



Minnesota Counties Computer Cooperative

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Manatron Tax Advisory Committee Minutes

Conference Call

Thursday, August 4, 2011

Attendees:

Elaine Carter	GRM Tax Support Manager-Manatron
Latonia Vance	Senior Support GRM Tax
Andrew Berg	Manatron
Lisa Meredith	MCCC
Heather Bestler	MnDOR
Jason Nord	MnDOR
Dennis Freed	Chisago County
Charlene Olson	Clearwater County
Rich Peterson	Mower County
Doreen Pehrson	Nicollet County
Rob Wagner	Polk County
Chris Samuel	Ramsey County
Dick Sivanich	Ramsey County
David Claxton	Rice County
Martie Monsrud	Roseau County
Kris Lage	Scott County
Mike Cebulla	Stearns County
Steve Holthaus	Stearns County

Steve Holthaus, Vice Chair, in the absence of Cheryl Grover, Chair called the meeting to order at 9:33 am.

Agenda: Amend agenda to include discussion of filling the vacated recording secretary position (item 2a). Lisa Meredith to explain a discussion held at a recent ISSG meeting (add to item 5- Manatron Update). Dennis Freed made a motion to approve the amended agenda, second by Rich Peterson, motion carried.

Minutes: Remove Doreen Pehrson as attendee, she was not present. Kris Lage made a motion to approve the amended minutes, second by Martie Monsrud, motion carried.

Recording Secretary: Jill Nolan has left Isanti County, leaving the recording secretary position open. Kris Lage was appointed recording secretary by Cheryl Grover, chair of the Tax Advisory Committee. Rob Wagner from Polk County expressed interest in filling Kris's term as an At Large Representative. It was decided to send out an email ballot to the full user group for both positions. Dennis Freed made a motion to approve with an email election, seconded by Martie Monsrud, motion carried.

DOR Update: Jason Nord reported that the Assessment Abstract and Fall Mini instructions for 2011 are on the Department's website. A Market Value Exclusion bulletin was released on Tuesday, August 2 by the department. It was a general bulletin, in no way meant to explore all possible scenarios. If you have questions, please contact DOR. The County Aid Certifications are out and payments have been made. Jason expects the Market Value by Parcel file Instructions to be released soon. The Auditor/Treasurer course has been rescheduled to December. The people who were registered for the August course are being given first chance at slots for the rescheduled time. Jason explained that they are considering a small change to the TNT notices. A footnote may be added to explain the change in TMV due to the new Market Value exclusion being in place. Jason expects the instructions for TNT Notices to be out in the next 2-3 weeks.

Manatron Update: Elaine Carter reported that she is confident the TFS turn around will improve as part of the Manatron merger. She explained that the changes will not come overnight, but they are coming. Rich Peterson asked for an update as to which TFS items were fixed since the last time we met. Steve Holthaus reported that items 46238, 26362, 39265, and 44632 were fixed in patch 1066. A 1067 hot fix came out regarding the School Tax Abatement report, but that it was still not working correctly and that Stearns County sent off a fault on Wednesday, August 4th to address the issue. A discussion was held regarding how the TFS list is updated and Charlene Olson reported that in the past, she would contact the counties to see if they agree that the reported "fixes" work, and if so, an updated TFS list is sent out with the fixed items removed. The list does not specify what was fixed with which patch, hot fix, etc. Doreen Pehrson asked for a timetable as to when the new legislative changes would be put into place. Dennis Freed reported that the change orders were sent in on Tuesday, August 2 and the requested by date is September 1st. Latonia Vance reported that the legislative items were ranked number one in priority by Cheryl Grover. Dennis mentioned that he has asked for t-shirt sizing several times on these issues and has not received anything from Manatron. It was requested that we be given open lines of communication with the engineers when processing changes as we feel 2 way communication will help get things fixed quickly and accurately.

Chris Samuel addressed the issue of all counties in MCCC being given access through Connexions to see all faults from any MCCC county. Latonia indicated this is not something that is in place right now. The issue of duplicate faults being reported was addressed especially with counties now testing 8.06.12. Elaine Carter reported that she had addressed this with the technical people from the Connexions website and she was waiting for sign offs from all counties. Lisa Meredith indicated she did not know this was the hold up as we have been requesting this access for quite a while now. Lisa indicated she

thought the Advisory Committee could approve this on behalf of all counties. Dennis Freed made a motion to authorize Manatron to set up the Connexions website so that MCCC counties can see all submitted faults, seconded by Kris Lage, motion carried. Elaine Carter will use the minutes as the sign off and update us on any additional information needed as well as if the users need to request this access through Connexions or if it will be automatically granted.

Lisa Meredith reported that at a recent ISSG meeting several ISSG members reported they had been told at the June conference by Manatron staff that the reason we aren't getting good support is because we didn't purchase the Premium Support Package. Elaine Carter reported she was not aware of this although they did have many questions regarding support at the conference she was aware of a so-called premium package. She indicated that each customer negotiates and is priced differently based on what that customer can handle themselves and how much support they feel they need. She also noted that Managed Services is an option available which some of the MCCC counties currently use. She did indicate that Minnesota does have a very discounted rate.

8.06.12 Testing Update: Stearns County: Steve Holthaus reported that for the most part daily maintenance activities seem to work. They have not tested the abstracts.

Ramsey County: Chris Samuel reported that the remittance payment processing is not working. When the file is sent in it won't post the payments. He indicated they are writing a TFS for this. It may only effect Ramsey County, but it could be a show stopper for them. Chris indicated that proposed taxes won't calc, an issue also found by Stearns and Scott Counties, and it is due to the rates not posting. Stearns county has a TFS in for this. Ramsey county sent an escrow file to one of the escrow companies and they reported back that there seems to be a lot of filler space and the escrow companies do not want to reprogram for Minnesota again. It was suggested that each county can reconfigure the file, but we might want to request an agreed upon format be set as the default for MN MCCC counties. Ramsey county is writing a fault for this. Latonia Vance reported for each county to do it themselves would be the fastest option, but when she sees the fault the engineers can look at it and see what can be done.

Chisago County: Dennis Freed indicated they are live on 8.06.12. The GIS interface is not working, but his IT staff has found a workaround for now, but this needs to be fixed before everyone else goes live. They are having the issue with the modifiers in AA not refreshing...this was also discovered by Stearns, Ramsey, and Scott Counties. There is a TFS for this.

Clearwater County: Charlene Olson reported they have not been able to get 8.06.12 loaded so they have not begun their testing.

Scott County: Kris Lage reported that they have found the same issues as mentioned above. They have not written up any specific faults on the application as they have already been reported. She did indicate concern and frustration that the IT department had many issues getting 8.06.12 loaded and still have outstanding issues with the load, but they are not getting any response from Manatron.

Steve Holthaus asked when the 8.06.12 faults are going to be fixed. Elaine Carter reported that the legislative changes bumped all other TFS items so no 8.06.12 issues will be fixed in August. That may

affect the Advisory Committee's decision to recommend counties go live on 8.06.12 by the end of August as some of the fixes we are waiting on are show stoppers. Steve Holthaus will set up a meeting with Manatron this week to discuss. Quality Assurance testing on 8.06.12 by Manatron staff was also questioned. Elaine Carter mentioned that several MCCC members came to Portage to test. Charlene Olson pointed out that the testers were not able to look at all items as they were not available for testing at that time.

TFS Priority List: Steve Holthaus explained the priority list. Rich Peterson expressed frustration with the number of faults that are being fixed each month. Steve asked Andrew Berg to find out if we would pay extra money would it make a difference in the number of fixes we get with each patch? Steve also mentioned talking with Marty Ulanski about this at the TUGOM conference in September. Elaine Carter reported that they feel they are "almost there" with the Fiscal Disparity fix, the engineers have been working closely with Joanne Helm from Washington County. The TFS list will be reviewed in more depth at our September meeting. Charlene Olson invited all to stay after the regular advisory team meeting to help with this.

Data Fix List: Charlene Olson offered to send out the latest data fix list to the committee

Committee Reports:

Legislative: Dennis Freed reported they met and put together change orders. Submitted to Manatron Tuesday, August 2.

Training: Mike is new to this role, taking over for Jill Nolan. Lisa will forward all information on to Mike to look at. There is a New User training proposal and Data Model Training to look into. Mike indicated he will again host a CAMA interface training at Stearns County in early December.

Enhancement/Reports: Nothing to report. Have not met.

Testing: Nothing to report as a committee. Counties are testing 8.06.12 on their own as noted above.

GRM/IT Monthly Conference Call: David Claxton is working with Manatron to get a separate spot on Connexions for the IT staff. He will contact the main Manatron people at each county once that is set up.

Connexion Training: Greg Mach will contact Lisa regarding Connexion Webinar Training

TUGOM Conference Update: All registrations have been submitted. Kris Lage will go in place of Jill Nolan.

Next Meeting: Thursday, September 1st 9:30 at MCCC offices.

Other Items: Mike Cebulla asked that Lisa send out information about MCCC – who they are, what they do, etc. Lisa indicated the sessions she had at the conference this year were well attended. She indicated she may do a recorded webinar in the future.

Kris Lage asked other counties if they are maintain the Other County Acres when processing their cross county values and if that will cause reporting issues on the abstracts with the value breakdowns. Rob Wagner and Doreen Pehrson indicated they don't use them. Rich Peterson indicated they do maintain it and he doesn't know of any issues it has caused.

Rich Peterson motioned to adjourn, Kris Lage seconded the motion. Motion carried.

Respectfully submitted by Kris Lage