

# KVS HOTLINE

Volume 15, Issue 2

Spring 2004

## 2004 User Conference To Focus on Efficiency Through Technology

“Efficiency Through Technology” is the theme of the 2004 KVS User Conference taking place Aug. 16-18 at the Adam’s Mark Hotel in Buffalo.

The conference promises a last chance feature review of the KVS Enterprise Edition Software, as well as individual module review sessions and a start-up considerations discussion. Planning for Phase IIA General Receipts and Phase IIB Centralized Collection will also be on the agenda.

The latest in technology will be highlighted and the revamped KVS

website will be unveiled. System enhancement review and training sessions will be held throughout the conference.

Dinner and entertainment with a “Gilligan’s Island” theme on Aug. 16 will be held at The Pier on the waterfront. Join us and come dressed as your favorite castaway for a costume contest.

If you haven’t already registered, you can do so on our website at [www.kvsinfo.com](http://www.kvsinfo.com). For more information on the conference, contact Terri Zaprowski by phone or by email at [tzaprowski@kvsinfo.com](mailto:tzaprowski@kvsinfo.com).

## Client Says Training Benefits Go Beyond The Expected

In December 2003, a new Collector/Treasurer began his employment for the Town of Bedford, MA. Although Victor Garofalo’s background was in accounting and finance, working for a government entity with municipal accounting software was new to him. With Collection and Payroll as his primary responsibilities for the town, he soon realized how crucial it was that he understand the software system that had been in place for six years there, KVS.

“It was all new to me and I knew I needed to spend time on training to become more familiar with it,” Victor said. Town Staff had told Victor that they were pleased with KVS Software, but he felt that he probably wasn’t utilizing it to its fullest potential. “It’s a software package that you really need to get into to understand its full capabilities,” he stated. “You really need training.”

Because Bedford has always believed in and budgeted for this type of continuing education and training, said Finance Director Peter Naum, he arranged for Victor to visit KVS offices for two days of training after about three months into his new position. “I highly endorse this type of process,” Peter said, “and have already seen a benefit in the implementation of enhancements that Victor realized while he was there.”

“In my job I analyze a lot of reports,” Victor said, “and I knew it would be worthwhile to have first-hand training, especially with Cyberquery.” So in March, he spent time training on Cy-

## Message From the President

by Ed Warnke

As spring weather finally arrives, we at KVS have kicked into a high gear of activity and planning for the next few months ahead.

We have recently added several new support representatives in anticipation of an increase in the level of support required by our clients. As many of you are aware, there is an increased number of new users and an increase in turnover in our client base. We will be introducing a targeted training approach for newly hired users at existing client sites during the 2004 User Conference in August, in an effort to edu-

See President on page 5

berquery Report Writer with Support Representative Suzanne Fay, Payroll with Support Analyst Debbie Van-Wey-Kociencki, and Collection and Tax Billing with Support Analyst Karen Balbierz. Victor said he also

See ‘Training’ on page 4

## 2004 Marks KVS’ 35th Anniversary



This year marks KVS’ 35th in business, and the staff now totals over 45. This photo of the majority of the employees was taken in March outside of KVS offices.

## Warnke Speaks at New York GFOA Conference

by Jay Grewe, Regional Marketing Manager

KVS President Ed Warnke was a guest speaker at the 25th annual New York State Government Finance Officer's Association Conference held March 31 to April 2 in Albany.

Ed spoke on "Payroll Solutions through Automated Time Entry." His discussion focused on efficient recording of payroll time through the use of automated timecard recording, and interfacing that with the KVS Payroll system.

KVS Marketing Representative Elizabeth Cipolla, Marketing Manager Steve Bystran and I also attended. A long-time member and sponsor of the NY GFOA, we at KVS were proud to take part in this year's conference which marks the association's 25th.

Attendance at the Albany Marriott

was high, including numerous KVS clients such as Lockport, Ogden, Clarence and Menands, to name only a few. KVS was pleased to host a dinner and reception for clients on the first evening.



Kathy Saville of the Town of Ogden, NY, center, is joined by KVS Marketing Reps Elizabeth Cipolla and Jay Grewe at the KVS booth.

## KVS Makes First Appearance At Pennsylvania GFOA

by Elizabeth Cipolla, Regional Marketing Representative

As part of our continuing strategy to expand our client base in Pennsylvania, KVS exhibited for the first time at the Pennsylvania Government Financial Officer's Association Conference, held May 3-5 at the Sheraton Station Square in Pittsburgh.

The busy schedule of events drew GFOA members from across the

state. Topics included "Evaluating Internal Controls," "Financial Fraud Protection" and of course "GASB 34".

We had many people stop by the KVS booth throughout the conference, and we left with many new contacts and prospects interested in what KVS has to offer.

## Southeastern Conference Welcomed First-Time Attendees

by Steve Evert, Regional Marketing Manager

Once again, Bowling Green, KY, was the the setting for our five state local user conference.

Attendance was high at the Sloan Convention Center with almost 60 participants. We had the addition of several new clients including the City of Douglass Hills, KY, the City of Danville, KY, and the Boyle County Fiscal Court from Danville,

KY. It was a nice opportunity for these new clients to exchange information with KVS staff and with other clients from the region which includes Tennessee, Ohio, Indiana and West Virginia, in addition to Kentucky.

Bowling Green Finance Director

See Southeastern on page 3

## Welcome New Clients

Town of Barton, NY

Town of Dover, MA

Town of Hamburg, NY

Village of Haverstraw, NY

Town of Smithtown, NY

Village of Voorheesville, NY

Village of Waverly, NY

## Upcoming Shows & Conferences

Visit your Regional Marketing Representatives at the following sites:

### NYS Association of Tax Receivers & Collectors

June 13-16

Grand Island, NY

Elizabeth Cipolla

### Massachusetts Collectors & Treasurer's Association Annual Conference

June 13-16

Falmouth, MA

Steve Bystran

### GFOA 98th Annual Conference

June 13-16

Milwaukee, WI

Jay Grewe, Steve Evert,

Ed Warnke

### Pennsylvania League of Cities and Municipalities Convention

June 23-25

State College, PA

Elizabeth Cipolla

### Ohio Township Association Conference Trade Show

August 4-7

Marietta, OH

Steve Evert

## Welcome New Employees

Three new Support Representatives have been hired at KVS.

**Stephen Shanor** joined KVS in March. He brings over eight years of financial and computer software/hardware experience and is attending the University at Buffalo in the combined BS/MA program for Computer Science/Software Engineering.

In April, **Mark Wozniak** joined the KVS support team. Mark has a degree in accounting from Bryant & Stratton Business Institute in Buffalo and 12 years of payroll processing experience.

**Tracy Spencer** joined KVS in May. Tracy is a graduate of Western Michigan University and has many years experience in Payroll/Human Resources and Customer Service.

## Promotions Announced

Ida Taylor, Vice President of Operations, recently announced the promotion of two KVS employees.

**Cheryl Weimer** has been promoted to the position of Implementation Manager, supervising the Implementation Project Management Department.

**Hilary Hansen**, who was promoted to Support Analyst last October, will now be assuming System Lead responsibilities for Utility Billing and Collection, as well as Accounts Receivable.

Congratulations to both of them.

## Internet Payments Demonstrated at Long Island and Tri-State User Group Sessions

by Steve Bystran, Regional Marketing Manager

In April, attendees at the Long Island and Tri-State KVS Local User Groups were given a demonstration on a product which allows a municipality to accept tax payments over the Internet.

The product was jointly developed by KVS and Cit-e-Net, an internet-based application service provider specializing in state and local government. Cit-e-Net representatives Bill Benzie and Brian Borri demonstrated the product which is currently available. Plans to offer expanded functionality to accept utility payments and allow property searches over the Web were universally endorsed. For more information, contact your KVS Marketing Representative.

At the Tri-State conference, another demonstration was given, this time on mobile computing. A Motion Computing representative exhibited their Tablet PC, a light-

weight, wireless, tablet size PC with "digital ink" and an array of features. City of Peekskill Comptroller Marcus Serrano, who introduced the speakers at the Tri-State conference, can be contacted for more information on the Tablet PC demonstration.

Present at both meetings were KVS President Ed Warnke, Director of Client Services and Support Dave Lessinger and I. Both sessions had a record number of attendees this year. As usual, lively discussions of system related topics also took place and an update was given on the roll-out of the KVS Enterprise Financial Management System.

The Village of Floral Park and the Village of Croton-on-Hudson served as gracious host communities. Thank you to all who attended and a special thank you to our host communities for their dedication and hard work.



Tri-State User Conference attendees listen to KVS President Ed Warnke's address.

## Southeastern (cont'd from page 2)

Davis Cooper welcomed the crowd and gave an introduction. KVS President Ed Warnke then gave a "state of the company" update and Director of Client Services and Support Dave Lessinger reviewed system enhancements. Ed and Senior Developer Paul Hurley then put the new KVS Enterprise Edition soft-

ware to the test and encouraged clients to provide feedback following a "hands-on" trial of the product. Clients who were either new to KVS or had been unable to attend the annual conference in Buffalo and were experiencing Enterprise for the first time were very impressed with the system's capabilities.



## 'Dress Down' Fund Recipients Selected for Spring and Summer Months

In March, the KVS dress-down funds were donated to a community sleep out effort to raise donations for those in need of food, clothing and furniture. The effort was sponsored by a local church and school district, and funds collected went to various shelters and soup kitchens in the Buffalo area.

April's collection was donated to the Juvenile Diabetes Walk which took place in mid-May.

Funds collected in May and June will be donated to a friend of some KVS employees who recently lost his belongings in a fire at the apartment complex where he resided.

July contributions will benefit "Family of Hope," a charitable organization for disadvantaged children in Kentucky. The organization is run by KVS client Darryl Strong, Operations Manager at the City of Covington, KY, and his family.

Another KVS client will be receiving a donation in August. Kathleen Gallo, assessment clerk at the Village of Patchogue, NY, will use the collection toward her participation in the Avon Walk for Breast Cancer.

If you have a request for KVS dress-down funds, please

contact receptionist Cindy Miller by phone or email at [cmiller@kvsinfo.com](mailto:cmiller@kvsinfo.com).

## One Book, Two Books — Warnke Reads a Few Books To Local School Children

In March, KVS President Ed Warnke participated in the National Education Association sponsored "Read Across America" campaign. The campaign uses Dr. Seuss books to entice early readers, and asks city officials and business leaders to participate in the day-long event.

Buffalo Public School #57 teacher Debbie Hurley, wife of KVS programmer Paul Hurley, invited Ed to read to her kindergarten students this year after he did such a good job reading to her third grade class last year. Ed read a few books in a row to the class of about 40 children, and Debbie reported that he was the only reader who had the whole classroom laughing!



Kindergarten students enjoy Ed Warnke's animated reading of Dr. Seuss books.

## Training (cont'd from page 1)

spent time with Project Manager Denise Beal on general questions. "All of them did a great job," he emphasized. "The training was well-run. Everyone really understands the system at KVS."

Victor said he soon realized that there were certain processes that he had been doing the hard way. For example, when applying adjustments and abatements in the Collection system, the collection office had been applying them line by line, when they could have been applying one adjustment or abatement over all four quarters, he said. Another example he cited pertains to running reports for things such as refunds and balances due in Collection. "Previously we would run one report, exit the system and wait for it to finish, and then return to run the next report," he said. The wait between each report could

amount to 20 to 25 minutes, he noted. "Now we know we can run all of these reports in one step compared to the seven or so steps we were doing for each report."

Upon returning to Bedford, Victor was able to share some of the things he learned at KVS with the Collection and Payroll staff. "They were excited to know that there were simpler ways of doing some of these things," he stated. "A lot of the overall solutions I was shown at KVS were very simple."

One lesson Victor was able to utilize immediately was entering exemptions more efficiently. Four steps were now cut down to one simple step. "What used to take one hour has been cut down to 15 minutes," he said.

Victor's main reason for training at KVS was to enhance his own work

in particular, so Cyberquery reports were a focal point. "That takes more of a skill and it's something you really need someone to show you," he said.

Although Victor wished he had time to receive even more Cyberquery training, what he did learn in the time allotted was very helpful. "When I came back to work, I was able to run and use two of the queries that I really needed, which I wouldn't have been able to do if I hadn't come there."

"Any training you can get is important unless you already know it to its fullest potential," Victor remarked. He recommends training to anyone who has the opportunity to get it. "I was very satisfied," he added. "I highly recommend it – it's been a great help!"

**President** (cont'd from page 1)

cate new users as to the depth of support that we can provide.

In addition to the many trade shows at which we have exhibited over the last several months, we are right in the midst of attending many local user groups. These are important forums for the discussion of future enhancements and we look forward to seeing you there.

April 30<sup>th</sup> marked the 35<sup>th</sup> anniversary of KVS, and we are thankful to you, our clients, for giving KVS the opportunity to provide the best solu-

tions and support in the industry. We will continue to apply technology towards solutions and remain a client driven company hopefully for the next 35 years!

I look forward to seeing you at the local user group meetings and the annual user conference as well. In the meantime, if you have any suggestions or comments, you can email them directly to me at [ewarnke@kvsinfo.com](mailto:ewarnke@kvsinfo.com).

**Technical Update**

by Jerry Fonner, Director of Technical Services



**Scanning Services Available**

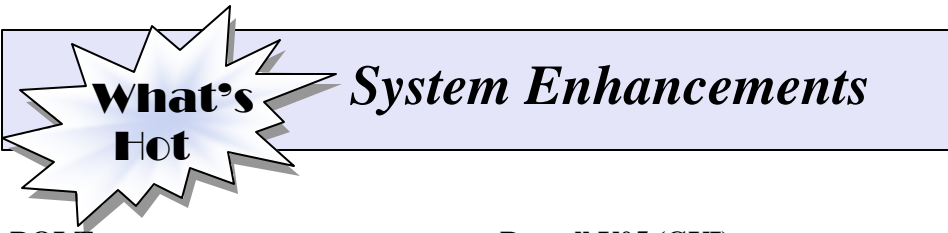
Last summer, KVS began scanning various documents from our file cabinets in an effort to reduce the amount of file storage space required in our office. This year we will be expanding our staff and equipment in order to complete the project by the end of the summer. When the project is finished, all documents previously available in file cabinets will be available as Adobe .PDF files for viewing, searching, and if necessary, printing.

With our expanded staff and equipment, KVS will also be able to offer scanning services to our customers. If you are interested in this service, please contact your Marketing Representative for more information.

**Upgrade Reminder**

By now, all clients should have upgraded their AcuGT runtime to Version 5.2.1.1 and their Cyberquery Report Writer to Version 7.10.

If you have not yet completed this upgrade, please contact the KVS Technical Department at 1-800-999-9587 for assistance.



**BOLT**

A new function key, F3=Detail, has been added to all of the file maintenance BOLT modules on the ^F1 Payment Information screens. This moves directly to the Detail screen in Collection, in review mode.

**Collection**

Created a lookup and master list of attorney's names and addresses for use with the Massachusetts Municipal Lien Certificates.

Added an option to allow manual partial payment in Batch Collection.

Added a function key that will print the entire Current Bill Detail.

**Tax Billing**

A new prompt has been added to the tax bill print program — "Enter Last Bill No Printed." When used, the system will print bills starting with the next bill number, making resumption of printing more efficient.

**Payroll V05 (GUI)**

Added the option of printing the Transaction Edit Report for a range of Department, Workplace or Employee ID numbers.

A new option allows W2s to be sorted by Job Class, Department and Workplace.

A new option has been added to General Municipality File Maintenance which allows the Social Security Number to be suppressed from printing on checks for all check versions.

**Utility Billing and Collection**

Multiple sequences may now be run at one time within the Batch Penalty Report/Update program.

The search screens in Utility Billing have been enhanced to include Location Name, ARB Number and MXU Number in addition to the search options already available. Additionally, the search by Book/Page option will

be available at all times, and search by SBL Number will now appear regardless of how the flag is set in the Compass Library.

**Register Now  
for the  
2004 User Conference  
August 16-18**

**Stay updated with the latest  
information and register online at  
[www.kvsinfo.com](http://www.kvsinfo.com)**

***Go to Support, User Group Info, and select  
2004 National***

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