

KVS HOTLINE

Volume 13, Issue 2

SUMMER 2002

2002 National User Conference

The first KVS User Conference to take place in the autumn will be held Wednesday Oct. 23 through Friday Oct. 25. The Adam's Mark Hotel in downtown Buffalo, NY, serves as the new venue for the conference.

This year's agenda includes training workshops and round table discussions on new systems, such as Electronic Debit and Loan Agreements, and on planned enhancements, such as for foreclosure processing. Oracle software workshops will be featured, focusing on system requirements, user feedback from Beta tests, and hands-on labs. Technical workshops include disaster recovery planning, internet planning and deployment, and hands-on experimentation with Microsoft FrontPage for website creation. New this year, an "internet café," co-sponsored by KVS and Pioneer-Standard Electronics, will be available throughout the conference. Returning topics include more on complying with GASB34 regulations, CQCS report training workshops, and one-on-one meetings with KVS support, marketing representatives, and management. See the next page for this year's participating vendors.

The reception Wednesday evening will be held at a new location, the impressive Rich Renaissance Niagara Atrium on Buffalo's west side. Dancing and door prize give-aways will follow the dinner. Door prize donors include Ad Impressions; Brock, Schechter & Polakoff, LLP; Ciber; Laser National; Metropolitan Sales; Pro-Tech Consulting; and Stovroff & Taylor Travel.

Register by Oct. 1 and save. Check out the www.kvsinfo.com User Group Info page to register online and link to a virtual tour of the Adam's Mark Hotel.

Message From the CEO

by Ed Warnke

The summer has finally arrived! In the last two months, we have assisted in six Local User Group meetings. This is very important to KVS as we get to hear first hand how we are doing as well as exchange ideas to improve the company and our products.

After each Local User Group meeting, we meet internally to discuss how we can improve the next meeting and note any items that we should include in the National User Conference in October. In addition, each of this year's Local User Group suggestions as well as our responses will be published on our website for your review.

We are also planning to attend eight trade shows in the next few months in an effort to present KVS products and services, and to keep in touch with the communities where we have clients. We also take note of any recent trends that may have a future impact on our clients, in order to provide capabilities in advance of when they are needed. Please stop by and visit our booth! (See page 5 for upcoming tradeshow.)

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.



On "Bring Your Child to Work Day" in April, Senior Support Analyst Karen Balbierz spoke via speaker phone with John Duggan from the Town of Westbridgewater, MA. Listening in are, from left, Lea Taylor, Megan Warnke and Austin Zaprowski.

2002 National User Conference - Participating Vendors

AcuPrint Technology is a leading provider of secure cash management solutions that enable businesses to efficiently work with their banks. SecureCheck is the market leader in MICR laser check printing.



Badger Meter, Inc.

Badger Meter, Inc. is an American-owned water meter manufacturer serving utilities since 1905. Badger Meter is the industry leader in flow measurement and connectivity to automated reading systems.

Cyberscience Corporation has been delivering advanced business intelligence solutions to customers worldwide since 1981. Our solutions are built around our flagship product Cyberquery -- a powerful database query and reporting tool designed to address information needs of all decision-makers -- from business analysts to senior executives. Cyber-science supports a worldwide user base of businesses in finance, manufacturing, petrochemical, pharmaceutical and distribution market sectors together with public utilities and government departments.



JPMorgan Chase is a leading bank for business with roots that reach to the late 1700s -- providing customers with cutting edge services and systems for the life of their business. Through our Buffalo office, we help growing companies in every industry achieve their goals with credit, top-quality cash management, a wide range of Internet-based services, and world-class investment services, as well as syndications, private placements, and merger and acquisition advisory and finance.

The Notable Corporation is a full service print and promotional products supplier. We provide the print materials (checks, purchase orders, utility bills, etc.) used in conjunction with the KVS Software. We also provide state of the art paper processing solutions to reduce costs, improve efficiencies and streamline your print to mail system.



Official Payments Corp. enables consumers to pay government taxes and fees over the Internet or via telephone, using their credit cards. Our simple, secure, scalable technology makes them the leading provider of electronic payment options for government entities. We are the only proven provider, serving a critical mass of consumer users, government clients, and financial partners.

Pioneer-Standard Electronics is a \$2.3 billion broad-line distributor of electronic components and computer systems. The Computer Systems Division is a leading distributor and reseller of mid-range computer products, computer system solutions and services for Compaq, IBM, Intel, HP, Oracle and other highly respected manufacturers.



Technology Solutions is a leader in the field of Integrated Document Management, including document imaging and workflow processing, providing technological solutions to clients in a wide array of businesses. Technology Solutions is comprised of a select group of individuals providing Sales, Consulting, Project Management, System Design, Development and Implementation expertise. All these areas and expertise ensure that a client will receive a customized Document Management Solution that will address both current and future business requirements.



Since 1963, **Ti-SALES Inc.** has been a leading supplier of water works products, since 1963, representing Neptune Technologies, Ford Meter Box, LMI Chemical Pump, Carus Phosphates (for corrosion control), and many more. Serving all six New England states, we are "the supply house that knows how to help!"

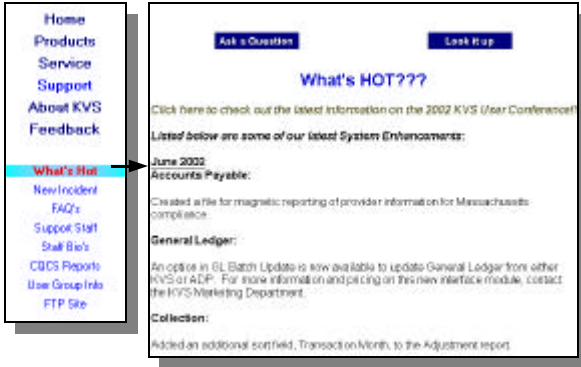




Technical Update
by Jerry Fonner, Technical Services Manager

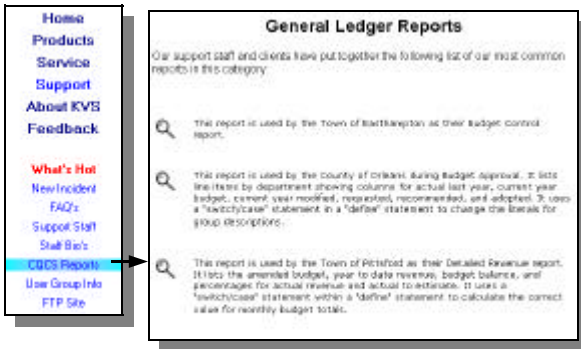
Website Enhancements - Did You Know? ...

... that the latest information pertaining to the 2002 KVS User Conference can be found on the “National” page of the User Group Info section of the Support Forum?



... that the latest KVS system enhancements are posted to the “What’s Hot” section of the website? A two-year history of system enhancements is included, allowing you to see when a particular enhancement was implemented.

... that in the CQCS Report Exchange you can now view sample reports in addition to the Cyberquery enquiry file? This provides the ability to see what a report looks like before downloading the enquiry and running it.



... that one of the easiest ways to import enquiries off of the website is to copy and paste the enquiry directly into the Cyberquery editor? This saves having to retype the enquiry and may prove easier than downloading the file and opening it into Cyberquery to run.

... that the support forum includes an updated appearance and an improved navigation menu?

Do you have ideas for website enhancements? If so, e-mail them to webmaster@kvsinfo.com.

SSA Expects 90 Percent of Employers to File W-2s Electronically by 2007

The number of Forms W-2 electronically filed with the Social Security Administration this filing season is up 220 percent from last year, SSA Commissioner Jo Anne Barnhart told participants at the American Society for Payroll Management’s Government Symposium. Barnhart told the Washington, D.C., symposium that SSA’s commitment to provide expanded “e-services” to businesses and individuals “is real, and is not going to go away.”

As part of this commitment, SSA will begin to personally contact employers that filed paper W-2s for 2001 year in an effort to assist them in making the transition to electronic filing, Barnhart said. She predicts that the volume of electronically filed Forms W-2 will increase to 70 percent of the total W-2s filed with SSA by 2005, with the figure rising to 90 percent by 2007.

Barnhart called accurate and timely wage reporting “the cornerstone of SSA’s ability to pay accurate benefits.”

‘No Match’ Letters

While SSA is able to post most of the wage data reported, this year some 850,000 employers still had at least one item that could not be posted to an individual’s earnings record and went instead into a “suspense file.” This year, SSA will send a “no match” letter to employers that filed any W-2 with a Social Security number that did not match the name recorded with SSA. In the past, these letters only were sent to employers that had multiple name/number mismatches. SSA will attempt to contact the employee involved as well, Barnhart said.

Tri-State User Group Conference Covered all Bases

by Steve Bystran, Regional Marketing Manager

Held in May in White Plains, NY, the Tri-State User Group Conference was hosted at First Union Bank. Clients attending included the City of Peekskill, the towns of Pound Ridge, Cortlandt, Washington and Yorktown, and the villages of Port Chester and Millbrook.

About 20 people were in attendance, discussing topics including Payroll, Collection, Budget, Utility Billing, CQCS and Financials, as well as networking subject matter. Phil Michitsch of Dyn Tek gave a presentation on networking integration and maintenance.

Marlene Baxter, bookkeeper at the Town of Washington, attended the conference for the first time. Both she and Karen McLaughlin of the Village of Millbrook, a neighboring community, found the conference very interesting, she said. "We thought it was very worthwhile. The topics were good but we found it even more interesting to interact with those who have been using the products for a long time. Being able to talk with other people who are doing the exact same types of things you do, or plan to do, is a big plus," she enthused. Baxter, who has worked for the town for 30 years and had been to many other software vendors' conferences, said she was very aware of complaints -- that is, the fact that they were few and far between. "In fact, there were hardly any complaints at all and that made us feel just wonderful."

Second Capital District User Group Conference a Success

by Jay Grewe, Regional Marketing Manager

The Village of Colonie, NY, hosted the second Capital District User Conference in March. In attendance were the cities of Troy and Cohoes, the towns of Guilderland, Queensbury, Kingsbury, and Lake George, and the villages of Saranac Lake and Lake George, in addition to Colonie.

The conference began with a state of the company presentation given by KVS CEO Ed Warnke. The group then broke into roundtable discussions, and, for the first time at this conference, used laptop computers. With each discussion focusing on a specific category of KVS Software, such as Collection or Financials, clients at each table had the ability to show the exact screens on which they had questions. This eliminated any confusion and made the entire exchange much more effective.

"Seeing how other people use KVS helps with how procedures may be improved," said John DiCocco, IT Service Manager at Cohoes, in a survey completed by attendees. "I liked having the laptops set up on each table to be able to see the answers in real time on the actual application." The surveys all showed high marks in the overall rating of the conference.

Welcome New Clients

Town of Bedford, NY

Boyle County Fiscal Court, KY

Village of Endicott, NY

Town of Mendon, MA

Starpoint Central School District, NY

City of Union City, IN

Town of Yorktown, NY

Welcome New Employees

KVS welcomes Elizabeth Cipolla and Nick Prechel as its newest employees.

As a Marketing Assistant, Elizabeth will be assisting the department with calls and mailers.

Nick is working as a Support Assistant, Summer Intern, assisting with conversions and other support projects.

Welcome aboard!

Upcoming Tradeshows & Conferences

Visit your Regional Marketing Managers at the following sites:

Western New York User Conference

July 18
Batavia, NY
Jay Grewe

IACT (Indiana Association of Cities & Towns) Annual Conference

September 15 - 19
Indianapolis, IN
Steve Evert

NYCOM Fall Training School

Sept. 23 - 26
Saratoga Springs, NY
Jay Grewe

New Jersey GFOA Fall Conference

Sept. 25 - 27
Atlantic City, NJ
Brian Klas

Kentucky League of Cities Annual Conference

Oct. 2 - 4
Covington, KY
Steve Evert

MMA (Massachusetts Municipal Association) Annual Meeting & Trade Show

January 2003
Brian Klas

Look on the Support page under "User Group Info" at www.kvsinfo.com for notes taken at local KVS User Group meetings.

Massachusetts User Group Reestablished With Record Turnout

by Brian Klas, Regional Marketing Manager

Over the past three years, the aggregate of KVS clients in Massachusetts has grown considerably. This growth resulted in a reestablishment of the regional KVS User Group conference. The Spring 2002 Massachusetts User Group, hosted in May by the Town of Bedford, included over 50 users who gathered in the town hall to share ideas regarding KVS Software.

Kicking off the meeting, Peter Naum, Finance Director of Bedford, welcomed all attendees and gracefully congratulated Ed Warnke, CEO of KVS, on the "acquisition" of former New Englander Drew Bledsoe to the "warmer" climate of Buffalo, NY. To show the local clients' appreciation, Naum presented Warnke with (What else?) a New England Patriot Championship T-shirt. In a brief response, Warnke noted "I have four Super Bowl championship T-shirts at home.



Warnke displays the New England Patriot's Championship T-shirt presented to him by Peter Naum of Bedford, MA.

Each, though, had to be returned and rewritten to say 'Almost.'"

There is nothing second best, however, about the clients in Massachusetts. The software users were eager to share their expertise and ideas for system enhancements as the meeting broke into three sessions, each with four roundtable discussions targeting the KVS Tax, Financial, Payroll and Utility Billing systems. Seasoned KVS users were very valuable to the newer clients, sharing their utilization techniques.

Regional User Summit Held in Kentucky

by Steve Evert, Vice President of Marketing

Patriotism was in the air May 23 at the Convention Center in Bowling Green, KY, when the city hosted the area's KVS Regional Summit. A patriotic theme throughout the conference honored the USA and attendees were encouraged to wear red, white and blue.

Attending were clients from the cities of Glasgow, Lawrenceburg, Nicholasville, Radcliff, Carrollton, Covington, Newport, Versailles and of course Bowling Green, KY; Warren County Board of Education, KY; Clermont County, OH; and the city of Columbus, IN.

Davis Cooper, City of Bowling Green Financial Officer, gave a warm welcome to open the conference before passing on the baton to KVS CEO Ed Warnke who gave an update on current business at KVS and the company direction. Afterward, the group broke into roundtable discussions focusing on various KVS systems. Payroll and Purchasing received the highest "beneficial" ratings on a survey attendees responded to afterward.

A special presentation on ground zero, the site of the aftermath of the Twin Towers disaster in New York City, was given by Greg Turner of the Bowling Green Fire Department. Turner gave a slide presentation of his experiences at the site where he took part in cleanup efforts.

Bowling Green organizers concluded the conference with a follow-up on previous summit topics. They also held a group discussion to prioritize recommendations for enhancements that clients are requesting for the future.

KVS Inaugurates Long Island User Group

by Steve Bystran, Regional Marketing Manager

Clients were very pleased to take part in the first ever KVS Long Island User Group meeting in April. They included municipal employees from the Villages of Westbury, Floral Park, Lynbrook, Pat-hogue, Bellport, Great Neck and East Williston.

Despite the fact that it was April 15 -- tax day -- attendees were not opposed to discussing the features and functions of KVS Software which included Tax Collection, Payroll and Financials. A question and answer session was held, covering topics from electronic filing of retirement reports to a new print format for New York State spooled receipts.

Much interest surrounded the Permits & Inspections system demonstration by Steve Bystran, Regional Marketing Manager, who also highlighted the KVS Citizen Response Manager system. Several requests for more information on the two systems were made prior to the meeting.

The clients reported that they were impressed by all they had learned, and came away with a lot of great ideas from their fellow peers. They began discussing the next meeting and suggested holding the local conference twice each year, in addition to attending the annual national user conference.

Advice from the Experts



CEO Ed Warnke tests his “company overview” presentation on the experts — Justin Ruzala and Cailey Martin, children of employees — during “Bring Your Child to Work Day.”

What's Hot - System Enhancements

Accounts Payable

- Created a file for magnetic reporting of provider information for Massachusetts compliance.

Accounts Receivable

- An additional sort option was added to Customer Statements. This new option allows for sorting of statements in order by sequence, then customer name and address.

Collection

- Added an additional sort field and total, Transaction Month, to the Adjustment report.

Compass

- Added a barcode to the standard New York State laser tax bill.

Payroll V05

- When running Void/Manual Check Process, SDIS fields in the Earnings and History files are updated.

- An optional program will copy the Job Classification description to the Title field in Employee Position File Maintenance if the Title field has been left blank. These titles will then print on the Payroll Certification report.
- Added New York State disability processing. Contact a Payroll Support Representative for setup information.

General Ledger

- Added GUI buttons to the GL Reports Menu, including buttons for Auto Report Generation, printing the GL 100 Report, and Print Spooler Control.
- An option in GL Batch Update is now available to update General Ledger from ADP. For more information and pricing on this new interface module, contact the KVS Marketing Department.

Fleet

- Added GUI buttons to all menus.

Inventory

- Added GUI buttons to all menus.



Employees Take Part in 2002 Walk to Cure Diabetes

KVS employees and their families participated in the annual Walk to Cure Diabetes, which took place May 19 at the University at Buffalo Amherst campus. The three-mile walk occurred on a drizzly, overcast day, but participants were not discouraged. Congratulations to those who made the effort to complete the walk for this good cause.

Thanks Returned for Contribution to Twin Towers Fund

In May, KVS received a letter of thanks from the Twin Towers Fund President Tamra Roberts Lhota. KVS made a monetary contribution to the fund in 2001, in honor of its clients, instead of giving the usual holiday gift of cookies to each client.

In the letter, Lhota expressed heartfelt gratitude on behalf of the fund organizers and said they had received an “exceptionally generous outpouring of support for the families of the uniformed services personnel who gave their lives on Sept. 11. ...” More than \$49 million had been distributed to those families, she informed.

KVS wishes to thank all of you for your holiday spirit in our country’s time of need.

KVS Joined Campaign for New York City Area Family

A handwritten thank you card, signed by Kathy Tighe of the New York City area, was recently received at KVS offices.

When a local western New York radio station began campaigning for funds for the Tighe family, whose patriarch was killed in the Twin Towers disaster on Sept. 11, KVS joined in. Dress down funds collected during the months of September and October, 2001, were donated to the radio station which passed the money on to the widow and her four children.

Queensbury, NY, Client Makes Bail

Henry Hess, Controller at the Village of Queensbury, NY, was bailed out of jail in April for a good cause — the Muscular Dystrophy Association “Lock Up” fundraiser.

KVS’ March dress down funds were donated to Hess’ collection for the MDA.

Child & Adolescent Treatment Services Receives Donation

April dress down funds were donated to Child & Adolescent Treatment Services.

The organization promotes the emotional well being of Western New York children and families by providing professional counseling and treatment services in child friendly environments.

June & July Funds to Aid Girl’s Recovery Planned

A benefit for Sydney Conrad, a 1 year old girl who suffered a spinal cord and lower brain stem injury in March due to a fall, will be the recipient of KVS’ June and July dress down funds.

The girl lives in the Buffalo area and already faced difficulties having been born with a form of dwarfism. The fundraiser is being held to help defray the costs of her care and recovery.

August & September Charity - Kathleen Gallo, assessment clerk at the Village of Patchogue, NY, will be taking part in a walk to raise funds for breast cancer research. KVS’ dress down funds for August and September will go toward her efforts.

SSA (Cont'd from page 3)

SSN Verification System Online Test

Employers have been able to identify name/number mismatches through what is now called the Social Security Number Verification system, Barnhart said. On April 8, nine employers began testing an Internet version of the verification system, she announced.

SSA also is being careful to ensure privacy and security, Barnhart said. The agency is examining the process of assigning SSNs and is putting in place ways to verify that applicants are who they say they are, Barnhart told the symposium participants.

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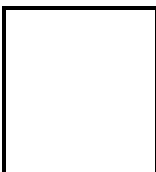
Mark Your Calendars

October 23-25, 2002

**Check the User Group page
"National" on our web site at**

**www.kvsinfo.com
for more information**

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