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# 20<sup>th</sup> Annual Symposium

## Session Descriptions

Sessions have been broken down into five (5) different tracks – Financial, Payroll, Utility Billing, Miscellaneous, and New User. The following is a description of each session and the sessions being provided in all five (5) tracks.

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### *Financial Sessions*

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#### **Advanced Accounts Payable**

***Tuesday, September 15: 12:30pm – 2:00pm***

We will cover the Purchase Order and Accounts Payable workflow capabilities. These capabilities give you the ability to scan invoices and route them for approval to the various departments. In addition, we will cover other features of Accounts Payable such as merging vendors. If you are looking to streamline your AP process, do not miss this session.

#### **General Ledger Reporting**

***Tuesday, September 15: 2:30pm – 4:00pm***

Learn how to get the most out of reports, financial statements, and the new report writer within the General Ledger module. This session will explore using the powerful reporting tools that are available such as exporting reports to Excel and adding or removing columns on a canned report.

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#### **Bank Reconciliation Tips and Tricks**

***Wednesday, September 16: 8:30am – 10:00am***

This session is designed to assist with the details of the monthly bank reconciliation process. Learn how to reconcile receipts and disbursements, understanding adjustments, comparing the reconciled balance to the General ledger and proofing cleared totals to your bank statement.

#### **miViewPoint**

***Wednesday, September 16: 10:30am – 12:00pm***

This session will cover the departmental portal called miViewPoint. Provide the tools department heads need to better run their department. We will cover configuration and setup of the miViewPoint site. Then, we will dive into how departments can see how they are doing budget to actual, what invoices have been paid to a vendor, payroll information, tips and tricks, and more.

#### **Basic Budgeting**

***Wednesday, September 16: 12:30pm – 2:00pm***

Review and explore the budgeting features in the General Ledger. This class will assist you in preparing and tracking budgets. We will cover topics such as entering your budget into the General Ledger, import your budget from Excel, budget journals, and monitoring the budget.

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### *Financial Sessions (cont.)*

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#### **Advanced Budgeting**

**Wednesday, September 16: 2:30pm – 4:00pm**

This session will cover the budget workflow capabilities in miViewPoint. These capabilities will provide departments the tools they need to prepare their budget. Tools include providing details behind their budget, making comments, attaching documents or supporting materials, and more. Once complete, the budget can be reviewed through a workflow process before it is finally approved. If you are looking for an alternative to using Excel to prepare your budget, this session is for you.

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#### **Financial Planning and COVID-19 – Multi-Year View**

**Friday, September 18: 8:30am – 10:00am**

Baker Tilly will cover how the COVID-19 pandemic has challenged our world in ways we have never experienced before. The health, economic and societal impacts of the pandemic will linger long after the return to “normalcy.” This session focuses on reopening, recovering and resetting information, resources and multi-year capital and financial planning so municipalities can thrive in a post-COVID-19 environment. We will also outline what actions your plan should include (financial impact activities, organizations options/outcomes, etc.) and review real-world examples of multi-year plans municipalities are using to come out of this pandemic stronger operationally and financially.

#### **miExcel General Ledger and Accounts Payable**

**Friday, September 18: 10:30am – 12:00pm**

Learn how to get the most out of our powerful miExcel add-in to enhance the functionality of General Ledger and Accounts Payable. Learn how it can help you with financial reporting and budgeting by using our custom Excel functions. In addition, learn how to import journal entries, budgets, invoices, and manual checks.

#### **Journal Entries**

**Friday, September 18: 12:30pm – 2:00pm**

Learn the different way to enter journal entries. We will review entering a journal entry manually, importing, setting up journal entry templates, how to handle recurring journal entries, routing a journal entry for approval, attaching supporting documentation for the journal entry and more.

#### **Fraud Prevention**

**Friday, September 18: 2:30pm – 4:00pm**

This session will concentrate on what internal controls should be implemented to decrease the risk of fraud within your organization. These controls will assist in ensuring the integrity of your accounting records and help in deterring and detecting fraud through things like segregation of duties.

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### *Financial Sessions (cont.)*

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#### **Advanced Accounts Receivable**

**Friday, September 18: 2:30pm – 4:00pm**

This session will cover advanced topics related to the Accounts Receivable module. Topics will encompass recurring billings vs. invoices, void vs. write-off vs. credit memos, utilizing deposits, understanding customer and term setup, merge customers, and some advanced reporting options. We will also look at getting the most out of reporting and balancing to the General Ledger.

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### *Payroll Sessions*

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#### **Pay Codes**

**Tuesday, September 15: 8:30am – 10:00am**

This session will review the basics of how to setup a pay code. We will cover the different settings and how these settings control how a pay code calculates. We will cover each tab including how the Used In Calculations and Used For Calculation tabs work.

#### **Pay Code Calculations**

**Tuesday, September 15: 10:30am – 12:00pm**

This session will dive deeper into more advanced pay code setup. We will cover topics such as leave rates, longevity, group term life, fringe benefits, setting up an HSA, and more. As a part of this session, we will cover how Payroll has the ability to create custom calculations to calculate pay, deductions, etc.

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#### **miPayOnline**

**Thursday, September 17: 8:30am – 10:00am**

This session will cover how you can provide access to payroll checks and W-2's to your employees online. In addition, we will cover the changes in miPayOnline over the past year including the ability to manage employee action requests such as changes of address, change of name, contact maintenance, and direct deposit maintenance. Finally, we will cover the capabilities in the mobile application.

#### **miTime**

**Thursday, September 17: 10:30am – 12:00pm**

Learn how to have employees enter their time into miTime for supervisors to approve. We will review the setup of miTime including setting up tasks, time entry templates, standard entries and more. We will cover how the employee enters time along with how supervisors go about approving that time. In addition, we will preview the punch-in, punch-out capabilities. Finally, we will review how employees and supervisors can utilize our mobile app.

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### *Payroll Sessions (cont.)*

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#### **miExcel Payroll**

**Thursday, September 17: 12:30pm – 2:00pm**

Learn how to get the most out of our powerful miExcel add-in to enhance the functionality of Payroll. Learn how it can help you with enhanced reporting using our custom Excel functions. In addition, learn how to import timesheets, deductions changes, hourly rates, and more.

#### **Leave Time**

**Thursday, September 17: 2:30pm – 4:00pm**

Learn how Leave Time works within Payroll. We will cover how to setup accrual schedules to accommodate how and when leave is accrued for your employees. In addition, we will cover manual adjustments to leave and how to produce a leave payout check.

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#### **Payroll Reporting**

**Friday, September 18: 8:30am – 10:00am**

Learn how to get the most out of reports and table lists within Payroll. This session will explore using the powerful reporting tools that are available such as exporting reports to Excel, adding or removing columns on a canned report, and utilizing the report writer to create reports from scratch.

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### *Utility Billing Sessions*

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#### **Managing Customer Records**

**Monday, September 14: 2:30pm – 4:00pm**

This session will review the changes to New Customer Setup and Modify Existing Customers. In addition, we will review how co-signers and master contacts work along with service setup, direct pay, and contracts.

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#### **Utility Billing Canned Reporting**

**Tuesday, September 15: 8:30am – 10:00am**

Learn how to get the most out of the canned reports in Utility Billing. This session will explore using the powerful reporting tools that are available, such as exporting reports to Excel, adding or removing columns, filtering your report using selection criteria, and changing the report order of your report. We will also review the Utility Billing reporting capabilities of miExcel.

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### *Utility Billing Sessions (cont.)*

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#### **Utility Billing Report Writer**

***Tuesday, September 15: 10:30am – 12:00pm***

This session will concentrate on the new Report Writer available in all modules. This report writer replaces the traditional Table Lists. The examples used in this session will concentrate specifically on Utility Billing. Learn how to utilize the wizard to quickly create and generate custom reports from scratch.

#### **Managing Delinquents and Collections**

***Tuesday, September 15: 12:30pm – 2:00pm***

This class reviews how to use and better understand the delinquent and shutoff process. We will review the setup of the delinquent and shutoff process, useful reports to run, the process of generating delinquents and shutoffs, and finally the write-off process.

#### **Customer Inquiry**

***Tuesday, September 15: 2:30pm – 4:00pm***

This session will review the different capabilities of Customer Inquiry in Utility Billing. We will walkthrough each tab in Customer Inquiry and the information contained. In addition, we will cover how you can customize and print data grids, customize and print search screens, reprint utility bills, and more.

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#### **Utility Billing Tips and Tricks**

***Wednesday, September 16: 8:30am – 10:00am***

Join us if you need a refresher or want to learn fun tips and tricks related to the Connect software. We will walk through modifying your steps checklist, creating user-defined fields, modifying search screens, history tracking, system management, and much more. Examples will be centered on the Utility Billing module.

#### **Cash Receipting and Online Payments**

***Wednesday, September 16: 10:30am – 12:00pm***

Invoice Cloud, formerly Payment Service Network, is a company that specializes in online payments. Join Invoice Cloud as they review their bill presentment and payment platform that delivers a best-in-class user experience that increases engagement, accelerates e-adoption, and drives results. Civic Systems and Invoice Cloud's tight integration provides a seamless customer experience. Reducing friction in the payment process simplifies checkout and increases payments.

#### **Meter Management**

***Wednesday, September 16: 2:30pm – 4:00pm***

We will review the timing of when to do meter change outs, modify meters, setting up solar meters, multiple meters and other meter management activities. In addition, we will review action codes, reading codes and information for electronic reading, and importing meter change outs from Excel.

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### *Utility Billing Sessions (cont.)*

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#### **Tax Certification**

**Thursday, September 17: 8:30am – 10:00am**

This class will review the Tax Certification process including walk you through the setup of the tax certification program, creating your customer letters, applying the penalty and sending the information to the tax district.

#### **Adjustments and Deposits**

**Thursday, September 17: 10:30am – 12:00pm**

This session will cover the different methods of adjusting a customer account including payment adjustments, billing adjustments, correct prior readings/usages, and transfer balances between accounts. In addition, we will cover the new features with deposits including how to attach a pending deposit to a new customer once setup complete and refunding a deposit to a customer through Check on Demand.

#### **Service Orders**

**Thursday, September 17: 2:30pm – 4:00pm**

The Service Orders module assists with better communication with the meter department and provides you with the ability to track what is being done at a service location or with a meter. We will also be reviewing our updated remote service order mobile application. Join us for an overview on how this module can help your office be more efficient and effective.

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### *Miscellaneous Sessions*

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#### **Building Permits and Code Enforcement**

**Wednesday, September 16: 12:30pm – 2:00pm**

Learn how to easily process building permits, manage inspections, import and update property information from electronic files, and record and tack information based on each permit type. In addition, learn how Code Enforcement can create inspection schedules and checklists, easily escalate tracked complaints to violations, charge fees, issue notices and schedule inspections for violations.

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#### **System Management**

**Thursday, September 17: 12:30pm – 2:00pm**

This session will concentrate on how to manage the overall software. We will discuss groups, user security, system backups, history and management tracking, how to manage your steps checklist, and much more.

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### *Miscellaneous Sessions (cont.)*

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#### **Network Security Threats**

**Friday, September 18: 10:30am – 12:00pm**

Ontech Systems is a company that specializes in network security. Join Ontech for a discussion on the constantly network security threats effecting municipalities and businesses of all types, every day. The typical network security strategy consists of several moving parts, but is there more that can be done? Ontech's security leadership team will dive into the top threats from 2019 and 2020, new and emerging trends, how to proactively minimize them, and other actions you can take to reduce your overall risk and exposure.

#### **Laserfiche**

**Friday, September 18: 12:30pm – 2:00pm**

OPG-3, a top reseller of Laserfiche, will demonstrate the powerful capabilities of Laserfiche's document management system. They will show how to store and retrieve documents, route a document for approval, setting up web forms, and much more.

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### *New User Sessions*

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We are providing a number of sessions to help the new employee who has not received formal training. These classes can also be a good review for those that have been using the software for some time. Each session will hit on more of the basics in each module. Please note that some of these sessions span two sessions.

#### **Accounts Payable – New User**

**Monday, September 14: 8:30am – 10:00am**

#### **Utility Billing – New User (double session)**

**Monday, September 14: 8:30am – 12:00pm**

#### **General Ledger – New User**

**Monday, September 14: 10:30am – 12:00pm**

#### **Payroll – New User (double session)**

**Monday, September 14: 12:30pm – 4:00pm**

#### **Accounts Receivable – New User**

**Monday, September 14: 12:30pm – 2:00pm**