

# KVS HOTLINE

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SUMMER 2003

## User Conference 2003 Has Something For Everyone

The 2003 KVS User Conference, Aug. 18-20 at the Adam's Mark Hotel in downtown Buffalo, will feature topics to satisfy all areas of interest. Areas covered include software training, vendor technologies, reviews of system enhancements and local conferences, and technical requirements and procedures.

As the KVS Financial Management Enterprise Version - Phase I applications development is completed and BETA testing is in progress, an hour-long demonstration will be given on the morning of Aug. 18. The demonstration will cover features of the Financial systems including General Ledger, Budget Preparation, Purchasing, and Fixed Assets. Clients will then be able sign up for 30-minute sessions to use the software first-hand with the guidance of the KVS Enterprise Development Team. These hands-on trials will be available throughout all three days of the conference.

KVS Cobol systems training sessions include: Budget Preparation, Payroll Projection and Position Control, as well as Quarterly and Year End Balancing, Parking Tickets, Utility Billing Work Order, Accounts Receivable, Collection, Fixed Assets, Attendance, and Citizen Response Management and Work Order. Extensive training sessions in Cyberquery will be offered with Beginner Level sessions throughout the day Aug. 19 and Advanced Level sessions throughout the day on Aug. 20.

In addition to an overview of the KVS Electric Billing system integration with Collection, many other system enhancements will be discussed as well as reviews of local user con-

ferences and suggested enhancements.



**This year's conference theme is "Summer in the City".**

Participating vendors will present a wide array of subject matter. CIT-e-NET will introduce its Internet-based application to enable KVS clients to interface their tax records with their municipal website and offer residents the ability to pay property taxes online. AcuPrint Technology will discuss its optimum check printing solution, SecureCheck nX2. GAR Associates will focus on products and services which provide commercial and residential real estate appraisals and support municipalities in creating fair property assessments. Ti-SALES will present a demonstration of the meter reading cycle using a KVS transfer file and Neptune / Schlumberger software for meter reading. Image Office Technologies, Inc. and the Village of Springville, a KVS client, will discuss and demonstrate the use of a Network Laser Copier to produce municipal forms. Cyberscience Corporation will co-present Report Writer training sessions with KVS.

Additionally, vendor booths in the exhibit area include Cyberscience, General Code, Notable Corporation,

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## Message From the CEO

by Ed Warnke

With the summer months comes an increase of activity here at KVS.

We recently attended the National GFOA Conference in New York City, as well as several other trade shows and conferences in the 12 states we serve as a means of connecting with you and also to support the various organizations that focus on improving local government. We also sponsored several Local User Group meetings which are a great way to discuss new features and enhancements while hearing feedback from you as to how to improve our products and services.

The National User Conference is being held next month, Aug. 18-20, and last week we completed the agenda. It is packed with training sessions and product reviews as well as a chance to meet individually with KVS staff. The agenda has been sent out, so please review it. If you have not received a copy, let us know.

At the same time, we are in the final internal testing phase of the Financial Management Enterprise Version and are planning on installing the first full Beta site this month. There is much effort involved behind the scenes, from the documentation, installation checklists, reports testing, conversion programs, training, etc., and our staff has worked hard to complete this version. You will have an opportunity to get your hands on the Enterprise Version and give us feedback at the User Conference.

Enjoy your summer and we hope to see you next month!

**Upcoming Tradeshows  
& Conferences**

Visit your Regional Marketing Managers at the following sites:

**Technology Forum 2003**

Sept. 4  
Niagara County, NY  
Elizabeth Cippola

**NYCOM Fall Training School**

Sept. 15 - 19  
Lake Placid, NY  
Steve Bystran, Elizabeth  
Cippola & Jay Grewe

**KY League of Cities Annual  
Convention**

October 1 - 4  
Lexington, KY  
Steve Evert

**USER CONFERENCE  
2003**

**August 18 - 20**

**Welcome New  
Clients**

Jessamine County, KY

City of Richmond, KY

Town of Big Flats, NY

Village of Farmingdale, NY

Village of Scotia, NY

Town of Somers, NY

Village of Valley Stream, NY

City of Douglass Hills, KY

**KVS Attends First Pennsylvania Conferences**

by Elizabeth Cipolla

Currently, Williamsport Municipal Water Authority is our anchor client in Pennsylvania. As part of a concentrated effort to expand our client base throughout the state, KVS exhibited at two municipal conferences in PA in June.

The Pennsylvania State Association of Boroughs Conference was held in Hershey, PA, from June 22-24. Borough Managers, Mayors and Council Members from across the entire state came together for three days of training and seminars.

KVS also exhibited at the Pennsylvania League of Cities & Municipalities Conference held in Monroeville, PA, from June 25-27. Attendees included various municipal officials from cities, counties, boroughs and townships throughout the state.

Traffic surrounding the KVS booth was steady at both conferences, reaffirming our confidence that our client base in the state will soon be expanding.

**KVS Makes Debut At Tennessee Municipal League's  
Annual Convention**

by Steve Evert

KVS made its first appearance as an exhibitor at the Tennessee Municipal League's (TML) Annual Convention, June 22-24 in Memphis. The conference offered many opportunities for attendees to meet with vendors in the Cook Convention Center.

KVS is making a concerted effort to partner with cities and counties in Tennessee, such as our client the City of Millersville, in order to provide systems and solutions to meet their information needs. While these municipalities are having to carefully manage their budgets given the present state of the economy, we see this as an opportunity to be able to help support them with improving productivity and reducing overall expenses.

KVS remains committed to supporting local government in Tennessee.

**Massachusetts Collectors and Treasurers Association  
Conference Proves Promising For KVS**

by Bob Bachman

The Massachusetts Collectors and Treasurers Association (MCTA) met at their 54th Annual Conference on "Local Taxation and Finance" at Sea Crest Resort and Conference Center in North Falmouth, MA, June 9-10.

The primary focus on the exhibition floor was on banking and investment opportunities but, even so, KVS had the opportunity to meet with several prospective clients looking for new software. Hopefully, we soon will have another client on Cape Cod!

Our good friend John Duggan, Treasurer/Collector from West Bridgewater, MA, was part of the nominating team for new MCTA officers. Tom Connolly, outgoing president of MCTA, was among the participants enjoying the activities on the exhibition floor, and some other long-time KVS clients stopped by to help our prospective users understand the value of KVS and our expert support team. In fact, the comments most often mentioned by our clients was the incredible value of the KVS Support staff.

## Clients *Spring* Into Action At Regional User Conferences

From March through May, East coast clients had many opportunities to interact with fellow software users and KVS representatives at a number of regional user conferences.

The Southeastern conference was held March 13 in the City of Bowling Green, KY.

In New York State, the Long Island conference held April 1 in the Village of Lynbrook attracted many new clients from the area. At the Western New York conference held May 1, over 30 clients from the Buffalo to Rochester area gathered in the Village of Alden. The City of Cohoes served as the host of the New York Capital District conference May 6, and the City of Oswego hosted the first Central New York conference May 14.

Attendees received an overview presentation of the KVS Enterprise Edition Financial Management System, and breakout sessions which focused on Billing, Collections, Financials and Payroll gave clients the opportunity to submit input.

Questions and answers from the conferences will be posted on the KVS website and will be available at the national user conference.

The Tri-State, Massachusetts and Colorado regional conferences will be scheduled for Fall 2003.



Pictured above is one of the many local KVS user group meetings held for our Southeastern clients, hosted by the City of Bowling Green, KY.

## Maryland Municipal League Annual Convention

by Jay Grewe

Ocean City, MD was the site once again for the 2003 Maryland Municipal League (MML) Convention held June 22 - 25.

Approximately 157 municipal governments were on hand to promote all branches of municipal administration. Among the many primary objectives this year included Urban Renewal, Intergovernmental Relations, Technological Availabilities, and of course GASB Statement 34.

KVS' continual interest and support in the MML will ensure a promising future for all clients.

## User Conference 2003 (cont'd from page 1)

and Official Payments Corporation. An Internet Café will be sponsored by DynTek, Inc. Prizes will be donated by AcuCorp, Ad Impressions, Brock, Schechter & Polakoff, LLP, Laser National, Stovroff & Taylor Travel, and USA Rent-A-Car. KVS recommends contacting Michelle McMahon at Stovroff & Taylor Travel (716-631-4794, ext. 216) and Lionel Lepine at USA Rent-A-Car (716-633-8500, ext. 103) when making travel arrangements for the conference. Contact Terri Zaprowski at KVS for more information.

The more technical topics include AcuGT upgrades and enhancements, backup and restore procedures, publishing print files, and application security. Microsoft's new Windows 2003 server will be discussed, as well as the products of Office 2003 and Word/Excel 2003 features. Enterprise Upgrade System Requirements will be held Tuesday morning with the opportunity to sign up to review your specific configuration Tuesday afternoon.

There's much to learn so don't miss out on this great opportunity. If you haven't already done so, register online at [www.kvsinfo.com](http://www.kvsinfo.com).

## New Employees & Promotions

Spring and summer have brought some personnel changes to KVS.

In March, Denise Nutty was promoted to the position of Project Manager. Announcing the promotion, Vice President of Operations Ida Taylor said of Denise "Her hard work, organization, attention to detail and proven dedication to KVS and our clients will assure her success in her new position."

Debbie VanWey returned to KVS in February in the position of Support Analyst for Financial and Payroll systems. Her extensive experience in direct accounting as well as implementation and training of government accounting systems has already proven to be a great asset to the company.

Adam Lange rejoined the KVS Technical Department in early July after a move to California in 2002 where he enhanced his skills in the field of education. He returns to the position of Technical Support Representative.

KVS congratulates Denise and welcomes Debbie and Adam.

**Technical Update**

by Jerry Fonner, Director of Technical Services

**Tech Support Plus**

KVS is pleased to introduce a new support service – Tech Support Plus (TS+). With this new service, a KVS technical support representative will provide the following support services on a quarterly basis:

- Installation of all KVS updates
- Processing of all KVS converts
- Installation of all AcuCobol updates
- Installation of all Cyberquery updates
- Cleanup and review of all KVS directories
- Review of server storage capacities
- Review server event log entries
- Verification of normal backup procedures
- Full documentation of each quarterly TS+ maintenance session

Clients signing up for TS+ contracts will never again have to worry about loading KVS updates and converts. They will also get quarterly reports on any system issues, including space and backups, ensuring that their system will continue to provide trouble-free service.

If you're interested in finding out more about TS+ or any of our other technical support services, including KVS LanCare and Network Support contracts, please contact your KVS Regional Marketing Manager for complete details.

**Printing KVS Reports To Adobe Acrobat**

Have you ever wanted to publish KVS reports to a CD or website providing search capabilities? Or make them available for your elected officials? How about emailing them to a coworker? Adobe Acrobat has evolved into a world-wide standard for electronic forms distribution, and with the Adobe Acrobat Standard or Professional product installed on your computer, doing all of these things is as simple as sending a report to the printer!

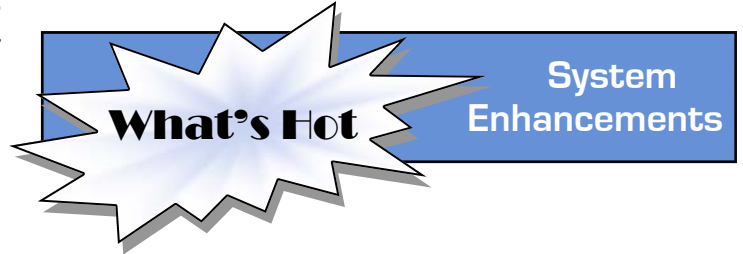
Once you have purchased and installed Adobe Acrobat, you'll notice that you have a new "printer" called "Adobe PDF Writer" (or "Acrobat Distiller" – depending on the version of Adobe that you have purchased). When you're ready to send a KVS report to a PDF file, you simply choose the Adobe PDF Writer "printer" and print the report as normal – an Adobe screen will appear allowing you to save your PDF file. When finished, the PDF file can be viewed by anyone who has the Adobe Acrobat Reader application installed on their computer.

The Adobe Acrobat Reader application is available as a free download from the Adobe website, or from the

"Reader" folder on your KVS Documentation CD.

KVS will devote a workshop session at this year's national User Conference to explain the process in more detail, and a copy of Adobe Acrobat 6.0 will be awarded to one of the attendees.

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**Accounts Payable**

- Created a new option for Versaseal Accounts Payable checks to work with AcuPrint.

**Collection**

- Added a new sort order option to print detail and totals in sequence order first then within sequence by year.
- Added a new option to Delinquent Notices to only print notices for IDs when the ID total is greater than a specified amount.

**Compass**

- Created a new option for New York State Tax Bills to work with AcuPrint.

**General Ledger**

- Added ADP and Paychex Batch Updating options to Batch GL Updating.

**Payroll V05**

- Time Clock Upload module - Multiple employee positions can now be accessed when updating the PR transaction file. This is based on a new prompt "Use Time Clock Job Class Field (Y/N)?"

**Utility Billing V05**

- Created the ability to sort the Exception Report by book and page.
- Added a new prompt to allow the Usage Variance Report to print by book range.



### ***Avon Walk For Breast Cancer To Receive Contribution From August Dress-Down Funds***

Kathleen Gallo of the Village of Patchogue, NY, a KVS client, requested that KVS' August dress-down funds collected go toward her efforts to raise money for breast cancer research. Gallo is taking part in the Avon Walk for Breast Cancer in September. Over the past 10 years, the walk has raised more than \$250 million for the cause worldwide.

### ***July Funds To Benefit Young People With Dysautonomia***

Dress-down funds collected during the month of July will be donated to DYNA. DYNA is a not-for-profit organization dedicated to serving individuals with dysautonomia, a medical term used to describe various conditions of the autonomic nervous system.

### ***Funds Donated to School For Developmentally Challenged Children***

Summit Educational Resources is the recipient of dress-down funds collected in the second half of May and the month of June. The suburban Buffalo school provides education and therapy for children with learning and communication challenges.

### ***KVS Employees Walk for Diabetes Research***

A group of about 25 KVS employees and their families took part May 18 in the Walk to Cure Diabetes at the University at Buffalo Amherst Campus. Funds collected during April and the first part of May were also donated to the Juvenile Diabetes Research Foundation International which sponsors the walk.

### ***Heart Research Benefits from KVS Contribution***

The American Heart Walk was the recipient of March dress-down funds as requested by the Town of Haverstraw, NY, a KVS client. The Rockland County Division of the American Heart Association held the Douglas-Cole Hatchard American Heart Walk on May 4, in memory of Suffern Police Officer Tom Curley, and "Celebration of Life" honorees Kevin Foord and Lissie Maurer. Funds raised will be used for heart research, educational programs and community services in Rockland.

### ***'Carly's Club' For Pediatric Cancer Research Receives Donation***

In February, KVS made a donation of company dress-down funds to Carly's Club, a fundraising effort begun by a local Western New York girl who was diagnosed with brain cancer in 1999. Carly Collard Cottone lost her battle with the disease three years later at the young age of 11, but her legacy lives on through Carly's Club which continues to provide support to children with cancer and provide funding for pediatric cancer research.

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***September Contribution*** - Kaeli Brennan Scholarship Fund

***October Contribution*** - Arthritis Foundation

***November - December Donations*** - Christmas collection for Buffalo school children

## Network Server Upgrades

Have you recently upgraded your server? Are you planning on upgrading in the near future? Have you notified anyone at KVS?

Please be sure to notify KVS when performing upgrades to your system so we can ensure that your new server meets our current and future system requirements. In addition, we maintain a record of each client system configuration for use by support.

Keeping us informed of changes to your system will guarantee accurate and timely support when you need it most.

*Mark Your Calendars*

**August 18 - 20, 2003**

Stay updated with the latest information.

Go to [www.kvsinfo.com](http://www.kvsinfo.com) and on the Support page choose User Group Info and "2003 National".

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. Hooley. Contact us at 716-626-1976, fax at 716-626-1973 or e-mail to [info@kvsinfo.com](mailto:info@kvsinfo.com). Contributors: Bob Bachman, Elizabeth Cipolla, Steve Evert, Jerry Fonner, Jay Grewe, Ida Taylor, Ed Warnke, and Terri Zaprowski.



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