



# KVS HOTLINE

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## KVS Awarded New York State Procurement Contract

A comprehensive procurement contract was awarded to KVS Information Systems last July by the New York State Office of General Services – Procurement Services Group. This contract allows for the acquisition of KVS Software, support, consulting and training services under the group 76000 “Software Systems”.

"We are very excited about working with the State Office of General Services to provide KVS products and services in an efficient manner," said Steve Evert, Vice President of Marketing. "KVS is now one of few New York State headquartered companies that can provide both software and services to schools and local government through the New York State contract."

Government organizations, just like astute businesses, want to utilize information technology to enhance their customer/citizen relationship. Citizens, much like customers, expect the same level of information technology-assisted service from their local government as they now receive from their business relationships. Now local governments, whether they are prospective KVS clients or existing clients, can purchase KVS Software without having to go through the time-consuming bidding process. They can order KVS Software directly off the state contract, with the assurance that they are getting the best price.

So far this year, five new accounts have taken advantage of the State Procurement Contract. Assistance was provided by the City of Troy, NY, in the pursuit of the award.

KVS is also in the process of pursuing state contract status elsewhere, and has already partnered with ASAP Software to enter state contract status in Massachusetts and in other states.

Contact Steve Evert at [severt@kvsinfo.com](mailto:severt@kvsinfo.com) for an update or for any assistance required.



Attending the New York State Association of Towns show in February are, from left, KVS President Ed Warnke, Town of Cortlandt Comptroller Glenn Cestaro and KVS Regional Marketing Representative Steve Bystran.

## Message From the CEO

by Ed Warnke

The last few months have been very interesting here at KVS. After receiving over 70 inches of snow at the end of December, we lost our phone lines for a brief time on December 31. We then had two travel bans, one power outage and a state of emergency for two days in January.

We have taken two things from these experiences. One is our appreciation for the patience and understanding you have for KVS. The other is our dedication to providing the best support and services which requires a tremendous amount of effort from our KVS associates, and even more planning to eliminate any possible disruption of service to you.

We have created an improved disaster recovery plan that includes a power generator, un-interrupted power supplies for our phones and servers, cell phone support, and an alternate site (if required) to minimize any impact the weather may have on our ability to support you. We will conduct a test in the summer to ensure our added measures will stand up to whatever Mother Nature plans for us in the coming winters.

In the last several months, our Regional Marketing Managers have conducted over 30 re-engineering sessions with our clients to increase their use of existing KVS features and to identify future enhancements that will benefit all clients. This program has been very productive as most

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**KVS Article Appears in NYS GFOA Newsletter**

by Steve Bystran, Regional Marketing Representative

The February edition of the New York State GFOA Newsletter featured an article recapping Ed Warnke’s speech to the Long Island Chapter on reengineering. Ed had presented a lively and humorous look at how to make effective and lasting change in some of the procedures of which we say, “we’ve always done it that way.” Take a look at the article if you get the chance. It is posted on our website at [www.kvsinfo.com](http://www.kvsinfo.com).

Of course the concept of re-engineering shouldn’t be new to any of KVS’ clients. Ed had started an initiative at the 2001 User Conference, in which KVS pledged to assist customers in maximizing the usefulness of their software investment. Those who have gone through the process have rediscovered some beneficial tools and strategies for efficiency.

**Re-engineering in City of Olean, NY**

by Jay Grewe, Regional Marketing Representative

At last year’s annual User Conference, KVS announced an initiative to assist existing clients in revisiting their existing procedures. The city of Olean, NY, scheduled a visit in February to re-engineer their use of KVS products and services.

Olean has been a user of KVS systems for over 20 years now. This was not the first time the city faced this task, but with a new city auditor, clerk, and IS director, they felt it was time to re-assess their use of the KVS Utility Billing, Payroll, General Ledger, Accounts Payable, and Collection systems. A one-day visit by Senior Support Analyst Cheryl Weimer and myself unveiled several features within the systems that were not being utilized. It was this type of open discussion that resulted in providing a variety of ways for the city to use their systems.

Among other solutions that were identified was the possibility of using additional KVS sub-systems. For example, the Utility Billing direct debit program would allow an individual to have the amount due automatically withdrawn from a specific account. In addition, the KVS LAN-Care Service offers technical consulting and on-site maintenance of the existing network and workstations at the city.

I encourage all clients to take the initiative for enhancing your current processes, whether it be through additional training, LAN-Care Services, additional sub-systems, or attending the regularly scheduled local and annual user group conferences.

If you have any questions or would like to schedule a re-engineering meeting, please contact your Regional Marketing Manager at 800-999-9KVS.

**CEO Message (from page 1)**

clients are not aware of the many enhancements we have released in the last year and how they can take advantage of new technology in conjunction with KVS.

If you are interested in setting up a session, you can call or email your Regional Marketing Manager or visit us at the many trade shows and user group meetings we have scheduled over the next several months.

I look forward to seeing and talking with you in the coming year. In the meantime, if you have any suggestions, email them directly to me at [ewarnke@kvsinfo.com](mailto:ewarnke@kvsinfo.com).

**Welcome New Clients**

- Village of Bellport, NY
- City of Columbus, IN
- Village of Great Neck, NY
- Town of Lake George, NY
- Groton-Dunstable Regional School District, MA
- City of Millersville, TN
- Town of Orchard Park, NY
- Town of Owego, NY
- Village of Tuckahoe, NY

**Welcome New Employees**

KVS would like to welcome its newest employees to the company.

Robert Hoffman III joined KVS in January as Cobol Programmer Intern. In February, Carol Abato joined the company as Quality Assurance Specialist.

Beginning in March, Kelly Kifner joins the support team as Support Representative. Also, Giselle Fernandes will take on the title of Oracle Developer.

We’d like to welcome all of them to our team!

**Upcoming Tradeshows & Conferences**

Visit your Regional Marketing Managers at the following sites:

**Northern Tier Local Government Conference**

April 11  
Watertown, NY  
Jay Grewe

**Maryland GFOA 2002 Spring Conference**

April 19  
Columbia, MD  
Jay Grewe

**NY Town Clerks Association Annual Conference**

April 21-24  
Saratoga Springs, NY  
Steve Bystran, Jay Grewe

**Massachusetts User Group**

May (TBA)  
Bedford, MA  
Brian Klas, Dave Lessinger

**Local Multi-State User Conference**

May 23  
Bowling Green, KY  
Steve Evert, Dave Lessinger

**Massachusetts Collectors & Treasurers Assoc. Conference**

June 9-12  
Brian Klas, Ed Warnke

**National GFOA Conference**

June 15-18  
Denver, CO  
Steve Evert, Ed Warnke

**Local Colorado User Conference**

June 19  
Denver, CO,  
Steve Evert, Ed Warnke

**Maryland Municipal League Annual Convention**

June 24-26  
Jay Grewe

**KVS Attends 2002 MMA Annual Meeting & Trade Show**

by Brian Klas, Regional Marketing Representative

A number of needs analysis meetings have been scheduled with potential clients as a result of attending the Massachusetts Municipal Association Annual Meeting & Trade Show, held Jan. 11 and 12 in Boston, MA.

The show was moved to a new location at the Hynes Convention Center due to the overwhelming number of vendors in attendance. It offered KVS the opportunity to proudly display our products and services and gain much exposure.

Occupying a prized corner booth, KVS CEO Ed Warnke and myself had the opportunity to meet with many prospective and existing clients, including the town of Bedford, the town of Edgartown, and one of KVS' newest clients, the town of Stoughton. The KVS booth was designed to highlight its software systems' ability to handle Massachusetts requirements. Many consultants and state selectmen also stopped by.

The MMA's annual meeting allows KVS to meet with more than 1,000 local government officials and decision makers throughout the state.

The president's reception on the final day of the conference served as an excellent opportunity to socialize with all those who attended.



KVS Regional Marketing Representative Brian Klas and KVS CEO Ed Warnke at the MMA Conference.

**Are you live on GASB 34?**

If so, send us your helpful hints and experiences to be published on our website.

Send to: [tzaprowski@kvsinfo.com](mailto:tzaprowski@kvsinfo.com)



### ***Client Runs Marathon & Spurs KVS To Join Fight Against Leukemia***

Karen McLaughlin, clerk for the Village of Millbrook, NY, is joining in the fight against Leukemia by running in the Mayors Midnight Sun Marathon, a 26.2 mile race, on June 22 in Anchorage, Alaska.

McLaughlin said she will run with the Leukemia "Team in Training" group to raise funds in honor of New York State teenager Jason Miller, who is presently battling the disease. Used to treading the turf in Millbrook, located in Dutchess County, she said she was inspired by his story and decided to use her running routine to help. She has three children of her own and was struck by the realization that the disease can strike anyone at any age but also that it often affects children.

McLaughlin set a goal to raise \$5,000, and KVS has committed to donate money raised from its employee casual day fund for the months of April and May.

### ***Buffalo Kindergarten Students Receive Items Collected***

Hats, scarves, gloves, books and more were collected by KVS employees in November and December for donation to two Buffalo kindergarten classes at Public School 57.

Fulfilling the request of an employee's wife who is a kindergarten teacher at the school, many items were collected for the students and were greatly appreciated by teachers and students alike. In fact, they presented KVS with a poster board full of photos of the students and their signatures and notes of thanks, which was proudly displayed in the office for all to see.

### ***KVS Employees Make Donation To School For Kids With Disabilities***

Summit Educational Resources was given a check from the KVS employee dress down funds collected during the months of December and January.

Summit is widely recognized in western New York for providing evaluation, education and therapy for the development of children with learning and communication challenges. An employee's niece attends the school.

A large portion of the funds will be used strictly for materials in one classroom where the students needs are greatest.

### ***Student Community Service Club Benefits From Donations***

KVS made a donation from an employee collection in February to the local Transit Middle School "Goodwill Club" where an employee's daughter is a member.

The club's students perform various community services, such as visiting nursing homes, helping out at the SPCA, involvement with Boys & Girls Clubs and holding various fundraisers.

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**March 2002 Charity** - Child & Adolescent Treatment Services which provides mental health services for children and teens.

## What's Hot - System Enhancements

### Utility Billing V05

#### New Systems:

- The handheld meter reading upload & download program is now available with a new vendor — Itron.
- UB Electronic Debit Processing is a new system which allows direct payment options for customers utility bills. The municipality sets up the bank information for each customer account and then sends a file to the bank at bill time. The accounts are debited and the bank returns a file of payment information to the municipality.

### Accounts Receivable

- A bill summary screen (shown below) is now available for each account. After selecting the account history function key and choosing AR Summary Display, the system moves to the Collection system to display multiple bill information on one screen.

INVC DATE	PURPOSE	TYPE	INVOICE#	CHARGE	ORIGINAL AMT	PAYMENT	BALANCE
1 01/29/01	STATE SP	CHG	01/0001035	150.00	150.00		\$150.00
1	STATE SP	CHG	01/0001038	150.00	150.00		
1	VOICE CIR	CHG	01/0001035	15.00	15.00		
1 02/29/01	STATE SP	CHG	01/0001024	150.00	150.00		
1 02/29/01	STATE SP	CHG	01/0001028	150.00	150.00		
1 05/06/01	STATE SP	PAYMT	01/0001035			150.00	
1	STATE SP	PAYMT	01/0001038			150.00	
1	STATE SP	PAYMT	01/0001024			150.00	
1	VOICE CIR	PAYMT	01/0001035			15.00	
*** Total AR				\$615.00	\$465.00		\$150.00
*** Seq 20 Total				\$615.00	\$465.00		\$150.00

### Collection

- Created a new option for Spooled Receipts to print in a Z-fold format that can be used for Versaseal self-mailers or window envelopes.
- A new file layout was created for the unpaid tax file output for Niagara County.
- The Return of Unpaid file option was created in the Niagara County, NY, layout. File layout: Swis Code, Print Key (SBL#), Amt. For example: 292000,100.00-3-1.1,999.99

### Payroll V03

- Added ability to access <N>ext memo to Employee Memo File Maintenance.

### BOLT

- Added a discount button in Gross Receipts processing to adjust the fee due.

### General Ledger

- Added a function key to access Consolidation Table File Maintenance from GL Report Generation.

### Payroll V05

- AEIC table options for 2002 have changed and include: a) Single or Head of Household; b) Married Without Spouse Filing Certificate; and c) Married With Both Spouses Filing Certificate.
- Added an option to create the Payroll Certification Report as specified by Erie County, NY.
- Benefit File Maintenance - New benefit code lookup option.
- Deduction File Maintenance - New deduction code lookup option.
- Added an option to show hours on check stubs as they appear on the Transaction Entry Report. With this optional program, the hours will not be combined.
- Now have the ability to update each anniversary code separately, in addition to by anniversary table range.
- Accounts Payable/Payroll V05** - Now you can create and import the Bank Check Reconciliation files for Troy Commercial Bank.



## Technical Update

by Jerry Fonner, Technical Services Manager

### KVS Launches New WebCare Service

KVS is pleased to announce a new website management service called WebCare. Many clients have requested KVS' assistance with the creation and maintenance of municipal websites. This new service will provide just that, including continued updates throughout the year.

The WebCare service will start by evaluating the current status of your site. If you currently don't have one, we will assist you in contracting with an ISP, registering your domain name, and starting the process of gathering the content for your site. Once we have an idea of what you want on your site, we will work with you on the design and layout of the website, providing a professional and consistent look and feel throughout. In addition to establishing your own content, we can work with you on linking to other sites of interest, such as your local Chamber of Commerce, tourism offices, etc.

For clients who already have an existing site, the common issue that we hear is that they don't have the time, resources, or expertise to maintain and update their site throughout the year. In this case, our WebCare service will start by reviewing the existing site and making recommendations for changes. Once changes are agreed upon, we will also assist with implementing them. Updates to the site will be made throughout the year as requested.

If this sounds like the solution for you, or if you have further questions on this exciting new service, please contact your KVS Regional Marketing Manager for further information.

### Todd Loomis Joins Technical Services Staff

In March, Todd Loomis was transferred to Technical Support Representative, after expressing a strong interest in technical services.

Todd joined KVS in March 1999 as a Support Representative for our financial applications. While in college, he took networking and information systems courses, and since January has been handling many technical calls.

In his new role, Todd will be handling your calls regarding system software and hardware issues, as well as traveling to new and existing client sites for installations and upgrades.

Please join us in welcoming Todd to his new position.

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 Bystran, Steve Evert, Jerry Fonner, Jay Grewe, Brian Klas, Ida Taylor, Ed Warnke, and Terri Zaprowski.