



## President's Message

by Ed Warnke

Everywhere I've gone lately, clients have been asking me what KVS did this summer, since we moved to a bi-annual User Conference. The answer is that we have been busy hiring new staff, conducting internal cross-training, planning for the upcoming seven local user group meetings, and preparing to attend the various trade shows and conferences coming up in September.

We also conducted seminars in Ohio and Kentucky, created a Budget Billing Module for Utility Billing, and added document scanning to every system in the Standard Edition as well as added many other enhancements to the Standard Edition.

In addition, we have released Enterprise version 8Q, completed our 100<sup>th</sup> Enterprise installation, and continued to develop the Collections System for Enterprise which will be demonstrated at our local user group meetings starting next month.

On the technical side, we tested KVS systems on Vista and most recently on Windows Server 2008.

I look forward to seeing each and every one of you at our local user group meetings and the trade shows, so be sure to stop by with suggestions to make KVS a better company in the future.

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).

## Regional User Group Meetings Set For This Fall

KVS Regional User Group meetings are planned for upcoming fall dates. See below and check your email or mail (if you requested hard-copy mailings only) for an invitation and registration information, or go to the User Conferences page under Events on [www.kvsinfo.com](http://www.kvsinfo.com).

The agenda for the meetings includes enhancement reviews for the Payroll, Collection/Tax Billing and Enterprise Financial systems. A demonstration of the Enterprise Collection system will take place and a hands-on review will be offered as well.

A \$20 per person registration fee, made payable to KVS Information Systems, includes a continental breakfast and lunch. The registration deadline for each group is one week prior to the meeting date.

Registration for each group begins at 8:30 a.m. The meeting itself runs from 9 a.m. to 5 p.m.

User groups are as follows:

### **New England Region**

Tuesday September 30

Hosted by Town of Bedford, MA  
10 Mudge Way  
Bedford, MA 01730

### **Long Island NY Region**

Thursday October 23

Hosted by Village of Lynbrook  
One Columbus Drive  
Lynbrook, NY 11563

### **Tri-State NY Region**

Friday October 24

Hosted by City of Peekskill  
Wachovia Bank  
50 Main Street, Fifth Floor  
White Plains, NY 10606

### **Capital District NY Region**

Thursday November 6

Hosted by Village of Colonie  
2 Thunder Road  
Colonie, NY 12205

### **Central NY Region**

Friday November 7

Hosted by Town of Camillus  
4600 West Genesee Street  
Syracuse, NY 13219

### **Western New York**

Thursday November 13

Hosted by Town of West Seneca  
1250 Union Road  
West Seneca, NY 14224

### **Southeastern Region**

Wednesday November 19

Hosted by City of Shepherdsville, KY  
634 Conestoga Parkway  
Shepherdsville, KY 40165

Contact Terri Zaprowski at KVS for more information at 800-999-9587 or [tzaprowski@kvsinfo.com](mailto:tzaprowski@kvsinfo.com). Be sure to register online!

## Budget Billing Module Now Available with Utility Billing

Thanks to the requests of our clients, KVS has developed a new Budget Billing module.

Budget Billing allows consumers the option to receive bills for a fixed amount throughout the year, with a reconciliation bill/refund coming annually. Budget billing may be set up for each individual service per consumer account in the system.

The new module has easy set up procedures and entries may then be made on the Consumer File Maintenance screen. There you will be able to enter a user-defined amount to be billed. The system also displays the difference between the amounts billed and the calculated charges on this same screen.

See Budget on page 3

## KVS Announces Restructuring of Operations Department

In an effort to continue to improve customer service as we continue to grow, KVS has restructured the support portion of the Operations department. The impetus behind the reorganization was a decision to concentrate on enhancing internal training and providing a more individualized client focus in order to serve clients in the best possible manner while not losing focus on KVS products.

“More focus on internal training means even better service and response times for clients,” said Vice

President of Operations Ida Taylor. “It also means there won’t be any question what to do if you need an issue expedited,” she continued. “Client Services/Project Managers will be assigned by territories and will be responsible for the satisfaction of clients, new and existing. Of course, Ed and I remain available to clients at any time,” Ida added.

New employee training schedules will now be managed by one person dedicated to this endeavor: Cheryl Weimer. She will oversee and coordinate these efforts. Ida stated that

Cheryl is absolutely the perfect person for the job. “She has system knowledge of all KVS products and already has the relationships with internal personnel and really cares about her co-workers,” Ida noted.

Suzanne Fay has moved into the Client Services/Project Manager position, joining Catie DeGuehery in this role. Tracy Spencer has also transferred into this position. Client Services/Project Managers will manage not only implementation for new clients but also ongoing services and

See Restructuring on page 3

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## Village of Farmingdale Combines KVS with MuniTrax for Online Collection

By Frank Garguiolo, Regional Marketing Manager

The Village of Farmingdale, NY, under the direction of Administrator-Clerk/Treasurer Dave Smollett, has chosen to enhance the Village’s collection services with MuniTrax. Through the KVS internet Collection interface module, Farmingdale residents can now view and pay

their utility and tax bills over the Web!

MuniTrax has unique capabilities that KVS has chosen to partner with and market as an online solution. MuniTrax will take the KVS bill file and host the bill via the municipality website. This allows resi-

dents to view and/or print their bill directly from any PC. MuniTrax then allows fully secured payments using credit card or direct ACH debit from one’s checking account.

For additional information regarding MuniTrax, please call your KVS marketing representative at 800-999-9KVS or email [sales@kvsinfo.com](mailto:sales@kvsinfo.com).

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## Enterprise Releases - *Your Maintenance Dollars At Work*

The recent Enterprise Release, version **8Q**, has several enhancements to improve efficiency. Below are some of these features.

- Automatic General Ledger Reports can be run without having to open a report module or run Period End Close. This is possible with a new “Run Auto-Gen Reports” option on the GL Reports tab and prior set up in GL Profile.
- The Print option for the Budget

Prep Report has a new “Lines” option to print lines, rather than zeroes or blanks, in order to write in budget stage amounts.

- A new Format selection screen in Budget Prep Publication, Expense Control Report, and Revenue Control Report, provides new column choice options for inclusion in the reports.
- A new Revenue/Expenditure Comparison Control Report dis-

plays revenue/expenditure account balances, while a new Revenue Comparison Control Report displays revenue account balances.

- Voucher forms can be created from PO Receiving.
- GL account distributions and amounts can be printed in the check stub of the AP Check Form-Standard version.

## **Restructuring (from page 2)**

scheduling for existing clients. Clients in the Tri-State Area will be the focus of Suzanne, whereas clients in MA, OH, KY, PA and the Capital District of NY will be the focus of Catie. Western and Central New York State clients will be in Tracy's care.

In Support, Lisa Bugaj has been promoted to Senior Software Analyst - Billing and Collections Division.

This position remains open for Financials and Payroll, and will be filled by a support rep/analyst who has grown into the role. In the meantime, the responsibilities of this position will be divided among Ida Taylor, Quality Assurance Specialist Carol Abato, and KVS President Ed Warnke.

In addition to the above changes, KVS is in the process of hiring addi-

tional personnel including an additional Client Services/Project Manager, QA Specialist, and Support Representatives for both divisions of systems.

As always, we will continue to strive to make KVS the best company for our government partners as well as one of the "Best Places to Work" (as noted in Business First newspaper) for our internal family.



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## **KVS Makes First Appearance at NYS Association of School Business Officials Conference**

by Bill Becker, Regional Marketing Manager

With five new Central School Districts using KVS Tax Collection and Billing software this year, it was a perfect time to attend the annual New York State Association of School Business Officials (NYSASBO) conference in beautiful Saratoga Springs, NY.

The meeting was three days filled with sessions on topics ranging from tax collection and payroll to purchas-

ing and reporting. Several schools are interested in collecting taxes through the school districts websites and from banks then uploading a file to the KVS Collection system for fast and accurate reporting. All 5 of our new school district clients are using the lockbox collection service from the bank. The bank creates a payment file that updates into the KVS system. Many other schools are

interested in using KVS to print the bills as well.

It was a pleasure to visit with representatives of Erie 1 BOCES there as well. Recently KVS was awarded a contract with Erie 1 in order to provide school districts with simplified procurement of tax collection and billing software solutions.

### ***Who's Installed on Enterprise***

**...since our last issue:**

**City of Covington, KY  
Village of Menands, NY  
City of Oswego, NY  
Village of Spring Valley, NY  
Village of Malverne, NY  
City of Cohoes, NY  
Town of West Seneca, NY  
City of Hudson, NY  
Town of Somers, NY  
Village of Ellenville, NY  
Town of Mendon, MA  
Town of Yorktown, NY**

### **Budget (from page 1)**

If you are interested in purchasing the Budget Billing module for metered services in your municipality, please contact your KVS Regional Marketing Manager at 800-999-9KVS.



## Welcome New Clients

**Northeast Maryland Waste  
Disposal Authority, MD**

**Village of Albion, NY**

**Erie 1 BOCES, NY**

**Village of Flower Hill, NY**

**Village of Manchester, NY**

**Village of Munsey Park, NY**

**Town of Newfane, NY**

**Village of Owego, NY**

**Defiance Public Library, OH**

**City of Bradford, PA**

## Upcoming Trade Shows

Visit KVS Marketing Reps at:

**Pennsylvania Municipal  
Authorities Association  
(PMAA)**

Sept. 7 - 10  
Hershey, PA  
Bill Becker

**NYCOM Fall Training School**

Sept. 15-18  
Lake Placid, NY  
Bill Becker &  
Frank R. Garguiolo

**Ohio GFOA Annual Fall  
Conference**

Sept. 17 - 19, 2008  
Aurora, OH  
Mark Wozniak

Cont'd on next page

## Budgets and the Presidential Election on Minds at PLCM

by Bill Becker, Regional Marketing Manager

The 109th annual convention of the Pennsylvania League of Cities and Municipalities took place June 25 to 27 in historic Gettysburg, Pennsylvania. The conference is attended by townships, cities and boroughs from all over PA. Several finance officials and delegates attended.

Speakers included Chris Matthews, former nationally syndicated newspaper columnist and host of "Hardball" on MSNBC and CNBC. Matthews discussed the 2008 presidential election.

The major topics of discussion at the KVS booth during the show were

the Enterprise Budget Preparation and Purchasing Workflow modules. Several municipalities stopped by to visit and inquire about these two systems. Many were impressed with how simple it is to produce a three-year budget forecast. Of special interest was reporting on how the budget will look in 2010, 2011 and 2012 by using several "what if" scenarios from the budget prep features.

The show was a pleasant and beneficial experience for KVS, and we always look forward to seeing our clients at the PLCM.

## KVS Attends Highlight Events For MA Municipalities

by Mark Wozniak, Regional Marketing Manager

On June 9 - 13, KVS attended the annual Massachusetts Collectors & Treasurers Association conference in addition to the Massachusetts Town & City Clerks Association meeting. These events are always well attended by many individuals representing cities, towns, utility and school districts from all over the state and are one of the highlight events for the municipalities as well as KVS.

The conferences were extremely informational for all attendees. Besides the fact we saw many KVS clients there, such as representatives from the Towns of Bedford, Southbridge, and COMM Fire Dis-

trict, we also were able to speak to many others and came away with a lot of information.

Recent updates by the Massachusetts Department of Revenue (DOR) and the Community Preservation Act (CPA) were reviewed during the conference. Several clients have added the KVS CPA module as a result.

As always, KVS strives to be a visual presence for its clients and we place a high importance on attending these conferences and meeting with our clients. More than anything we like to demonstrate how "there for you" we truly are.

See you next June at Seacrest!

## National GFOA Focuses On Going Green in Sunny Fort Lauderdale

By Bill Becker, Regional Marketing Manager

The Greater Fort Lauderdale - Broward County Convention Center held the 102nd annual GFOA Conference June 15 - 17. With over 3,500 attendees and a variety of interesting courses available, the four day show was a big success.

Many course topics centered around "going green" and maintaining a paperless office environment. This is an important issue to us at KVS as well, and we are proud to assist our clients with this effort. The KVS Workflow application in the Enterprise system, for example, was

intentionally designed with features that enable e-mail notifications and electronic approval processes, with an audit trail to ensure secure and accurate purchasing. Other "green" features within KVS software include electronic file attachments and PDF reports for emailing.

It was great to see all of the KVS clients who stopped by our booth during the show. Visitors included the Town of Pound Ridge, NY, the Town of Lewisboro, NY, Pennington County, SD, and Northeast Maryland Waste Disposal Authority, MD.

## Ohio Prospective Clients Attend Enterprise Seminar

by Mark Wozniak, Regional Marketing Manager

From July 15-18, KVS conducted the now annual "Whirlwind Tour" through Ohio and Kentucky. The tour features stops in Cleveland, Columbus, Cincinnati, and Louisville, and is hosted by Regional Marketing Manager Mark Wozniak.

The purpose of the tour is to continue to not only promote the KVS software but meet more and more individuals from municipalities we don't currently work with and make KVS a very familiar name in Ohio and Kentucky. The long-term hope is to ensure that KVS can duplicate its success in New York and become the

leading software provider in Ohio and Kentucky as well.

The tour stops themselves were held at museums and local golf courses to provide a calm and relaxing environment for all attendees.

This year we enjoyed meeting individuals from places such as the City of Upper Arlington, OH, the City of West Carrollton, OH, and Warren County, KY. We hope to continue to spread our name throughout the area and meet even more potential customers to demonstrate how KVS can improve their bottom line.

## Upcoming Trade Shows (cont'd from page 4)

### Kentucky League of Cities Convention and Expo

Oct. 16-19, 2008  
Louisville, KY  
Mark Wozniak

## Welcome New Employees

KVS extends a warm welcome to a number of new employees:

### Jennifer Faith

joined KVS Support team in March of this year. She has over five years of software training and support experience.



### In April, Mary Eagan

began her employment as a KVS Support Representative. She has eight years of experience in software support.



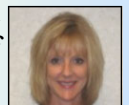
### Mike Maziarczyk

took on the role of Support Rep for the CQ Report Writer in April. He has over 17 years of programming and project management experience and also has worked with conversions and client upgrades.



### In April, Dawn Hall

filled the position of Distribution Coordinator. Dawn is responsible for the client database and distribution of client updates, bringing with her 13 years of administration and program management experience.



See Employees on page 8

## Technical Update

by Jerry Fonner, Director of Technical Services



# Microsoft Releases Hyper-V for Windows Server 2008

With server and workstation virtualization technologies continuing to evolve, Microsoft's newly released Hyper-V is one of the most anticipated new features with the new Windows Server 2008 platform. Hyper-V is replacing Microsoft Virtual Server 2005 as Microsoft's server virtualization product. Hyper-V was officially released in June of this year and is now available for download from Microsoft's website or through Windows Update for Windows Server 2008 x64 editions.

Hyper-V is designed to run on 64-bit hardware platforms that support hardware-assisted virtualization technology. Both Intel and AMD have introduced processors with this technology built in. The host server where Hyper-V is installed must be running a 64-bit version of Windows Server 2008. The guest operating system environments currently supported include both 32-bit and 64-bit versions of Windows Server 2008, Windows Server 2003, Windows Vista (Business, Enterprise, and Ultimate), Windows XP Professional, and Novell SUSE Linux. The 32-bit version of Windows 2000 Server is also supported, and Microsoft has indicated that more guest operating systems will be supported in the future.

Once downloaded and installed on the host operating system, the virtualization role can be enabled through Windows Server Manager. Administrators will use the new Hyper-V Manager to create, configure and manage their virtual machines.

Software licensing in a virtual environment can become complex. In addition to the licensing complexities of Windows and the required Client Access Licenses, you must also con-

sider the licensing requirements of the applications that you plan on running in a virtual environment. To add to the confusion, not all vendors license virtual servers in the same manner as physical servers. For this reason, it is best to work with your software vendor to ensure that you have the proper licenses in place for your virtual environment.

With the ease of installation and price advantage of Hyper-V over other virtualization technologies, industry experts believe that Microsoft will quickly increase their share of the virtualization market. With this in mind, KVS has begun testing our Enterprise product line using a

virtual server running under Hyper-V. Initial tests have shown significant performance improvements running Enterprise on a virtual server when compared to the same platform using Microsoft Virtual Server 2005, but there is still a noticeable performance difference between running in the virtual environment and running directly on the host operating system. Future advances in hardware technology and Hyper-V should further reduce the performance difference.

KVS will continue our testing of this emerging technology and post updates to this column for your reference.

### *Tech Tip*

#### **Full vs. Incremental Backups**

Are you familiar with the difference between full and incremental backups? A full backup copies every file to tape whereas an incremental backup copies only those files that have changed since the last backup. KVS always recommends using full backups for backing up critical data, such as your KVS application data. Let me explain why.

When using incremental backups, the plan is to perform a full backup one day per week with incremental backups each additional day. Since incremental backups are only backing up files that have changed, the advantage is that they run faster and require less tape capacity. The drawback is when it comes time to perform a restore. In order to do a restore with an incremental backup, you must first start with the most recent full backup and then restore from each incremental backup up to the date that you're restoring from. Because of this, restores can take much longer to complete and

are more prone to mistakes because of the necessity to restore each tape in the proper sequence.

During a recent support incident, a client restoring from an incremental backup discovered that one of the tapes in the sequence had accidentally been overwritten by a separate backup job. The data from that tape was lost. If this client had been using full backups, the restore process would simply have been done from the most recent full backup tape.

Using full backups for your KVS application data will always ensure that each backup contains a full set of data files ready for a restore when necessary. Full backups are also used by the standard KVS Enterprise backup procedures as well as the KVS Remote Backup Service.

If you have questions about your backup procedures or simply want to confirm that your system is being backed up properly, please contact your KVS Technical Support Representative for assistance.

## Caller's Corner



Enterprise General Ledger / Purchasing

**Q: How can I print a voucher from within voucher entry?**

**A:** After saving the voucher, on the Header screen, go to the Select drop-down and choose Print Voucher.

**Q: An incorrect GL account was entered mistakenly. How can I remove it?**

**A:** To delete an inactive account, access it on the Chart of Accounts Search screen. From the menu bar at the top of the screen, select Re-

cord and the "Remove" option.

Payroll

**Q: I ran preliminary payroll and ran a backup but then realized there are corrections. Can I reinitialize payroll?**

**A:** You may make the corrections and then reinitialize payroll as long as you have not run the "Update Payroll" process.

**Q: How do I find out which employee's pay is being charged to a particular account?**

**A:** Run the Labor Distribution Report for a range of Fund/Departments. Then review the line item in question and the employees associated with it.

Utility Billing

**Q: Our handheld meter reading device broke on route before we were finished. How can I get a print out of the books not read to use for manual readings?**

**A:** Run the Meter Reading Exception Report or run a bill register by book range for the books not read.

**Q: How can I manually add an adjustment to a paid bill to create a credit for an account?**

**A:** Search for the account in Collection and use either the Account Displays option or Bill Payment in On-Line Collection to access Current Bill Detail. From there, select F6 Adjust and an existing charge, change the Type code to ADJ, enter the batch number and apply the credit amount.



## System Enhancements

### ACCOUNTS RECEIVABLE

New **Versaseal invoice form** created.

### ENTERPRISE BUDGET PREP

Added a new **"Tax Calc"** button.

Account/department ranges and/or an account table may be used when **copying a budget version and stage**.

### ENTERPRISE FIXED ASSETS

**Include Disposed Assets** option added to Depreciation Projection and Update reports.

### ENTERPRISE GEN. LEDGER

The **Revenue Control Report** has new flexibility with column choices.

Added an option to **print budget adjustment** on the Revenue Ledger.

### ENTERPRISE GEN. RECEIPTS

Added Status selection to the **Receipt Type Report**.

### ENTERPRISE PURCHASING

**Provider Information Report** may now be sorted by Vendor Amount Paid and fund subtotals may be added under each vendor.

Users may now choose between Invoice/Requisition date or Purchase Order/Voucher date for the **Calc Pay Due option** when adding purchase orders and vouchers.

Added a balance option to the **AP Check Listing Report**.

An error message now displays if any **PO detail line period and year is greater than** the Receiving period and year.

**AP GL Distribution Report** now has options to print detail line descriptions and Minimum Amount.

### ENTERPRISE SETUP

General Ledger modules and fields were added to the **Read Only tab** in Group Security.

### PAYROLL

Added the sort option "Employee Name" to the **Transaction Entry Report**.

A new electronic file was created for **New York new hire reporting**.

**Deactivated accounts** may be viewed from Direct Deposit F/M screen.

### UTILITY BILLING V05

**Budget Billing** module created.

**Accounts may be excluded by User Code** during processing

A new program **calculates deposit interest**.



Recent KVS "dress down" funds collected per month were donated to the following charities:

**June** - SPCA

**July** - Lance Armstrong Foundation

**August** - Avon Walk for Breast Cancer

Upcoming collections will be made to:

**September** - Walk for Autism

**October** - Hunter's Hope

**November** - Roswell Park Cancer Institute

**December** - School #61, Buffalo

## Employees (cont'd from page 5)

**Mark Molfese** joined KVS's Technical Support Team in May. He has 10 years of technical support/network administration experience.



**Welcome all!**

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