

# KVS HOT LINE

VOLUME 12, ISSUE 2

SPRING 2001

## Get Connected at *KVS Connections 2001* National User Conference

Only 50+ days remain until the start of "KVS Connections 2001," the name given to this year's national user conference to be held Aug. 15 to 17 at the Buffalo Marriott Hotel. Only 14 days are left until the early registration discount expires (July 2).

Be among the first to preview the Oracle KVS Financial Management system. This year's conference also focuses on the following highlights:

- Application Training Workshops
- Report Writer Training Workshops
- Technical Workshops
- New Enhancements and Products
- GASB 34 Presentations

For this year's dinner, we will return to the Delaware Park Casino where the Pan American Exposition Centennial celebration is in full swing.

A registration form with hotel information is included in this newsletter. Please fill it out and return with payment to the address shown. This form is also available on the KVS Website at [www.kvsinfo.com](http://www.kvsinfo.com) or call 1-800-999-9KVS for more information.

### *Message From the CEO*

by Ed Warnke

Over the last few months, I have had the opportunity to attend several of the KVS Regional User Group meetings and have enjoyed updating our users on the state of the company and the strategic direction we are planning. I have also observed that there are many challenges facing local government, both from internal departments and external taxpayers, to provide more services on a more timely basis. Issues such as credit card payment processing, fixed asset inventories, departmental distribution of purchasing and payroll functions, direct debiting of utility customers' accounts, fraud protection for checks, and Internet access of information to citizens, are just a few that local governments face.

In some cases, the solution to these issues requires additional software or technology. But quite often the solution is already within the KVS system! Many times when we ask municipal employees why a certain procedure is done the way that it is, they explain that it was set up that way during the installation of the KVS system. In some cases, that could have been 5 to 10 years prior!

In addition to having the above topics discussed in detail at our annual user conference this August, we will be happy to hold a meeting with you and your department managers to discuss ways to make the KVS system more productive for your municipality. Email me directly at [ewarnke@kvsinfo.com](mailto:ewarnke@kvsinfo.com) and I will arrange for one of our representatives to meet with you.

After all, we have 200 other experiences to compare to yours!



**Juvenile Diabetes Walk**

A team of about 25 KVS employees and their families took part in the 2001 Walk to Cure Diabetes, a benefit for the Juvenile Diabetes Foundation. KVS also served as a corporate sponsor for the 5K walk held May 20 at the Amherst campus of the University at Buffalo.

This is the second year KVS has participated in the event which is held on various days across the country. Last year the walk raised a total of over \$57 million for diabetes research.



The 2001 Walk to Cure Diabetes draws a crowd of participants at the University at Buffalo Amherst campus.

**KVS “Casual Day” Funds Support Charities**

Throughout the year, funds are collected from KVS employees and donated to different charitable causes within the community. Employees pay \$1 a day or bring in non-perishable food items for the privilege of dressing “down” in jeans or sneakers.

The food donations are distributed to area soup kitchens and pantries, but every few months a different charity is selected to receive the funds collected. Employees also have the opportunity to select the charity. Most recently, KVS donated approximately \$450 just from the “casual day” collection to the Juvenile Diabetes Foundation, in addition to pledges from participating walkers in the “Walk to Cure Diabetes” mentioned in the article above.

Over the past five years, KVS “casual day” funds have contributed to organizations such as: the YWCA, Haven House, SPCA, Camp Good Days, Children’s Hospital, Neediest Kids Christmas drive, Salvation Army, Habitat for Humanity, Roswell Park, Friends of the Night People, Make-A-Wish, Meals on Wheels, SABAH (Skating Association for the Blind & Handicapped), school fundraisers and more. Gifts for each of these organizations have ranged from \$75 to \$450 dollars.

**June 2001 Charity - SPCA Kennel Renovation Campaign**

**Welcome New Clients**

City of  
Carrollton, KY

Village of  
Depew, NY

Village of  
East Williston, NY

Geneva City School  
District, NY

Town of Lockport, NY

Town of Merrimac, MA

Village of Medina, NY

Village of Millbrook, NY

**New Client Notes**

*by Pat Mackey, Vice President of Sales*

The Villages of Depew and Millbrook have joined the KVS family of clients after being MUNIS users for a number of years. The Villages of Medina and East Williston have moved to KVS because they wanted fully integrated software systems to reduce redundant work.

One motivation in common for all the new KVS clients was their recognition that KVS has a reputation of high level support in the municipal market.

## Upcoming Tradeshow

Visit KVS at the following show:

**National Bureau of Business Licensing Officials Convention**  
 July 18—20  
 San Diego, CA  
*Steve Evert*

## Image Enabling

KVS and Technology Solutions are teaming up to provide image enabling of your current KVS Software screens.

Images of important documents can be stored electronically for future retrieval. View employee applications and resumes, tax bills, building permit application forms and building plans, for example.

In addition, Work Flow Processing is the next step in this partnership. For example, purchasing approvals can be managed automatically, working with the KVS Oracle Financial Management System. Another possibility is Internet access for the Citizen Response Management system, allowing citizens to file complaints or requests via the Internet.

Find out more in August at the KVS Connections 2001 National User Conference.



## Regional User Conferences Deemed Successful By Attendees

Another successful round of regional user conferences took place at various client sites this spring. Conferences included:

- **Capital District** (Albany, NY region), March 14, at the Village of Colonie
- **Kentucky User Summit**, April 2 - 3, at the Bowling Green Convention Center
- **Western New York**, April 11, at the Town of Clarence
- **Tri-State** (New York City region), May 17, at the MBIA headquarters in Armonk, NY

KVS provided a “state of the company” review and discussed the very anticipated 2001 National User Conference this August. The Operations team provided a support update and system enhancement review, along with a Cyberquery Report Writer discussion, focusing on the report writer templates on the KVS Website. Regional Marketing managers were on hand to discuss activities in the area.

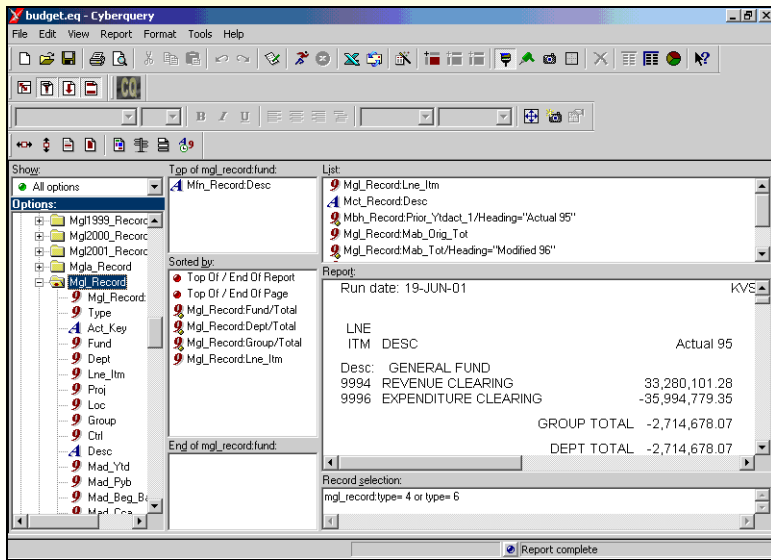
The open and round table discussions included topics such as purchasing system, billing and collections, fixed asset management, BOLT, payroll and report writer items, focusing on the report writer templates on the KVS Website. The discussions provided an excellent opportunity for clients to exchange views and valuable notes on a variety of software topics.

At the Tri-State regional user conference, Bob Reardon from the Village of Croton-on-Hudson, NY, spoke on the latest techniques for the prevention of fraud in check processing. Marcus Serrano of the City of Peekskill, NY, spoke on the implementation of the AcuPrint form printing product.

An interesting conference highlight was the ability to view, search and print KVS reports in Microsoft Word.

Suggested enhancements were noted to be included in the National User Conference agenda. Do you want more details on this and other topics reviewed? Go to the User Group Info page on the KVS Website at [www.kvsinfo.com](http://www.kvsinfo.com).

### Cyberquery Version 7 Release



**Cyberquery Version 7 will be released at the KVS Connections 2001 National User Conference Aug. 15 to 17.**

**Attend a training workshop and then take it with you!**

## Technical Update

by Jerry Fonner, Technical Services Manager

### pcAnywhere Version 10

Symantec is now shipping version 10 of pcAnywhere. If you are on version 8 or earlier, please make arrangements to upgrade as soon as possible to ensure that our support staff can continue to access your system when needed.

Upgrades are available on the Symantec website by clicking on the "Upgrade Your Product" link and selecting "pcAnywhere 10.0 Upgrade," or you can purchase it from your favorite software supplier.

### Website Enhancements

KVS has recently added User Group information and additional Cyberquery reports to our support forum.

In the User Group section, you'll find information on upcoming meetings as well as follow-up information on prior meetings. A "Submit a Topic" link allows you to email the User Group committee with your ideas for upcoming meetings.

Under the CQCS Reports section, we have added new report templates for you to download and use, as well as a "Submit a Report" link for you to submit copies of your reports to share with others. If you haven't signed up for a username and password yet, you can submit a request from our support page.

### KVS Goes Wireless

Wireless networking technologies have become more reliable and less expensive in recent months which prompted KVS to install a wireless networking solution for our laptops. This provides our marketing staff with the flexibility to take the laptops from their desks to our conference room without having to worry about cabling issues.

Most wireless access devices support up to 32 users and communicate at 11Mbps, operating in the new 2.4GHz frequency range. Wireless network cards are available for both laptops and desktops and generally have an indoor range of up to 300 feet.

### CQCS Version 7

KVS is gearing up to ship the latest release of the CQCS report writer, Cyberquery Version 7. The most noticeable enhancement is a new version of the Windows editor, which is much easier to use and provides full "drag and drop" functionality for creating and editing reports. Also, output to native Excel format is now possible, when previously a basic spreadsheet output was supported which limited the functionality within Excel. Other enhancements include output to HTML file, ability to print image files on reports, additional online help, and an improved version of the Cyberquery reports runtime, which allows users to select and run pre-defined reports from a list without having to know anything about writing a CQCS report.

## KVS Presents at International GMIS Conference

Ed Warnke, KVS President, presented at the International Government Management Information Sciences on June 5, which was held in Niagara Falls, NY.

The GMIS annual conference focuses on technology issues facing government today. Warnke spoke about "Optimizing Revenue Collection Processing for Local Government" using today's technology.

## Produce Laser Printed Forms Directly From Your PC

KVS has teamed up with the AcuPrint Corporation in order to produce the highest quality laser forms possible. This product will allow our clients the freedom to produce laser printed forms right from their own computer and printer.

The new AcuPrint option allows users to print checks using their own digital signatures and logos and to position them anywhere on the check using most Hewlett Packard Laser Printers.

With the ability to customize checks with your own information, no longer will you need to purchase preprinted checks, add new and expensive hardware, or deal with the hassle of form alignment.

For further information, contact your Regional Marketing Manager at 1-800-999-9KVS.



AcuPrint

## KVS To Present Business Licensing Software for NBBLO

For the first time, KVS will be providing a BOLT (Business, Occupational License & Tax) system presentation at the 17th annual National Bureau of Business Licensing Officials Conference July 18 to 20 in San Diego, CA.

David Lyne, Occupational License Manager from the City of Bowling Green, KY, and Steve Evert, Vice President of Marketing at KVS, will jointly present a licensing and taxation solution. The conference will be comprised of practitioners who administer and work in local government business licensing departments and attorneys who represent these departments.

KVS prides itself on having a comprehensive state-of-the-art business taxation and collections system.

## Welcome New Employees

KVS would like to welcome two new employees, Suzanne Fay and Kyle Kilger, who began their employment in March of 2001.

Suzanne Fay was hired as a CQCS Support Representative. She brings with her a background of installations, support and training along with more than five years of report writer experience.



Fay

Kyle Kilger joined KVS as a Financial Support Representative and brings eight years of experience with him. His background includes group training, bank reconciliations, accounting, general ledger, accounts payable and receivable, benefits, payroll and financials.



Kilger

## We Want You !

### *Register For KVS Support Page*

Don't miss out on the benefits of our support pages on the KVS Website! In addition to system enhancements and FAQs mentioned above, you can submit a support incident, view a list of systems supported by each support rep and email them directly, read staff bios, view and download CQCS reports, and get the inside scoop on upcoming and recent user conferences.

You must sign up for a username and password to access the information, which is available to registered clients only. To register, just click on the "submit a request for access here" link.

Already, 21 clients are registered, including some in each of our state territories.

## What's Hot & FAQs

"What's Hot" system enhancements and "FAQs" (frequently asked questions) are now posted on the KVS Website. If you have a question, submit it on our site. Some examples of questions already answered on our Web page include: "I'm getting a 'bill in use' message and no one is on the system"; "What should I do for month-end balancing?"; or "Where are my entries on my 104 report?" These and many other answers are available now at [www.kvsinfo.com](http://www.kvsinfo.com).

*Did you know about the following enhancements?*

### General Ledger

- Additional sort fields are available in Chart of Accounts for reports.
- Display a General Receipt transaction from Account Ledger Display screen.

### Collection

- Recalculate installment agreements if additional principle is paid.
- Obtain a printed copy of property information with the new New York State Tax Search Certificate.

### Accounts Payable

- Enter multiple invoices on one voucher.

### Compass

- View property images which may now be linked to parcel records.

See "What's Hot" page on the Web for more information on these and other system enhancements.

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

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](mailto:info@kvsinfo.com). Contributors: Steve Evert, Jerry Fonner, Jay Grewe, Brian Klas, Dave Lessinger, Pat Mackey, Ida Taylor, Ed Warneke and Terri Zaprowski.

### **KVS Attends National GFOA Conference in Philadelphia, PA**

The GFOA Conference, held June 2 to 6, offered KVS national exposure and the ability to proudly display our products and services.

Existing and potential clients had an opportunity to stop by our booth to meet with KVS representatives Brian Klas, Regional Marketing Manager, and Steve Evert, Vice President of Marketing.

The conference exhibit hall allowed about 400 municipal representatives to inquire about KVS products and the benefits our existing clients are already receiving. It also offered existing clients the ability to meet other users from across the country.

Special thanks go out to our clients who offered their time to meet with prospects and extend their insights about KVS! This year's winner of the KVS drawing for the golf putter was Donald E. Gray, Jr., Director of Finance, New London, CT.



**Visiting the KVS booth at the GFOA Conference, from left, are: Bowling Green, KY, Finance Director Kirby Ramsey; Kokomo, IN, Finance Director Thomas Cooper; Clermont County, OH, Deputy Auditor Chris Mehlman; and KVS Vice President of Marketing Steve Evert.**