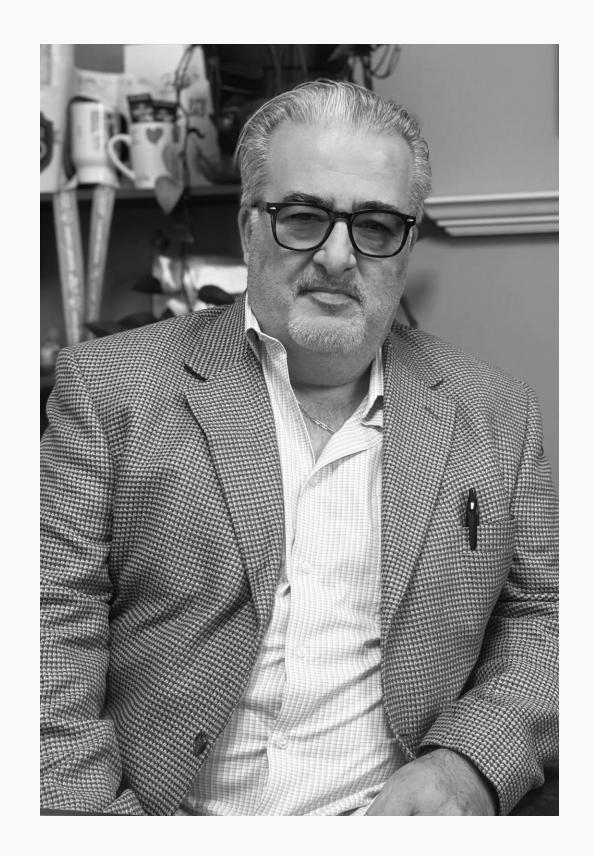
## © Q D S ZOBIO® FROM CHAOS TO HARMONY THE BENEFITS OF ERP SOFTWARE SOLUTIONS

© COPYRIGHT 2020 QUALITY DATA SERVICE, INC. ALL RIGHTS RESERVED

## QDS ZObrio®



Leo DiNicola, the current CFO of Quality Data Service Inc., has been instrumental in driving the company's growth over the past 26 years through strategic mergers and acquisitions. Under his leadership, QDS has become the leading software provider for Tax and Assessor Software in New England. His career also includes roles as a manufacturing controller at Union Camp Corp, a partner at Kolb Maguire PC, and his current positions as Managing Member of Torrington Tax Collector LLC and Assistant Tax Collector. Leo earned his Bachelor of Science degree from the University of Connecticut and his Master's degree from the University of Hartford. Originally from Rome, Italy, he enjoys vacationing there with his wife and two children whenever possible. An enthusiastic supporter of the UConn Huskies, New England

An enthusiastic supporter of the UConn Huskies, New England Patriots, and SS Lazio Soccer Club, Leo dreams of being a midfielder for SS Lazio. He has attended three Super Bowls (with two victories) and two Final Fours (both wins).



## R Q D S Zobrio®



Rob Rayn Corporation the summ business asset to the Rob is als Massachu Collector Science of Amherst. Known to hiding du

Rob Raymond, the former co-owner and CEO of DataNational Corporation, played a pivotal role in the merger with Zobrio in the summer of 2008. With over 30 years of experience in business and product development, Rob has been a primary asset to the growth of the Zobrio Product team.

Rob is also an active contributor and guest speaker for the Massachusetts Municipal Organization and the Massachusetts Collector/Treasurer Organization. He holds a Bachelor of Science degree from the University of Massachusetts at Amherst.

Known to his grandchildren as Papy, Rob's special skill is hiding during games of hide and seek.







## THE TYPICAL CHAOS

We're going to explain the typical process as it is today amongst most local government and explain the benefits of adopting an ERP (Enterprise Resource Planning) solution.





### The Typical Process

90+% of the revenue comes from the revenue collector's office. Daily, there are procedures to record, balance and report to finance.
To balance there are <u>NINE</u> pages of instructions. This is a daily occurrence. On a monthly basis, there are <u>FOURTEEN</u> pages of instructions to go through monthly.

### This can be simplified.

Part of the process is providing the finance department with journal entries, revenue by type, interest by year and taxes receivable by grand list year - including lawful, corrections, refunds, and transfers to the grand list that are being made daily by the Assessor's office.





# A day (and month) in the life of a **FINANCE DIRECTOR**

### Reconciliation DEPOSIT/RECEIPT

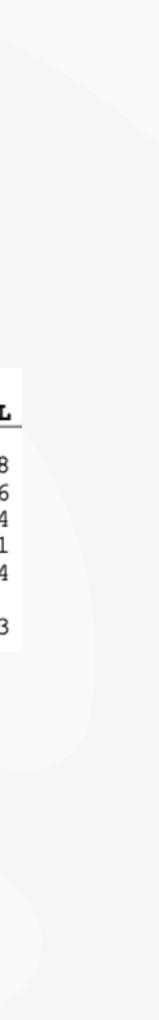
All RTCTC Collections	\$ 652.17
Tax & Sewer (2023 GL) RE	\$ 5,483.12
Tax & Sewer (2023 GL) PP	\$ 78.92
Tax & Sewer (2023 GL) SU	\$ 2,742.60
Tax & Sewer (2023 GL) MV	\$ 16,185.13
Tax & Sewer (2023 GL) RE - 2nd	\$ 2,888.55
Tax & Sewer (2023 GL) PP - 2nd	\$ 48.48
Tax & Sewer (2023 GL) SU - 2nd	\$ 426.30
Tax & Sewer (2023 GL) MVS	\$ -
TTC LLC - 2022 LEVY	\$ 4,702.45
TTC LLC - 2021 LEVY	\$ 214.65
TTC LLC - 2020 LEVY	\$ -
TTC LLC - 2019 LEVY	\$ -
TTC LLC - 2018 LEVY	\$ -
TTC LLC - 2017 LEVY	\$ -
TTC LLC - 2016 LEVY	\$ 122.90
TTC LLC - 2015 LEVY	\$ 90.45
TTC LLC - 2014 LEVY	\$ 
JEOPARDY COLLECTIONS	\$ -
Interest	\$ 1,913.28
Lien	\$ 120.00
Fees	\$ 417.27
CITY FEES - NEW	\$ 100.00
Marshal Fees (MR/MT/AQ)	\$ -
Refunded TaxServ Fees to City	\$ -
Collection Fees (TS) - TaxServ	\$ 560.02
Total Receipts	\$ 36,746.29





### Reports, Reports, Reports SUMMARY TOTALS

						DEFERRED	DEFERRED	DEFERRED	DEFERRED	
Туре	TAXES	BOND INT	INTEREST	LIEN	FEES	TAXES	BOND INT	INTEREST	LIEN/FEE	TOTAL
REAL ESTAT	38,697,460.48	0.00	0.00	0.00	85.50	0.00	0.00	0.00	0.00	38,697,545.98
PERSONALPR MOTOR VEHI	4,129,319.46 6,361,393.66	0.00	0.00 89.95	0.00	0.50 334.73	0.00	0.00	0.00	0.00	4,129,319.96 6,361,818.34
SEWER USE COPY FEES	3,325,513.81 0.00	0.00	0.00	0.00	29.50 124.84	0.00	0.00	0.00	0.00	3,325,543.31 124.84
2023	52,513,687.41	0.00	89.95	0.00	575.07	0.00	0.00	0.00	0.00	52,514,352.43





### Reports, Reports, Reports DELINQUENT TOTALS

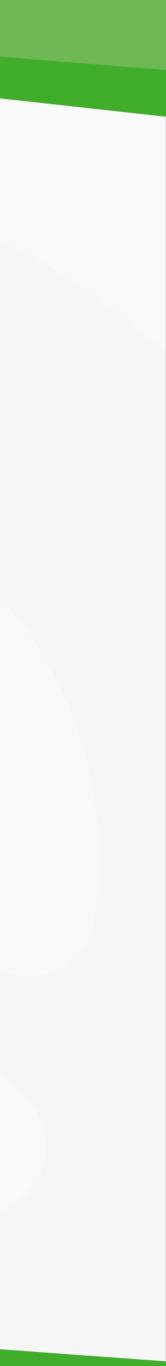
Delinquent Rep Conditions :		ON <b>As Of Date 07/31/202</b> Order By Bill Number In			nense Recan hv	Bank · No Rec		08/02/2024 Page: 1		
Bill #	S-D Name	TOT Tax	TOT Adj	TOT Paid	Tax Due	INT Due	Lien Due	Fee Due	Bint Due	Total Due
TOT RE	# Of Accts: 29	24,515.27	0.00	0.00	24,515.27	38,991.53	624.00	14,223.87	0.00	78,354.67
TOT PP	# Of Accts: 57	41,535.36	876.58	3,349.47	39,062.47	61,827.24	228.00	11,568.10	0.00	112,685.81
TOT MV	# Of Accts: 404	77,974.99	-891.39	2,794.11	74,289.49	118,854.66	0.00	31,418.09	0.00	224,562.24
TOT MVS	# Of Accts: 120	15,975.83	0.00	980.20	14,995.63	22,188.45	0.00	6,254.94	0.00	43,439.02
TOT SU	# Of Accts: 1	212.00	0.00	0.00	212.00	337.08	24.00	85.96	0.00	659.04
YEAR 2014	# Of Accts: 611	160,213.45	-14.81	7,123.78	153,074.86	242,198.96	876.00	63,550.96	0.00	459,700.78



## 

### Reports, Reports, Reports GRAND RATEBOOK

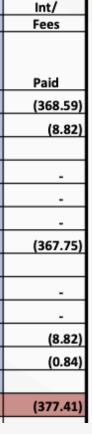
3				y Date: 07/31/20		08/02/2024 1			Overpaid	00 <b>m</b> -max <b>m</b>			Page: 1	
		ditions: R/TYPE	ACTS	BEGINNING BALANCE	-	CORRECTIONS DEC.		(Separated), CURRENT SUSPENSE	Cycle: 00 To TAXES/BINT PAID	INTEREST PAID	OWN, Bill Type: L+FEES PAID	TOTAL PAID	OVER PAID	UNCOLLECTED TAXES
				Diminion	11101		00000000000	DODITION	11110			11110	Into	IIIIID
(A)	) RE		50	200,003.53	2,234.88	-8,662.15	193,576.26 ***REFUND***	-31,810.18	161,171.76 -137.26	69,177.56 0.00	33,255.19 0.00	263,604.51	0.00	594.32
(S)	) RE		22	0.00	0.00	-7,889.23	-7,889.23	31,810.18	0.00	0.00	0.00	0.00	0.00	23,920.95
(A)	) PP		82	64,862.11	881.83	-214.73	65,529.21 ***REFUND***	-14,582.96	26,096.99 -6.00	14,264.58 0.00	3,484.17 0.00	43,845.74	0.00	24,849.26
(S)	) PP		18	0.00	0.00	0.00	0.00	14,582.96	369.75	493.62	137.11	1,000.48	0.00	14,213.21
(A)	) MV		1,820	440,362.46	3,440.22	-17,222.28	426,580.40 ***REFUND***	-19,319.62	352,296.27 -605.91	129,847.01 -100.76	80,119.15 -85.50	562,262.43	-5.36	54,969.87
(S)	) MV		118	0.00	0.00	0.00	0.00	19,319.62	0.00	0.00	0.00	0.00	0.00	19,319.62
(A)	) MVS		1,178	192,122.39	685.62	-1,186.06	191,621.95 ***REFUND***	-2,490.06	176,626.32 -112.13	36,590.50 -4.81	37,504.97 -5.00	250,721.79	0.00	12,505.57
(S)	) MVS		27	0.00	0.00	0.00	0.00	2,490.06	0.00	0.00	0.00	0.00	0.00	2,490.06
	) SU ) SU		18 1	1,754.03 0.00	0.00 0.00	0.00	1,754.03 0.00	-212.00 212.00	1,542.03 0.00	1,920.81 0.00	757.97 0.00	4,220.81 0.00	0.00 0.00	0.00 212.00
		2014	3,148	899,104.52	7,242.55		879,061.85 ***REFUND***	-68,414.82	717,733.37 -861.30	251,800.46 -105.57	-90.50	1,124,655.28	-5.36	92,919.02
(S)	) YR:	2014	186	0.00	0.00	-7,889.23	-7,889.23	68,414.82	369.75	493.62	137.11	1,000.48	0.00	60,155.84
101	FAL	2014	3,334	899,104.52	7,242.55	-35,174.45	871,172.62 ***REFUND***	0.00	718,103.12 -861.30	252,294.08 -105.57	155,258.56 -90.50	1,125,655.76	-5.36	153,074.86





### Reports, Reports, Reports MONTHLY TOTALS

Grand									Adjusted		COLLECTIONS F-Y 24/25		Uncollected	YTD				REFUNDS SUMM	ARY			Ē
List						LAWFUL CO	ORRECTIONS	ттс	Taxes		Interest	Total	Taxes	% COLLECTED	Due	Overpayment	Assessor	Current	Back Trfrs/	Refunds	Due	Г
			ADJUSTED Levy (14-22 GL) as of	PRIOR YEAR COLLECTIONS				Abatements/														
Year		Туре	7/1/2024	(14-22 GL)		Additions	Deductions	Jeopardy	Collectible	Taxes	Liens & Fees	Collected	As of 6/30/2024		7/1/2024	Generating	Generating	Transfers	Writeoffs	Paid	Year end	
2023		TAX			100,362,882.61	62,556.55	(82,309.85)	13.26	100,341,941.50	49,216,567.84	510.68	49,217,078.52	51,135,187.09	49.04%	6.18	3,596.52	6,211.17	-	(0.44)	-	9,813.43	
		SEWER			7,828,527.97	130,200.00	(583,397.64)	4.81	7,375,335.14	3,326,493.81	29.50	3,326,523.31	4,062,189.47	44.92%	-	13,348.14	-	-	-	-	13,348.14	
1st:	RE				39,769,039.61	-	(13,904.06)	(12.07)	39,755,122.23	35,935,196.79	85.50	35,935,282.29	3,819,925.44	90.39%	-	-	-	-	-	-	-	
	РР				5,525,178.01	-	(2,880.14)	(0.09)	5,522,333.79	3,669,939.85	0.50	3,669,940.35	1,852,393.94	66.46%	-	-	-	-	-	-	-	
	รบ				3,914,263.99	130,200.00	(583,397.64)	4.81	3,461,071.16	2,496,288.97	29.50	2,496,318.47	964,782.19	72.12%	-	-	-	-	-	-	-	
	MV				9,784,278.80	62,556.55	(65,525.65)	25.42	9,780,099.29	6,361,393.66	424.68	6,361,818.34	3,426,358.79	64.97%	-	1,906.77	5,746.39	-	-	-	7,653.16	
		1st subtotal:			58,992,760.41	192,756.55	(665,707.49)	18.07	58,518,626.47	48,462,819.27	540.18	48,463,359.45	10,063,460.36									
2nd:	RE				39,767,026.79	-	-	-	39,767,026.79	2,771,821.02	-	2,771,821.02	36,996,636.24	6.97%	-	1,430.47	-	-	-	-	1,430.47	
	РР				5,517,359.40	-	-	-	5,517,359.40	478,216.52	-	478,216.52	5,039,872.68	8.65%	6.18	259.28	464.78	-	(0.44)	-	729.80	Γ
	su				3,914,263.98	-	-	-	3,914,263.98	830,204.84	-	830,204.84	3,097,407.28	20.87%		13,348.14	-	-	-	-	13,348.14	$\square$
	MVS				-	-	-	-	-	-	-	-	-	#DIV/0!	-	-	-	-	-	-	-	Γ
		2nd subtotal:			49,198,650.17	-	-	-	49,198,650.17	4,080,242.38	-	4,080,242.38	45,133,916.20									Γ
	2022	SUBTOTAL:			108,191,410.58	192,756.55	(665,707.49)	18.07	107,717,276.64	52,543,061.65	540.18	52,543,601.83	55,197,376.56	48.76%	6.18	16,944.66	6,211.17	-	(0.44)	-	23,161.57	

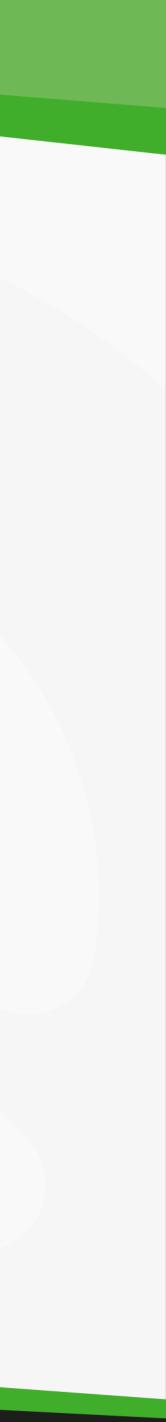




### Reconciliation CERTIFICATE OF CHANGE

	PERS PROP		MV SUPP		RE		M	V	TOTALS	
2023	Increase	Decrease -2880.14	Contraction of the second second second	Decrease	Increase	Decrease -13904.06	Increase 62556.55	Decrease -65525.65	Increase 62556.55	Decrease -82309.85
CROVO TTL										0.00
GOSLEE TTL	0.00	-2880.14	0.00	-277.53	0.00	-14650.86	121357.15	-68038.92	121357.15	-85847.45

CROVO DIFF					1	0.00
GOSLEE DIFF	-2880.14	-277.53	-14650.86	53318.23	35509.70	4





## Reports, Reports, Reports THIS IS CHAOS



# **Being a Finance Director** FOR DUMMIES



# **The Fundamentals & Importance of Finance Directors**

DN NIK (WG ARD HEALTH PLAN (WD) /ARD MTR (WDA) VARD NTR (WDB) VARD RETIREES (WN) VARD SURVIVORS (WO) D BLUE/BAY STATE (WE) BASIC INSURANCE (WA) BASIC RETIREES (WH) E OPTIONAL INSURANCE (WB) E OPTIONAL RETIREE (WI) DEX RETIREES (WJ) DEX SURVIVORS (WK) GRIM HEALTH (WV) IFTS MEDICAL PLAN (WF) JFTS MTR (WFA) JFTS NTR (WFB) UFTS RETIREE (WR) UFTS SURVIVORS (WS) NIGHT PARKING PERMITS (OP) ING CLERK GENERAL (DRPC) IITS BUILDING (PA) UTS RUILDING-ONLINE (PAOL) **REVOLVE AGING 5** REVOLVE ARTS LOTTERY (RX) REVOLVE ATHLETIC CHARTERS (FMA) REVOLVE C.O.A. TRANSPORT (RO) REVOLVE CAF FED SUBSIDY (RF) REVOLVE CAF INTEREST (RG) REVOLVE CAFE STATE SUBSID (RFA) **REVOLVE CAFETERIA SALES (RE) REVOLVE COMMUN CHARTERS (FMC)** REVOLVE COMPOST BIN SALES (QS) REVOLVE COMPOST SALES TAX (QT) REVOLVE DAY CARE (RD2) REVOLVE DAY CARE ONLINE (RD2L) REVOLVE DEVICE SALES (RD1) REVOLVE ELEM FOR LANGUAGE (RJ) REVOLVE GLOBAL CHILD (RT) **REVOLVE HIGH ROCK RENTS (RS)** REVOLVE HISTORIC COMM (RY) REVOLVE INT. PRESCHOOL (QX) REVOLVE K.A.S.E. - ONLINE (RIOL) REVOLVE K.A.S.E. PROGRAM (RI) REVOLVE LAW ENFORCE TRUST (RZ) REVOLVE MEMORIAL PARK (QZ)

REVOLVE ATHLETIC CHARTERS (FR REVOLVE C.O.A. TRANSPORT (RO) REVOLVE CAF FED SUBSIDY (RF) REVOLVE CAF INTEREST (RG) REVOLVE CAFE STATE SUBSID (RFA) REVOLVE CAFETERIA SALES (RE) **REVOLVE COMMUN CHARTERS (FMC)** REVOLVE COMPOST BIN SALES (QS) REVOLVE COMPOST SALES TAX (QT) **REVOLVE DAY CARE (RD2)** REVOLVE DAY CARE ONLINE (RD2L) REVOLVE DEVICE SALES (RD1) REVOLVE ELEM FOR LANGUAGE (RJ) REVOLVE GLOBAL CHILD (RT) **REVOLVE HIGH ROCK RENTS (RS)** REVOLVE HISTORIC COMM (RY) REVOLVE INT. PRESCHOOL (QX) REVOLVE K.A.S.E. - ONLINE (RIOL) REVOLVE K.A.S.E. PROGRAM (RI) REVOLVE LAW ENFORCE TRUST (RZ) REVOLVE MEMORIAL PARK (QZ) **REVOLVE NON RES TUITION (RN)** NARY (REC PROGRAMS (RQ) SCH PRESCHOOL DONATIONS (1) SCH SCI CENTER DONATIONS (YL) SCH SCI CENTER DONATIO-OL (YLOL) SCH SCIENCE CENTER (XS) SCH SPED DONATION (XYS) SCH SPED DONATION-ONLINE (XYSOL) SCH SPED PAR ADVIS DON-OL (XYTOL) SCH STEPS 2 SUCCES DON-OL (XYVOL) SCH STEPS TO SUCCESS-DON (YAB) SCH WORLD LANG DON-OL (XYZOL) SCH WRLD LANG DON BRDM-OL (YROL) SCH WRLD LANG DON ELIO-OL (YSOL) SCH WRLD LANG DON H.R.-OL (HFDOL) SCH WRLD LANG DON H.S.-OL (YXOL) SCH WRLD LANG DON HILL-OL (YTOL) SCH WRLD LANG DON MITC-OL (YUOL) SCH WRLD LANG DON NEWM-OL (YVOL) SCH WRLD LANG DON POLL-OL (YWOL) SCHOOL ATHLETICS-ONLINE (RKOL) SCHOOL BROADMEADOW LEASE (XC) SCHOOL BUS FEES (XA) SCHOOL CAFETERIA DONATION (YQA) TACE (VV)

### Anywhere between 400 and 1200 different types of revenue are recorded within local government.

# Types of Revenue

ONLIN (AIOL) ACTIVITY (AI) OLLEGE (HL) PW (LW) IRE (LR) OLICE (LP) SCHOOL (LS) RAL (DRL) VERAL (DRLIB) (-STATE (LF) Y-TOWN (LE) olic (LD) OLIC-ONLINE (LDOL) GAME (LC) TOWN CLERK (LA) SITS (VC) E (CGM) SUMMER SCHOO (XYA) EAS PM REBAT (SOT) ROCKLAND (SPR) E INSURANCE (ZB) NG (SO)

POLICE PKNG TICKET PINES (34) POLLARD JAPAN EXCHANGE TR (HGP) POLLARD STUDENT ACTIVITY (AP) POLLARD STUDENT ACT-ONLIN (APOL) PPBC/PFD BID DEPOSITS (VB) PRIOR YR DEMAND & INT EXC (TT) PROP TAX ASSIST DONAT ONL (PTOL) PROPERTY TAX ASSIST DONAT (PT) PURCHASING DEPT GENERAL (DRP) RAIN BARRELS (CQR) RECTS RES PARKING METERS (SW) RECTS RES PARKING PERMIT (SX) RECTS RES WETLANDS PROTE (SV) RECYCLING BINS (CQ) REV ADULT EDUCATION-ONLIN (RMOL) REV ELEM FOR LANG ONLIN (RJOL) REV EQUIPMENT RECOVERY (RDE) REV EQUIPMENT RECOVERY-OL (RDEOL) REV INTEG PRESCHL ONLINE (QXOL) REV MEDIA RECOV BROAD (RA) REV MEDIA RECOV BROAD (RAOL) REV MEDIA RECOV ELIOT (RAA) EV MEDIA RECOV ELIOT (RAAOL)

POLLARD STUDENT ACTIVITY (AP) POLLARD STUDENT ACT-ONLIN (APOL) PPBC/PFD BID DEPOSITS (VB) PRIOR YR DEMAND & INT EXC (TT) PROP TAX ASSIST DONAT ONL (PTOL) PROPERTY TAX ASSIST DONAT (PT) PURCHASING DEPT GENERAL (DRP) RAIN BARRELS (CQR) RECTS RES PARKING METERS (SW) RECTS RES PARKING PERMIT (SX) RECTS RES WETLANDS PROTE (SV) RECYCLING BINS (CQ) REV ADULT EDUCATION-ONLIN (RMOL) REV ELEM FOR LANG ONLIN (RJOL) REV EQUIPMENT RECOVERY (RDE) REV EQUIPMENT RECOVERY-OL (RDEOL) REV INTEG PRESCHL ONLINE (QXOL) REV MEDIA RECOV BROAD (RA) REV MEDIA RECOV BROAD (RAOL) REV MEDIA RECOV ELIOT (RAA) REV MEDIA RECOV ELIOT (RAAOL) REV MEDIA RECOV HIGH (RDD) UCH POCK (RCC)

SCH MEDIA DON NEWMAN (YGB) SCH MEDIA DON NEWMAN-OL (YGBOL) SCH MEDIA DON POLLARD-OL (YHBOL) SCH MEDIA DONATIONS-ONLIN (XYXOL) SCH METCO DONATIONS (YO) SCH METCO DONATIONS-OL (YOOL) SCH METCO REVOLVING (XY) SCH MISC DONATIONS (YM) SCH MISC DONATIONS ONLI (YMOL) SCH MISC NON-RECURRING (SC) SCH MITCHELL BOOK/EQUIP (XJ) SCH MITCHELL DONATIONS (YF) SCH MITCHELL DONATIONS-OL (YFOL) SCH MITCHELL LEASE (XI) SCH MUSIC TRAVEL DONAT OL (YJAOL) SCH MUSIC TRAVEL DONATION (YJA) SCH NEWMAN BOOK/EQUIP (XL) SCH NEWMAN DONATIONS (YG) SCH NEWMAN DONATIONS (YGOL) SCH NEWMAN LEASE (XK) SCH NHS TRAVEL DONAT OL (YZBOL) SCH NHS TRAVEL DONATION (YZB) DON-OL (YOAOL)

SPEC REV C.O.A GIFT (HI) SPEC REV LIBRARY EQUALIZ (IR) SPEC REV LOCAL DARE (IW) SPEC REV MEMORIAL PK GIFT (IY) SPEC REV P&R GIFT (HN) SPEC REV POLLING HOURS (IS) SPEC REV TAXI COUPONS (HH) SPED NON-RESIDENT TUITION (XWB) SPED SUMMER OUT OF DISTR (XWC) TAX REAL ESTATE (TX) TECHNOLOGY DEPT GENERAL (DRITC) TF-SUPERINTENDENT IMPACT (ZES) TOWN CLERK GENERAL REC (DRTC) TOWN MANAGER GENERAL (DRM) TOWN MEETING GENERAL REC (DRTM) TRANSFER STATION FEES (CGTF) TREASURER GENERAL RECEIPT (DRT) TRUST EXPENDABLE LIBRARY (ZC) TRUST EXPENDABLE SCHOOL GM (ZE) TRUST NON-EXPEND LIBRARY (ZD) TRUST NON-EXPEND SCHOOL (ZF) TRUST-EXPENDABLE REVENUE (ZU) EVEND REVENUE (ZV)

SPEC REV POLLING HOURS (IS) FIN COM GENERAL REC (DRFC) FINANCE DIR GENERAL REC (DRFD) CHARGES AMBULANCE COMSTAR (CJC) CHARGES AMBULANCE MEDI COMPTS (CJ) CHARGES FIRE ALARM (CK) FIRE ADMIN GENERAL REC (DRFA) FIRE HAZMAT TRAINING FIRE PROTECTION HAZ-MAT RECEIPTS PERMITS FIRE (PB) FORESTRY FEES CHARGES TRAVELING MEALS (CL) DEPT REV HEALTH CLINICS (DG) DEPT REV HEALTH MISC FEES (DJ) GIFT OF WARMTH (BG) GIFT OF WARMTH - ONLINE (BGOL) PERMITS HEALTH (PC) PERMITS HEALTH-ONLINE (PCOL) SPEC REV B.O.HEALTH GIFT (HO) HUMAN RESOURCES DEPT REV DP SCRAP PAPER (DB) TECHNOLOGY DEPT GENERAL (DRITC) ENERAL (DRL)

FIN COM GENERAL REC (D CHARGES FIRE ALARM (CK) FIRE HAZMAT TRAINING PERMITS FIRE (PB) FORESTRY FEES GIFT OF WARMTH (BG) PERMITS HEALTH (PC) HUMAN RESOURCES LEGAL DEPT GENERAL (DRL)

TX TAX FORECLOSURES (TIM) TX TAX LIENS REDEEMED (TK) UT SEWER OTHER (UJ) UT SEWER SERVICES (UI) UT SEWER SERVICES-ONLINE (UIOL) VETERANS DEPT GENERAL (DRV) WEIGHTS & MEASURES (FG) WEIGHTS & MEASURES FINES (BF) WKRS COMP TOWN SAL TEMP (ZRD) WORLD LANG DON-BROAD (YR) WORLD LANG DON-ELIOT (YS) WORLD LANG DON-HIGH SCHOO (YX) WORLD LANG DON-HILLSIDE (YT) WORLD LANG DON-MITCHELL (YU) WORLD LANG DON-NEWMAN (YV) WORLD LANG DON-POLLARD (YW) YOUTH COMM DEPT GENERAL (DRYC) YOUTH COMMISSION REV PROG (YC) COLLECTOR DEPT GENERAL (DRC) DEPUTY FEES KELLEY & RYAN (TDEP) FEES RMV RELEASE FEE (RH) PRIOR YR DEMAND & INT EXC (TT) ADDITAX ASSIST DONAT ONL (PTOL)

PERSONNEL DEPT GENERAL (DIA E)	FEES D
THE REVIEW DE VIEW	FEES P
FEES PLANNING BOARD (FE) FEES PLANNING BOARD (FE)	PLAN
	ACCID
PLANNING BOARD GERLENORTS (FH) ACCIDENT/INCIDENT REPORTS (FH)	ALAR
A MANDERING VIEW	FIREA
	FIRE/
	LICE
THE TO FARE THE TO FARE	LICE
LICENSE TO CARRY-TOWN (LE)	LTC
LTC STATE (IF)	LTC
LTC TOWN (IE)	POL
	POL
THE ADMINISTRATION	POI
	PO
	PO
POLICE MISC NONRECOMMENSES (SQ) POLICE PARKING TICKET FINES (SQ)	RE
POLICE PARKING TICKET TRUST (RZ) REVOLVE LAW ENFORCE TRUST (RZ)	SA
A PERVICEAT	so
A REPORT OF PERMITS (FTY	SP
	PI
CLIACING DEPT GLIVER	A
PURCHASING & EXEMPTIONS	D

FINANCE DIR GENERAL REC (DRFD) CHARGES AMBULANCE COMSTAR ( CHARGES AMBULANCE MEDI COMP FIRE ADMIN GENERAL REC (DRFA) FIRE PROTECTION HAZ-MAT RECEI CHARGES TRAVELING MEALS (CL) DEPT REV HEALTH CLINICS (DG) DEPT REV HEALTH MISC FEES (DJ

GIFT OF WARMTH - ONLINE (BGO

PERMITS HEALTH-ONLINE (PCO) SPEC REV B.O.HEALTH GIFT (HO)

DEPT REV DP SCRAP PAPER (DB TECHNOLOGY DEPT GENERAL (

CHARGES LIBRARY BOOK FINE

PLANNING BOARD ( INING BOARD GENER DENT/INCIDENT REP RM PAYMENTS (FI) ARMS ID CARD-STAT ARMS ID CARD-TOW

INSE TO CARRY-STAT ENSE TO CARRY-TOW STATE (IF)

TOWN (IE)

LICE ADMIN DEPT GI LICE ADMIN GENERA OLICE DEPARTMENT I OLICE MISC NONRECU OLICE PARKING TICK EVOLVE LAW ENFOR AFETY SEAT

**OLICITORS PERMITS** PEC REV LOCAL DAR PURCHASING DEPT G ABATEMENTS & EXEN DEFERRED TAXES



## Automating The Recording Of Revenue AT THE SOURCE

### Leveraging Online Payment Capabilities



### Attaching Source Documents Upon Entry

### Automated Payer Receipts & Fraud Prevention

\$









## Introduction to ERP Software

Enterprise Resource Planning





## Introduction to ERP Software Enterprise Resource Planning • "Enterprise" and why it is important.





Leveraging Online Payment Capabilities

Not Depending On Spreadsheets



Reduction of Additional Reconciliation Needs Incorporation of API Technologies

API





## Application Programming Interface UNDERSTANDING APIs



**OLD VS. NEW** 

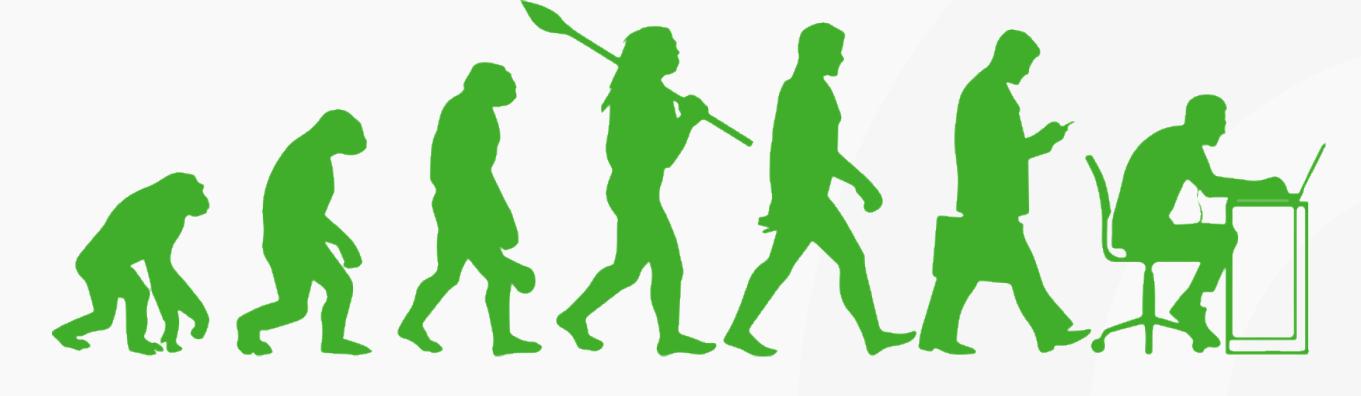






### **The Evolution of Software** FOR LOCAL GOVERNMENT





### **Reduction of External Audit Time Investments**





## R Q D S ZObrio®

## **Finding The Right** SOLUTIONS

When we refer to old, legacy applications, many companies concentrated in some aspect of this legacy mindset - like programming in a bubble.

Best practice is to adopt current software with advanced API technologies and find companies that specialize in the respective department and/or function needed.

This companies should have the expertise and dedication to updating legacy programming code and to upgrade systems.

When selecting a vendor ensure that they have geographic domain knowledge of statutes and laws as they pertain to the location.





## The Benefits: Overall Reduction in Headaches

### Save Time & Gain Efficiency



Eliminate Human Error, Transposition, & Manual/Redundant Data Entry





### Q

## RECONCILIATION Oh, the anxiety.

## Ways to ease the

- Automate Online Payment Processes
- A \$2 discrepancy in an audit, is a NIGHTMARE!
- and rules

**Stress:** Avoid Manual Processes Prior To Entry (Manual Ledgers, Spreadsheets)

• The system should be tailored to accommodate online payment processes





### Financial/Cash Management & Reporting Local government is making decisions and need accurate and timely data.







### Eliminate Spreadsheets Budget Preparation & Bank Book Ledger





Better visibility to your data reduces the possibility of fraud and misdeeds.



Scalability! Your ERP should grow as your needs evolve.





## Improving Processes Capture Information At The Source



Typical increase in productivity is: 20 - 40 Work-Hours Per Week

**Reduce reconciliation processes** 

as much as:





## QDS ZObrio®

## Data Security & Compliance **API Automation Ensures Increased Security**

- **Increased Compliancy**
- **Updated Reporting**
- **Security Patches**
- **Continued Software Upgrades**



**Integrating Best-in-Breed Solutions provides:** 



## 

## **Testimonials & Case Studies There's Proof In The Pudding**

"Utilizing ERP is in a word, GREAT! We have saved a significant amount of time and now can make final decisions instantly as opposed to our former practice of compiling disparate information into a spread sheet for one-time analysis.

We have experienced a significant savings of time. We have been able to reduce the amount of time that it takes to manage cash and the full receipting process by as much as 70%."

### - Patrick Dello Russo, Treasurer/Collector



C "

Saved up to 40 man-hours a week

Milton, Massachusetts

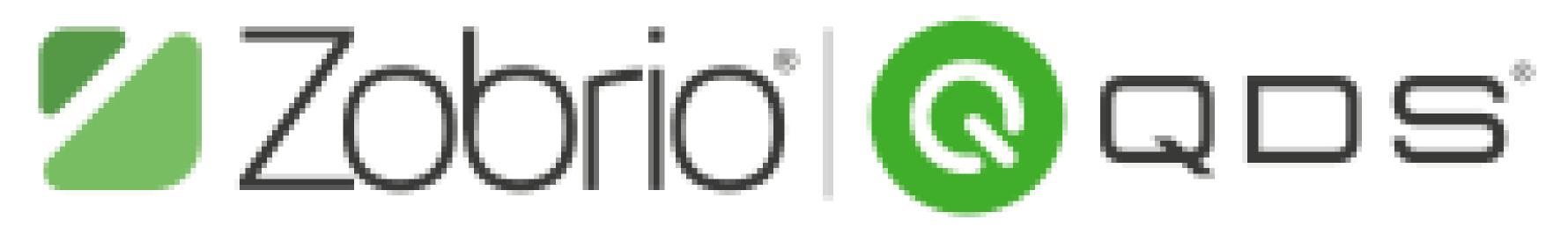
**Experienced a 70%** reduction in required time for cash management and the full receipting process **Uncovered bank-created** errors













Proud member of **Municipal Partners** 

**QUESTIONS?** 



## WHO IS QDS?

**QDS** is a leader in Local Government Software & Services Specializing in municipal software • It's all we do. Our core solutions are Collections, Assessor Admin, Utility Billing, Parking, CAMA, Revaluations, Bill Printing & Mailing, and more.

**CLIENT** RETENTION







### **QDS started in 1981**





### **CODED & SUPPORTED IN THE US**

11% GROWTH ANNUALLY



## WHO IS ZOBRIO?

Zobrio started in 1987 Zobrio is a leader in financial software specializing in Local Government. Our core solutions are Cash Management, Banking, Bank Reconciliation, Fund Accounting, & Budgeting









663 **CLIENTS** 

### **CODED & SUPPORTED** IN THE US

400+ YEARS **COMBINED EMPLOYEE** SOFTWARE EXPERIENCE

15% GROWTH **ANNUALLY** 



### FULLY INTEGRATED ERP SUITE FULLY INTEGRATED ERP MUNICIPAL SOLUTION INTEGRATED WITH QDS COLLECTIONS, ASSESSOR, AND UTILITY BILLING

- INTEGRATED WITH POINT SOFTWARE PERMITTING



