49041	Anna	(269) 381-2360	Springbrook	2005	2010	13851
Oshtemo Charter Township	Kalamazoo	7275 W Main St	Kalamazoo	MI	49009	Nancy Culp	(269) 375-4260	ForFund	2003	2009	17003
Kalamazoo Charter Township	Kalamazoo	1720 Riverview Drive	Kalamazoo	MI	49004	Don Thall	(269) 381-8080	Springbrook		2012	21675
Kalamazoo County Land Bank	Kalamazoo	229 E. Michigan Ave	Kalamazoo	MI	49007	Kelly Clarke	(269) 216-9681	Excel		2010	
Sand Lake Village	Kent	2 Maple St.	Sand Lake	MI	49343	Judy Howard	(616) 636-8854	Asyst		2011	492
Cedar Springs City	Kent	PO Box 310	Cedar Springs	MI	49319	Karen Mushong	(616) 696-1330 x101	Fund Balance	2005	2012	3112
Grafton Township	Kent	12050 Old Belding Road	Belding	MI	48809	Monica Burt	(616) 691-8450	Peachtree		2011	3551
Vergennes Township	Kent	10381 Bailey Dr	Lowell	MI	49331	Mari Stone	(616) 897-5671	Our Town		2012	3611
Lowell City	Kent	301 E Main St	Lowell	MI	49331	Suzanne Olin	(616) 897-8457	CMI	2009	2009	4013
Sparta Village	Kent	156 E Division St	Sparta	MI	49345	Sharon DeLange	(616) 887-9251	Fund Balance		2010	4159
Rockford City	Kent	7 South Monroe Street	Rockford	MI	49341	Linda Lehman	(616) 866-1537	Springbrook	2006	2011	4626
Solon Township	Kent	2305 19 Mile Rd NE	Cedar Springs	MI	49319	John Rideout	(616) 696-1718	Our Town	2005		4662
Lowell Charter Township	Kent	2910 Alder Nash SE	Lowell	MI	49331	Linda Regan	(616) 897-7600	Our Town		2011	5219
Courtland Township	Kent	7450 14 Mile Rd	Rockford	MI	49341	Marilynn Crosby	(616) 866-0622	Our Town	2005	2011	5817
Algoma Township	Kent	10531 Algoma Ave NE	Rockford	MI	49341	Judy Bigney	(616) 866-1583	Springbrook		2010	7596
Caledonia Charter Township	Kent	8196 Broadmoor Ave SE	Caledonia	MI	49316	Jennifer Christian	(616) 891-0070 x208	Fund Balance	2008	2009	8964

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Ada Township	Kent	7330 Thornapple River Dr	Ada	MI	49301	George Hega	(616) 676-9191 ext 50	Fund Balance	2005	2009	9882
East Grand Rapids City	Kent	750 Lakeside Dr SE	E Grand Rapids	MI	49506	Karen Mushong	(616) 949-2110	DataWest	2003	2009	10764
Cannon Township	Kent	6878 Belding Rd NE	Rockford	MI	49341	Bonnie Shupe	(616) 874-6966	Versys	2006	2010	12075
Alpine Township	Kent	5255 Alpine Ave NW	Comstock Park	MI	49231	Jean Wahlfeld	(616) 784-1262	Springbrook	2008	2010	13976
Grand Rapids Charter Township	Kent	1836 E Belline Ave NE	Grand Rapids	MI	49525	Janice Hulbert	(616) 361-7391	ForFund	2008	2009	14056
Cascade Charter Township	Kent	2865 Thornhills Ave SE	Grand Rapids	MI	49546	Mildred Pinder	(616) 949-1500 ext 208	Versys	2007	2009	15107
Grandville City	Kent	3195 Wilson Ave SW	Grandville	MI	49418	Tammy Aue	(616) 530-4970	Springbrook	2004	2010	16263
Byron Township	Kent	8085 Byron Center Ave SW	Byron Center	MI	49315	Julie Meza	(616) 878-0660	Fund Balance	2007	2009	17553
Gaines Charter Township	Kent	8555 Kalamazoo Ave SE	Caledonia	MI	49316	Jan Boone	(616) 698-6640	Fund Balance	2008	2009	20112
Walker City	Kent	4243 Remembrance Rd NW	Walker	MI	49534	Cindy Mielke	(616) 791-6799	Versys	2007	2009	21842
Kentwood City	Kent	PO Box 8848	Kentwood	MI	49518	Tom Chase	(616) 554-0829	New World	2007	2009	45255
Wyoming City	Kent	PO Box 905	Wyoming	MI	49509	Andrea Boot	(616) 530-7282	New World	2008	2012	69368
North Kent Sewer Authority	Kent	7 S Monroe St	Rockford	MI	49341	Jeff Dood	(616) 766-1537	Quicken	2008		
Pinora Township	Lake	9672 E 48th St	Chase	MI	49623	Don Dvoracek	(231) 832-4321	Excel	2008		643
Pleasant Plains Township	Lake	PO BOX 239	Baldwin	MI	49304	Kellie Allen	(231) 745-4851	Manual System		2013	1535
Whiting City	Lake	1443 119th St.	Whiting	IN	46394	Mark Adam	(219) 659-3100	Keystone		2011	5000
Cedar Lake Town	Lake	7408 Constitution Ave	Cedar Lake	IN	46303	Amy Sund	(219) 374-7000	Keystone		2012	10981
Lake County	Lake	800 10th St Ste 200	Baldwin	MI	49304	Brenda Kutchinski	(231) 745-2725	First Computer	2008	2009	11539
Lindenhurst Village	Lake	2301 E. Sand Lake Rd.	Lindenhurst	IL	60046	Vicki VanSlochteren	(847) 356-8252	MSI		2014	14462
Libertyville Village	Lake	118 W Cook Avenue	Libertyville	IL	60048	Pat Wesolowski	(847) 918-2102	MSI		2011	21955
Highland Town	Lake	3333 Ridge Road	Highland	IN	46322-2089	Michael Griffin	(218) 838-1080	Regional Data Syst		2013	22641
Round Lake Beach Village	Lake	1937 N. Municipal Way	Round Lake	IL	60073	Brian Gosnell	(847) 270-3024	MSI		2014	28175
Columbiaville Village	Lapeer	PO Box 100	Columbiaville	MI	48421	Denise Dupack	(810) 793-4411	Cogitate	2006	2009	815
Almont Village	Lapeer	817 N. Main St	Almont	MI	48003	Kim Keesler	(810) 798-8528	Pontem		2012	2803
Imlay City	Lapeer	150 N. Main Street	Imlay City	MI	48444	Tim Sadowski	(810) 724-2135	Fund Balance		2013	3689
Elba Township	Lapeer	4717 Lippincott Rd	Lapeer	MI	48446	Rena Fountain	(810) 664-2332	Cogitate	2006		5462
Addison Village	Lenawee	103 1/2 W Main St	Addison	MI	49220	John Decker	(517) 547-3135	Manual System		2009	627
Onsted Village	Lenawee	PO Box 420	Onsted	MI	49265	Thanna Oechsle	(517) 467-4618	Quickbooks		2010	813
Fairfield Township	Lenawee	8391 Jefferson St	Jasper	MI	49248	Carol DeLong	(517) 436-3004	Harris	2007		1756
Morenci City	Lenawee	118 Orchard St	Morenci	MI	49256	Crystal White	(517) 458-6828	Fundware		2012	2398
Blissfield Village	Lenawee	408 E Adrian St	Blissfield	MI	49228	Peggy Nieman	(517) 486-4347	Versys		2009	3223
Cambridge Township	Lenawee	9990 W. M-50	Onsted	MI	49265	Rick Richardson	(517) 467-2104	Fund Balance		2012	5299
Raisin Charter Township	Lenawee	5525 Occidental Hwy	Tecumseh	MI	49286	Bety Holdridge	(517) 423-3162 x 1002	Quickbooks	2006	2014	6507
Madison Charter Township	Lenawee	4008 S Adrian Hwy	Adrian	MI	49221	Janet Bovee	(517) 263-9313	Fund Balance		2012	8200
Tecumseh City	Lenawee	309 E Chicago Blvd	Tecumseh	MI	49286	Leisa Still	(517) 424-6549	Fund Balance		2013	8574
Adrian City	Lenawee	100 E Church St	Adrian	MI	49221	Jeffery Pardee	(517) 264-4824	First Computer	2005	2012	21574
Pinckney Village	Livingston	220 S Howell St	Pinckney	MI	48169	Judi Paul	(734) 878-6206	Fund Balance	2002	2010	2141
Fowlerville Village	Livingston	213 South Grand Ave	Fowlerville	MI	48836	Sherry Prevost	(517) 223-3771 ext 15	Resource	2007	2009	2972
Howell Township	Livingston	3525 Byron Rd	Howell	MI	48855	Carolyn Eaton	(517) 546-2817 ext 106	Cogitate	2004	2010	5679
Brighton City	Livingston	200 N. First St.	Brighton	MI	48116	Kelly Hanna	(810) 225-9283	Springbrook		2012	6701
Handy Township	Livingston	PO Box 189	Fowlerville	MI	48836	Laura Eisele	(517) 223-3228	Resource	2005	2013	7004

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Oceola Township	Livingston	1577 N Latson Rd	Howell	MI	48844	Kathy McLean	(517) 546-3259 ext 224	Versys	2005	2010	8362
Tyrone Township	Livingston	10408 Center Rd	Fenton	MI	48430	Vicki Butler	(810) 629-8631 ext 206	Fund Balance	2008	2009	8459
Howell City	Livingston	611 E Grand River Ave	Howell	MI	48843	Stanislowski	(517) 546-3500	Munis	2004	2010	9232
Hartland Township	Livingston	2655 Clark Rd	Hartland	MI	48353	Susan Dryden	(810) 632-7498	Fund Balance	2008	2010	10996
Green Oak Charter Township	Livingston	10001 Silver Lake Rd	Brighton	MI	48116	Michael Sedlak	(810) 231-1333	Resource	2002	2010	15618
Hamburg Township	Livingston	10405 Merrill Rd	Hamburg	MI	48139	Angela Rabb	(810) 231-1000 x205	Fund Balance	2002	2010	20627
Portage Sewer Authority	Livingston	PO BOX 726	Whitemore LK	MI	48189	Tony Randazzo	(810) 231-5600	Quickbooks	2004	2010	
Howell Area Fire Authority	Livingston	1211 W Grand River Ave	Howell	MI	48843	Chief Jim Reed	(517) 546-0560				
Pentland Township	Luce	PO Box 412	Newberry	MI	49868	David Carmody	(906) 293-9936	Cogitate	2003	2010	1788
Bois Blanc Township	Mackinac	PO Box 898	Pointe Aux Pins	MI	49775	Joan Schrocka	(231) 634-7275	Cogitate	2003		71
Clark Township	Mackinac	PO Box 367	Cedarville	MI	49719	Mike Miller	(906) 484-2672	Harris	2003		2200
St Ignace City	Mackinac	396 N State St	St Ignace	MI	49781	Renee Vonderwerth	(906) 643-8545	Harris	2011	2011	2678
Mackinac County	Mackinac	100 Marley Street	St Ignace	MI	49781	Nora Massey	(906) 643-7318	Harris	2014	2014	11037
Memphis City	Macomb	35095 Potter Street	Memphis	MI	48041	Jennifer Baranowski	(810) 392-2385	Fund Balance	2011	2011	1129
New Haven Village	Macomb	57775 Main St	New Haven	MI	48048	Greta Jackson	(586) 749-5301 x 215	Fund Balance	2011	2011	3071
Utica City	Macomb	7550 Auburn Rd	Utica	MI	48317	Catherine McGrall	(586) 739-1600	Systems	2010	2010	4577
New Baltimore City	Macomb	36535 Green St	New Baltimore	MI	48047	Marcia Shinska	(586) 725-2151 x108	Fund Balance	2009	2009	7405
Lenox Township	Macomb	63775 Gratiot	Lenox	MI	48050	Jodi Keithe	(586) 727-2085 x 116	Fund Balance	2010	2010	8433
Center Line City	Macomb	7070 E 10 Mile Rd	Center Line	MI	48015	Steve Adair	(586) 758-8270	Fund Balance	2012	2012	8531
Fraser City	Macomb	33000 Garfield Rd	Fraser	MI	48026	Tim McCulloch	(586) 294-8908	Versys	2010	2010	15297
Washington Charter Township	Macomb	57900 Van Dyke	Washington	MI	48094	Kathy Bosheers	(586) 786-0010 x2	Fund Balance	2012	2012	19080
Harrison Charter Township	Macomb	38151 L'Anse Creuse St	Harrison Twp	MI	48045	Glen Spencer	(586) 466-1438	Fund Balance	2004	2012	24461
Eastpointe City	Macomb	23200 Gratiot Avenue	Eastpointe	MI	48021	Randy Altimus	(586) 445-5026	Pentamation	2010	2010	34077
Chesterfield Charter Township	Macomb	47275 Sugarbush	Township	MI	48047	Vicki Bauer	(586) 949-0400 x1153	Fund Balance	2013	2013	37405
Roseville City	Macomb	29777 Gratiot Ave	Roseville	MI	48066	Phil Longueuil	(586) 447-4675	Munis	2008	2010	48129
Clinton Charter Township	Macomb	40700 Romeo Plank Rd	Clinton Township	MI	48038	Donna Lauretti	(586) 723-8002	Munis	2012	2012	95648
South Macomb Disposal Authority	Macomb	23200 Gratiot Ave	Eastpointe	MI	48021	Randall Blum	(586) 445-5034			2013	
41-B District Court	Macomb	22380 Starks Dr	Clinton Twp	MI	48036	Lynn Gustafson	(586) 569-7811	Munis	2006	2010	
Warren Police & Fire Pension	Macomb	One City Square Suite 415	Warren	MI	48093	Gregory Suma	(586) 574-4568	Excel		2012	
Norfolk City	Madison	309 N. 5th Street	Norfolk	NE	68701	Leon Gentrup	(402) 844-2000 x2121	AS400		2014	23516
Palmetto City	Manatee	516 8th Ave West	Palmetto	FL	34221	Cheryl Miller	(941) 723-4570 x7111	American Data Gp	2010	2010	14500
Manistee County	Manistee	Admin Office	Steele	MI	49660	Roger J. Elbers	(231) 398-3529	Accucomp	2005	2010	24709
Southport City	Marion	6901 Derbyshire Rd	Southport	IN	46227	Diana Bossingham	(317) 786-3585	Excel		2012	1752
Bellevue City	Marion	5343 SE Abshier Blvd.	Bellevue	FL	34420	Marge Strausbaugh	(352) 233-2117	Asyst	2008	2014	3478
Powell Township	Marquette	PO Box 39	Big Bay	MI	49808	Sara Drury		Quickbooks		2009	724
Marquette Charter Township	Marquette	1000 Commerce Drive	Marquette	MI	49855	Dulcee Storch	(906) 228-6220	Fund Balance		2014	3286
Ishpeming Township	Marquette	1575 US 41 W	Ishpeming	MI	49849	Kristin Thornton	(906) 485-1210 x220	Fund Balance		2014	3622
Marquette City	Marquette	300 W. Baraga Ave	Marquette	MI	49855	Daniel Fredenckson	(906) 225-4356	GEMS		2012	20714
Marquette County	Marquette	234 W. Baraga Ave	Marquette	MI	49855	Paul Carley	(906) 225-8472	Harris		2014	
Marquette County Health Department	Marquette	234 W. Baraga Ave	Marquette	MI	49855	Paul Carley	(906) 225-8472	Harris		2014	
Pere Marquette Charter Township	Mason	1699 S Pere Marquette Hwy	Ludington	MI	49431	Joanne Kelley	(231) 845-1277	Harris	2005	2009	2228

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	PVSW Shipdate	Net Ship Date	Population
Ludington City	Mason	400 S Harrison St	Ludington	MI	49431	Deborah Luskin	(231) 845-6237	Versys	2007	2009	8357
Mason County	Mason	304 E Ludington Ave	Ludington	MI	49431	Timothy Hansen	(231) 843-8411	Harris	2003	2009	28000
Fox River Grove Village	McHenry	305 Illinois Street	Fox River Grove	IL	60021	Jennifer Menz	(847) 639-3170	MSI		2014	4753
McHenry Township Fire Protection Dist	McHenry	3610 W. Elm Street	McHenry	IL	60050	Marjean Diercks	(815) 385-0075	AMS		2014	
Barryton Village	Mecosta	PO Box 31	Barryton	MI	49305	Jen Treifa	(989) 382-7822	Quickbooks		2014	381
Mecosta Township	Mecosta	19729 11 Mile Rd	Big Rapids	MI	49307	Mary Quinlan	(231) 796-8935	Peachtree	2003	2012	2435
Big Rapids Charter Township	Mecosta	14212 Northland Dr	Big Rapids	MI	49307	Sherri Gilbert	(231) 796-3603	Resource	2002	2014	4208
Big Rapids City	Mecosta	226 N Michigan Ave	Big Rapids	MI	49307	Tim Moslener	(231) 592-4033	Eden		2009	10849
Mecosta County	Mecosta	400 Elm St	Big Rapids	MI	49307	Sherry Earnest	(231) 592-0786	Resource	2004	2012	43300
Stephenson City	Menominee	W628 Samuel St	Stephenson	MI	49887	Judy St. Juliana	(906) 753-6228	CYMS	2008	2010	875
Spalding Township	Menominee	PO Box 161	Powers	MI	49874	Jerry Bartnicki	(906) 497-5850	Cogitate			1761
Menominee City	Menominee	2511 10th St	Menominee	MI	49858	Kathy Brofka	(906) 863-1740	Fund Balance	2005	2012	9131
Hooksett Town	Merrimack	35 Main Street	Hooksett	NH	03106	Christine Soucie	(603) 485-2712	BMSI		2013	13451
EL Portal Village	Miami-Dade	640 NE 114th Street	Biscayne Park	FL	33161	Inwin Williams	(305) 899-8000			2013	2380
Biscayne Park Village	Miami-Dade	640 NE 114th Street	Biscayne Park	FL	33161	Inwin Williams	(305) 899-8000			2013	3126
Lincoln Township	Midland	1061 E Sanford Rd	Midland	MI	48642	Kim Oswald	(989) 687-6620	None	2006		2277
Lee Township	Midland	1485 W. Olson Rd	Midland	MI	48647	Ron Rippee	(989) 832-2874	ICommander		2014	4411
Brown Deer Village	Milwaukee	4800 W Green Brook Drive	Brown Deer	WI	53223	Bridget Souffrant	(414) 371-3040	Caselle		2012	11715
Glendale City	Milwaukee	5909 North Milwaukee River	Glendale	WI	53209	Shawn Lanser	(414) 228-1717	Caselle		2012	12580
Shorewood Village	Milwaukee	3930 N. Murray Ave	Shorewood	WI	53226	Cindy Wierzchowski	(414) 847-2602	Banyon		2012	13500
Whitefish Bay Village	Milwaukee	5300 N. Marlbrough Drive	Whitefish Bay	WI	53217	Jen Amerell	(414) 755-6517	Banyon		2013	14109
Franklin City	Milwaukee	9229 W. Loomis Road	Franklin	WI	53132	Paul Roizenberg	(414) 427-7514	ACS		2013	35504
Missaukee County	Missaukee	111 S. Canal St	Lake City	MI	49651	Carolyn Flore	(231) 839-4967 x204	Accucomp		2012	14911
South Rockwood Village	Monroe	PO Box 85	South Rockwood	MI	48179	Willene Harold	(734) 379-3683	Manual System	2005	2014	1284
Luna Pier City	Monroe	PO Box 375	Luna Pier	MI	48157	Michelle Cureton	(734) 848-8120 ext 200	Fund Balance	2002	2013	1483
Milan Township	Monroe	16444 Cone Rd	Milan	MI	48160	Nancy Pilbeam	(734) 529-5136	Manual System	2003		1670
Carleton Village	Monroe	PO Box 376	Carleton	MI	48117	Nancy Mell	(734) 654-6255	Cogitate	2003	2011	2562
Exeter Township	Monroe	6158 Scofield Rd	Maybee	MI	48159	Billie Iott	(734) 587-2100	Resource	2004		3727
Whiteford Township	Monroe	8000 Yankee Spring Rd	Ottawa Lake	MI	49267	Angela Christensen	(734) 854-2416	Manual (pencil)		2011	4420
Erie Township	Monroe	PO Box 187	Erie	MI	48133	Jolene Upchurch	(734) 848-5915	Fund Balance	2002	2012	4850
Raisinville Township	Monroe	96 Ida-Maybee Rd	Monroe	MI	48161	Janet Kuehnlein	(734) 269-2506	Fund Balance	2004		4896
Eilettsville Town	Monroe	221 N Sale Street	Eilettsville	IN	47429	Sandra Hash	(812) 876-3860	Komputrol		2013	6078
Dundee Township	Monroe	179 Main St	Dundee	MI	48131	Antoinette Carder	(734) 529-2650	Cogitate	2002		6341
Berlin Charter Township	Monroe	8000 Swan View Rd	Newport	MI	48166	Judy Lindquist	(734) 586-2187 ext 4	Fund Balance	2003	2013	6924
Ash Township	Monroe	P O Box 387	Carleton	MI	48117	Rob Schock	(734) 654-6992 ext 25	Versys	2005	2014	7610
Frenchtown Charter Township	Monroe	2744 Vivian Rd	Monroe	MI	48162	Mark J. Baker	(734) 242-5800	Fund Balance	2002		20777
Monroe City	Monroe	120 E 1st St	Monroe	MI	48161	Edward Sell	(734) 384-9133	Munis	2005	2010	22076
Bedford Township	Monroe	8100 Jackman Rd	Temperance	MI	48182-0607	David Manning	(734) 847-6791	Fund Balance	2008	2012	28606
Monroe County Land Bank	Monroe	51 S Macomb St	Monroe	MI	48161	Kay Sisung	(734) 240-7371			2012	
Monroe County Drain Office	Monroe	1005 S Raisinville Rd	Monroe	MI	48161	Carlene Kostoff	(734) 240-3106	Mas 90	2007	2013	
Sheridan Village	Montcalm	PO Box 179	Sheridan	MI	48884	Marilyn Klemm	(989) 291-3485	Quickbooks		2014	705

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	PYSW	Net Ship	Population
									Shipdate	Date	
Lakeview Village	Montcalm	PO Box 30	Lakeview	MI	48850	Pam Main	(989) 352-6322	ICommander		2012	1112
Carson City	Montcalm	PO Box 340	Carson City	MI	48811	Cindy Schafer	(989) 584-3515	Fund Balance		2010	1190
Howard City Village	Montcalm	PO Box 510	Howard City	MI	49329	Kim Alexander	(231) 937-4311	ICommander		2011	1585
Lakewood Club Village	Muskegon	6681 N Automobile Rd	Twin Lake	MI	49457	Wendy Bloem	(231) 894-9008	Manual System	2007		1006
Ravenna Village	Muskegon	12090 Crockery Creek Drive	Ravenna	MI	49451	Sandy Rollenhagen	(231) 853-2360	Fund Balance		2010	1206
Montague City	Muskegon	8778 Ferry St	Montague	MI	49437	Susanne McGee	(231) 893-1155	Fund Balance	2003	2009	2407
Sullivan Township	Muskegon	8138 Heights Ravenna Rd	Ravenna	MI	49451	Beth Sims	(231) 853-6900	Quickbooks	2006		2477
Casnovia Township	Muskegon	245 S Canada Rd	Casnovia	MI	49318	John Gort	(616) 675-4064	Cogitate		2011	2652
Whitehall City	Muskegon	405 E Colby St	Whitehall	MI	49461	Laurie Audo	(231) 894-4048	Fund Balance	2004	2009	2884
Roosevelt Park City	Muskegon	900 Oak Ridge Road	Roosevelt Park	MI	49441	Anthony Chandler	(231) 755-3721	Fund Balance	2004	2013	3890
North Muskegon City	Muskegon	1502 Ruddiman Dr	North Muskegon	MI	49445	Kristy Mattson	(231) 744-1621	Fund Balance	2004	2013	4031
Fruitland Township	Muskegon	4545 Nestrom Rd	Whitehall	MI	49461	Janell Beard	(231) 766-2027	Fund Balance	2002	2012	5235
Laketon Township	Muskegon	2735 N. Giles Rd	Muskegon	MI	49445	Christina Achlerhoff	(231) 744-2454	Quickbooks		2010	7363
Dalton Township	Muskegon	1616 E Riley Thompson Rd	Muskegon	MI	49445	Tracy DeMarse	(231) 766-3043 x402	Resource	2005		8047
Egelston Township	Muskegon	5428 Apple Ave	Muskegon	MI	49442	Joan Rapp	(231) 788-2308 ext 221	Versys	2005		9537
Muskegon Heights City	Muskegon	2724 Peck St	Heights	MI	49444	Lori Doody	(231) 733-8851	Fund Balance		2012	12049
Fruitport Charter Township	Muskegon	6543 Airline Rd	Fruitport	MI	49415	Rose Dillon	(231) 865-3151	Resource	2005	2012	12533
Muskegon Charter Township	Muskegon	1990 E Apple Ave	Muskegon	MI	49442	Diane Stafford	(231) 777-2555 ext 305	Resource	2003	2012	17737
Norton Shores City	Muskegon	4814 Henry St	Norton Shores	MI	49441	Mike Houston	(231) 332-2031	Fund Balance		2011	22527
Muskegon County	Muskegon	933 Terrace Street	Muskegon	MI	49443	Tim Paul	(231) 724-6709	GEMS		2012	40105
Muskegon County	Muskegon	990 Terrace St.	Muskegon	MI	49442	Heath Kaplan	(231) 724-6397	Banner		2012	171302
Montague Fire District Authority	Muskegon	8778 Ferry St	Montague	MI	49437	Susanne McGee	(231) 893-1155			2013	
Grant City	Newaygo	280 S Maple St	Grant	MI	49327	Lori Gardner	(231) 834-7904	Quickbooks		2010	881
Hesperia Village	Newaygo	33 E Michigan Ave	Hesperia	MI	49421	Scott Kaapel	(231) 854-5915	Manual System	2008	2010	954
Newaygo City	Newaygo	28 State Rd	Newaygo	MI	49337	Jon Schneider	(231) 652-1657 x211	Banyon		2013	1670
Fremont City	Newaygo	101 E Main St	Fremont	MI	49412	Todd Blake	(231) 924-2101	Fund Balance		2011	4224
Clarkston City	Oakland	375 Depot	Clarkston	MI	48346-1418	Sandra Barlass	(248) 625-1559	Peachtree		2012	962
Ortonville Village	Oakland	476 Mill St	Ortonville	MI	48462	Mary Clark	(248) 627-4976	Versys			1535
Sylvan Lake City	Oakland	1820 Inverness St	Sylvan Lake	MI	48320	Dennise Dryden	(248) 682-1440	Fund Balance	2007	2010	1735
Pleasant Ridge City	Oakland	23925 Woodward Avenue	Pleasant Ridge	MI	48069	Amy Drealan	(248) 541-2900	Fund Balance		2009	2594
Keego Harbor City	Oakland	2025 Beechmont St	Keego Harbor	MI	48320	Linda Voll	(248) 682-1930	Fund Balance	2003		2769
Oxford Village	Oakland	22 W Burdick	Oxford	MI	48371	Susan Nassar	(248) 628-2543	Fund Balance		2014	3540
Bloomfield Hills City	Oakland	45 E Long Lake Rd	Bloomfield Hills	MI	48304	Karen Ruddy	(248) 530-1402	Fund Balance		2013	3940
Lathrup Village City	Oakland	27400 Southfield Road	Lathrup Village	MI	48076	Pamela Bratschi	(248) 557-2600 x227	Fund Balance		2010	4075
Holly Village	Oakland	202 S. Saginaw	Holly	MI	48442	Cathrene Behrens	(248) 634-9571	Fund Balance		2011	6135
Groveland Township	Oakland	4695 Grange Hall Rd	Holly	MI	48442	Pam Mazich	(248) 634-4152	Versys	2005	2009	6150
Huntington Woods City	Oakland	26815 Scotia	Huntington Woods	MI	48070	Tony Lehmann	(248) 541-4300	New World		2009	6151
Rose Township	Oakland	9080 Mason St	Holly	MI	48442	Debbie Miller	(248) 634-8701	Vadim		2010	6210
Milford Village	Oakland	1100 Atlantic St	Milford	MI	48381	Penny Ray	(248) 684-1515	Fund Balance	2002	2010	6272
Addison Township	Oakland	1440 Rochester Rd	Leonard	MI	48367	Daniel Alberty	(248) 628-5409	Manual System	2002	2011	6439
Walled Lake City	Oakland	1499 E West Maple	Walled Lake	MI	48390	Colleen Coogan	(248) 624-4847	Springbrook		2011	6713
Holly Township	Oakland	102 Civic Dr	Holly	MI	48442	Karen Winchester	(248) 634-9331 ext 301	Versys	2006	2010	10037

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Farmington City	Oakland	23600 Liberty St	Farmington	MI	48335	Chris Weber	(248) 474-5500 x 2247	First Computer	2006	2009	10423
Oakland Charter Township	Oakland	4393 Collins Rd	Rochester	MI	48306	Kay Smith	(248) 651-4440 ext 210	Versys	2003	2009	13071
Springfield Charter Township	Oakland	12000 Davisburg Rd	Davisburg	MI	48350	Laura Moreau	(248) 846-6510	Versys	2005	2011	13338
Milford Charter Township	Oakland	1100 Atlantic St	Milford	MI	48381	Cynthia Dagenhardt	(248) 685-8731	Systems	2007	2009	15271
Berkley City	Oakland	3338 Coolidge Hwy	Berkley	MI	48072	Brenda Cole	(248) 549-1624 ext 473	New World	2004	2012	15531
Oxford Charter Township	Oakland	300 Dunlap Rd	Oxford	MI	48371	Joseph Ferrari	105	New World	2014	2014	16025
Hazel Park City	Oakland	111 E Nine Mile Rd	Hazel Park	MI	48030	Joann Bowling	(248) 546-4062 x317	Civic Systems	2012	2012	18963
Birmingham City	Oakland	151 Martin St	Birmingham	MI	48009	Judy Rumps	(248) 530-1884	HTE	2011	2011	19291
Auburn Hills City	Oakland	1827 N Squirrel Rd	Auburn Hills	MI	48326	Will Cagle	(248) 364-6828	Munis	2012	2012	19837
Oak Park City	Oakland	14000 Oak Park Boulevard	Oak Park	MI	48237	Jeff Schefke	(248) 691-7591	New World	2014	2014	29793
Madison Heights City	Oakland	300 W 13 Mile Rd	Madison Heights	MI	48071	Gary Fiscus	(248) 837-2680	Sunguard Bi-Tech	2004	2011	31101
Independence Charter Township	Oakland	6483 Waldon Center Dr.	Clarkston	MI	48346	Susan Hendricks	(248) 625-8114	Vadim	2011	2011	32581
Commerce Charter Township	Oakland	2009 Township Dr	Commerce Twp	MI	48390	Janet Bushey	(248) 960-7069	Versys	2003	2012	34764
Novi City	Oakland	45175 W 10 Mile Rd	Novi	MI	48375	Kathy Smith-Roy	(248) 347-0470	First Computer	2006	2009	47386
Royal Oak City	Oakland	211 Williams St	Royal Oak	MI	48067	Melanie Halas	(248) 246-3055	GEMS	2011	2011	60062
West Bloomfield Charter Township	Oakland	PO Box 250130	West Bloomfield	MI	48325	Mark Osinski	(248) 451-4802	Sunguard Bi-Tech	2009	2009	64860
Pontiac City	Oakland	47450 Woodward	Pontiac	MI	48342	Joseph Sobota	(248) 758-3129	Banner	2012	2012	66337
48th-District Court	Oakland	4280 Telegraph Rd	Bloomfield Hills	MI	48302	Nicole O'dea	(248) 647-1141	Fund Balance	2009	2009	968
Pentwater Village	Oceana	327 S Hancock St	Pentwater	MI	49449	Colleen Moser	(231) 869-8301	Fund Balance	2013	2013	1810
Golden Township	Oceana	PO Box 26	Mears	MI	49436	Rachel Iteen	(231) 873-4413	Quickbooks	2008	2010	1914
Shelby Village	Oceana	189 Maple St Ste B	Shelby	MI	49455	Peggy Miller	(231) 861-4400	Fund Balance	2010	2009	2483
Newfield Township	Oceana	9472 E. Woodrow Rd	Hesperia	MI	49421	Evelyn Kolbe	(231) 854-1635	None	2009	2009	2843
Oceana County	Oceana	100 State St., STE M-4	Hart	MI	49420	Lindsey Brandel	(231) 873-6701	Harris	2014	2014	26523
Ontonagon Village	Ontonagon	315 Quartz St	Ontonagon	MI	49953	Penny Hill	(906) 884-2305	Fund Balance	2003	2013	1769
Ontonagon Village Housing Commission	Ontonagon	100 Cane Ct	Ontonagon	MI	49953	Sue Lockhart	(906) 884-2258	Manual System	2006	2006	858
Middle Branch Township	Osceola	16692 20th Ave	Marion	MI	49665	Peggy Hoard	(231) 743-6342	Manual System	2005	2010	1159
Leroy Township	Osceola	15210 200th Ave	Leroy	MI	49655	Heather Marks	(231) 768-5798	Manual System	2005	2010	23510
Osceola County	Osceola	301 W Upton Ave	Reed City	MI	49677	Jon-Thomas Burgess	(231) 832-5572	Accucomp	2006	2010	3681
Gaylord City	Osego	305 E Main St	Gaylord	MI	49735	Dave Duffield	(989) 732-4060	Fund Balance	2003	2010	24078
Osego County	Osego	225 W Main St Ste 203	Gaylord	MI	49735	Rachel Frisch	(269) 692-2741	Munis	2008	2009	2315
Chester Township	Ottawa	3509 Sehler St	Conklin	MI	49403	Jan Redding	(616) 899-5544	Manual System	2003	2010	2514
Spring Lake Village	Ottawa	102 W Savidge St	Spring Lake	MI	49456	Maribeth Lawrence	(616) 842-1393	Fund Balance	2004	2010	3040
Ferrysburg City	Ottawa	17290 Roosevelt Rd	Ferrysburg	MI	49409	Debbie Wierenga	(616) 842-5803	Fund Balance	2005	2013	3286
Wright Township	Ottawa	PO Box 255	Marne	MI	49435	Linda Way	(616) 677-3048	Versys	2005	2014	3782
Crockery Township	Ottawa	PO Box 186	Nunica	MI	49448	Judy Van Bemmel	(616) 837-6868	Manual System	2004	2013	3910
Coopersville City	Ottawa	289 Danforth St	Coopersville	MI	49404	Keri Rogers	(616) 997-9731	Fund Balance	2008	2010	4503
Port Sheldon Township	Ottawa	16201 Port Sheldon St	West Olive	MI	49460	Kathy Van Voorst	(616) 399-6121	Custom	2004	2013	4691
Olive Township	Ottawa	6480 136th Ave	Holland	MI	49424	Lona Bronkema	(616) 786-9996	Fund Balance	2008	2010	5062
Jamestown Charter Township	Ottawa	PO Box 88	Jamestown	MI	49427	Ruth Pruis	(616) 896-8376 ext 12	Fund Balance	2004	2013	5721
Blendon Township	Ottawa	7161 72nd Ave	Hudsonville	MI	49426	Don Vanderkuy	(616) 875-7707 x 23	Our Town	2008	2009	5805
Zeeland Charter Township	Ottawa	6582 Bryon Rd	Zeeland	MI	49464	Tami Koomen	(616) 772-6701	Fund Balance	2004	2009	5805
Zeeland City	Ottawa	21 S Elm St	Zeeland	MI	49464	Rose Borst	(616) 772-0871	Versys	2004	2009	5805

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Tallmadge Charter Township	Ottawa	0-1451 Leonard St NW	Grand Rapids	MI	49534	Brenda Martin	(616) 677-1248	Versys	2006		6681
Hudsonville City	Ottawa	3275 Central Blvd	Hudsonville	MI	49426	Janice Sal	(616) 669-0200 ext 413	Fund Balance	2008	2009	7160
Grand Haven City	Ottawa	519 Washington Ave	Grand Haven	MI	49417	Jim Bonamy	(616) 935-3214	AS400		2013	11168
Allendale Charter Township	Ottawa	6676 Lake Michigan Dr	Allendale	MI	49401	Jack Hagedorn	(616) 895-6295	Fund Balance	2005	2012	13042
Spring Lake Township	Ottawa	106 S Buchanan St	Spring Lake	MI	49456	Carolyn Boersma	(616) 844-2101	New World	2002	2010	13140
Grand Haven Charter Township	Ottawa	13300 168th Ave	Grand Haven	MI	49417	Mark Verberkmoes	(616) 842-5988	Fund Balance	2002	2010	13278
Park Township	Ottawa	52 152nd Ave	Holland	MI	49424	Jan Steggerda	(616) 738-4236	Peachtree		2009	17579
Holland Charter Township	Ottawa	353 N 120th Ave	Holland	MI	49422	Susan Dalman	(616) 396-2345	Harris		2009	28911
Georgetown Charter Township	Ottawa	PO Box 769	Jenison	MI	49429	Dan Carleton	(616) 457-2340 x225	New World	2002	2009	41658
Ottawa Co Central Dispatch Authority	Ottawa	519 Washington Ave	Grand Haven	MI	49417	Jim Bonamy	(616) 935-3214	New World		2013	
Ottawa Co Public Utility	Ottawa	14110 Lakeshore Dr	Grand Haven	MI	49417	Chris Binker	(616) 850-7232	Fund Balance	2007	2010	
Rogers City	Presque Isle	193 E Michigan Ave	Rogers City	MI	49779	Theresa Heinzel	(989) 734-2191	ACS	2005	2014	3322
Jacksonville City	Pulaski	#1 Municipal Drive	Jacksonville	AR	72076	Cheryl Erkel	(501) 982-4502	Sage		2012	28364
Roscommon Village	Roscommon	PO Box 236	Roscommon	MI	48653	Nicole Crespo	(989) 275-5743	Fund Balance		2012	1133
Houghton Lake Sewer Authority	Roscommon	1250 South Harrison Rd	Houghton Lake	MI	48629	Renee Nichols	(989) 422-5811	Manual System	2006		
Birch Run Village	Saginaw	12060 Heath Street	Birch Run	MI	48415	Alyssa Barto	(989) 624-5711	Civic Systems		2011	1555
Zilwaukee City	Saginaw	319 Tittabawassee Rd	Saginaw	MI	48604	Jeff Zittel	(989) 755-0931	Pontem		2012	1799
James Township	Saginaw	6060 Swan Creek Rd	Saginaw	MI	48609	Thomas Dierich	(989) 781-1353	Quickbooks		2012	1930
Blumfield Township	Saginaw	1175 W. Vassar Rd	Reese	MI	48757	Lisa Roethlisberger	(989) 868-9512	Pontem		2010	2014
Chesaning Village	Saginaw	1100 W Broad St	Chesaning	MI	48616	Lisa Hitchcock	(989) 845-3800	Fund Balance		2013	2394
Spaulding Township	Saginaw	5025 East Rd	Saginaw	MI	48601	Tara Stinson	(989) 777-0950	Fund Balance	2005	2010	2399
Kochville Township	Saginaw	5851 Mackinaw Rd	Saginaw	MI	48604	Neil Hammerbacher	(989) 792-7596 ext. 10	Resource		2010	3241
Birch Run Township	Saginaw	8425 Main Street	Birch Run	MI	48415	Kurt Kiessling	(989) 624-9773	Asyst		2013	6191
Carrollton Township	Saginaw	1645 Maplebridge Rd	Saginaw	MI	48604	Megan King	(989) 754-4611 ext.29	New World	2007	2010	6602
Buena Vista Charter Township	Saginaw	1160 S Outer Dr	Saginaw	MI	48601	Rene Fulgencio	(989) 754-6536 x 2319	ACS	2006	2010	10318
Bridgeport Charter Township	Saginaw	6206 Dixie Hwy	Bridgeport	MI	48722	Tammy McIntyre	(989) 777-0940 x209	Fund Balance		2012	11709
Saginaw Charter Township	Saginaw	4980 Shattuck Rd	Saginaw	MI	48603	Michele Gadd	(989) 791-9820	AS400	2007	2009	39657
Saginaw City	Saginaw	1315 S. Washington Ave	Saginaw	MI	48601	Jeff Klopcic	(989) 759-1414	HTE		2013	61799
Carsonville Village	Sanilac	3912 W Sheldon St	Carsonville	MI	48419	Diane Schneider	(810) 657-9400	Quickbooks	2008	2010	357
Worth Township	Sanilac	PO Box 248	Lexington	MI	48450	Marcella Barnczak	(810) 359-8852	Cogitate	2006	2010	4021
Gulf Breeze City	Santa Rosa	1070 Shoreline Drive	Gulf Breeze	FL	32561	Steve Milford	(850) 934-5113	HTE		2013	5763
Manistiquette City	Schoolcraft	300 N Maple St	Manistiquette	MI	49854	Sheila Aldrich	(906) 341-2090	(Harris)		2013	3583
Prior Lake City	Scott	4646 Dakota St. SE	Prior Lake	MN	55372	Jerilyn Erickson	(952) 447-9841	UTS		2014	23754
Howards Grove Village	Sheboygan	913 S. Wisconsin Dr.	Howards Grove	WI	53083	Jill Schleicher	(920) 565-3511	Quickbooks		2013	3100
Byron Village	Shiawassee	PO Box 4	Byron	MI	48418	Brian Boggs	(810) 266-6160	Manual (pencil)		2010	581
New Lothrop Village	Shiawassee	PO Box 313	New Lothrop	MI	48460	Karen Maksimchuk	(810) 638-5600	Quickbooks	2005		603
Middlebury Township	Shiawassee	PO Box 622	Ovid	MI	48866	Swan	(989) 834-5842	Manual System		2011	1491
Perry City	Shiawassee	203 W Polly St	Perry	MI	48872	Joann Velling	(517) 625-6155 ext 225	Fund Balance		2014	2065
Corunna City	Shiawassee	402 N Shiawassee St	Corunna	MI	48817	Nichole Cowdrey	(989) 743-3650	Fund Balance		2009	3381
Woodhull Township	Shiawassee	7315 Beard Rd	Shafsburg	MI	48882	Carol Maize	(517) 675-4342	Resource	2009	2010	3850
Durand City	Shiawassee	215 W Clinton St	Durand	MI	48429	Amy Roddy	(989) 288-3113	Fund Balance	2006	2011	3933

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	PYSW Shipdate	Net Ship Date	Population
Owosso Charter Township	Shiawassee	2998 W M-21	Owosso	MI	48867	Pat Skvarenina	(989) 723-2187	Peachtree	2005	2013	4670
Owosso City	Shiawassee	301 W Main St	Owosso	MI	48867	Richard Williams	(989) 725-0570	GEMS	2008	2009	15713
Shiawassee District Library	Shiawassee	301 W Main St	Owosso	MI	48867	Jodi Fox	(989) 725-0504	GEMS	2008	2010	2063
Yale City	St Clair	111 W. Mechanic St	Yale	MI	48097	John Osborn	(810) 387-3311	Fund Balance	2003	2014	2986
Wales Township	St Clair	1372 Wales Center Rd	Wales	MI	48027	Cynthia Bobbean	(810) 325-1517	Manual System	2005	2013	3046
Riley Township	St Clair	13042 Belle River Rd	Riley	MI	48041	Dawn Franz	(810) 392-3585	Fund Balance	2005	2009	3340
China Charter Township	St Clair	4560 Indian Trl	China	MI	48054	Kristi Donaldson	(810) 765-1145 x207	Fund Balance	2007	2011	3630
East China Charter Township	St Clair	5111 River Rd.	East China	MI	48054	Sandy Smith	(810) 765-8879 x119	Fund Balance	2005	2012	3814
Cottleville Township	St Clair	7008 Marsh Rd	Marine City	MI	48039	Violet Pfaff	(810) 765-4730	Quickbooks	2003	2014	3956
Burtchville Township	St Clair	4000 Burtch Rd	Lakeport	MI	48059	Jessica Lize	(810) 385-5577	Resource	2007	2009	4613
Algonac City	St Clair	805 St. Clair River Dr.	Algonac	MI	48001	Linda Mackie	(810) 794-9361 x220	Fund Balance	2008	2010	4652
Marine City	St Clair	303 S Water St	Marine City	MI	48039	Mary Ellen McDonald	(810) 765-8847	Fund Balance	2003	2009	6423
St Clair Township	St Clair	1539 S Bartlett Rd	St Clair	MI	48079	Debbie Rickert	(810) 329-9042	Fund Balance	2004	2010	6966
Ira Township	St Clair	7085 Meldrum Rd	Fair Haven	MI	48023	Crystal Sovey	(586) 725-0263	Fund Balance	2006	2012	8628
Kimball Township	St Clair	2160 Wadhams Rd	Kimball	MI	48074	Joyce Shaffer	(810) 987-9797	Port Huron System	2006	2010	9684
Marysville City	St Clair	1111 Delaware Ave	Marysville	MI	48040	Carolyn East	(810) 364-6613	Port Huron System	2005	2009	9822
Clay Township	St Clair	PO Box 429	Algonac	MI	48001	Connie Turner	(810) 794-9303	System	2005	2011	10691
Fort Gratiot Charter Township	St Clair	3720 Keewahdin Rd	Fort Gratiot	MI	48059	David Jewell	(810) 385-4489	Versys	2006	2014	3405
Colon Township	St Joseph	PO Box 608	Colon	MI	49040	Diane McKeavey	(269) 432-3371	Quickbooks	2012	2013	7328
Three Rivers City	St Joseph	333 West Michigan	Three Rivers	MI	49093	Catherine Lawson	(269) 273-1075 x109	Fund Balance	2005	2013	61136
St Joseph County	St Joseph	125 W Main St	Centreville	MI	49032	Joni Smith	(269) 467-5631	AS400	2008	2013	8976
Berkeley City	St Louis	8425 Airport Rd	Berkeley	MO	63134	Josh Beeks	(314) 524-3313	Interfund	2009	2012	8500
Angola City	Steuben	210 N Public Square	Angola	IN	46703	Deb Twitchell	(260) 665-2514 x7552	Computrol	2011	2011	950
Mayville Village	Tuscola	5950 Fox St	Mayville	MI	48744	Wendy McKenney	(989) 843-6621	Cogitate	2009	2011	2643
Cass City Village	Tuscola	6506 Main St	Cass City	MI	48726	Nanette Walsh	(989) 872-2911	Harris	2005	2012	4459
Millington Township	Tuscola	8553 State Rd	Millington	MI	48746	Carrie Petzold	(989) 871-4418	EZ Entry	2008	2009	815
Gobles City	Van Buren	PO Box 38	Gobles	MI	49055	Paula Sipes	(269) 628-2246	Manual System	2006	2009	996
Lawrence Village	Van Buren	157 N Paw Paw St	Lawrence	MI	49064	Ken Schaut	(269) 674-8161	Quickbooks	2006	2009	1838
Decatur Village	Van Buren	114 N Phelps St	Decatur	MI	49045	Louann Conklin	(269) 423-6114	ForFund	2007	2010	1859
Lawton Village	Van Buren	PO Box 367	Lawton	MI	49065	Andreia Gailhouse	(269) 624-6407	Springbrook	2007	2012	1933
Bangor City	Van Buren	257 W Monroe St	Bangor	MI	49013	Peter Stanislawski	(269) 427-5831	ForFund	2007	2012	1997
Mattawan Village	Van Buren	24221 Front Avenue	Mattawan	MI	49071	Ruth Goheen	(269) 668-2128	Springbrook	2009	2013	2467
Waverly Township	Van Buren	42114 M-43	Paw Paw	MI	49079	Sandy Oakleaf	(269) 657-1776	ForFund	2004	2010	3141
Covert Township	Van Buren	PO Box 35	Covert	MI	49043	Marilyn Rendell	(269) 764-8986 x3	ForFund	2006	2012	3159
Hartford Township	Van Buren	61310 CR 687	Hartford	MI	49057	Julie Sweet	(269) 621-4658	Cougar Mountain	2006	2010	3534
Paw Paw Village	Van Buren	111 East Michigan Ave	Paw Paw	MI	49079	Christopher Tapper	(269) 657-3145	CMI	2006	2009	4226
Almena Township	Van Buren	27625 County Rd 375	Paw Paw	MI	49079	Sandra Rickli	(269) 668-6910	ForFund	2005	2010	5021
South Haven City	Van Buren	539 Phoenix St.	South Haven	MI	49090	Wendy Hochstedler	(269) 637-0714	Caselle	2005	2010	7091
Paw Paw Township	Van Buren	PO Box 20	Paw Paw	MI	49079	Norman Rushing	(269) 657-4340	ForFund	2007	2012	10813
Antwerp Township	Van Buren	24821 Front Ave	Mattawan	MI	49071	Bonnie Osborne	(269) 668-2615 ext 211	ForFund	2007	2012	10813

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Lake Area Sewer Authority	Van Buren	32593 Dugin Cove	Lawton	MI	49065	Chris Oxley	(269) 370-1190	None		2010	
Barton Hills Village	Washtenaw	199 Barton Shore Dr	Ann Arbor	MI	48105	Carol Radley	(734) 449-2128	Quickbooks	2008	2009	335
Dexter Village	Washtenaw	8140 Main St	Dexter	MI	48130	Marie Sherry	(734) 426-8303 ext 14	Fund Balance		2012	2338
Lima Township	Washtenaw	PO Box 59	Chelsea	MI	48118	Ariene Bareis	(734) 475-2202	Fund Balance	2003		3224
Manchester Township	Washtenaw	275 S Macomb St	Manchester	MI	48158	Ann Becktel	(734) 428-7090	Quicken	2008	2013	4102
Chelsea City	Washtenaw	305 S Main St Ste 100	Chelsea	MI	48118	Terri Royal	(734) 475-1771	CMI		2010	4398
Ann Arbor Charter Township	Washtenaw	3792 Pontiac Trl	Ann Arbor	MI	48105	Marcy Scaturo	(734) 663-3418	Fund Balance	2006	2012	4720
Milan City	Washtenaw	147 Wabash St	Milan	MI	48160	Sherry Steinwedel	(734) 439-1501	Fund Balance	2002	2014	4775
Augusta Charter Township	Washtenaw	8021 Talladay Rd	Whittaker	MI	48190	Kathy Giszczak	(734) 461-6117 x201	Fund Balance	2002	2014	4813
Dexter Township	Washtenaw	6880 Dexter-Pinckney Rd	Dexter	MI	48130	Harley Rider	(734) 426-3767	Quickbooks	2005	2013	5248
Salem Township	Washtenaw	9600 6 Mile Rd	Salem	MI	48175	David Trent	(248) 349-1690 ext 19	Fund Balance	2007	2013	5562
Sylvan Township	Washtenaw	18027 Old US 12	Chelsea	MI	48118	Rodney Branham	(734) 475-8890	Fund Balance		2013	6425
Webster Township	Washtenaw	5665 Webster Church Rd	Dexter	MI	48130	Bill Sinkule	(734) 426-5103	Fund Balance	2002	2012	6784
York Charter Township	Washtenaw	11560 Stony Creek Rd	Milan	MI	48160	Helen Neill	(734) 439-0587	None	2003	2014	7392
Northfield Township	Washtenaw	PO Box 576	Whitmore Lake	MI	48189	Cindy Wilson	(734) 449-2880 ext 11	Fund Balance	2006	2014	8252
Superior Charter Township	Washtenaw	3040 N Prospect Rd	Ypsilanti	MI	48198	Susan Mumm	(734) 482-6099	Fund Balance	2003	2012	10740
Scio Township	Washtenaw	827 N Zeeb Rd	Ann Arbor	MI	48103	Jim Merte	(734) 665-2123	Fund Balance	2003	2009	15759
Pittsfield Charter Township	Washtenaw	6201 N Michigan Ave	Ann Arbor	MI	48108	Tracy Watkins	(734) 822-3110	Fund Balance		2012	30167
Ypsilanti Charter Township	Washtenaw	7200 S Huron River Dr	Ypsilanti	MI	48197	Javonna Neel	(734) 544-3601	Fund Balance		2012	49182
Loch Alpine Sanitary Authority	Washtenaw	827 N Zeeb Rd	Ann Arbor	MI	48103	Sandy Egeler	(734) 433-0835	Fund Balance	2003	2014	
Michigan Municipal Treasurers Assoc	Washtenaw	100 N Harris St	Saline	MI	48176	Mickey Jo Bennett	(734) 429-4907 ext 203		2006	2010	
Belleville City	Wayne	6 Main St	Belleville	MI	48111	Lisa Long	(734) 697-9577	Fund Balance		2014	3997
Gibraltar City	Wayne	29450 Munro St	Gibraltar	MI	48173	Linda Sucharski	(734) 676-8982	Fund Balance	2002		4264
Grosse Pointe City	Wayne	17147 Maumee Ave	Grosse Pointe	MI	48230	Lois Zaremski	(313) 885-5800	Fund Balance		2011	5670
Northville City	Wayne	215 W Main St	Northville	MI	48167	Sandi Wiktorowski	(248) 449-9912	Fund Balance	2003	2010	6459
Flat Rock City	Wayne	25500 Gibraltar Rd	Flat Rock	MI	48134	Debbie Lambrix	(734) 782-2463	Fund Balance	2004	2013	8488
Plymouth City	Wayne	201 S Main St	Plymouth	MI	48170	Tom Alexandris	(734) 453-1234 ext 201	Fund Balance	2007	2010	9022
River Rouge City	Wayne	10600 W Jefferson Ave	River Rouge	MI	48218	Susan Joseph	(313) 842-5604	Versys	2008	2010	9917
Melvindale City	Wayne	3100 Oakwood Blvd	Melvindale	MI	48122	Bryan C. Smith	(313) 429-1065	New World		2012	10735
Grosse Ile Township	Wayne	9601 Groh Rd	Grosse Ile	MI	48138	Ann Darzniek	(734) 676-4422 ext 224	Pentamation	2009	2009	10894
Ecorse City	Wayne	3869 West Jefferson	Ecorse	MI	48229	Sarah Laird	(313) 294-3740	New World		2010	11229
Grosse Pointe Park City	Wayne	15115 E. Jefferson	Grosse Pointe	MI	48230	Jane Blahut	(313) 822-4375	Fund Balance		2014	12443
Woodhaven City	Wayne	21869 West Rd	Woodhaven	MI	48183	Katherine Oehring	(734) 675-4913	Fund Balance	2003	2010	12530
Riverview City	Wayne	14100 Civic Park Dr	Riverview	MI	48192	Denise Kuch	(734) 281-4200	New World	2008	2009	13272
Huron Charter Township	Wayne	22950 Huron River Drive	New Boston	MI	48164	Glenn Suemnick	(734) 753-4466	Fund Balance		2013	13737
Grosse Pointe Woods City	Wayne	20025 Mack	GP Woods	MI	48236	Deeann Irby	(313) 343-2604	Civic Systems		2011	17080
Wayne City	Wayne	3355 S Wayne Rd	Wayne	MI	48184	Tim McCurley	(734) 722-2000	First Computer	2005	2013	19051
Trenton City	Wayne	2800 3rd St	Trenton	MI	48183	Theresa Monthei	(734) 675-7200	Pentamation	2005	2009	19584
Northville Charter Township	Wayne	44405 6 Mile Rd	Northville	MI	48167	Marina Neumaier	(248) 348-5810	Fund Balance	2002	2010	21036
Hamtramck City	Wayne	3401 Evaline St	Hamtramck	MI	48212	Michael Wilk	(313) 870-0322	New World	2007	2012	22976

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Brownstown Charter Township	Wayne	21313 Telegraph Rd	Brownstown	MI	48183	Donna Hall	(734) 675-9960	ACS		2010	22989
Wyandotte City	Wayne	3200 Biddle Ave., Suite 200	Wyandotte	MI	48192	David Fuller	(734) 324-7106	HTE		2014	28006
Allen Park City	Wayne	16850 Southfield Rd	Allen Park	MI	48101	Kris Barann	(313) 928-4396	Versys	2007		29376
Garden City	Wayne	6000 Middlebelt Road	Garden City	MI	48135	Alyson Bettis	(734) 793-1616	New World		2013	30047
Inkster City	Wayne	26215 Trowbridge Ave	Inkster	MI	48141	Lynn Eilyn	(313) 563-4266	New World		2009	30115
Southgate City	Wayne	14400 Dix-Toledo Rd	Southgate	MI	48195	David Angileri	(734) 258-3017	Versys	2007	2009	30136
Lincoln Park City	Wayne	1355 Southfield Rd	Lincoln Park	MI	48146	Lisa Griggs	(313) 386-1800 x.231	Munis		2010	40008
Redford Charter Township	Wayne	15145 Beech Daly	Township	MI	48239	Suzanne Moreno	(313) 387-2769	Pentamation		2013	51622
Dearborn Heights City	Wayne	6045 Fenton St	Dearborn Heights	MI	48127	John Riley II	(313) 791-3417	New World		2012	58264
Westland City	Wayne	36601 Ford Rd	Westland	MI	48185	Dan Bourdeau	(734) 467-7952	HTE		2013	86602
Detroit Wayne County Health Authority	Wayne	3031 W Grand Blvd Suite 450	Detroit	MI	48226	Janette Davis	(313) 871-3751	Fundware		2014	
Manton City	Wexford	PO Box 100	Manton	MI	49663	Teresa Loving	(231) 824-3572	Systems		2014	1221
Selma Township	Wexford	5262 E 32 Rd	Cadillac	MI	49601	Vicki Flory	(231) 775-5071	Accucomp	2007	2009	1915
Clam Lake Township	Wexford	8809 E M-115	Cadillac	MI	49601	Larry Payne	(231) 775-5401	Quickbooks		2012	2238
Cherry Grove Township	Wexford	4830 E M-55	Cadillac	MI	49601	Jim Barton	(231) 775-0958	Accucomp	2007	2009	2328
Haring Charter Township	Wexford	515 Bell Ave	Cadillac	MI	49601	Lynn Nixon	(231) 775-8822	Peachtree		2012	3900
Wexford County	Wexford	437 E Division St	Cadillac	MI	49601	Elaire Richardson	231 779-9452	Accucomp	2007	2010	32735
Key Largo Wastewater Trmt District		98880 Oversears Hwy	Key Largo	FL	33037	Paul Christian	(305) 451-4019 x220	Quickbooks		2013	
Southeast Macomb Sanitary District		23200 Gratiot Ave	Eastpointe	MI	48021	Randall Blum	(586) 445-5034			2013	
Mason Oceana 911		9160 N. Oceana Dr	Pentwater	MI	49449	Catherine Walker	(231) 869-7911	Harris		2010	