

New Helpdesk Support Structure

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We would like to announce several changes to the helpdesk support structure to better assist our MVP Counties. You should continue to submit calls as usual, but your main support contact may have changed.

Latonia Vance (Latonia.Vance@manatron.com) has taken over the role of Support Team Lead for the MVP support team. Latonia has over 4 years in experience with the MVP Tax Support team. She is replacing Treva Bitler in this role. Any escalations should now go through Latonia.

Announced in the last OMAC meeting, Treva Bitler (Treva.Bitler@manatron.com) has taken over the role of Director of Ohio Systems. She will be replacing Brian Cunningham and will be overall responsible for Ohio.

In order to better serve our customer base, we have divided the state into 4 regions and have assigned a lead to each of the districts. We tried to keep it very similar to how the state divides the counties into districts, but we needed to move a few counties around based on call volume. Since each part of the state shares similar methodologies, we hope this will allow for better support for each of you. The leads along with the assigned support analyst will hold the status meetings, be responsible for the incoming call volume for your county, and are the point of contact for your major processes.

We are continually trying to provide better support to our customers, so we hope you find this support structure easy to use. This is for MVPTax in Ohio, and CAMA calls will still be taken by the CAMA Support Team. Again, please continue to submit calls into the helpdesk by either calling 1-877-789-6262 or e-mailing helpdesk@manatron.com. The support team will be taking calls in order of priority and in the order they are received by the helpdesk. If you have any questions, comments, or concerns, do not hesitate to contact Latonia or Treva.

Upcoming

Webinars

May 7th
Backup/Installs/Updates/
MVP Icon/DVD/Scripts

May 28th
ACH

TBD
Connexions

MVP North West Region

Counties: Allen, Defiance, Erie, Fulton, Morrow, Paulding, Williams, Wood

Brian Bailey (Brian.Bailey@manatron.com) – Project Lead

Craig Bishop (Craig.Bishop@manatron.com) – Support Analyst

MVP North East Region

Counties: Ashland, Columbiana, Geauga, Mahoning, Medina, Portage, Wayne

Byron Greene (Byron.Greene@manatron.com) – Project Lead

Susie Gardner (Susie.Gardner@manatron.com) – Support Analyst

MVP South West Region

Counties: Adams, Champaign, Darke, Delaware, Highland, Miami, Scioto

Liz Howard (Liz.Howard@manatron.com) – Project Lead

Rob Venard (Rob.Venard@manatron.com) – Support Analyst

MVP South East Region

Counties: Licking, Muskingum, Belmont, Vinton, Knox, Lawrence, Hamilton

Nicole Severance (Nicole.Severance@manatron.com) – Project Lead

Becky Stamps (Becky.Stamps@manatron.com) – Support Analyst

May Events*

2nd half is approaching and tax bills are trickling out the doors. BOR Reviews are in full force and for some of you Triennial updates wrapping up. In May, we are preparing for 2nd Half Billing, Collections and Settlements. Following, is a list of items that if not done yet need to be completed in May or in the upcoming months for both Real Estate and Manufactured Homes (based upon your county's due dates). Contact the helpdesk at helpdesk@manatron.com for any instructions!

- ◆ Continue to Review Value Abstract
- ◆ Review 2nd Half Tax Bill and Vendor Files
- ◆ 1st/2nd Step of Lender Processing for 2nd Half Billing
- ◆ Triennial Update
- ◆ BOR Reviews

*This is not an all inclusive list of activities that need to be done by the auditor and treasurer's office. This is a highlight of items that are usually completed in this timeframe.



Quick Tip

Remember to always resolve your BOR cases in Case maintenance before changing the value in Final Value Conclusion.

Faces Behind the Name



Craig Bishop

Full Name: Craig Steven Bishop

Job Duties: Support Analyst for MVP Tax and E-gov.

Home: Dayton, Ohio

About the Family: 4 brothers, 1 sister, Wife (Sarah), Son (Lucas, 17 mths), Daughters (Haley, 10/ Morgan, 7 days), Dog (Woody), Cat (Jasmin)

Favorite Movie: Braveheart, Saving Private Ryan, 300

Favorite TV Show: Anything History Channel, Science Channel, Discovery Channel

Favorite Sports Team: Cleveland Browns

Favorite Food: Cabbage Rolls

What do you like to do in your free time: I like to play music (Drummer), Gaming & Paintball

Chad Voegele

Full Name: Chad Anthony Voegele

Job Duties: Software Developer for MVP Tax. Spend a lot of time investigating problems reported by the counties and then making the corrections to the live database. Also involved in updating MVP software for new releases.

Home: Grew up in the east side of Cincinnati. Now living about half way between Cincinnati and Dayton in a town called Monroe

About the Family: Been married to wife Christa for 7 years now and have three boys. Bryan is 9 years old and has a vivid imagination. He is always talking about things he wants to do when he grows up. Anthony, 6 years old, is a video gamers just like his dad. He's also on the soccer team and loves school. Matthew, 2 years old, is an endless source of entertainment. He never fails to bring a smile to our faces (provided he got a nap that day!). Christa is a great mom to the boys and an awesome cook. She's originally from Delaware and before Matthew she was working for a Human Resources Company

Favorite Sports Team: Would have to be the Cincinnati Reds. We have a tradition of going to the games when they play the New York Mets when they are in town. My in-laws are big fans of the Mets

Favorite Food: Skyline Chili





Release Notes Survey

The Quality Assurance team is continually striving to improve the MVP release notes. Please let us know how we are doing by completing the survey below and faxing it back to the attention of Amy Card at 937-431-4001.

For each statement, indicate how much you agree or disagree by circling:

	1 strongly agree	2 agree	3 neither agree or disagree	4 disagree	5 strongly disagree.
I read all of the release notes				1	2 3 4 5
I read only the portion of the release notes that pertain to my job responsibilities				1	2 3 4 5
Release notes are clear				1	2 3 4 5
Release notes are concise				1	2 3 4 5
It is easy to find the information I need				1	2 3 4 5
Release notes are easy to follow				1	2 3 4 5
Release notes are useful				1	2 3 4 5
Release notes contain too much information				1	2 3 4 5
Release notes contain not enough information				1	2 3 4 5

Comments:

Optional

Name _____ County _____

Phone _____ E-mail _____

Please Fax Back to 937-431-4001 Attn: Amy Card

**Remember to Sign up for the Next OMAC Meeting
and OMUG Subcommittees!
Contact Nicole.Severance@manatron.com for more info!**

Notes from Product

As of April 2009, the Department of Tax and Equalization has prescribed the new Homestead Acceptance Letter (DTE 105F) and the revised copy of the Denial Letter (DTE 106A). In addition, slight modifications to the Homestead Renewal Forms (DTE 105B) has been instituted mainly dealing with wording related to inter vivos trusts. These new forms and revisions will be incorporated into the MVP product with the upcoming Version 600 release scheduled for October of this year.

E-Gov Update

Our E-gov team has been working on speeding up the internet extract. We have made great progress and in 1 county their extract has went down from 8 hour run time to only 50 minutes. If you are interested in installing and testing this new internet extract please contact the helpdesk @ helpdesk@manatron.com

2009 OMUG Conference

We will soon be announcing the dates and place for this year's OMUG Conference. We currently planning the class schedule, so if there is a class you would like to see be offered, please contract Nicole.Severance@Manatron.com. Look for more details coming in June's version of the ManaTribune

Remember to check out Customer Connexion

<https://connexion.manatron.com/>

Customer Connexion has your latest release notes, load sets, process documentation, and all training documentation including recordings, slides, and handouts. Questions? E-mail debbie.kramer-smith@manatron.com

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<https://connexion.manatron.com/>

Manatron is a global leader in providing enterprise-level, integrated property software systems and services for state and local government. With a rich history in property recording, tax assessment, billing and collection, Manatron has been at the forefront of innovative product and service development since 1969. Manatron's software and services currently provide our 1400+ customers with the power to manage over 40 million parcels. Most importantly, over the last forty years, our software has helped government jurisdictions collect over one trillion dollars in revenue.

Manatron is committed to providing each jurisdiction with products and services that meet their needs with consistent and efficient functionality. Manatron knows the demands government officials face, and we ensure certainty by only implementing solutions that minimize risk and produce safe, responsive results.

Manatron knows that providing our customers access to the latest technology is key to their ongoing success. From our first installation until today, Manatron continues to invest in order to develop the best solution-based products and services for our customers.

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