**Message from the V.P.**

This is the first in our series of Semi-Annual Customer Newsletters. Our goal is to share product, company and industry information with you in one informative, environmentally friendly, and interesting read. The Client Services Department has undergone significant structural changes this year, including the formation of a dedicated support team. This new model aims to better our response times, and sharpen our product skills to address the growing needs of our nationwide customers. We’re also adding tools and services to our list of offerings that will maximize your software experience. I strongly encourage customer collaboration, and invite each of you to share your experiences, suggestions or general feedback with me. Sincerely,

Trisha Murray, V.P. Client Services

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**GOVERN YOUR DATA**

**MEMBERSHIPS AT MSGOVERN?**

We’ve made Supplemental Service Memberships even easier. Silver, Gold or Platinum Members receive a discounted rate on any and all projects and enhancements they choose to pursue throughout the year. The programs also include entry passes to the Annual Conference...see p. 14 for details!

**MS GOVERN and iNOVAH** make Central Cash Receipting a cinch. This partnership centralizes not only cash received through your MS Govern applications, but any cash received by your organization. Why run separate tools when you can let an integrated solution do the work for you?!

**REPORTS, REPORTS, REPORTS** New in report news: We’ve added 13 completed Crystal Reports to the Financial and HR Products Suites, and there are several more in development. The new reports work in conjunction with the latest software versions. Be sure to call Support or your Account Manager to schedule your upgrade.

**SERVICE PACKS & DOWNLOADS**

If you missed the email flash, please visit our eSupport or FTP sites to access important updates just released. See step-by-step instructions on p. 7.

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**NEWS, UPDATES, SOLUTIONS AND HIGHLIGHTS**

Annual User Conference hype on the rise......
This year’s event held at The Gaylord Opryland Resort in Nashville, TN promises to be our most encompassing yet with offerings from CPA qualified courses to cool tool giveaways!
Details and registration info, p. 11...

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**HIGHLIGHTS**

Matanuska-Susitna earns the spotlight in this edition of the Semi-Annual’s Center Stage!... p. 4

Meet the newest members of the CS team, John & Nikki...p.2

Our First Executive Steering Committee meeting was a smashing success...read all about it, p.11
MEET THE NEWEST MEMBERS OF THE MS GOVERN TEAM

**John P. Ribaudo**, Application Support Specialist  
*St. Louis office*

John joins the Client Services team as an Application Support Specialist, reporting, troubleshooting, and resolving as many software issues as possible. He joins us from an Illinois law firm where he worked as an Application Support Analyst, troubleshooting, training users and managing their reports.

John holds a Bachelor's degree in Business Administration and Information Technology from Marquette University in Milwaukee, Wisconsin.

John now resides in Soulard, in his beloved hometown of St. Louis City. As a former cook in the Virgin Islands, he loves to sample and grade as many of the local restaurants as possible. He also soaks up as much live local music as he can, tunes in for as many Cardinal games as possible, and plays kickball weekly at his favorite park in the universe, Tower Grove Park.

**Donna Wortman**, Business Analyst  
*St. Louis office*

Please welcome Donna Wortman as our newest Business Analyst for the HRMS module.

Donna comes to us from Sentaida International (formerly Zisser Tire) and brings with her 15+ years of payroll, human resource and financial accounting experience. This is a unique blend for us as often times, payroll personnel do not necessarily understand the financial aspect of a business and vice versa. Payroll processing, deductions, taxes, fringes, and the like all have a direct impact of the general ledger and accounts payable functions of an organization. Donna’s experience will allow her to consult with our clients from a basis of understanding that only comes from having done the job.

She has two daughters and two grandsons.

**Nikki Kiefer**, Application Support Specialist  
*St. Louis office*

Nikki joined us from the City of O’Fallon, IL where she was the Administrative Assistant team leader for over 6 years. There, she handled the implementation, managed the Govern software through the years and assisted with the reconfiguration of the system as she was the "sole" administrator for the Govern product.

Nikki has been married for over 17 years and has two children. She is a Girl Scout leader; President of the American Legion Auxiliary; an active member of the PTO for the local school system; an academic tutor for the Matthew Dickeys Boys and Girls Club in St Louis; and Logistics Coordinator for the March of Dimes. Her leadership skills and involvement with civic, local and professional organizations brings much expertise to the MS Govern team.

Nikki is also a dedicated St. Louis Cardinals baseball fan.

**Bonnie Ahrens**, Professional Services  
*Remote*

Bonnie Ahrens joined the MS Govern Professional Services team on June 15th. Bonnie gained her hands-on experience with our CMS modules during her 8-year career (2001-2009) with the Glynn County (GA) Property Appraisal office, where she last held the position of Appraisal Data Systems Supervisor for the Govern System.

Prior to Glynn County, Bonnie worked for Universal Music and Video for 12 years, located in Upstate New York, where she is originally from. Bonnie has an A.A.S in Accounting and is mother of three boys and grandmother of four boys; she is excitedly anticipating the arrival of her 5th grandson.

Bonnie’s home base will be out of Darien, GA. She will bring her industry knowledge and Govern end-user experience to our team and customers. Welcome Bonnie and y’all make sure to say “Howdy!”
COMING SOON:
- iNovah-integrated CCR
- OpenForms P&I official release
- OpenForms A/R module Beta
- Web Based GIS integrated with ESRI ArcGIS server

On May 20th, we introduced the OpenForms based Permits & Inspections and the Ad Hoc Query tool modules to our customer’s executive steering committee (CMS) members and the feedback was positive. We are planning to create a video clip of this presentation (using CAPTIVATE) in the next few weeks and we will give you instructions on how to get access to it as soon as the video clip is available.

FMS/HRMS Software
JUST RELEASED:
- GemStone 2.3
- FMS 6.7
- 13 Crystal Reports for FMS & HRMS
- HRMS to Attendance Enterprise interfaces

COMING SOON:
- More Crystal Reports for FMS & HRMS
- FMS to Questica Budgeting integration
- eQ Query Builder for FMS
- QuickApp 2.0 release
- New release of the Employee Self Service Portal (ESSP)
- FMS 6.8
- HRMS 6.6

CMS Govern Software
JUST RELEASED:
- Govern v10.0
- OpenForms Permits & Inspections Beta
- eQ New Query Builder

MEMBERSHIP HAS ITS PRIVILEGES

Many customers have been taking advantage of The Harris Software for Life Program.

Harris invests a significant percentage of its annual revenues in research and development in order to remain a leader in the Government Software Market. Regardless of which Harris solution you choose, you will receive the same level of service, support and long-term technology protection through our Software for Life policy.

Harris does not charge licensing fees for same product line upgrades, and charges significantly reduced licensing fees for transition between flagship product lines.

This policy encourages our customers to remain current with the latest product release and reduces the financial hurdles to keep pace with the rapidly evolving technological environment.

Since acquisition, MS Govern has extended this program to many of its customers including:
- Durango, CO
- Lawton, OK
- Addison, TX
- Rock Island, IL
- and Tifton, GA to name a few.

All have upgraded to various products within the MS Govern suite of software offerings.

We offer upgrade avenues for “Gems” legacy product users who would like to take their Utility Billing, Business Licensing and Permitting to the next level.

To find out more about Software for Life and the products available to you, please contact Carol Oberlohr.

The Annual User Conference is an excellent one-stop venue to see all the innovation and technology Harris companies bring to the Government market.

You might also check out www.msgovern.com for more product details.
The Matanuska-Susitna Borough in Alaska is a leader on the government software front. It is their belief that an enterprise solution will help their employees better serve their citizens. This vision is made possible through a collaborative approach to the project and their highly engaged staff.

The Matanuska-Susitna (Mat-Su) Borough began their software improvement project with Govern in 2006. Their initial project plan included three phases: 1) assessment, personal property and local improvement processing; 2) tax billing, collections, foreclosure, bankruptcy, utility billing and tax sales; and 3) planning, code compliance, platting, land management, business licensing and public works. In November of 2007 the Mat-Su Borough added two more phases including fire code personnel and the eGovernment (eGovern) web portal services. The eGovern phase will allow online access for permit applications, property information review and online payments.

Rhonda Zak, Programmer Analyst for the Mat-Su Borough, describes the vision for eGovern, “We started the process knowing the goal would be online access with eGovern. We currently display tax parcel information online, but it is not real-time data. We also have strong support from the Mat-Su Borough Assembly to make online access available to citizens, especially citizens in outlying areas. We want to be able to provide our citizens with the online tools to apply for permits and enter concerns, such as code violations, road maintenance issues and general questions for the administrative staff.”

To support the various phases of their project, the Mat-Su Borough developers set up short teleconferences with the MS Govern implementation team. Over time, the teleconferences expanded to include the Mat-Su Borough’s Govern super user team. These meetings will eventually become roundtable discussion and training sessions. They are also discussing training options such as online screen cast sessions to help the training process. The trainings will be available to their employees on their internal website for individual viewing.

No project goes without challenges, and the Mat-Su Borough certainly faced a few of their own. Rhonda Zak described their experience: “We knew the conversion from our old home-grown system to a more modern system was going to be a huge undertaking.”

*Continued on next page*
Continued from previous page*

“When the MS Govern team arrived on site for the kick-off meeting, we presented the team with seven large binders of documented processes and reports, slated for conversion into Govern. The MS Govern team has been incredibly helpful and professional in their ability to interpret our needs and very patient with our staff, making necessary corrections and adjustments as they have been identified. The Govern conversion team mapped and converted millions of records to get us to the system we have today. They have provided excellent training and helped to document the processes.

“We only had one major conversion issue that could not be resolved. The errors were caused by the many accounting methods and processing changes that have occurred over the years for the special assessments segment of our system,” Zak said. “The project data that was converted to Govern was correct, but the historical accounts receivable data was an issue. To resolve the errors and reduce delays in the project, we decided to enter beginning balances manually and store the historical data for reporting purposes.”

Zak explains how end-user involvement is critical in any large conversion: “What the Mat-Su Borough learned through this project is that end-user involvement and participation is far more important to the project’s success than all the other aspects of the project. Everyone affected by the conversion needs to take ownership of their data. They need to test their process and assure that their piece of the project is done correctly. No one knows all the pieces, so each individual is a key component to the success of the project.”

The Mat-Su Borough Govern team follows the simple philosophy that you get out what you put in. This year, Idris Van Sant, Assessment Records Supervisor, joined the MS Govern Executive Steering Committee and attended our first annual meeting in Chicago on April 7, 2009. The Mat-Su Borough team also attended last year’s conference and found it to be an excellent resource for sharing, implementation and process ideas. The team is planning to send even more employees to this year’s conference and their development team will be taking advantage of the certified pre-conference sessions on the Query Builder, Open Forms and Crystal Training.

Shannon Shilman is the Chief Information Officer for the Mat-Su Borough. “We are still in the implementation phase,” Shilman said. “We’ve had some stops and starts due to internal circumstances, but we are now moving forward full steam and are looking forward to new enhancements from Govern as they become available.”
It is hard to believe that we are now into the second half of 2009, although I must admit I did welcome the summer season with open arms. The year is rapidly moving by and we have been busy on many fronts. We received a great deal of feedback in 2008 about the need to improve our focus on our existing customers and we have taken a number of steps to do just that. Earlier this year we introduced four account managers to our Client Services team, providing more regular contact for each customer and a direct point of escalation in the event issues need additional attention. We launched our Executive Steering Committee in early April, teaming a number of customer organizations with our Executive team from MS Govern, to discuss and prioritize product enhancements, system processes, coming industry requirements, and to review new features and functionality available in our HRMS, FMS and CMS solutions. There have been a number of customer site visits conducted in 2009 and we have participated in onsite user group meetings and have delivered virtual user group sessions for those sites/groups under tight travel restrictions due to the economic challenges many of you are facing. 2009 is a year in which we have committed to increase our level of interaction with our customers and this is and will remain a priority at MS Govern moving forward.

We are eagerly anticipating the upcoming User Conference to be held in Nashville, Tennessee later this October, as we will be presenting our BETA version of our .Net Land Management solution and the Alpha version of our .Net General Ledger. We will also be showcasing our new Query tool, expanded Crystal Reporting, and improved integration with our business partner solutions from Questica (Team Budget), Loris Technologies (File Nexus – Document Management) and Attendance Enterprise Time Reporting. We are excited about the product advances we have made and look forward to sharing them with you. We do understand that many of you face significant travel restrictions in light of the current economic environment and will arrange to provide Web-based product demonstrations following the conference to ensure everyone has an opportunity to review the new and improved product offerings.

Harris is an organization with over 850 employees and 10 separate business units of which MS Govern is one. This structure results in regular opportunities for the employees at Harris to pursue career interests elsewhere within the organization, and in some cases we do ask individuals to step into leadership roles within other business units. Mary Myers was asked to assist one of the other divisions within Harris on the new name sales front and officially transferred to the Cayenta division on July 1st. Mary has been a key contributor to the success of GEMS over the years and most recently MS Govern, where she held the role of VP Sales, Marketing and Client Services. We will miss having her on the team, but wish her nothing but the best as she joins Cayenta. We are actively pursuing a replacement for the VP of Sales and Marketing position and are hoping to introduce the newest member of our Executive team before the end of July.

I am pleased to announce the promotion of Trisha Murray to the position of VP Client Services. Trisha has been heavily involved with a number of the recent initiatives within CS in her capacity as Director of Client Services, including formalizing the Account Manager role, expanding the Web training offerings we provide, championing our internal training initiatives to expend the knowledge and expertise of everyone within our Client Services team, and is also the driving force behind the Executive Steering Committee (ESC). She is committed to providing both an improved and expanded level of service to all customers, and will work closely with her team and each of you to ensure we are successful in increasing your overall level of satisfaction.

Harris offers a number of solutions for the Municipal market, and I would like to introduce our sister companies within Harris to you.

**Municipal Software** is based out of Victoria, British Columbia and offers a Land Management solution to mid sized cities, counties and towns.

**Global Software**, based out of Oklahoma City, offers Public Safety solutions to mid sized cities, counties and towns.

The **inhANCE** product solutions group is based out of Tyler, Texas and provides Utility Billing/CIS for small to mid sized municipal agencies.

The **System Innovators** division is based out of Jacksonville, Florida and provides Central Cash Receipts (iNovah) solutions to all tiers of local government.

For more information on any of these divisions and the solutions they offer please visit their websites or contact **Carol Oberlohr**, our sales manager for back-to-base sales.

You, our customers, are critical to the long term success of our business and we want to ensure our solutions contribute to the success of your organizations for years to come. Please do not hesitate to bring any concerns you have to my attention. It is by working together that we will maximize our mutual success.

~ Craig Ross, General Manager
TIPS & TRICKS

HOW DO I FIND...?

Are you ever in need of a document—be it a training manual unit or a monthly service pack—and know that you’ve seen it before, but you’re just not sure how to get it back at your fingertips? Do you think you know all there is to know about using our software? In this section, you’ll find step-by-step instructions on downloading files and updates from eSupport or the Govern FTP as well as product tips and trick you may not have seen.

FMS/HRMS CUSTOMERS

1. After you log in to eSupport, select Downloads, Documentation from the menu on the left.
2. Select MS Govern as the “Division.”
3. Select a value from the “Family” list box. (Financial, HR, ... SkyView, QuickApp...GemStone and the like would be under “Supplemental Applications” since they apply to all systems).
4. From the “Category” list box, select the module, or ALL to see all.
5. You can download training materials unit by unit, or you can download the .zip file of an entire set up or an entire processing unit.
6. From the list, select the “More” link to get to the download page, then click Download Now.
7. Open, print and/or save the .pdf or .zip file.

CMS [Govern] CUSTOMERS

1. Log onto the Govern FTP site ftp.pggovern.com. You may also link to the site via our Website at http://www.msgovern.com/esupport/. If you do not know your login and password for the site, please contact us and we’ll get you set up!
2. Once on the FTP site, select File Transfer. You can either download weekly Govern updates (service packs, documentation, etc.) or upload smaller type files (less than 200mb) into your client folder (the space reserved for the transfer of electronic files).
3. Save the files or .exe to your desktop.
**TIPS & TRICKS**

**FMS**

Did you know that the Accounts Payable Check Printing Report (APCHECKS) has the ability to display the next available check number when you run it via Online Report Initiation? To use this feature, do the following:

1. Each operator who runs APCHECKS must create separate RPINT run IDs for each bank. When printing checks for a bank, the operators must recall the run ID for that bank.

2. Run LOADSTATIC. It will create a User Field Characteristics (USR1) record for Screen Name = “BANKS,” Field #500 for the last check issued.

3. On USR3 for BANKS and each bank number, in Field #500, enter the last check number issued for the respective bank. For example, if the last check issued by Bank #21 was 1006, create a USR3 record for Screen Name = “BANKS,” Key Value = 00021 (5-digit bank number with leading zeros), and in Field #500, enter 00001006 (8-digit check number with leading zeros) in user data. When a user runs APCHECKS via RPINT to print checks for Bank 21, RPINT (for APCHECKS and the run ID for Bank 21) will display “Next Available Check #1007” where it would otherwise display “First Check #.”

4. When printing a new batch of checks for each bank, recall the run ID for that bank and the “First Check #” prompt will be replaced by “Next Available Check #” and it will be pre-filled. The user can overwrite the pre-filled value if necessary.

If a run ID is deleted on the AP Check Print File Inquiry Screen (APCKQ), the last check number for the bank is updated.

**Reports and screens affected:** APCHECKS, LOADSTATIC, USBIG & APCKQ.

**HRMS**

Did you know that you can search for employees by last name from the “Employee #” field?

Click in the field and use the down arrow key from your keyboard to expand it. Begin typing the employee’s last name and after a brief pause, the information will display in the search box. Select the correct employee and press Enter. If you don’t know the employee’s last name, enter a wild card (%) to view all employees.

**RMS**

- From the Utility Search Menu (SRCH), you can do the “Open/Close Account” or “Revert to bill owner” directly. Just enter the account number and selection option, as shown below.

- The “Override Due Date” field on the Billing Routes (UMBLR) Screen overrides the calculated “Due Date” in a Billing Report (UMBILLING) run.

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**Govern Your Data With CONFIDENCE**

www.msgovern.com • 800.383.6029 (St. Louis) • 800.561.8168 (Montreal) • 866.392.2959 (Omaha)
CMS [Govern]
Create a new SQL database instance (like “Waukegan_Test2”). Take a copy the live database instance (backup database file “Waukegan”.bak) and restore it to the “Waukegan_Test2” database instance (be careful to do this correctly or else you could lose your live database)! **If you’re not sure, have someone do this for you.** You need to copy your .ini file and rename it.

1. Edit the new .ini file to modify:
   - DSN name (ODBC connection name)
   - DB name (SQL database name)
   - Attach table name (Govern path/attach table name)

   **Change it like:**
   ```ini
   [Database]
   DatabaseName=c:\clients\waukegan\govern85\database\gvattach_waukegan_Test2.mdb
   Connect=ODBC; DSN=Waukegan_Test2; DATABASE=
   Waukegan_Test2
   DSN=Waukegan_Test2
   DB=Waukegan_Test2
   Local Name=
   ```

2. Now create a new ODBC Connection by selecting the following:
   - Start, Control Panel, Administrative Tools, Data Sources (ODBC).
   - Select the **System DSN** tab and click **Add**. Select the correct SQL driver and click **Finish**.

3. Complete the new connection by entering the information requested (server, change the database name, test the connection. This must be done for each user’s PC that needs access to this new database for testing.

4. Create the Govern Icons to link with the new .ini file in the target (start with Update32).

5. Go into Update32 (icon just created) and do the attach tables for this new database (Waukegan_Test2).
Get up to speed from the convenience of your desk with MS Govern’s new online training sessions, conducted by our experts on The Client Services team.

“The training this week has been FANTASTIC, many kudos to Laura. Every day the group has come away with a new process or screen functionality that has helped streamline their work. Though we’ve used this software for 11 years now it’s amazing what we didn’t know or understand properly.”

--Jill Olson, Sr. Programmer/Analyst, Yamhill County, OR

**Frequently Asked Questions**

1. **How do I know what classes are offered?**

   Simply select the session you are interested in attending from the training calendar. Training will be offered across all modules. A sample selection is listed below; please refer to the Website for a complete list of currently scheduled classes.

   - Friday, July 17: Toni will show you the exciting changes included in the FMS6.7 release, including the new features and functionality of the General Ledger, Accounts Payable, Accounts Receivable, Purchasing, Fixed Assets and Work Order modules.
   - Thursday, July 23: Laura will walk you through the correct methods to process voids and reissue checks in the Payroll module. She will also demonstrate check reconciliation procedures.

2. **How do I sign up?**

   These training sessions will be published and frequently updated on our Website at http://www.msgovern.com/news_events/article/online_training. You can easily link to the training calendar from our Services, Support or News & Events page. View the course details, then click the registration link.

3. **Is there a cost associated with this program?**

   The cost for each session per site/organization (not per person) is $50. MS Govern will invoice your organization.

**PLEASE NOTE:**

Registration closes one week before the scheduled session, at which time your instructor will send you a link to the WebEx meeting and further instructions if necessary. MS Govern reserves the right to cancel a training session if less than two organizations sign up. In such a case, the instructor will notify you by email. Submitting our registration form for a particular course indicates your organization’s agreement to the $50 fee for this online course.

*Don’t see what you’re looking for? Is there a particular training you would like us to offer? Send your ideas and requests to: training@msgovern.com.*

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**Govern Your Data With CONFIDENCE**

www.msgovern.com • 800.383.6029 (St. Louis) • 800.561.8168 (Montreal) • 866.392.2959 (Omaha)
WHAT CUSTOMERS ARE SAYING ABOUT THE CONFERENCE

If you’ve never had the opportunity to attend an MS Govern/Harris User Conference before, see what long time attendees from St. Tammany Parish Government have to say about the experience:

“For the past 6 years, at least 4 employees from St. Tammany Parish Government have attended the National User Conference. We, as users, find these conferences very informative and helpful. We learn tricks of the trade from other users and about new upcoming enhancements to the software from the MS Govern professionals. Additionally, as they profile these enhancements, input from all users is considered before the final product is delivered. Our favorite part of the conferences is the lasting friendships we have established with other users that extend beyond this once a year meeting.”

Jackie Nunenmacher, Sherri Mederos and Laura Reine of St. Tammany Parish Government Finance Department

EVENTS

REGISTER NOW FOR THE AUC AND SAVE!

Each year the Customer Conference brings together staff, customers and business partners from around North America and is an excellent opportunity to exchange ideas, solutions and best-practices.

Our primary focus this year will be on the customer experience. The conference has been designed around your business needs and expectations. This year’s conference will be held October 21-23 at the Gaylord Opryland Resort & Convention Center in Nashville, TN.

REGISTER BY JULY 31ST TO RECEIVE $150 OFF!
DOWNLOAD THE REGISTRATION PACKET AT
www.msgovern.com/news_events/

GET A JUMP START WITH PRE-CONFERENCE SESSIONS
with our pre-conference workshops, to be held October 19 & 20. You’ll receive in-depth demonstrations and trainings, and completion certificates and/or CPE credits for specific courses.

REGISTER EARLY, BECAUSE SPACE IS LIMITED! Courses include:
• Crystal Reporting
• OpenForms for Govern
• New Query Builder (separate CMS & FMS sessions)
• Basic & Advanced CAFR
• GFOA Finance Course

Breakfast, lunch and snacks will be served each day for participants.

MARK YOUR CALENDAR NOW AND GET READY FOR A HIGH-INTENSITY, HIGHLY ENTERTAINING CONFERENCE!

ESC: EXECUTIVE CLASS ALL THE WAY!

Our first Executive Steering Committee (ESC) meeting was held in Chicago, IL this past April, and it was a smashing success!

The purpose of the ESC is to identify priority issues and initiate best practices, and to make collaborative recommendations to MS Govern’s management team.

The one-day meeting consisted of two groups made up of CMS customers and FMS/HRMS customers respectively, along with MS Govern staff members. The groups discussed such topics as product direction and enhancements, and provided overall feedback on the service they receive from MS Govern. Since the meeting we have scheduled webex sessions on the new .Net product, our Company Website, and the Development of Crystal Reports for FMS and HRMS. Assignments will continue throughout the year, with our next ESC meeting tabled for October 20th at the Annual User Conference.

If you’d like to make topic suggestions to the ESC, please email esc@msgovern.com.
How Does MS Govern Rate with You?

Congratulations to Richard Carriera of the City of Richland, WA! MS Govern has awarded Richard a $50 gift card from Borders book store. And all he had to do was answer just one question: How likely are you to recommend MS Govern to a friend or colleague? Answers to this question will provide MS Govern with a Net Promoter Score (NPS), a “straightforward metric that holds companies and employees accountable for how they treat customers.” Click here to learn more about NPS.

What Will You Do With NPS? Since starting the program in 2009, we review each of your NPS submissions and share them throughout MS Govern. We note what we are doing well, and where we need to try harder to meet your expectations. We are building an Improvement-Action plan upon the vital feedback you give us. Expect to receive a call from us to talk about your feedback.

How Does it Work? Scoring is simple:
1-6 = Negative
7-8 = Neutral
9-10 = Positive

Thank you all who have contributed to the launch of our NPS program. Your comments are driving forward positive changes that will directly benefit you.

On the front lines: Account Managers

We’ve created the role of the Account Manager so that you each now have a dedicated contact whose personal responsibility it is to get to know you, the needs of your organization, and to ensure your continued success with our solutions. The color-coded map will help you determine who your account manager is.

- Donna Vallery Parker: dparker@msgovern.com
- Toni Bolden: abolden@msgovern.com
- Laura Mathis: lmathis@msgovern.com

The Account Management team can be deployed to customer sites upon request. Recent visits include Dauphin County, PA; Watsonville, CA; St. Peters, MO; Plymouth, MN; Minneapolis, MN; Mercer, PA; East Baton Rouge and St. Tammany Parish, LA; Vallecitos, CA; Forsyth, GA; and Montgomery, AL—to name a few.

Site Visits give you and your colleagues the opportunity to discuss such topics as future enhancements, requests for product changes, functionality questions, how-to’s, training and more. To request a site visit, please contact your Account Manager.
**GO GREEN & SAVE $$**

**Go Green and Save $$ with MS Govern’s Employee Self Service Portal!**

**Did you know...?**

- An organization that employs 300 people could save **121 pounds** of paper and the release of **346 pounds** of greenhouse gases annually by providing paychecks online.
- Businesses saved a total of **$6.7 billion** over the past 10 years by providing paychecks online.
- It takes approximately **4 hours** to print and sign employee checks for a regular employee.
- It takes approximately **2 hours** per payroll to mail and address the checks.
- The average cost per each paper check (including check stock, envelopes and stamps) is **$7**.
- **By switching to MS Govern’s Employee Self-Service Portal (ESSP) for online check processing and retrieval, an organization will save $143.30 per employee, per year.**

**Our Solution**

Since paper processing often results in inaccuracies, misfiled and lost items, as well as delays in physical handling and transport, why not reduce costs and increase employee satisfaction by offering 24/7 access to paystubs, tax declarations and W-2 forms? How? Through MS Govern’s Employee Self Service Portal (ESSP), which is fully integrated with our Payroll and Human Resources modules.

Susan Eubanks, a Business Application Services Coordinator with the St. John’s River Water Management District, has this to say about MS Govern’s Employee Self Service Portal:

"**The St Johns River Water Management District is committed to the environment and has specific "Green" initiatives. As part of the paper reduction program, we implemented the Employee Self Service Portal (ESSP) which eliminated the need to distribute paper copies of our direct deposits. We store electronic images of all direct deposit notices, and other checks issued to vendors, employees and board members in our Document Management Stor-**age System.""

"Recently, we implemented an email notification for travel and other direct deposit notifications, which replaced the need for paper copies, staff time, and postage costs related to distributing these notices. We are pleased that MS Govern has worked closely with us to meet this commitment."

**Start Saving Today!**

Let MS Govern help your organization do its part for the environment—**Go Green and Save** with our Employee Self Service Portal today! If you sign a contract for our ESSP solution by **July 31st**, you’ll receive the first **THREE** months **FREE**!

Please contact **Carol Oberlohr** for details.

<table>
<thead>
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<th>Employees</th>
<th>Annual Fee</th>
<th>Monthly Fee (Invoiced with Maintenance)</th>
<th>Annual Cost per Employee</th>
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We’re confident that once you experience the many ways ESSP can save your organization time and money, you won’t ever want to go back to traditional paper processing—and you won’t have to! You can pay monthly, or receive a **5% discount** by rolling the cost into your organization’s annual maintenance.* (If you support more than one pay frequency, charges will be based on the frequency with the most checks).

*Subject to annual cost increases. Services are also required; installation and configuration costs = approx. $2500.
MS Govern is pleased to offer you an opportunity to pre-purchase a bundle of annual services at a discounted rate. Our Silver, Gold and Platinum Memberships are added to your annual support and maintenance, prorated to coincide with your fiscal year. We offer three membership levels so that you can select the one that best fits your organization’s wants, needs and budget. Save money on the purchase of:

- Custom report development
- Training sessions
- Onsite or offsite re-configuration
- Application Customizations
- Application Usage Assessments
- New integrations to 3rd party applications
- Travel expenses, and more!

Since each bundle is pre-paid, you have the flexibility to draw against your bank of funds for the projects and improvements of your choice, at any time during your contract year.* As part of your bundle, your organization will obtain up to four passes to the Harris Annual User Conference (See p. 11 for details).

Effective April 1, MS Govern’s hourly services rates changed to $125/hr for offsite work and $150/hr for onsite work. By selecting a pre-paid bundle, you save 20% on the above-mentioned services

*Mandatory membership means, you won’t be faced with unforeseen expenses or changes to your budget midway.

Costs and benefits for each membership is provided below. Please contact Carol Oberlohr at coberlohr@msgovern.com to purchase or to further discuss your organization’s projects and needs.

*Minimum of 8 weeks advance booking is required for all services to ensure your project is scheduled and completed in a timely manner. Please note that funds do not carry over from year to year.

We’ve recently embellished our Remote Technical Services offering. Many government organizations are looking for cost effective ways to manage their technology support needs. In response, we’ve added everything from basic IT troubleshooting to full server staging, along with:

- Database support
- Windows server support
- Installation of application patches and/or service packs
- Full service release upgrades
- Disaster recovery (incl. server maintenance, backup support, etc.)
- System audits and more!

Please contact Carol Oberlohr for details.