

KVS HOT LINE

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CEO's Message

Thanks to all who participated in this year's KVS User Conference. Based upon feedback we received, we will continue to provide more training and round table discussions at next year's conference. If you were unable to attend and would like the conference notes, just email Carol Mogavero at cmogavero@kvsinfo.com and we will send you the CD-ROM of the presentations.

Now that the conference is over, we are getting back to work on adding more enhancements to the 200 discussed at the conference.

We want **KVS** to stand for **Know**ledge of the needs of local government, **Value** for your investment dollar and **Service** unsurpassed in our industry.

New Perspective Presented At 2000 User Conference

Many attendees commented that the KVS 2000 User Conference stood out from previous years by offering a different perspective on the possibilities available with KVS software. Presentations were given from the municipality's point of view, such as when Mayor Tom Sullivan of the City of Lockport, NY, discussed why the city decided to track citizens' concerns with the Citizen Response Management system. Unique topics to assist with workplace operations were also presented, such as implementing and managing change.

Over 60 municipal representatives from across the country attended the conference Aug. 9 and 10 at the Marriott Hotel in Amherst, NY. There to welcome attendees was Amherst Town Supervisor Susan Grelick, along with KVS CEO Ed Warnke. Ms. Grelick explained that the Town of Amherst is proud to be the home of a successful, growing business such as KVS. With 10 new employees and 16 new clients within the past year, Grelick said it is apparent that KVS is moving in the right direction. She went on to say that the town itself recently became a satisfied client when it implemented KVS' Public Access system for property assessments.

Later, Harry Williams, from the Amherst assessor's office, and Walter Allen, President of GAR Associates, a real estate appraisal firm, presented the reasons KVS was chosen to provide public access information for the town's revaluation project. These included the benefit of involving taxpayers, freeing up assessor's staff and reduced processing time.

Warnke focused on the many advancements the company had made in the past year. He cited increased internal

training, local user group participation, Website redesign, the launching of LanCare network services, certification in New Jersey for property tax assessments and becoming email and internet enabled, among other accomplishments.

Other presenters included: Chris Mehlman of Clermont County, OH, and Marcus Serrano of Peekskill, NY, on the GASB



Amherst Town Supervisor Susan Grelick receives a gift from KVS CEO Ed Warnke after she spoke on the company's role in the community.

Statement #34; Jeff Willson of Cyberscience on the VCQ Report Writer's latest release; Kirby Ramsey of Bowling Green, KY, and Kathy Saville of Ogden, NY, with case studies on "Distributed Decision Making" and "Decentralized Automation in Local Government."

A number of detailed presentations by KVS employees were given as well. These included an update on the Oracle screen standardization for KVS programs, presented by Oracle project leaders Mark Swarts and Dennis Ching. New features and

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User Conference (cont')

functions with Oracle were presented by Vice President of Operations Ida Taylor. Client Services Manager Dave Lessinger guided us through the process that client calls undergo, from analysis to programming and testing, while enhancements to KVS modules were detailed by Catie deGuehery, Client Implementation Manager. New features of the KVS Website at www.kvsinfo.com, and internet applications and services were the focus of a presentation by Director of Technical Services Jerry Fonner. Regional Marketing Rep Jay Grewe discussed the features of the Citizen Response Management system, while "Effective Tools for Implementing & Managing Change" was presented by Vice President of Sales Pat Mackey and Regional Marketing Rep Carol Lutz.

Implementing And Managing Change

Offering tips to clients with the goal of implementing change, Pat Mackey and Carol Lutz of KVS opened the topic of "Effective Tools For Implementing & Managing Change". Joining them with case studies were Kathy Saville of the Town of Ogden, NY, and Kirby Ramsey of the City of Bowling Green, KY.

Pat Mackey took the floor first to discuss the importance of understanding change and using "Force Field Analysis" as a tool. This, he said, involves breaking down an upcoming change into its basic components and developing an implementation strategy. An important strategy is to identify the forces that push toward and away from the desired goal and to try to reduce those opposing forces.

Change often goes hand in hand with stress, according to Carol Lutz who discussed common responses to the stress that change can create. She offered the following tips on helping others to develop skills to deal with change: provide information beforehand and state what is negotiable and what isn't; develop a list of potential problems and involve others in the resolution; thoroughly demonstrate and train; provide practice and regular feedback;

Vendor presentations in addition to Cyberscience included those from Inven-sys Metering Systems on meter upload, The Notable Corporation on VersaSeal Form options and Simplex on Time Clock Interface. Other vendors present included LaserNational and Chase Manhattan Bank.

Round table discussions regarding technical issues, Microsoft products, system backups and the KVS Website were also conducted. Support labs on purging files, disk space clean up and documentation on CD-ROM were held the first day of the conference. In addition, several clients took advantage of the 15 minute one-on-one question and answer sessions with KVS personnel at the end of the conference.

communicate positive expectations; contract commitments; and monitor implementation.

Kathy Saville then showed an example of a form field analysis worksheet and joked that the driving force of informing fellow KVS Software users won out over opposing forces trying to prevent her from doing a presentation at the conference! She went on to discuss the town's experiences with a move toward decentralized automation.

Kirby Ramsey focused on distributed decision making, and the importance of involving employees in decisions. He said that because change creates an atmosphere where there are more questions than answers, if you fail to involve your people, then rumors will fill the void. He then led a group exercise asking everyone to stand up and move to opposite sides of the room according to their preference between two specific choices he called out. What was his point? To show that everyone has different opinions and preferences and it's better to understand them through effective communication than to assume they will agree.

Welcome New Clients

**Town of
Cheektowaga, NY**

**Village of
Hamburg, NY**

**Town of
Haverstraw, NY**

**Village of Lake
George, NY**

**GAR - City of North
Tonawanda, NY**

**Town of
Pendleton, NY**

**Town of
Pepperell, MA**

**Village of
Williamsville, NY**

Welcome New Employees

KVS would like to welcome two new employees. They are: Pat Venne, a software developer who began her employment in June; and Kristine Nelson, accountant, hired in July.

Congratulations to them both!

GASB #34 Statement

Chris Mehlman from Clermont County, OH, Auditors, with Marcus Serrano from the City of Peekskill, NY, and KVS' Ed Warnke hosted a panel discussion at the KVS 2000 User Conference on how to implement the Government Accounting Standard's Board's Statement # 34. This is the new financial reporting model for state and local government. The three discussed ways to implement this with the use of the KVS system and in particular, the Fixed Assets module.

Detailed discussion included revenue and expense reporting by program, financial reporting, and fixed asset classification by program. Assignment of depreciation expenses by use of the fund, project, and location codes in the KVS System was also covered.

Recommendations included getting your auditors involved in the assignment and processes up front, as well as utilizing the Public Works department for infrastructure information.

Oracle Screen Standards & Features

Showing examples of standard Oracle screens, the future of KVS Software, at the 2000 User Conference were Oracle project leaders Mark Swarts and Dennis Ching.

Features of the new standard KVS main menu will include a "Currency" button which allows the user to set the current exchange rate between countries for financial reporting. A "Municipality" button allows file maintenance to the Muni setup parameters, rather than setting this information up from a Setup submenu. The "Access" button allows file maintenance to User Security for the KVS applica-

tions while "Login" will allow the user to make a new connection to the database under another username/password. An "Email Support" button will take the user to an email screen with the KVS support email address as the default. A "Help" button will display the KVS user documentation.

Actually, the documentation will be available from any screen, displaying information which pertains to the screen it was accessed from.

The file maintenance screens contain tabs, thus allowing certain information for a particular record to be grouped together and maintained on a separate screen. In addition, any file maintenance field may be used to search for a specific record and records can be sorted by any field on the screen.

All date fields will have access to a calendar display from which a specific date can be selected.

Extended search capabilities, sort and toolbar options will be available

for all modules. Conditional searching can also be done. For example, in Fixed Assets, to find any asset with cost greater than 1, enter >10000" in the COST field. Partial searches can be done using the % sign. For example, if in a

See Oracle on page 6



Above, the KVS Main Menu. At left, Fixed Assets File Maintenance.

Your Maintenance \$ at Work - System Enhancements

Your Software Subscription Service dollars were the topic of a 2000 User Conference presentation by Client Implementation Manager Catie deGuehery. Listed below are some enhancements from the past year which she explained, by system.

Purchasing & Accounts Payable

Canadian vendor addresses are now allowed, and a vendor email address can be stored.

A new option is available to un-reconcile checks if the need arises.

A purchase order can now be printed from the PO file maintenance screen even if on a PC network.

Additional bank formats, such as The Bank of New York, can now be uploaded into our system for the check reconciliation file.

The PO/GL Distribution report has been changed to prompt "Print POs Received or Deleted from Current to Next Year?" just as PO Detail report does.

The 1099 form can now be printed on a laser printer instead of only on a dot matrix.

General Ledger

A blank page will no longer print first on each GL report, which was needed at one time for dot matrix printers.

An option now exists on the parameter file to default the account display to sort by date.

In Account lookup, you may now toggle between line item description and the project description.

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System Enhancements (cont' from page 3)

General Receipts

If you update GL by detail, this enhancement now updates the batch number to the temporary GL update file, so that you can update for specific batches.

Fund totals have been added to the GR/GL Transaction report.

A function key is available to add a new Receipt type when you are collecting a general receipt.

You now have the option to print the account number on the Daily Receipts Register.

The GR/GL Auto Update enhancement will be included on your next program update. You will have three choices to automatically update your receipts to the General Ledger and this will provide the ability to eliminate steps to update GL from General Receipts.

Centralized Collections

When collecting a Utility Billing bill in Online or Batch Collection, the "F3 Maint" function key now accesses UB Consumer File Maintenance.

The Collection and Accounts Payable modules are now linked for processing refund checks.

A new option allows you to default the search screen to parcel ID, bill number or account number.

Delinquent Summary display now processes in less time.

Batch Penalty program was modified to read only specific records corresponding to the year and sequence entered.

A copy feature has been added for all reports in which your own parameters are created. This will copy all report definitions from an existing report.

Now in addition to payer name changes, payer address changes made during Online or Batch Collection are now updated to the payer history file.

A new option exists to print a duplicate statement.

A new feature was added to create an ASCII file to send to the newspaper to advertise sale properties.

Accounts Receivable

A function key appends an invoice that already exists in Collection.

Penalty for AR sequences can be calculated on-line or in batch mode.

Invoices can now be sorted by invoice number.

Ten digit account numbers to match UB Consumer account numbers can now be entered.

Utility Billing

The billing register may now be sorted in name order.

Dialog History display now allows previous history viewing.

Water Usage Report can now break totals down by city code.

The ability to search by Social Security number is now available.

One-time services are now accessible on the menu rather than from Meter Reading Entry.

Additional bill setup parameters are available for standard laser bill format.

GUI Payroll

Manual checks can now be printed if using Laser Form Print.

A new option on Create Tape Files menu creates a file to be electronically transmitted to Hartford for Deferred Compensation.

Time Input worksheets may now be sorted by workplace.

Employee lookup on the Earnings file can be accessed with the F1 key in Employee Earnings File Maintenance to look up an employee ID number.

There are now 60 fields available in User Defined File Maintenance with the name and size determined in Employer Setup and information maintained in Employee File Maintenance. Additional information, such as driver's license number or college attended, may be stored.

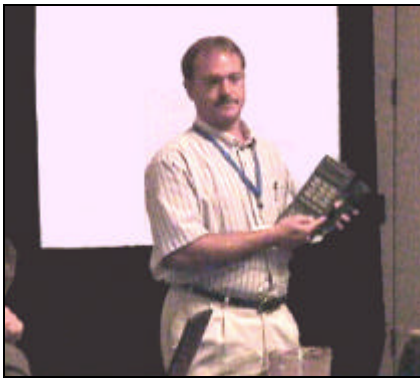
Printing of four W2 forms across, rather than two is now possible with the laser 4-up forms.

Kentucky retirement reports can now be processed.

Massachusetts Teachers Retirement Tape File can now be created, as can the West Virginia Quarterly Tape file.



2000 CONFERENCE PHOTO HIGHLIGHTS



Clockwise from above: Hilary Hansen and Steve Martin of KVS assist clients; Dan Reed of Invensys Metering Systems displays a handheld meter reader; KVS' Cheryl Weimer and client Michael Apa talk shop; KVS' Adam Lange leads a roundtable discussion on technical issues; poolside luncheon at the Marriott; Judy Dukas and Mike Ely of Simplex show their wares; KVS' Jerry Fonner and client Sherwood Ives take their one-on-one question and answer session outdoors.

Upcoming Trade Shows

Visit KVS marketing representatives at the following conferences and shows:

ICMA (International County/City Management Assoc.)

Sept. 17 - 20, 2000
Cincinnati, OH
Steve Evert & Ed Warnke

Kentucky League of Cities

Sept. 27 - 30, 2000
Louisville, KY
Steve Evert

New York Assessment Conference

Sept. 24 - 26, 2000
Rochester, NY
Ed Warnke

Connecticut Conference of Municipalities

Oct. 4, 2000
Cromwell, CT
Brian Klas

New Jersey State League of Municipalities

Nov. 13 - 16, 2000
Atlantic City, NJ
Brian Klas

KVS Information Systems, Inc.
821 Maple Road
Williamsville, NY 14221

Oracle (cont' from page 3)

name/address search you know a street name starts with "W" and contains the word "Hill", enter "W%HILL%". A result of WINDING HILLSIDE could be returned. Additional in-

formation about any field can be obtained by a click of the mouse, including audit trail information.

Third Party Exhibitors Participate in KVS 2000 Conference

Several third party exhibitors were invited to the KVS 2000 User Conference to demonstrate how, with the use of their products, municipalities can use KVS software more efficiently.

Many products were demonstrated such as a time recording system for payroll updating, automated meter reading for uploading of water consumption, forms creation, a laser generated (bar coded) utility and tax bill

that automatically folds and seals, as well as others. Attendees commented that they had heard about the technology but seeing these systems demonstrated gave them new insight into their advantages. KVS clients that implemented these systems were also on hand to answer questions about using them.

Look for more vendors to participate in next year's demonstrations.

KVS Hotline is a publication of KVS Information Systems, Inc., 821 Maple Road, Williamsville, NY, 14221. Please direct all submissions, suggestions and inquiries to Newsletter Editor Stephanie A. Hausle. Contact us at 716-626-1976, fax at 716-626-1973 or e-mail to info@kvsinfo.com. Contributors: Steve Evert, Mark Swarts and Ed Warnke.