Boyce

Komputrol
Software Systems
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Holiday Schedule 2014-2015:
Boyce / Keystone / Komputrol Offices will be closed in observance of the following holidays.

Nov 27 -Thanksgiving Day
Nov 28 - Day after Thanksgiving
Dec 24 - Christmas Eve Afternoon - Phones Close at 11:30 am
Dec 25 - Christmas Day
Dec 31 - New Year's Eve - Phones Close at 3 pm

Jan   1 - New Year's Day
May 25 - Memorial Day
July   3 - Observe Independence Day
Sept 7 - Labor Day

W2 Tax Season is here. Your Sales Rep will start taking orders soon.
If you have questions notify sales@boycesystems.com

Doculivery for Payroll Users Remember our W2 Printing and Mailing
Service is Available and Ready to Save You Time at Year-End.

Komputations

HIGH PERFORMANCE INFORMATION SOLUTIONS

It's Time to Save the Date For Our
Annual School Corporation User Meetings
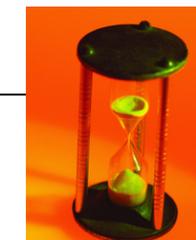
Friday, November 7……...at the Palms Banquet & Conference Center in Plainfield, IN

Thursday, November 13...at Boyce Systems in Daleville, IN

Friday, November 14……...at the Honeywell Center in Wabash, IN

   Yes, user meetings happen every fall, but it is amazing how many new discussion items pop up through the year. The first offering will again be held at The Palms Banquet and Conference Center in Plainfield, and the second will meet at Boyce Systems in Daleville. We will be recording the sessions at Boyce for later review on our website. Seating is limited for this session and will be first come first serve. The third meeting will be north at the Honeywell Center in Wabash. Those of you who are new to Komputrol may find it helpful to go to our website and view last year's recordings.

   Breakout sessions that cover each of our programs will be offered at all three locations. The breakout session format appears to be the best for disseminating information in manageable groups and will be used again this year. With three dates to choose from, we invite you all to join us.

   Users meetings are free to maintenance customers and continental breakfast and lunch will be served. Travel and lodging are on your own.   Look for your online registration email in September. If you do not have internet access, we will be glad to assist on the phone. We look forward to seeing you.

K-Time Upgrade Released at June User Meeting

   A K-Time user meeting was conducted this past June to introduce the upgrade which is now available for installation. About half of our K-Time users have already installed this version and are using it successfully. The meeting was well attended and we gathered excellent feedback.

   The upgrade includes features that will assist you with tracking the necessary information for the ACA (Affordable Care Act). K-Time provides reports and controls that will assist you in implementing this new complex federal program. You will be able to track part time employees' hours by the week or by the month and alert their supervisor when

they reach the maximum number of hours allowed in that time period. This product will provide the supporting detail you need to determine full time and part time status.

There is no charge for the upgrade, but you do need to verify that your system meets the minimum software and hardware requirements before installation. You can find the updated requirements on our website, www.boycesystems.com/Komputrol.

When you have met the requirements and are ready to upgrade, email Support Representative Jody Michel at jmichel@boycesystems.com.

Boyce

In the Loop with the Boyce Systems President and CEO

Michael B. Galliher

Hello All,

At first we thought winter would never end and now 2014 seems to be flying by. As I grow older, each year goes by a little faster.

Welcome new customers! Thank you for choosing our software for your financial accounting needs. As a matter of fact, thanks to all our customers for your ongoing support of Boyce, Keystone and Komputrol. Our company is very lucky to have customers like you. We have a staff of good, dedicated people whose focus is to enhance and support our products to keep your experience successful. I am proud to mention that to this point of 2014, we are on track of having two straight years of no personnel turnover. Good customers and good staff makes for excellent long-term relationships.

By the time this reaches you, we will have gone through the series of association conferences for 2014. For the staff members who attend IASBO, ILMCT, IACT, etc., this is an opportunity to enjoy a more casual time with you. The conversations and interactions with us and with each other are critical to garnering information and ideas. This is especially important as our jobs become more and more complex each year.

Our next opportunity to be together will be our Annual User Meetings coming in November. I encourage all to attend. The meetings are vital for picking up even little bits of information to make your jobs easier; and keeping up with federal tax law is reason enough to sit in on the session with David Lewis, CPA. Being together with your peers using the same software often leads to helpful hints for your jobs that even we don't know about.

In closing, I wish to thank all the school corporations that attended our July presentations of Boyce School Financials, our soon to be released web-based software. We had over 200 people attend representing over 100 school districts. The response has been wonderful. Thank you! We are still on schedule to have a current customer up and going in the next couple weeks. The team is excited to get them started. Being a true "web application" this software will be a very positive change both in our product line and the market as a whole.

Best regards,
Mike

HELPDESK Gearing Up for Year-End

For those of you new to Komputrol, this will be your first newsletter. Welcome! After speaking to the support staff, there are a few things they would like to share with you. For those who have been with us awhile, this information will just serve as a reminder.

When you call our office a receptionist will answer and log the call. There are no machine menus unless we are closed or all lines are in use. Our helpdesk works via a queue system. The receptionist will take basic information and assign the call to the correct queue. Calls are then pulled from the queue in order by the next available support representative. If you ask to speak with a specific person, this may delay response time if he or she is unavailable. If you are working with someone already and follow up is required, we will notify that person. Also, let us know if you are in a crisis situation; we will do our best to get help as soon as possible.

If you recently had a new product installed and have questions, you do not have to ask and wait for the installer to return your call. He or she may be onsite with another customer and unable to respond. Our installers and helpdesk staff work closely together, so you can receive the attention you need from any of our support representatives.

That being said…YEAR-END IS COMING and our call volume will quadruple. All of our customers will be closing the year, opening the new budget, doing year-end reporting, issuing W2s and more. Komputrol Support is fully staffed for calls the last week of December through the third week of January. We do our best to return all calls within two hours at year-end, but depending on volume, it may take a little longer. Please have patience with us during this busy time of the year. Customer service has been and always will be our priority.

New Employee and Intern Join the Team

Andrew Schilling graduated with a Computer Science degree from DePauw University in 1984.

He comes to Boyce with thirty years of programming experience with long term tenure in each of his previous employments. He's worked for Simon Property Group, IBM, Master Software and others, giving him a wealth of development knowledge.

He and his wife, Susan, live in Muncie, making for an easy commute to Boyce. They have four grown children, sons Drew and Adam, daughters Jessica and Rhiannon.

Enjoying an active lifestyle, his hobbies include camping, biking, and racquetball. Free time is filled with music, board games, computer games and cards.

"I'm very happy to have found Boyce Systems. I've worked for small companies and large companies and really prefer the small. Here I can get to know the other employees and have a positive impact on the success of the company." Andrew commented.

Justin Prather, a Ball State University Computer Science major, is here working as an intern alongside the Boyce development staff. Justin spends three days a week at the Boyce Systems office while he completes his senior year.

Boyce participates in the Ball State Career Fair when positions are available, hence the introduction to Justin Prather. Subsequent interviews proved Justin to be a good match for the organization. Brice Wright, VP of Development, commented that Justin adds a youthful vigor and provides a welcome set of eyes and hands as the launch date nears for the web-based Boyce School Financial package.

Living here in Muncie with his wife, Sarah and daughters Lillian, 9 and Evelyn, 6, Justin is not your stereotypical computer geek; he likes to ride dirt bikes and plays paintball. Justin says he likes being at the Boyce Systems Office. It is close to home so he has more time to spend with his family.

Boyce, always a proponent and supporter of education, appreciates Justin's effort and hard work and would consider another intern in the future.

Go Boyce!

NEW ANNUAL MAINTENANCE ACCEPTANCE FORM COMING

Currently you receive two copies of our software maintenance agreement each year that outline the terms, conditions and dates of our service for your Komputrol products. You are asked to sign them and return one copy to our office. In order to advance our green initiative, we have developed a two page signature form that refers to and incorporates the complete agreement; it lists your products, fees and dates of service. This form will also include any amendments that may have been added to the original agreement.

Beginning in 2015 you will receive two copies of this new acceptance form along with the invoice for your renewal. For continuation of the annual license and maintenance service, you will retain one signed copy to file with your original complete agreement and return one copy of the acceptance form to our office. In subsequent years, you will receive the acceptance form only. This method will save you time, postage and reduce filing space. The cover letter you receive with your first new format maintenance agreement will explain the procedure in detail.