



Minnesota Counties Computer Cooperative

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Manatron Tax Advisory Committee Minutes

Thursday, December 1, 2011

Attendees: (In Person & By Telephone)

Latonia Vance	Senior Support GRM Tax - Manatron
Elaine Carter	GRM Tax Support Manager - Manatron
Andrew Berg	Account Manager - Manatron
Lisa Meredith	MCCC
Nissa Herberg	MnDOR
Heather Bestler	MnDOR
Dennis Freed	Chisago County
Cheryl Grover	Clearwater County
Charlene Olson	Clearwater County
Kelsey Lakeberg	Isanti County
Joe Heying	Morrison County
Rich Peterson	Mower County
Rob Wagner	Polk County
Chris Samuel	Ramsey County
Martie Monsrud	Roseau County
Kris Lage	Scott County
Steve Holthaus	Stearns County
Mike Cebulla	Stearns County
Joanne Helm	Washington County
Joyce Larson	Washington County
Jody Moran	Washington County

Cheryl Grover, Chair called the meeting to order at 9:34 am. Welcome and introductions to new attendees.

Agenda: Dennis Freed made a motion to approve the agenda, second by Rich Peterson, motion carried.

Minutes: Kris Lage noted 2 changes to be made to the minutes from the November 3rd meeting.

- 1) Correct the spelling of attendee from Nissa Hedberg to Nissa Herberg

- 2) Correct the suggested go-live date on 8.06.12 from the end of January 2012 to the end of February 2012.

Rob Wagner made a motion to approve the amended minutes, second by Martie Monsrud, motion carried.

DOR Update: Heather Bestler reported that the Abstract of Tax List & the Homestead File instructions will be out the week of December 12th along with the 1st tier ag rate.

The forecast for the state budget is due out today

Heather indicated that DOR's new website will be out in beta version in January and the full version in May. She indicated that any currently saved links will break with the new site rollout. The site will look different and the ability to sign up for RSS feeds for every page will be included when the new website is up and running.

Cheryl Grover mentioned the issue Carver County has reported regarding the ag preserve rate and how it is calculating correctly in total, but not by value group in some cases. She indicated that Carver County was going to test what happens in an abatement situation and report back. We would ask for an opinion from DOR on this issue once it is tested.

Rob Wagner asked if DOR received a lot of questions from the TNT notices. Heather indicated that they did receive many inquiries. Many calls were due to the state general tax and the fact that smaller businesses in the metro saw their taxes rise dramatically.

Also, discussion of the 1b properties having dramatic increases when the property value was low. This was caused by the increase in tax rates and was thought to be an unforeseen consequence of the market value exclusion.

It was mentioned that there is already a bill being presented to go back to the market value credit and another bill which includes an exclusion for commercial properties.

Discussion on eCRV. Washington & Scott counties are live as of today. Steve Holthaus is looking for instructions on eCRV setup. Jody from Washington county offered to send Steve some information.

Manatron Update: Elaine Carter reported that Manatron has hired 7 new engineers. 3 of them in the last 6 months and 4 of them in the last 2 months. They have also added 5 new analysts in the last 6 months. They plan to add 7 more analysts to the team throughout the next year and will also add a large number of engineers.

A tier 2 service team was created which is headed up by Doug Storaci. They will take each item submitted before it becomes a TFS and make sure all information needed is included and that the problem can be recreated. They feel this will help move things through more quickly.

Cheryl asked about the accelerated support option and what assurances we could get that the engineer assigned would be very knowledgeable in GRM. Elaine indicated Manatron would have to take an

existing engineer and assign the hours to him/her. They would track the hours and work closely with the tax advisory committee on TFS priorities. Elaine will set up a meeting to get this going. The first meeting should include Steve Holthaus, Charlene Olson, Cheryl Grover, Kris Lage, Lisa Meredith, Andrew Berg, Mat Greener, Elaine Carter and anyone else Manatron deems essential to the meeting. Elaine plans to meet with the Manatron staff internally first.

Steve Holthaus asked about the possibility of having a Minnesota specific engineer assigned to us. Elaine will include this in her internal discussion and bring the results to the meeting with the tax advisory members.

2 other committees need to be set up based on the User Group meeting held on November 30th.

- 1) A levy book committee to have a more detailed working relationship with Manatron as they program for the levy book. Latonia will work on getting this set up.
- 2) Cross County Residential issue – it was thought a conference call with members of the committee may be able to clear up this issue.

Lisa Meredith will work with Andrew Berg to get an addendum to the contract to allow Blue Earth County to join MCCC based on the results of the User Group Meeting held November 30th.

Also noted that the Professional Services work order is out for counties interested in hiring Manatron to help with the 8.06.12 rollout. Andrew suggested the sooner the better to get it signed and submitted to accommodate Gary Paldan's schedule and to obtain the 3 signatures required on the work order.

Discussion on the suggested enhancements to the Collect Max site. Steve Holthaus has the enhancements written up but not submitted. He suggested 8.06.12 will change some of the items requested as additional information is pulled through the abstract in 8.06.12.

The path to an item becoming a TFS was discussed. When a fault is submitted, the analyst will review the information submitted to be sure it is complete. If they have all the information needed, they go to the support link, research the issue and try to recreate the problem. The TFS process starts once the problem can be recreated. If the item requires a TFS, the analyst will enter in the specifics for the engineer who can look at the code and try to correct the problem. At this point the TFS number should be communicated to the individual reporting the issue.

If no TFS number is given, the person submitting the issue would receive correspondence from the analyst which may include the request for additional information, a solution to the issue, or the analyst will indicate that Manatron considers the issue a change request and would need to be handled accordingly.

Joyce Larson indicated she thinks a step is being missed and she is not getting the TFS numbers when they are assigned. Latonia will look into this and tighten up this step.

Mike Cebulla requested an updated CVI mapping. Latonia will send that to him.

Connexion Webinar: Mike Cebulla will work with Greg Mach to find a date for the webinar. It was suggested to stay away from the AMC conference. Andrew also offered availability to help get this set up.

This webinar has since taken place and is available for viewing on the Connexions website at: <ftp://ftp3.manatron.com/> in the GMach directory. More detailed instructions were mailed out through RSVP to access the recorded webinar

8.06.12 Roll Out: This was discussed at the User Group Meeting on November 30. It was suggested that counties select a tentative date for rollout to 8.06.12. Polk County is ready to have Manatron load 8.06.12 for testing. They are currently working out schedules with Gary Paldan.

TFS Priority List/Data Fix List: Update CVI rules for cross county values- #8 to be done in December. 8.06.12 known issue: Interest calculation issue when backdating payments – to be fixed in December.

There was discussion on using accelerated services and devoting a percentage of time to break fixes and a % of time to enhancements.

Rich requested a list of items that are fixed each month. Steve indicated this information is in the release notes that come with each patch.

Committee Reports:

Legislative: Dennis Freed stated they will be looking at the value notices and instructions from DOR in the next couple weeks and writing up any required change orders.

Training: Mike emailed Greg during the meeting to set up a date for the Connexions webinar.

Mike anticipates holding a CAMA interface training the first week of January at Stearns County.

Suggested end of March, early April for data model training

Charlene will hold a roundtable in late December to discuss tax statement setup in GRM.

Special Assessment Payoffs were reported to have worked at the TUGOM conference, however, since then Stearns County has done more extensive testing and found 3 issues. All three have been submitted to Manatron. The payoffs will not work if a payment has already been applied.

Lisa indicated she needs to talk dates and times for sessions at the MCCC Conference with the training committee.

Enhancement/Reports: Steve has sent out 2 revised custom reports. Mike Cebulla and Mike Nelson are working on an edit listing of CAMA data before it is brought into the tax system. It will be comparable to the 2070 custom report. Mike Nelson created a lengthy script using the cadaster (Dave Bader's view) in the 8.06.12 database.

Testing: Ideas discussed for a checklist to verify that all data came over correctly in the conversion from 8.06.10 to 8.06.12. It was suggested to run abstracts in 8.06.10 & 8.06.12 to compare. Also look at tax bill charges, Value records (number of records and total values), PINS, Legal Parties and balance receivables.

Chris has on his calendar for next summer to create best practices documents of test plans. In the long term, Chris would like to have scripts designed to do automated testing of patches, etc.

Next Meeting: Thursday, January 5, 9:30 by Conference Call

Other Items: Lisa reminded everyone that the ratified CAMA contracts are due 12/15. There is also some interest in starting a Schneider (GIS) user group. If interested in joining, contact Dan Whitman or Lisa Meredith

Dennis Freed motioned to adjourn Rob Wagner seconded the motion. Motion carried.

Respectfully submitted by Kris Lage