

# KVS HOTLINE

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SPRING 2005

## Midwest Expansion Planned With New Ohio Office

With the opening of an Ohio office in February, KVS has furthered efforts for expansion into the Midwest.

Regional Marketing Representative Bob Milheim, a long-time Ohio resident who currently resides in Centerville, OH, near Dayton, has been charged with this endeavor. He is also representing KVS in surrounding Midwestern states where there are existing clients, including Kentucky, Indiana, Tennessee and West Virginia. Being located in close proximity to established clientele, such as the significant KVS client base in Kentucky, ensures that clients needs will be met in an even more timely manner.

For over 25 years, Bob worked in the fields of software support, product development, marketing and sales. He spent the past eight years working in the government software industry, where he became very familiar with the needs of local municipalities.

"There is a great opportunity for us now in Ohio," Bob said. With his recent success adding the city of Chardon, OH, to the KVS clientele roster, Bob said he thinks the company will gain a lot of credibility in the area. "The finance director for the city took upgrading very seriously, even though he could retire relatively soon," Bob noted. "He saw that our technology was different, more up-to-date, and he chose to

make a change.

Bob said he feels that the finance director in Chardon, who is involved in various municipal organizations in Ohio, will serve as a good reference for KVS. "More and more people in government are interested in changing their systems to newer technology right now," he added.

Since February, Bob has attended municipal tradeshows in Ohio and Indiana to meet with prospective clients and demonstrate KVS software. "When we get a chance to show the Enterprise system to prospects, they get really excited about it," Bob recalled, adding that they are impressed with the functionality and the ease of use.

He has also visited numerous existing client sites in the other states that make up his Midwest territory, introducing himself and becoming familiar with any issues. Bob said he feels he has established a good working relationship with existing clients and plans to maintain regular contact with them in order to address their future needs and plans. "I think we have a good game plan," he added, regarding himself and the marketing team. "Right now we are putting together some regional open houses in June to invite prospects in to see our new Enterprise software."

*See page 2 for local Enterprise seminar info in Ohio and Kentucky.*

## Message From the President

*by Ed Warnke*

You may be wondering with the Annual User Conference being pushed back to August 21-23, 2006, what projects we have been working on the last few months and what we are doing with the extra time we would normally devote to the User Conference. Here are some of our recent accomplishments:

- ✓ We successfully installed a new phone system which will give us the ability to better manage the ever increasing call volume.
- ✓ We opened a new Ohio office in Centerville, Ohio (see article left), as a means of increasing our marketing activities in Kentucky, Ohio, Indiana, Tennessee and West Virginia.
- ✓ We created an Application Solution Provider (ASP) program to allow communities to host KVS at a remote site and utilize KVS over the Internet.
- ✓ We announced a relationship with Matrix Imaging (see article on page 4) to assist clients in off-site bill printing and mailing.
- ✓ We have begun installing the Enterprise Edition Financial Management system at existing and new client sites over the last few months and are preparing internally to support the existing clients that wish to install Enterprise this year.

See 'Message' on page 5

## User Conference Rescheduled For Aug 21-23, 2006

The national user conference has been postponed until next year, Aug. 21-23, 2006, to accommodate Enterprise installations occurring over the next several months. Mark your calendars! More information will follow.

## New Employees & Position Changes

In February, KVS President Ed Warnke announced the hiring of a new Midwest Regional Marketing Manager, **Bob Milheim**. Bob will be responsible for marketing in Ohio, Kentucky, Indiana, Tennessee and West Virginia. He brings to the company over 25 years of experience in software support, product development, marketing, and sales.

In March, KVS Director of Client Services & Support Dave Lessinger announced that **Fawn Jones** would begin work as a support representative in early April. Fawn is supporting the Enterprise and Payroll systems. She brings 14 years of experience working in support, programming and installation of payroll and financial software for the private sector.

In May, Ed Warnke announced that **Stephanie Hooley**, KVS documentation specialist for 11 years, will be moving into the newly created position of Marketing Support Rep. Stephanie will be responsible for the design and production of all marketing information to clients and third parties, state contract requirements and website content.

Congratulations to all!

## Enterprise Open House Seminars Scheduled

KVS Regional Marketing Manager Bob Milheim will be presenting four open-house seminars on the Enterprise Financial Management system in Ohio and Kentucky.

Interested municipal staffers have been invited to attend for lunch and a demonstration of the new software's capabilities. Seminars take place from 9:30 a.m. to 12:30 p.m. June 14-17 at the following locations:

**June 14** - Sleepy Hollow Golf Course, 9445 Brecksville Road, Brecksville, OH

**June 15** - Blacklick Woods Golf Course, 7309 East Livingston Ave, Reynoldsburg, OH

**June 16** - Kentucky Derby Museum at Churchill Downs, 704 Central Ave., Gate 1, Louisville, KY

**June 17** - Glenview Golf Course, 10965 Springfield Pike, Cincinnati, OH

## Pennsylvania GFOA Conference Held in Harrisburg

by Ed Warnke, KVS President

KVS recently attended the Pennsylvania GFOA Annual Conference held at the Crown Plaza hotel in downtown Harrisburg.

Over 110 finance officers attended the three day conference, which included educational sessions as well as vendor exhibits, where KVS and other companies showcased their products and services. In addition to demonstrating the Enter-

prise Financial Management Edition of KVS software, we also introduced our new trade show booth to showcase our products to prospective clients in Pennsylvania.

There was much interest in the KVS Tax Billing and Collection systems, and several inquiries were made as to the company's installations of Tax Billing in Pennsylvania.

## Welcome, Baby!

The baby trend continues. After announcing the birth of three new babies in the last edition of *Hotline*, there is yet another new birth, this time marking the start of 2005.

On April 20, Regional Marketing Representative Bill Becker and his

wife, Linda, welcomed their first child Trevor William into the world.

Trevor arrived at 6:25 p.m. He weighed 6 lbs. 3 oz. and measured 18-3/4 inches long.

Congratulations to the Beckers!



Trevor William Becker

## Annual Association Conferences Bring New York State Clients Together

by Steve Bystran

The New York Association of Towns conference and trade show was held in late February in Midtown Manhattan.

This annual event brings municipal employees from various departmental specialties together for educational sessions. Designed for sharing the best practices and strategies, these sessions are led by nationally recognized authorities, consultants and some fellow municipal peers. It also affords an opportunity for networking with vendors in a trade show setting, to see what new and better offerings are available.

The NY GFOA Annual Conference was also held in early April in Albany. The NY GFOA has similar goals and opportunities as the Association of Towns conference, but with a very specific focus for financial professionals and financial disciplines.

KVS has participated in these events for many years, using them as an excellent forum to keep in touch with clients and to make contact with other municipalities that may be looking to improve their information technology solutions.

## Kentucky Regional User Group Conference

by Ed Warnke, KVS President

Over 50 representatives from Kentucky, Ohio, Indiana and Tennessee met at the City of Bowling Green, KY, on February 24, 2005, to discuss ways to improve their use of the KVS system and to suggest new features.

Representing KVS was Vice President of Operations Ida Taylor, Regional Marketing Manager Bob Milheim, Director of Client Services and Support Dave Lessinger, as well as myself.

The sessions began with a company and product update, followed by the popular round table discussions of each product group. Many new features were reviewed in depth and suggestions for future product features were discussed as well. The suggestions, along with our responses, will be posted on our website at [www.kvsinfo.com](http://www.kvsinfo.com).

Ida reviewed in detail the features of the Enterprise Edition of KVS and discussed the status of the installations as well as a planning session for those who wish to convert in the coming year.



**A round table discussion focuses on the KVS BOLT system.**

We wish to thank the personnel from the City of Bowling Green for rolling out the red carpet for this annual event.

### Welcomes New Clients

Southbridge Public Schools, MA

Town of Southbridge, MA

City of Chardon, OH

### Upcoming Shows & Conferences

Visit your Regional Marketing Representatives at the following sites:

#### **MA Collectors & Treasurers Association Conference on Taxation & Finance**

June 12-15

North Falmouth, MA  
Steve Bystran

#### **GFOA 99th Annual Conference**

June 26-29

San Antonio, TX  
Bob Milheim, Steve Bystran

#### **PA League of Cities & Municipalities Convention**

June 27-29

York, PA  
Bill Becker

#### **Kentucky Occupational License Association**

August 24-26

Covington, KY  
Bob Milheim

#### **Ohio GFOA Annual Conference**

Sept. 13-15

Cleveland, OH  
Bob Milheim

#### **NYCOM Fall Training School**

Sept. 19-23

Lake Placid, NY

## Off-site Bill Printing & Mailing Eases Workload For Municipalities

When the city of Williamsport, Pennsylvania's Municipal Water Authority approached a document processing company at a trade show in 2004, a new business relationship for KVS was born. Williamsport, a KVS client since 2000, was looking for a service which could print, fold and mail its water bills which are produced with KVS software. Ironically, the company it chose to handle this task, Matrix Imaging, is based near Niagara Falls, NY, less than 18 miles away from KVS headquarters in Williamsville, NY.

Since last December, Matrix has processed Williamsport's bills and notices, totaling 40,935 documents to date. "We process their water bills, collection and shut-off notices," said Rich Profeta, co-owner of Matrix Imaging. "But to us, a document is a document is a document. As long as it can be laser printed and mailed, we can do it."

According to Doug Keith, Finance Director at the Williamsport Water Authority, the decision to rely on Matrix was a successful one. "They have been very attentive to our needs from the beginning, willing to work with us to produce a billing statement that our customers are finding easier to read and more informative," he stated.

***"They have been willing to work with us to produce a billing statement that our customers are finding easier to read and more informative."***

Basically the process begins with the municipality's contact working with an assigned Matrix programmer to set up the design of the statement and incorporate the data that is needed. This may involve working with a KVS programmer as well, to make changes to the software. This

usually takes from two to three weeks, Rich noted.

"Setup was simple," Doug in Williamsport recalled. "Matrix and KVS worked together to create a file based on the information we wanted to appear on the statement. We were allowed to make any changes we felt necessary based on samples sent to us, and continued to do so until we felt comfortable with the end product."



Next comes testing and approval. For each billing cycle, the municipality electronically sends Matrix a file containing all of the account records, including addresses and amounts to be billed. According to Rich, they then verify the number of records and the total dollar amount by sending a report back to the contact person. Matrix will also send the municipality approximately 10 to 15 random proofs of actual bills, he added, so the amounts can be verified.

Once approved, Matrix will have the documents laser printed, folded and ready to mail within 24-hours, when at least 600 records are being processed. If there are under 600, processing will be complete within 24 and 48 hours.

Substantial customer service benefits were realized in Williamsport as a result of using Matrix Imaging's services. "We were able to easily incorporate credit card payment information onto the invoice, and now have a table on each invoice showing that customer's historical water consumption," Doug explained. "We made these improvements with no increase to administrative costs — other than minor set-up costs from

Matrix and program change costs from KVS — as the postage savings Matrix is able to provide offsets the Authority's annual internal cost of postage, envelopes, toner, invoices, and office equipment leasing," Doug added.

Matrix runs the documents through special postal software which allows them to drive first class postage down to 27.8 cents per envelope, Rich clarified. "We specialize in sorting and bar-coding for the post office in order to do that — that's our niche."

Matrix customers are primarily paying for the convenience and for the low postage rate. Typically, the cost for the basic package, when over 1,000 pieces of mail are needed, is 14 cents per envelope, Rich said. That includes the stock paper, of which there are five choices, laser printing and folding, outgoing and return envelopes, and processing. When the number of records (pieces of mail) is less, the cost increases slightly.

"Prior to using Matrix, our water bills were printed in-house on tri-fold paper using a leased auto-folder/sealer machine," Doug recalled. "Customers often complained about the lack of a return envelope and that the size/shape of the invoice looked like junk mail. With the help of Matrix and KVS, we now provide invoices in standard #10 envelopes with #9 return envelopes enclosed. We are also able to insert newsletters, consumer confidence reports, etc., at a substantial savings over separate mailings," Doug concluded.

With Matrix currently processing 40,000 statements per day for National Fuel Gas, it's hard to understand how they could handle much

Cont'd on page 5



What's  
Hot

## System Enhancements

### Accounts Payable

Added the option to enter a check date range on the Voucher Detail Report.

### Citizen Response Manager

Added Department Consolidation tables to limit access to departments on a user basis.

### Collection

Added an option to Batch Fees Updating allowing the fee to be applied by bill or by parcel ID.

### General Ledger

The 102-Journal Entry report now allows processing for a range of transaction numbers.

### Parking Tickets

Added a new prompt to the Remove

Parking Ticket program to allow removal of parking ticket bills in Collection.

### Payroll V05

Added the option to include all, active only, or inactive only employees when searching in Employee Master File Maintenance.

Added an option to print a Freedom of Information Report of employee data.

### Permits & Inspections

Added an option to the Permit Issuance program allowing the user to choose up to two recipients for whom the permit is issued to print on the form, including applicant, architect, contractor, and owner.

## Matrix (cont'd from page 4)

more. But with three shifts per day and all processing fully automated, Rich said Matrix is able to handle a large amount of files, which can be sent there electronically 24/7. "We have big company capabilities with small company values," Rich commented.

In addition, the Post Office picks up mail at Matrix twice each day, and runs it through a test process to verify the addresses before clearing it, he said. There are occasions where something is deemed either undeliverable or won't accept the barcode needed for the discounted rate. In the case of Williamsport, Doug said they have dealt with more returned mail, but on the plus side, this has caused the Authority to maintain more accurate address records.

A free service Matrix provides includes Matrix Remote, which allows users to track their job over the internet. A user ID and password can be entered allowing access to this information, as well as the ability to pay for postage online.

Another option available is to receive a CD copy of the documents processed, or to receive them via encrypted email. A municipality may also desire that some bills get sent electronically through email. Matrix can also accommodate this option, Rich explained, if the municipality provides them with the email addresses. "Our goal is to try and make this as convenient as possible."

Contact your KVS Marketing Manager for more information.

## Technical Update

by Jerry Fonner, Director of Technical Services



### AcuGT 6.20 Now Shipping

The AcuGT Version 6.20 runtime is the latest release that has been fully tested and is now being distributed and supported by KVS. By the time you read this, you should have already received your AcuGT Version 6.20 upgrade CD. The question is, have you installed it yet?

Beginning in July 2005, KVS will start using AcuGT 6.20 for development of our Standard Edition products. For those of you who have already installed the update and are running the latest version of the KVS Spooler program, you're already seeing some of the added capabilities. For those of you who have not, this will need to be completed before installing any future product enhancement releases that ship beginning in July.

The upgrade time averages about 15 to 20 minutes to complete and requires a unique product code and activation key which are included with your upgrade CD. Instructions for the upgrade can be found on the KVS website, or if you prefer, you can contact a KVS Technical Support Rep for assistance. All KVS users will need to be out of the system during the upgrade process.

### Message (cont'd from page 1)

- ✓ We have begun to schedule the Local User Group meetings during the summer to review many enhancements we have made to the Standard Edition of KVS, and to review features of the Enterprise Edition and the status of its installation. Please attend to see what's happening at KVS.

I look forward to seeing you over the next few months. In the meantime, if you have any suggestions or comments, you can email them directly to me at [ewarke@kvsinfo.com](mailto:ewarke@kvsinfo.com).

## KVS Sponsors Carly's Club Carnival

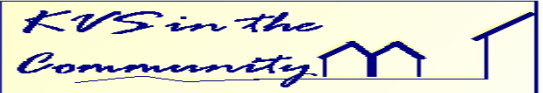
A day of family fun is in store for Carly's Club Great Big Carnival, an event KVS is helping to sponsor, scheduled for June 11.

Carly's Club is a not-for-profit organization committed to funding research to find a cure for childhood cancer.

The event is being held at Dunn Tire Park field in downtown Buffalo. Buffalo Bills and local celebrities will be present for photo and autograph opportunities, as well as for "races around the bases". Games, concessions and live music by local rock band Seven Day Faith will culminate in a fireworks display at the end of the evening.

If you are in the Buffalo area June 11 and interested in attending, tickets are \$7 for children and \$12 the day of the event. For more information, contact Terri Zaprowski at KVS, at 1-800-999-9587, or email her at [tzaprowski@kvsinfo.com](mailto:tzaprowski@kvsinfo.com). Or, go to [www.carlyclub.org](http://www.carlyclub.org).

KVS is proud to sponsor this terrific event for a very worthwhile cause.



The following recipients have been selected for the KVS "dress-down" funds:

**March** - Sleepout for the Homeless, sponsored by St. John the Baptist R.C. Church in conjunction with the Kenmore-Tonawanda School District and Educators Totally Committed.

**April** - Moving Miracles, a dance program for mentally, physically, and emotionally challenged children and adults.

**May** - sponsoring KVS's Todd Loomis in the Ride For Roswell, a 62.5 mile bike ride for the Roswell Park Cancer Institute.

**June** - Make-A-Wish Foundation, which grants wishes to children with life threatening medical conditions.

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