AGENDA ITEM or FINAL CONTRACT REVIEW SUBMITTAL FORM

Agenda Item: Acknowledgment of CM Sign.; Landfill Contract

Action Requested: Board of County Commissioners' Signature

Parties to the Agreement: Creative Info Systems and Gunnison County

Term Begins: **Term Ends:** **Grant Contract #:**

Summary:

Tickets for landfill customers will be generated by software tied to the scales.

Fiscal Impact: $16,000.00

Submitted by: Marlene D. Crosby **Submitter's Email Address:** mcrosby@gunnisoncounty.org

Finance Review: (●) Required ( ) Not Required

Comments:

No concerns, can be covered in the 2019 adopted budget. ln My concern about the cost for the second license has been addressed.

Reviewed by: GUNCOUNTY1\lNienhueser Discharge Date: 3/9/2020

County Attorney Review: (●) Required ( ) Not Required

Comments:

ok db 3/2/20

Reveiwed by: Discharge Date: 3/3/2020 Certificate of Insurance Required

Yes ( ) No (●)

County Manager Review:

Comments:

Reveiwed by: GUNCOUNTY1\mbirnie Discharge Date: 3/9/2020

(●) Consent Agenda ( ) Regular Agenda ( ) Worksession Time Allotted: 0

Agenda Date: 3/17/2020

Revised April 2015

CREATIVE INFO SYSTEMS

FROM SCALE TO REVENUE

www.creativeinfo.net

SMS Turbo

Scale Management Software

Creative Information Systems
27 Lowell St. - Ste. 402 - Manchester NH 03101
Phone: (603) 627-4144 ext. - Fax: (855) 668-1150 - email: kstjohn@creativeinfo.net

SMSTurbo® A product of CREATIVE INFO SYSTEMS

Quote

Date	Quote #	Customer ID
02/26/20	SMSQ13919-02	

Sold To: Gunnison County Public Works
Nathan Burke
195 Basin Park Drive

Gunnison CO 81230
Phone: 970-641-0044
Fax:
Sold To Account Number:

End User: Gunnison County Public Works
Nathan Burke
195 Basin Park Drive

Gunnison CO 81230
Phone: 970-641-0044
Fax:

Ship Product to:	Terms	Rep	P.O. Number	Ship Via
Sold To: or End User:	See Bottom of Quote	Kevin St. John		

Qty	Description	Unit Price	Ext. Price
	SMSTurbo, Primary License		
1	SMSTurbo for Windows with Authority Levels, v10	$2,990.00	$2,990.00
1	Electronic Signature Capture Module (Requires additional hardware purchase)	$500.00	$500.00
1	Image Acquisition and Management Utility for Ticketing Includes the ability to capture, review and print images from a compatible IP-based cameras and compatible document scanners. See Minimum Hardware Requirements document for details	$800.00	$800.00
1	Split Ticket Utility - more then one material on ticket	$750.00	$750.00
	SubTotal for Primary License		$5,040.00
	SMSTurbo, Additional License		
1	SMSTurbo for Windows, Additional License with same options as Primary This price reflects a volume license discount of 50% off of the Primary License.	$2,520.00	$2,520.00
	Additional Software Options		
1	Universal Accounting/Invoice Export Module for Munis Includes General Ledger Numbering and Pricing Review modules	$1,750.00	$1,750.00
1	Credit Card Payment Processing Interface * - if you use one of our processors	$500.00	$500.00
	SMSTurbo Software Total		$9,810.00

Qty	Description	Unit Price	Ext. Price
	Maintenance		
1	Annual, Recurring Maintenance & Support for SMSTurbo Software - This is 20% of software purchased. The support will increase over a 3 year period and level at about 2500.00 per year. After that there will be a cost of living increase after that.	$1,962.00	$1,962.00
	Subtotal for Maintenance & Support		$1,962.00
	Hardware		
1	SignatureGem LCD 1x5 HID-USB backlit w/tethered pen	$475.00	$475.00
	SubTotal for Hardware		$475.00
	Services		
16	Remote Installation & Training Services for Software. (Budgeted. You will be billed actual time used at $145/hour.)	$145.00	$2,320.00
8	Configuration Services. (Budgeted, you will be billed actual amount)at 145 per hour - for Munis file configuration if needed. _ will supply the standard export	$145.00	$1,160.00
	Subtotal for Services		$3,480.00

Notes

*** The credit card processing option quoted above is only intended for use with Attended Ticketing. This feature requires processing services by an approved SMSTurbo credit card processor. The two processor options are Accelerated Payment Technologies (aka XCharge) and Merchant Partners. Contact information for both companies will be provided in the customer is responsible for determining which processor they choose to utilize. The individual processor will provide them with quotes for processing fees and magnetic stripe credit card reader.**

Data Conversion. Unless a specific line item is included above, this quote does not include any data conversion for the initial set up of SMSTurbo. Under certain circumstances CIS can provide import utilities for importing Trucks, Customers, Materials, Locations, Orders, and Rates. If the import of existing data is required, it is customer's responsibility to provide the source files for evaluation. At that point CIS will provide a good faith estimate of the amount of time that will be required to import those files into SMSTurbo. All data conversion services are billable at $145 per hour.

This quote assumes that the customer is supplying all required hardware except that which is quoted above. Please see attached Hardware Requirements document for minimum

Qty	Description	Unit Price	Ext. Price
	specs.		
	The Scale Indicator(s) will need to be connected to the computer(s) and configured to communicate to the software properly. This will require a paid service call to your Scale Service supplier.		
	Additional Remote Installation / Training / Configuration / Report Writing Services are available for $145 per hour.		
	On Site Services including Installation, Configuration, Set Up, and Training are available for an additional charge directly from Creative Information Systems. Call for details.		
	Shipping will be billed based on actual freight costs of products ordered and shipping method requested. Estimate available upon request.		
		SubTotal	$15,727.00
		Freight	$25.00
		Quote Total	**$15,752.00**

Terms & Conditions

ALL PRICES QUOTED ARE IN US DOLLARS. ALL SALES ARE SUBJECT TO THE TERMS AND CONDITIONS STATED IN THE CIS "PURCHASE AGREEMENT", "SOFTWARE LICENSE AGREEMENT", AND "SUPPORT AND MAINTENANCE AGREEMENT" - PRICES SUBJECT TO CHANGE - PRICES BASED UPON TOTAL PURCHASE - QUOTE VALID FOR 30 DAYS FROM ISSUE DATE - ALL DELIVERY, TRAINING OR CONSULTING SERVICES TO BE BILLED AT PUBLISHED RATES FOR EACH ACTIVITY INVOLVED. ALL THIRD PARTY SOFTWARE IS SUPPORTED BY THE RESPECTIVE MANUFACTURERS. CIS DOES NOT SUPPORT, TRAIN ON, OR WARRANTY ANY THIRD PARTY SOFTWARE. GENERALLY ALL HARDWARE COMPUTER COMPONENTS PROPOSED ABOVE ARE COVERED BY THE MANUFACTURER'S LIMITED WARRANTY, COVERING PARTS AND LABOR ON A DEPOT BASIS - WE SPECIFICALLY DISCLAIM ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OR WITH REGARD TO ANY LICENSED PRODUCTS. WE SHALL NOT BE LIABLE FOR ANY LOSS OF PROFITS, BUSINESS, GOODWILL, DATA, INTERRUPTION OF BUSINESS, NOR FOR INCIDENTAL OR CONSEQUENTIAL MERCHANTABILITY OR FITNESS OF PURPOSE, DAMAGES RELATED TO THIS AGREEMENT. CANCELLED ORDERS INVOLVING CUSTOM WORK WILL RESULT IN THE FORFEITURE OF THE DEPOSIT. SERVICES ALREADY RENDERED ARE NOT ELIGIBLE FOR CANCELLATION OR RETURN. CANCELED OR RETURNED ORDERS WILL RESULT IN A MINIMUM TWENTY-FIVE PERCENT (25%) PROCESSING FEE. ANY RETURNED ORDER REQUIRES A RETURN MATERIAL AUTHORIZATION (RMA) NUMBER. REQUESTS FOR AN RMA NUMBER MUST BE MADE IN WRITING AND MUST INCLUDE DETAILED REASONING FOR THE REQUEST. WHETHER OR NOT AN RMA NUMBER IS ISSUED IS AT THE SOLE DISCRETION OF CIS. BY SIGNING BELOW THE CUSTOMER AUTHORIZES CIS TO USE THEIR COMPANY NAME, ADDRESS, LOGO, WEB SITE LINK, CONTACT INFORMATION, AND NONCONFIDENTIAL INFORMATION FOR PUBLICIZED CASE STUDIES AND MARKETING MATERIALS. CIS DOES NOT COLLECT ANY STATE'S SALES TAX. ALL TAXES ARE THE RESPONSIBILITY OF THE CUSTOMER TO BE PAID TO THE APPROPRIATE TAX AUTHORITY.

Quote Number: SMSQ13919-02

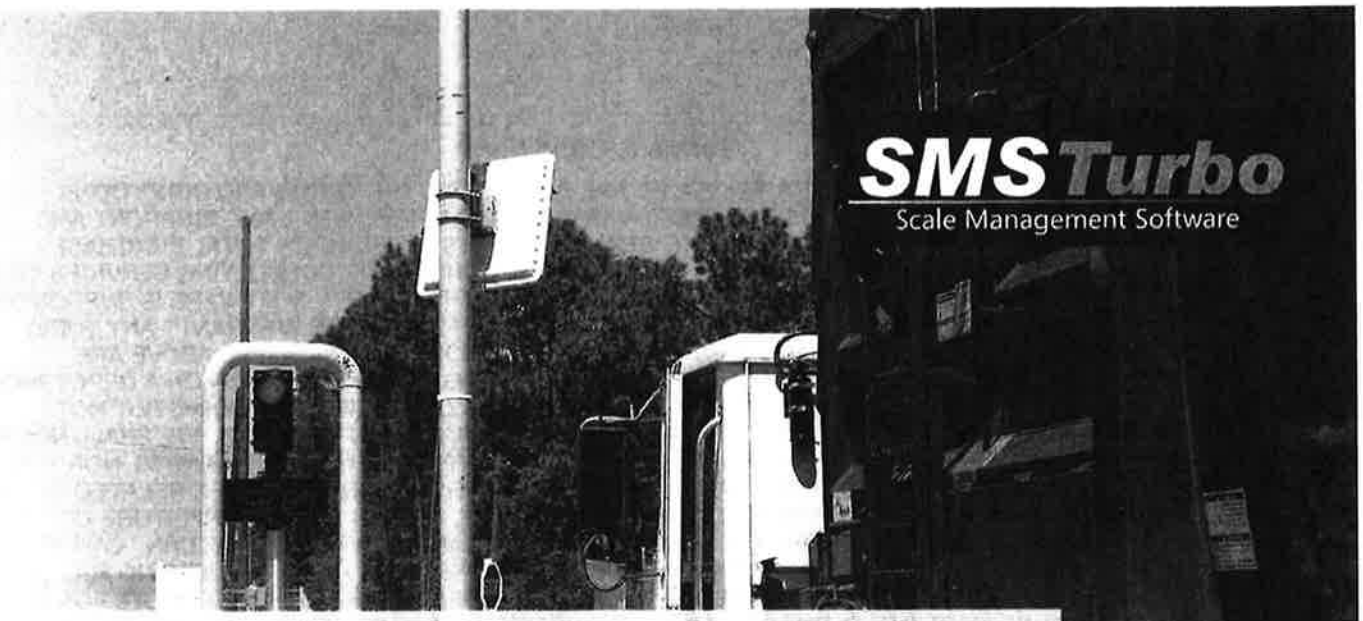
Payment Terms:

Initial Deposit, Due with Order (50% of Software, Services, & Hardware):	**$6,882.50**
Due Net 30 Days from Order (Bal of Software, Hardware + Maintenance):	**$7,104.50**
Due Upon Completion of Project * (Bal of Services + Shipping):	**$1,765.00**

* Final Invoice may very if services were quoted to be Billed Actual.

Signing below acknowledges and approves the Software, Equipment, Services, Fees, Terms, and Conditions quoted above.

	COUNTY MANAGER	MARCH 9, 2020
Name	Title	Date



Features

- Interface to Most Digital Indicators
- Address Multiple Scales
- Interface to Truck and Floor Scales
- Unlimited Customers, Trucks, & Materials
- Store Tare Weights
- Interface to Your Accounting Software
- Credit Limits
- Miscellaneous Charges
- Customer Orders/Job Tracking
- Pricing By Account and Order/Job
- Quoting Functions
- Video & Image Capture
- Unattended Systems
- Remote Ticketing Solutions
- Intelligent User Defined Fields
- Mobile Devices
- Location Tracking
- Hauling Charges
- Hauling Cost Tracking
- Calculate Multiple Fees
- Minimum Charges
- Multiple Items Per Ticket
- Import & Export Data
- Set Max Weights
- Set Permit Expiration Dates
- Security Authorization Limits
- Set Site Volume Limits
- Credit and Debit Card Processing
- Cash Drawer Interface
- Electronic Signature Capture
- Score (Messaging) Boards
- Control of Lights & Gates
- Touch Screen Displays
- Foreign Language Prompts For Ticketing
- Scale Activity Security Log (Secure Scale)
- Multiple Site Integration
- Peer-to Peer or Server-Client
- Integration to Third-Party Systems
- Excel Pivot Table Integration

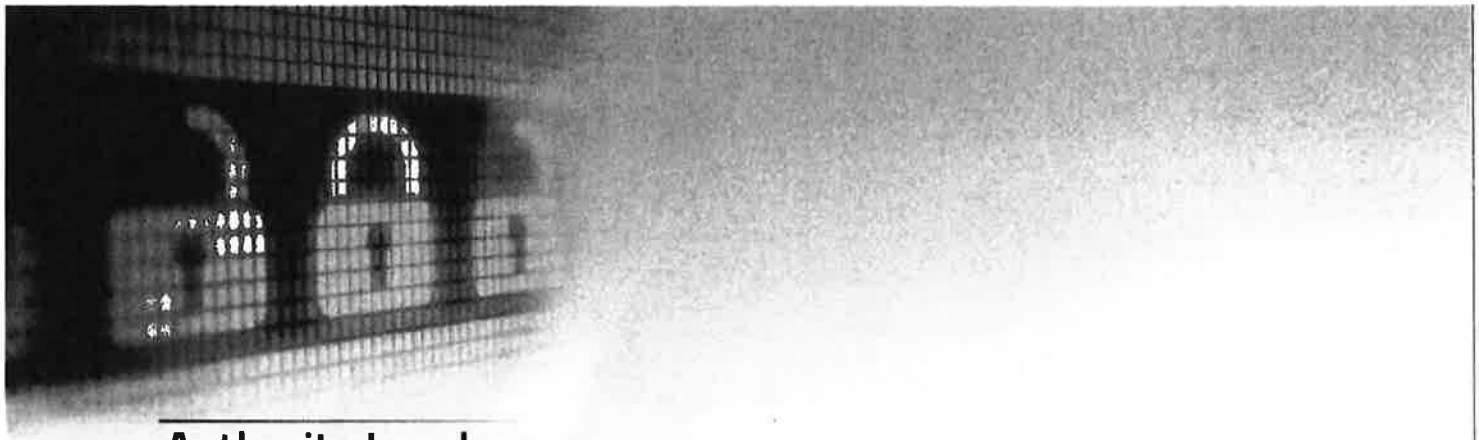
SMSTurbo® is a modular system. The modules that are purchased and installed determine features and capabilities of the software. Some of the features listed above require the purchase of modules beyond the base product. The purchase of supporting hardware and or services may be required for some modules. Please contact a CIS salesperson for details and a complete list of requirements.

CREATIVE INFO SYSTEMS

Meets All Your Ticketing Needs.

WITH CUSTOMERS ranging from one-man operations selling product by the yard to Fortune 100 Companies running hundreds of scales across multiple locations, SMSTurbo® has a solution to meet your business needs. As the leader in Scale Management Software, **SMSTurbo®** has been meeting the needs of the Aggregate, Asphalt, Cement, Mining, Feed, Farming, Timber, Shipping, Septage, and Waste/Recycling industries since 1984.

SMSTurbo® provides a comprehensive set of ticketing features to record truck or industrial scale transactions. Tickets may be organized by trucks, customers and materials. SMSTurbo® simplifies ticket creation and transaction accuracy because it can automate the entry of ticket data. Ticket entry in SMSTurbo® is simple, intuitive, and easy for any operator.

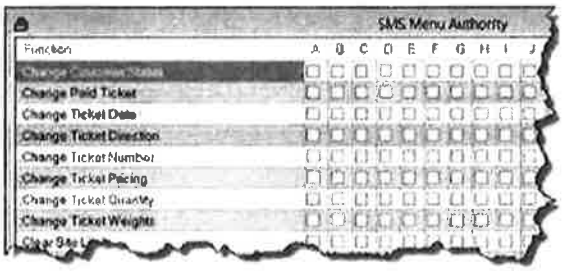


Authority Levels

Authority Levels are a core SMSTurbo feature. The National Law Enforcement Agency reports that "most employee theft is a crime of opportunity. If simple steps were in place to remove the opportunity, employee theft could be reduced by as much as 87%." Employee theft, high turnover rate, lost productivity, and human error are just some of the reasons customers rely on **SMSTurbo®**'s Authority Levels.

KEY FEATURES

- Set up user individual rights and privileges
- Limit access to maintenance
- Limit pricing access
- Limit program usage
- Set passwords per user
- 26 Security levels
- Set passwords per function



RESTRICT ACCESS TO:

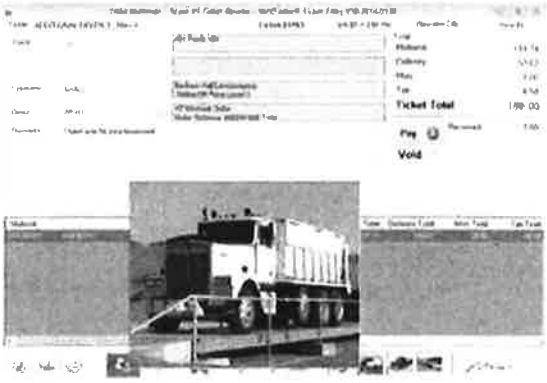
- Voiding Tickets
- Adding Customers
- Orders
- Printing Reports
- General Company Information
- Material File
- User Setup
- Importing & Exporting Data
- Pricing
- Purging Tickets Billing / Invoicing Truck File
- Customer File Location File

Video Image Capture Option

The **SMSTurbo®** Video Image Capture option offers you a whole new view into your business. Now you can capture and store many images with every ticket. These images are available for review and printing at any time. You can even print the images on the ticket. Capture images of the Truck, Driver, Load, License Plate, or Weighmaster. With the network enabled cameras you can view and/or monitor the activity at your scale at anytime and from anywhere in the world with a web browser.*

KEY BENEFITS

- Capture images at the time of ticketing.
- Up to 8 views per Truck Scale ticket.*
- Up to 8 views per detail per ticket.
- Optionally print the image on the ticket.
- Recall the image with the ticket at any time.
- View scale activity anytime from anywhere in the world via the web.



*The SMSTurbo® Video Image Capture option is software only. Additional hardware is required. Some features such as remote monitoring require a broad band internet connection. Please contact your CIS salesperson for details. More than two camera images per truck scale ticket requires the use of an Axis video server

27 Lowell St. • Ste. 402 Manchester, NH 03101 USA 603.627.8141

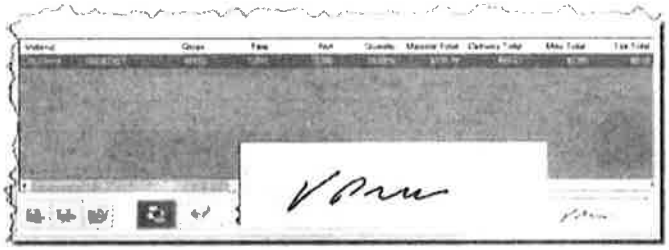
Electronic Signature and Fingerprint Capture

Thanks to **SMSTurbo®**'s Electronic Signature Capture (ESC) option you can now eliminate those slow, noisy, hard to read and space consuming multi-part tickets. ESC allows you to take advantage of today's faster and more economical laser printers, greatly reducing your ticketing costs and generating a much better looking ticket. With ESC there is no longer a need to keep a printed copy of the ticket for your records. An exact duplicate can be printed at any time, when and where you need it.

KEY FEATURES

- Reduce the amount of printed tickets and related costs
- No need to move printed tickets from scale house to office
- Re-print original tickets at any time and from any location
- Store unlimited tickets electronically for a virtually unlimited number of years
- Signatures are encrypted prior to being stored and, for security purposes, only print on tickets

Finger print capture for additional security



TOPAZ SYSTEMS INC.

Report Center

Report Center is a hub for all of your reporting. SMSTurbo comes with a number of standard reports. All reports are controlled by user authority level.

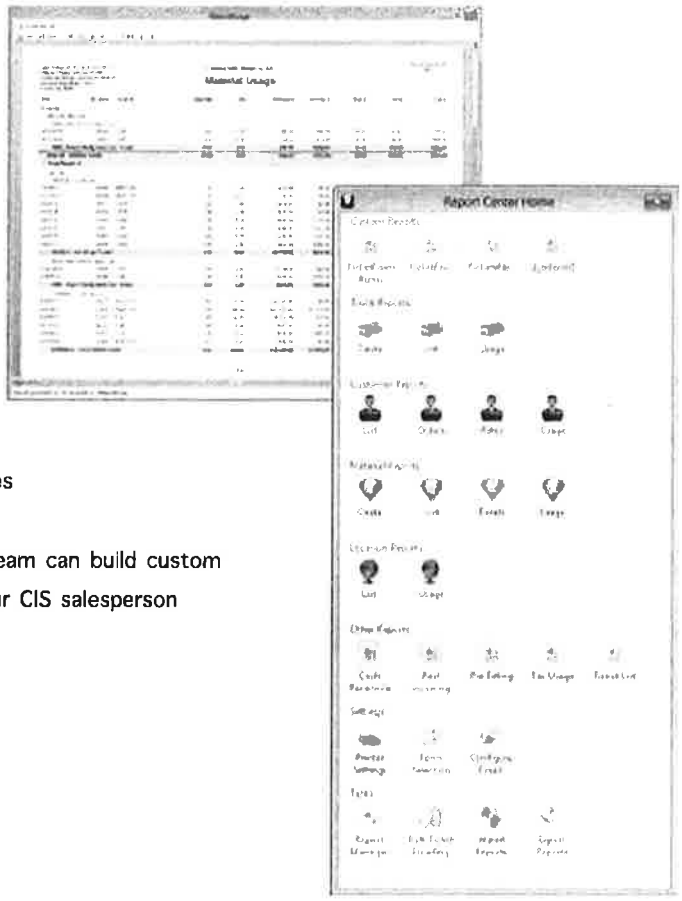
Primary report options of Report Center include:

- Customer reports
- Materials reports
- Trucking reports
- Order reports
- Quote report
- Ticket forms
- Tax reports
- Invoicing reports
- End of day

Other features include:

- Emailing reports
- Automated emailing of tickets
- Bulk emailing of tickets
- Report layer editor
- Reports can include captured images and scanned documents

In addition, our professional services team can build custom reports to your specifications. Ask your CIS salesperson how you can have custom reports.



Credit Card Payment Processing Option

SMSTurbo® is integrated with XCharge® from Accelerated Payment Technologies and First Mile from Merchant Partners to allow you to process Credit Card and Debit Card payments right from your ticket entry screen.

KEY BENEFITS

- Get Paid Immediately
- Reduce Outstanding Receivables
- Reduce Bad Debt
- Reduce Payroll Expense
- Reduce Bounced Check Fees
- Handle Less Cash
- Less Risk of Employee Theft
- Reduce Customer "Over Limit" Issues

*Accepting credit/debit cards for payment requires additional hardware, software and an ongoing service from a credit/debit card payment processor. SMSTurbo can work with XCharge from Accelerated Payment Technologies or First Mile from Merchant Partners. For a list of Credit/Debit Card Processors that are certified to work with First Mile or XCharge please visit their respective websites.

27 Lowell St. - Ste. 402 Manchester, NH 03101 USA 603.622.4444

LEAVE NO STONE UNBILLED

Accounting

Let's face it, you are in business to make money and getting paid on time is essential. It keeps the cash flow positive and avoids finance charges. **SMSTurbo®**'s Accounting Interfaces connect your scale ticketing data to be imported into your accounting program seamlessly for invoicing.

No need to invest time, money and resources on another accounting or billing program. These interfaces allow you to take advantage of the accounting program you already know.

Don't see your accounting program listed? Please talk to us. We can develop an accounting integration solution specific to your business needs on a project basis.

QuickBooks

Sage 50–U.S. Edition
Sage 100 Contractor
Sage 100 ERP
Sage 300 Construction
Sage 300 ERP
Sage 50 – Canadian Edition

DEXTER + CHANEY

FOUNDATION

tyler

MUNIS®

ComputerEase

COUGAR MOUNTAIN

Microsoft Dynamics

VIEWPOINT

Want to get Paid? We offer many ways to make that happen.	
QuickBooks	Yes
Sage 50 – US Edition (formerly Sage Peachtree)	Yes
Sage 100 Contractor (formerly Sage Master Builder)	Yes
Sage 100 ERP (formerly Sage MAS 90 and 200)	Yes
Sage 300 Construction (formerly Sage Timberline Office)	Yes
Sage 300 ERP (formerly Sage Accpac)	Yes
Sage 50 – Canadian Edition (formerly Sage Simply Accounting)	Yes
Foundation	Yes
Microsoft Dynamics	Yes
SMS Billing	Yes
ComputerEase	Yes
MUNIS	Yes
Cougar Mountain	Yes
Dexter + Cheney (Specturm)	Yes
Viewpoint	Yes
More on a customized basis...	Yes

SMSTurbo® is one of the only ticketing solutions certified for QuickBooks and Sage 50.

SMSTurbo®

SMSTurbo Reports Primer

A powerful feature of SMSTurbo is its ability to print data in an endless array of reports & tickets. These reports/tickets offer concise information to help you run your business. Reports are chosen from the Report Center menu.

All SMSTurbo v10 reports/tickets are generated using Fast Reports®, Not Crystal Reports. For this reason, there are subtle differences between the SMSTurbo v8 reports and the new SMSTurbo v10 reports. There are also differences in some of the report parameters. If your installation of SMSTurbo v8 involved custom reports, your quote for upgrade services will include the conversion of those reports for use in SMSTurbo v10.

Samples of the reports/tickets that are provided with SMSTurbo v10 are viewable at http://www.creativeinfo.net/pdfs/v10SampleReports.pdf. This file is best viewed via Internet Explorer, Edge, or Chrome. It is the customer's responsibility to review these sample reports to determine if any additional reports/tickets will be required.

It is the customer's responsibility to review these sample reports to determine if the new report formats and parameters are acceptable to you. Custom modifications to our standard reports can be made for an additional fee.

A full understanding of the above information is *critical* for a successful installation of SMSTurbo. If you have any questions about any of this

information you must call your Creative Information Systems Inc. contact for clarification.

MATTHEW BIRNIE	COUNTY MANAGER
Customer Name	Customer Title
	MARCH 9, 2020
Customer's Signature	Date

SMSTurbo®

Remote Installation Services Primer

Remote Installation Services provides you with a dedicated technician for an allotted period of time. The technician will work with you over the phone and assist you with the Installation and Setup of SMSTurbo and related options. The use of remote access tool via a high speed internet connection allows the technician to remotely take control of your computer while you observe every step.

Remote Installation Services require a commitment and efforts on your part. Service times must be scheduled in advance with our Support Department. Scheduled times are in 1 hour blocks. A high speed internet connection must be available for the scheduled service time. Your personnel that are involved must be available and free of interruptions for the scheduled service time. A paid service call from your Scale Service Supplier will be required for the connection and configuration of your Scale Indicator and your ticketing PC. All hardware involved must meet CIS's minimum hardware requirements. Although Remote Installation Services is a time and money saving option for installation it may not be the best solution for every customer. On Site Services are available and preferred by many of our customer. You should discuss both options with your CIS sales person.

A full understanding of the above information is *critical* for a successful installation of SMSTurbo. If you have any questions about any of this information you must call your Creative Information Systems Inc. contact for clarification.

MATTHEW BIRNIE	COUNTY MANAGER
Customer Name	Customer Title
	MARCH 9, 2020
Customer's Signature	Date

SMSTurbo®

SMSTURBO® HARDWARE & 3rd PARTY SOFTWARE REQUIREMENTS

The following items are supplied by the Customer unless otherwise noted in the proposal.

Hardware Waiver

Customers may provide their own hardware. It must be in like-new working condition and meet Creative Information Systems' (CIS) requirements. If you choose to use a brand or a configuration that CIS is not familiar with, the customer could incur additional charges to set up the system. If these charges exceed the hours allotted for installation and/or training the customer will be charged CIS's hourly rate. In most cases CIS can pre-test your hardware at our facilities to determine compatibility.

Customer acknowledges that computer hardware and software are inherently complex and may not be completely free from errors. Hardware and third-party software warranties are provided strictly by the respective manufacturers. Onsite Service Agreements for hardware are recommended by CIS.

Not all hardware listed will be required for use by each customer. Hardware requirements are based on software options purchased.

Workstation (PC)

2.6 GHz or faster
250 GB hard drive
100 MB network card
19" color monitor w/1024x768 min. resolution
Minimum of 8GB RAM
CIS Recommends 20" with 1280x768 Resolution
104 keyboard
High Speed Internet Access (Cellular and Satellite based Internet connections are not supported)

(1) 9-pin Serial Port (USB-to-serial converter can be used, KeySpan USB 19HS recommended)

Supported Desktop Operating Systems*

Windows 7 Professional or Ultimate, Windows 8.1 Professional and Windows 10 Professional
(Home versions of operating systems are not supported with SMSTurbo.)

Server Operating Systems*

Server 2008 R2 Standard-Enterprise (OS is only shipped in 64 bit)
Server 2012 & Server 2012 R2 Datacenter, Standard and Essentials (OS is only shipped in 64 bit).
Note: Server Operating Systems are supported but are not required. The SMSTurbo software and database can be installed on the above-mentioned desktop operating systems

**** NOTE: Windows operating systems include the User Account Control (UAC) functions. UAC must be turned on to at least level 3. This is required for proper functionality of the SMSTurbo Software and many of its peripherals. If UAC is turned off at the time of install, it will need to be turned on. If UAC is subsequently turned off after the installation at any time, this will result in the need to reinstall all SMSTurbo and its related software.***

SQL Server Editions Supported

SQL Server 2016 Express, Standard, and Enterprise (64 Bit Only) *
SQL Server 2014 Express, Standard, and Enterprise (32 bit and 64 Bit) *
SQL Server 2012 Express, Standard, and Enterprise (32 bit and 64 Bit) *

*SQL Server Collation - SQL_Latin1_General_CP1_CI_AS required for all SQL Server editions

PLEASE NOTE – SQL SERVER 2005, 2008 and 2008 R2 ARE NOT SUPPORTED

Printers, Ticketing

Laser Printers and Thermal Receipt Printers are recommended *(required if printing Electronic Signatures or Digital Images)*
Okidata ML320 or ML420 printer can be used optionally, requires additional cost for configuration (*DOES NOT SUPPORT Printing Electronic Signatures, Fingerprints, or Digital Images)*
Reporting: Laser (recommended) or Inkjet printer (Dot Matrix printers are not supported for Reporting)

Cameras

SMSTurbo's *Video Image Capture* option supports the use of capturing digital images from Axis brand IP cameras and IP video servers. Analog cameras can be used in conjunction with an Axis brand video server. Additionally, IP cameras that include a webserver interface with a valid still image capture URL are supported. Cameras can be tested if supplied access or a camera to test.

Credit Card Readers

Hardware for reading credit cards is to be supplied directly by the customer's selected credit card Processor (see Credit Card Processing Primer for approved Processors for use with SMSTurbo). If the supplied hardware works with the Processor that hardware will work with SMSTurbo. Note: The only supported hardware for the dual functionality of Credit Card reading and Electronic Signature Capture is the Ingenico Model iSC250 and is currently only supported in conjunction with Credit Card processing from 1st Mile.

Electronic Signature Capture and Electronic Fingerprint Capture

SMSTurbo's *Electronic Signature Capture* and *Electronic Fingerprint Capture* modules support the use of Topaz brand hardware. Standalone fingerprint readers from Secugen are also supported. Specific model numbers that are supported are available upon request. Do not order these items without consulting a CIS representative first.

Document Scanning

SMSTurbo's *Document Scanning* option supports the use of two scanners. Scanshell 800NR and 2000NR (up to A4). Other models may be available from the Scanshell product line upon request. Also supports a limited number of WIA compliant scanners. Please contact CIS for current list.

Driver's License Data Capturing

SMSTurbo's *Driver's License Data Capture* option supports the use of the E-Seek M-250 driver's license data scanner or the Scanshell 800DX.

Networking

When two or more workstations (PCs) are to be used in one system it is the customer's responsibility to ensure that they are networked and configured to communicate to one another. CIS doesn't not support client computer connections over the Internet. Please consult with CIS regarding alternative options.

Scale Indicators
Ticketing workstations (PCs) need to be connected and configured to the Scale Indicator. In most cases this will require a paid service call from your Scale Service Provider.

Data Backup
Customers are responsible for the backup and maintenance of all data. Customers should consider off-site backup of SMSTurbo database(s).

Backup Power
CIS recommends the use of a UPS (Uninterruptible Power Supply) for all workstations (PCs), servers and network equipment.

Third Party Software
Microsoft Excel. Microsoft Excel 2007 or newer is required if you are purchasing/utilizing the *SMSTurbo/Excel Pivot Table Interface*.

An industry standard email account is required for certain e-mail functionality in SMSTurbo.

Accounting Interfaces
SMSTurbo offers a comprehensive list of interfaces to accounting software packages. Please speak to your sales rep for details and specific requirements.

By signing below you acknowledge and accept the above Hardware & 3rd Party Software Requirements. Any exceptions to the above stated requirements need to be approved in writing by CIS. Unapproved exceptions to the above stated requirements could have significant effects on the performance and/or functionality of the software. Unapproved exceptions to the above stated requirements could result in significant cost increases to the installation. The customer is responsible for these related expenses.

EXECUTED BY THE DULY AUTHORIZED SIGNATORY OF PURCHASER:

Signature	Date: MARCH 9, 2020
Print Name & Title: MATTHEW BIRNIE, COUNTY MANAGER	Company Name: GUNNISON COUNTY
Company Address: 200 E. VIRGINIA AVENUE GUNNISON, CO 81230	

Creative Information Systems

Software Maintenance & Support Agreement

This Software Maintenance and Maintenance Agreement ("Agreement") is made by and between CREATIVE INFORMATION SYSTEMS, INC., a New Hampshire corporation, with offices located at 27 Lowell Street, Suite 402, Manchester, NH 03101 USA ("CIS") and CUSTOMER ("CUSTOMER"), as identified below.

The purpose of this Agreement is to clearly set forth the understanding between the parties as to software support and maintenance services to be performed whereas CIS hereby agrees to provide, and CUSTOMER agrees to accept, on the following terms and conditions, the services described below.

1. SOFTWARE COVERED

1.1 The software supported and maintained under this Agreement includes the CIS Software Products (all hereinafter referred to as "Software") listed in the attached CIS Invoice(s), which is / are incorporated by reference, located at the designated sites specified on the CIS Invoice(s) ("Authorized Sites"). No third-party software or hardware products are covered under this Agreement. All third-party software and hardware products require direct support and maintenance services from their respective manufacturers.

2. SERVICES PROVIDED

2.1 During the term of this Agreement, CIS will (1) provide user support for the Software, (2) provide periodic remedies for any programming errors which are attributed to the Software and which significantly affects use of the Software, as these remedies become available for general release, (3) supply the CUSTOMER with any minor improvements or modifications to the Software which are not chargeable as options, custom work, or new versions of the Software and (4) provide training services regarding use of the Software at CIS' offices or Web conferencing on a regularly scheduled rotating basis.

2.2 In addition to the above services, CIS can provide the CUSTOMER with one set of training materials, tutorial and other technical information.

2.3 Support and maintenance services will be provided during normal business hours, Monday through Friday, 9:00 a.m. - 5:00 p.m. (ET); except legal holidays. This Agreement covers ONLY support and maintenance of the Software; CUSTOMER's rights of use are provided by separate software license(s).

3. MANNER OF SUPPORT

3.1 Support and maintenance services will be provided by verbal telephone contact, e-mail, Web conferencing or by FAX between CIS and the CUSTOMER's employee(s). In case of abnormalities or misbehavior of the Software, CUSTOMER shall notify CIS of the problem(s) and CIS will use its best efforts to respond to CUSTOMER within 24 hours (except on weekends and legal holidays). After responding to CUSTOMER, CIS will resolve the reported problem(s) as soon as reasonably possible. When requested, CUSTOMER shall provide and mail to CIS back-up copies of system and data files.

4. CUSTOMER RESPONSIBILITIES

4.1 It is CUSTOMER's obligation to provide, on an uninterrupted basis during the term of this Agreement, a trained System Manager and Alternate who shall have basic expertise in all aspects of the Software covered by this Agreement. The System Manager or Alternate shall act as liaison between CUSTOMER and CIS for support and maintenance purposes. Proper Software operating procedures shall be followed on an uninterrupted basis by CUSTOMER, as such procedures may be provided by CIS or as set forth in Software documentation, including, at a minimum, regular and systematic back-up procedures. Under no circumstances shall CIS be responsible under this Agreement for restoration of loss of data caused by inadequate Software or equipment operation. It is CIS' policy to answer support questions

regarding accounting only from the Software operation point of view. Questions regarding how to best do accounting transactions should be addressed with CUSTOMER's accountant.

4.2 The CUSTOMER agrees to cooperate fully with CIS in effecting the objectives of this Agreement, provide CIS with sufficient support and test time on the CUSTOMER's computer system to duplicate the problem, certify that the problem is with the Software, and certify that the problem has been corrected.

4.3 The CUSTOMER shall inform CIS in writing of any modifications made to the Software other than by CIS. CIS shall not be responsible for maintaining CUSTOMER or third-party modified portions of the Software or for maintaining portions of the Software affected by CUSTOMER or third-party modified portions of the Software. Corrections for difficulties or defects traceable to the CUSTOMER's errors or system changes shall be billed at CIS's standard time and materials charges.

5. FEES AND PAYMENT

5.1 All CIS fees for support and maintenance services are listed in the current CIS Price List. CIS maintenance & support services for the first twelve months from the date of initial invoice ("Initial Support Term") are included in the license fee(s) paid by CUSTOMER for the Software.

5.2 Prior to the expiration of the Initial Support Term, CIS will send Customer an invoice stating the amount owed for subsequent support and maintenance services for the period commencing upon the expiration of the Initial Support Term until the following calendar year end ("Pro Rated Support Term") (e.g. a CUSTOMER whose Initial Support Term expires on October 31 will be invoiced for two months of support and maintenance services ending on December 31 of that calendar year).

5.3 Prior to the expiration of the Pro Rated Support Term and each calendar year end thereafter, CIS will send CUSTOMER an invoice stating the amount owed for support and maintenance services for the following calendar year ("Annual Maintenance Fee").

5.4 Unless terminated per Section 6. below, CUSTOMER agrees to pay CIS for the amounts invoiced for maintenance and support services within thirty (30)days after the applicable invoice date. This Agreement may be terminated by CIS without notice if payment for the Pro Rated Term or subsequent twelve month intervals is thirty (30) days in arrears. In the event of late payment, interest shall be charged at the rate of one and one-half (1 1/2%) percent per month. All fees for maintenance and support services are nonrefundable.

6. TERM AND TERMINATION

6.1 This Agreement shall commence upon the date of the Initial Support Term and shall continue in full force and effect until terminated per Sections 6.2, or 6.3 below.

6.2 This Agreement may be terminated by CIS at any time without prior notice where (1) in the sole opinion of CIS, the Software is in any manner modified or altered by CUSTOMER, or by any third-party operating under CUSTOMER's direction, and such modifications or alterations are inconsistent with the Software or an impediment to future maintenance, (2) if CUSTOMER neglects or fails to perform or observe any material term or obligation set forth in this Agreement, or (3) if payment is thirty (30) days in arrears. Section 8. and 9. below shall survive any termination of this Agreement. NOTICE: In the event of non-payment for support services, CIS may terminate support services. The CUSTOMER agrees that the termination of the present agreement for reasons outlined herein shall also cause the termination of the Customer Software License Agreement signed between the parties.

6.3 This Agreement may be terminated by CUSTOMER with a prior written notice of thirty (30) days from each one year anniversary of the signing date of the present agreement.

7. ADJUSTMENTS TO TERMS AND CONDITIONS

7.1 At any time after the one year and subsequent anniversaries, as applicable, CIS may change its Software maintenance and support fees, terms and conditions upon written notice to the CUSTOMER. Where CIS makes such changes, CUSTOMER may terminate the Agreement, without termination fee, upon thirty (30) days' written notice to CIS.

8. CONFIDENTIALITY

8.1 With respect to data relating to the CUSTOMER's business which is considered confidential, is clearly marked as confidential, and which is submitted to CIS by the CUSTOMER in order to carry out this Agreement, CIS will instruct its personnel to keep such information confidential by using the same care and discretion that they use with similar data which CIS designates as confidential. CIS shall not, however, be required to keep as confidential any data which is or becomes publicly available, is already in CIS's possession, is independently developed by CIS outside of the scope of this Agreement, or is rightfully obtained from third parties. In addition, CIS shall not be required to keep confidential any ideas, concepts, know-how or techniques relating to data processing submitted to CIS or developed during the course of this Agreement by CIS personnel or jointly by CIS and CUSTOMER personnel.

9. WARRANTY AND LIMITATION OF LIABILITY

9.1 CIS warrants that the software support and maintenance provided will be in accordance with the terms specified herein. CIS DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. The payments made to CIS under this Agreement do not include consideration for assumption of the risk, and in no event shall CIS be liable for any lost profits, and special, indirect or consequential damages suffered by CUSTOMER arising out of or in connection with the use or the inability to use the Software, even if CIS has been advised of the possibility of such damages. In no event shall the liability of CIS under this Agreement exceed the value of services provided.

10. GENERAL

10.1 No modification, addition to, or waiver of any right, obligation or default shall be effective unless in writing and signed by the party against whom such is sought to be enforced. One or more waivers of any right, obligation or default shall not be construed as a waiver of any subsequent right, obligation or default.

10.2 Upon the request of either party, any dispute arising under this Agreement shall be resolved through arbitration conducted in accordance with the Rules of the American Arbitration Association. Awards resultant of such arbitration may be entered into the court with jurisdiction. In expressed acknowledgment of the possibility of extraordinary damages that CIS may incur as the result of a breach of this Agreement by CUSTOMER, CIS shall be entitled to any extraordinary relief that may be available, in addition to remedies at law.

10.3 Should any of the provisions of this Agreement be found to be invalid by any court of competent jurisdiction, the remainder of this Agreement shall nonetheless remain in full force and effect.

10.4 CIS shall not be held responsible or in breach for failures in performance caused by events outside of its reasonable control, including but not limited to acts of God, strikes, labor disputes, fires, floods, governmental acts or acts or omissions of third parties.

10.5 The Customer Software License Agreement signed by the parties shall be considered a part of this Agreement for the purposes stated herein.

10.6 This Agreement supersedes all prior agreements and understandings, oral or written, between CIS and CUSTOMER relating to the services provided for hereunder, and is intended as the complete and exclusive statement of the Agreement.

Accepted by the Authorized Representative of the Parties on the Date(s) Below:

CUSTOMER:

Authorized Signature

MATTHEW BIRNIE, COUNTY MANAGER
Name & Title - (Print or Type)

GUNNISON COUNTY
Company

MARCH 9, 2020
Date

200 E. VIRGINIA AVENUE GUNNISON, CO 81230
Company Address

GUNNISON COUNTY
Jurisdiction of Incorporation

CREATIVE INFORMATION SYSTEMS, INC.:

Authorized Signature

Name & Title - (Print or Type)

Date

Creative Information Systems

Customer Software License Agreement

This Software License Agreement ("License") is made by and between CREATIVE INFORMATION SYSTEMS, INC, a New Hampshire corporation, with offices located at 27 Lowell Street, Suite 402, Manchester, NH 03101 USA ("CIS") and the original purchaser of the Software, as identified below ("Licensee").

Grant of License CIS hereby grants to Licensee, the limited rights to possess and use the CIS' Software Items listed below ("Software"), on the terms and conditions specifically set forth in this License.

Term This License is effective upon CIS' receipt of full payment for the Software, and shall continue in effect 1) until Licensee ceases all use of the Software and either returns to CIS or destroys all copies thereof, or 2) until this License is automatically terminated upon the failure of Licensee to comply with any of the terms of this License and 3) the termination of the Software Support & Maintenance Agreement as outlined therein at which point CIS shall deactivate the Software License. NOTICE: CIS reserves the right to deactivate the Software in the event full payment is not received by CIS in accordance with the terms and conditions of the CIS Purchase Agreement.

Your Agreement

- You are purchasing a license to use the Software. The Software is owned by and remains the property of CIS and/or its Licensers, is protected by international copyrights, and is transferred to the Licensee and any subsequent owner of the Software media for their use only.

- Licensee agrees that the Software will be used solely for Licensee's internal purposes. If the Software is installed on a networked system, or on a computer connected to a file server or other system that physically allows shared access to the Software, Licensee agrees to provide technical or procedural methods to prevent use of the Software by more than the number of users specified below or as authorized in writing.

- One machine-readable copy of the Software may be made for BACK-UP PURPOSES ONLY. The back-up copy shall display all proprietary notices, and be labeled externally to show that it is the property of CIS, and that its use is subject to this License. Documentation in whole or part may not be copied

- Except as expressly provided in this License, Licensee may not use, copy, disseminate, modify, distribute, sub-license, sell, rent, lease, lend, give or in any other way transfer to any third-party, by any means or in any medium, including telecommunications, the Software. Licensee will use its best efforts and take all reasonable steps to protect the Software from unauthorized use, copying or dissemination, and will maintain all proprietary notices intact.

Limited Warranty CIS warrants the Software media to be free of defects in workmanship for a period of ninety (90) days from purchase. During this period CIS will replace at no cost any such media returned to CIS, postage prepaid. This service is CIS' sole liability under this warranty.

Creative Information Systems

Customer Software License Agreement

Disclaimer LICENSE FEES FOR THE SOFTWARE DO NOT INCLUDE ANY CONSIDERATION FOR ASSUMPTION OF RISK BY CIS, AND CIS DISCLAIMS ANY AND ALL LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR OPERATION OR INABILITY TO USE THE SOFTWARE, OR ARISING FROM THE NEGLIGENCE OF CIS OR ITS EMPLOYEES, OFFICERS, DIRECTORS, CONSULTANTS OR DEALERS, EVEN IF ANY OF THESE PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES FURTHERMORE, LICENSEE INDEMNIFIES AND AGREES TO HOLD CIS HARMLESS FROM SUCH CLAIMS. THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE OF THE SOFTWARE IS ASSUMED BY THE LICENSEE. THE WARRANTIES EXPRESSED IN THIS LICENSE ARE THE ONLY WARRANTIES MADE BY CIS, AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE.

THIS WARRANTY GIVES YOU SPECIFIED LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF WARRANTIES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

General This License is the complete and exclusive statement of the parties' agreement. Should any provision of this License be held to be invalid by any court of competent jurisdiction, that provision will be enforced to the maximum extent permissible, and the remainder of the License shall nonetheless remain in full force and effect. This License shall be controlled by the laws of the State of New Hampshire and the United States of America, as applicable.

The Software Support & Maintenance Agreement signed by the parties shall be considered a part of this Agreement for the purposes stated herein.

CIS Software Items and Number of Authorized Users:

_____

_____

Executed by an authorized representative of Licensee on the date below:

LICENSEE:

By: [signature]

Title: COUNTY MANAGER

Date: MARCH 9, 2020

Organization Name: GUNNISON COUNTY

Organization Address: 200 E. VIRGINIA AVENUE GUNNISON, CO 81230

Legal Jurisdiction of Incorporation: GUNNISON COUNTY

Creative Information Systems

Purchase Agreement

This Purchase Agreement ("Agreement") is made by and between Creative Information Systems, Inc., a New Hampshire corporation, with offices located at 27 Lowell Street, Suite 402, Manchester, NH 03101 USA ("CIS") and the purchaser of Products ("PURCHASER"), as identified below.

SCOPE: The terms and conditions stated herein shall control for all purchases of CIS products. PURCHASER agrees that in no event and under no circumstances shall terms set forth in purchase orders take precedence over the terms and conditions of this Agreement or Customer Software License Agreement referenced below, the terms of which may be modified only by the mutual written consent of both parties.

SHIPPING CHARGES AND TAXES: All CIS prices are F.O.B. Manchester, New Hampshire, USA. Costs of shipping and insurance shall be paid and borne by PURCHASER. Prices in the CIS Price List do not include federal, state or local taxes, excise taxes, tariffs or duties. PURCHASER agrees to pay all such taxes or to reimburse CIS for such taxes which CIS may be required to pay.

TERMS: All standard CIS Product sales require a fifty percent (50%) deposit, with the balance due upon delivery. Should any amount due CIS from PURCHASER remain unpaid for a period of thirty (30) days or more, PURCHASER shall pay an additional amount equal to the lesser of one and one-half percent (1-1/2%) per month or the maximum rate of interest permitted by law of the overdue amount for each month, or part thereof, that payment is overdue. NOTICE - Failure to make a payment when due shall constitute a material breach of this Agreement, giving CIS the option to terminate this Agreement, cause deactivation of the CIS software and /or hardware and immediately repossess the CIS Products delivered to PURCHASER. Costs of repossession shall be the responsibility of PURCHASER. A fifteen percent (15%) cancellation fee will be charged for all cancelled standard orders. Cancelled custom orders will result in the forfeiture of the deposit. Returned orders will result in a twenty-five percent (25%) restocking fee. All returned order require an Return Material Authorization (RMA) number.

CIS CUSTOMER SOFTWARE LICENSE AND TECHNICAL SERVICES: PURCHASER hereby agrees to abide by the terms and conditions stated in the CIS Customer Software License Agreement included with each CIS Product. CIS training, support and maintenance services are provided to PURCHASER under separate written agreement(s), unless specified by CIS.

The customer has received and agrees to the CIS HARDWARE & 3RD PARTY SOFTWARE REQUIREMENTS except where approved in writing by CIS.

GENERAL PROVISIONS: Any lawsuit or litigation arising out of or relating to this Agreement, or the breach thereof, shall be initiated within the jurisdiction of, and in accordance with the laws of, the State of New Hampshire. Should any of the provisions of this Agreement be found to be invalid by any court of competent jurisdiction, the remainder of this Agreement shall nonetheless remain in full force and effect. No modification, addition to, or waiver of any right, obligation or default shall be effective unless in writing and signed by the party against whom such is sought to be enforced. One or more waivers of any right, obligation, or default shall not be construed as a waiver of any subsequent right, obligation or default. This Agreement supersedes all prior written and verbal agreements and understandings regarding purchases and is intended as the complete and exclusive statement of the terms of this Agreement.

EXECUTED BY THE DULY AUTHORIZED SIGNATORY OF PURCHASER:

Signature	MATTHEW BIRNIE, COUNTY MANAGER Name & Title
GUNNISON COUNTY Company Name	MARCH 9, 2020 Date

200 E. VIRGINIA AVENUE GUNNISON, CO 81230
Company Address

Objective

This document provides step-by-step instructions on how to import invoices from an external file into the Munis General Billing module. It assumes the invoice import file has been formatted using the file format provided (see the Appendices). It also assumes the user has basic Munis processing skills and has sufficient access and permissions to network locations where the invoice import file is stored.

Overview

When you choose to import invoices into General Billing, the program reads each record from the invoice import file and will create a new invoice in the Invoice Entry and Proof or Invoice Entry program. A batch number is assigned for each import file processed. If an error is encountered, no records will be processed and an error report will be created.

Prerequisites

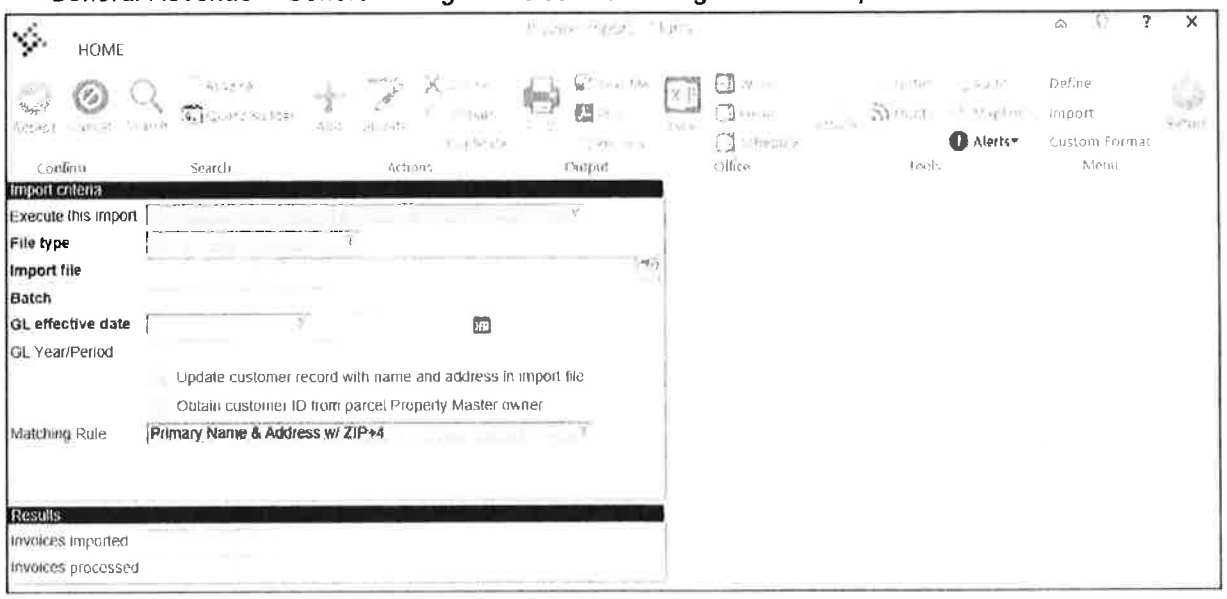
Before you can successfully use this feature, you must ensure that roles that grant the necessary parameters and codes are assigned. If the roles are not set up, or not set up correctly, you may need to contact your MUNIS System Administrator or Department Manager to have them updated or added into the MUNIS system.

- The General Billing Settings program must be populated.
- A valid AR code must exist for each AR code in the import file.
- A valid charge code must exist for each charge code in the import file.
- For each charge code imported, the calc code must be 5 (quantity x price).
- The import file must adhere to the Standard or XML format (see Appendix for layout specifications).
- The Custom Format option allows for a user-defined import template to be used when importing. The Custom Format option opens the Template Editor program. When you first open the program, you must define and create the templates. The Editor feature allows you to add available fields, defining the begin and end locations for each. If you enter a field but do not define it correctly, the editor provides an error message.

Procedure

Use the following steps to import General Billing invoices:

1. Open the Invoice Import program
   General Revenue > General Billing > Invoice Processing > Invoice Import



2. Click Define.
3. Complete the following fields:

Field	Action or Description
Execute this Import	This list allows you to use <a Munis Scheduler to process the import file: • Now - The program processes the file a single time immediately and does not use Munis Scheduler. • In Background (Now) - The program processes the file a single time using Munis Scheduler, including the event log and e-mail notification features. • At a Scheduled Time - The program allows you to establish a specific time for Munis Scheduler to process the file. Munis Scheduler allows you to establish a recurring schedule for the file. This option utilizes the event log and e-mail notification features.Note: The import file to be used for the recurring schedule must be in the same location and have the same file name as that typed in the Import File box.
File Type	This list allows you to choose a Standard import or an XML import. The standard import allows for some invoice header and detail information, while the XML format allows: • Full invoice header • Invoice comments • Invoice header user defined fields • Invoice lines

Field	Action or Description
	• Invoice line user defined fields • Invoice line revenue accounts
Import File	This box indicates the full path and file name for the file to import. Type the path and file name of the file to import or click the file import button to locate and select the file.
Batch	This box indicates the batch number for the batch that is created by the import. This number is obtained from New Batch Number field in the General Billing Settings program
GL Effective Date	This list indicates the date that the transaction affects the general ledger: today or on a specific date. • If you select Today from the list, the program displays the current date in the box beside the list. • If you select Specific Date from the list, you can type the date in the box or click the calendar button to select the date.
GL Year/Period	This list indicates the fiscal year and period of the imported invoices: the default year and period or for a specific year and period. • If you select Default from the list, the program displays the default general ledger year and period from the General Ledger Settings program in the boxes beside the list. • If you select Specific Year/Period from the list, you can type the year and the period in the boxes.
Update Customer Record with name and Address in Import File	If selected, this check box directs the program to update customer master names and addresses with the information in the import file. This check box is not available if you do not have permission to maintain customer records. This check box must be selected in order to add customer information, so if you cannot access this check box and the import file contains customer numbers of 000000000, which requires that a customer be added, or contains customer numbers that do not exist in Munis, you cannot process the import file. If the import file contains customers that already exist in Munis, then you can process the import file. If this check box is cleared, the customer name and address values in the import file can be left blank.
Obtain Customer ID from Parcle Property Master Owner	If selected, this check box causes the program to query the Property Master table (piprpuse) for the owner of the parcel associated with the invoice import. The owner's customer ID and information is used to create the invoice record.
Matching Rule	This list indicates the available matching rules. Matching rules are set up in the Matching Rules program. The Matching Rules program can be accessed through the Accounts Receivable Settings program under the Customers tab, by clicking the Customer Matching Rules button.

4. Click Accept.
5. Click Import.

6. If errors are encountered, an error report is produced. An Output screen will be presented to direct the error report to a printer or a file (which will create a spool file).

Results

If no errors are encountered, a general billing invoice batch will be created with the batch number specified during the define.
If errors are encountered, they will be indicated by one of the following messages:

- Invalid detail-line number.
- Invalid format for customer number.
- Invalid format for invoice number.
- AR Code not found in table arcodetb (Accounts Receivable Codes).
- AR Code Category must be 1.
- Charge Code not found in table archgdef (Accounts Receivable Charge Codes).
- Charge Code calc code must be 5 (qty x price).
- Invalid detail-line quantity.
- Invalid detail-line price.

Status Change

There is no status change to the batch. It is ready for proofing and posting.

GL Impact

There is no GL impact as a result of the import. The impact to the GL occurs when the GB batch is posted.

Other Munis Modules Impact

There is no impact on other Munis modules by this action.

What's Next?

The next action would be to proof and post the General Billing batch using the Invoice Entry and Proof program.
General Revenue > General Billing > Invoice Processing > Invoice Entry and Proof

Appendix A – Standard Layout

Field Name	Positions	Type	Comments
Customer ID	1-9	Numeric	If zero or non-zero and the customer id does not exist, MUNIS will create a new customer record. (Version 8.2 and up will only add the customer record if "Update record with name and address in import file" is checked in Invoice Import.) If non-zero and the customer id does exist and "Update record with name and address in import file" is checked in Invoice Import Munis will update the name and address information found in the import file for this customer record.
Bill Number	10-17	Numeric	The bill number for this invoice.
AR Code	18-22	Alphanumeric	This must be a valid AR Code within Munis
Invoice Date	23-30	Date (MMDDYYYY)	The date of this invoice (optional)
Parcel	31-50	Alphanumeric	Identifies the parcel ID which this invoice is associated (optional)
Detail Line Number	51-54	Numeric	Identifies the sequential number for charge for this invoice.
Charge Code	55-60	Alphanumeric	The charge for this detail line of the invoice. This must be a valid charge within Munis.
Line Comment	61-260	Alphanumeric	Comments for the indicated detail line (optional)
Quantity	261-268	Numeric	The quantity of the current charge. Positions 267 and 268 are reserved for the fractional portion. Decimal is implied. e.g. 00034501 represents 345.01
Price	269-282	Numeric	The price of the current charge. Positions 277-282 are reserved for the fractional portion. Decimal is implied. e.g. 00000525310000 represents $525.31 If zero this will default to the value stored within Munis for the current charge.
Name*	283-322	Alphanumeric	The name of the customer.

Field Name	Positions	Type	Comments
Address Line 1*	323-352	Alphanumeric	The first address line of the customer.
Address Line 2*	353-382	Alphanumeric	The second address line of the customer.
City*	383-402	Alphanumeric	The city of the customer.
State*	403-404	Alphanumeric	The state of the customer.
Zip*	405-414	Numeric	The zip code of the customer.
Invoice Comment	415-534	Alphanumeric	Comment for the entire invoice (optional)
Account Number	535-542	Numeric	The account the invoice is associated with (optional). If excluded this should be zero filled.
Invoice Due Date	543-550	Date (MMDDYYYY)	The due date of the invoices.
Department Code	551-555	Alphanumeric	The department code the invoice is to be associated with. This must be a valid department code within Munis (optional)

a) Appendix B – XML Layout

Field Name	Positions	Type	Comments
<MunisGeneralBillingInvoiceImport>	None	Root Element	
<Invoices>	Root	Collection Element	
<Invoice>	Invoices	Element	This element stores general invoice information such as the customer's account number, billing dates and contract information.
<Id>	Invoice	Attribute / Numeric	Unique identifier for this invoice.
<CustomerId>	Invoice	Numeric	Customer Id for whom the invoice is generated.
<InvoiceNumber>	Invoice	Numeric	Sequential number used in conjunction with Invoice Year and AR Category to uniquely identify this invoice.
<AddressNumber>	Invoice	Numeric	The customer ID address number

Field Name	Positions	Type	Comments
			associated with this invoice.
<ArCodeId>	Invoice	Alphanumeric	Determines certain invoice defaults, including which charge codes may be included on the invoice.
<Category>	Invoice	Numeric	The bill category to which the invoice belongs. Used in conjunction with Invoice Number and Invoice Year to uniquely identify this invoice.
<PaymentPriority>	Invoice	Numeric	Unused.
<DiscountCode>	Invoice	Alphanumeric	The discount rule associated with the invoice.
<DiscountPercent>	Invoice	Numeric	The percentage of discount applied to the invoice.
<BatchNumber>	Invoice	Numeric	The batch number in which the invoice is created.
<Clerk>	Invoice	Alphanumeric	The User ID of the clerk who originally created the invoice.
<DepartmentCode>	Invoice	Alphanumeric	Identifies the department from which the invoice is billed.
<CashAccountOrganization>	Invoice	Alphanumeric	The first account section identifying the invoice cash account.
<CashAccountObject>	Invoice	Alphanumeric	The second account section identifying the invoice cash account.
<CashAccountProject>	Invoice	Alphanumeric	The third account section identifying

Field Name	Positions	Type	Comments
			the invoice cash account.
<Year>	Invoice	Numeric	The fiscal year in which the invoice is generated. Used in conjunction with Invoice Number and AR Category to uniquely identify this invoice.
<Period>	Invoice	Numeric	The accounting period within the fiscal year in which the invoice is generated.
<InsuranceCompanyCode>	Invoice	Alphanumeric	Identifies the insurance carrier associated with this invoice.
<InsurancePolicyNumber>	Invoice	Alphanumeric	The insurance policy number associated with this invoice.
<Description>	Invoice	Alphanumeric	Comments indicating what the invoice is for or from where it is generated.
<ContractNumber>	Invoice	Alphanumeric	The recurring invoice contract number under which this invoice is generated.
<PONumber>	Invoice	Alphanumeric	The purchase order number that the customer is using to track the transaction.
<InvoiceDate>	Invoice	Date	The date the invoice is billed.
<EntryDate>	Invoice	Date	The date the invoice is created.
<Parcel>	Invoice	Alphanumeric	The unique identification number of the property associated with the invoice.

Field Name	Positions	Type	Comments
<GLEffectiveDate>	Invoice	Date	The effective date under which the invoice is posted to the GL.
<Filler>	Invoice	Alphanumeric	Unused.
<AccountCrossReference>	Invoice	Alphanumeric	The invoice account number if using cross-reference accounts.
<DueDate>	Invoice	Date	Invoice Due Date.
<WorkflowApprovalStatus>	Invoice	Alphanumeric	Indicates the workflow status of this invoice. P - Pending E - Error A - Approved R - Rejected H - On Hold
<WorkflowApprovalComment>	Invoice	Alphanumeric	The comment added during the latest workflow step.
<Reference>	Invoice	Alphanumeric	The user-defined reference value associated with the invoice.
<IsPrinted>	Invoice	Boolean	Indicates whether or not the invoice has been previously printed.
<LastFeeAssessmentDate>	Invoice	Date	The date late fees were last assessed.
<InvoiceMessageId>	Invoice	Numeric	Unused.
<Status>	Invoice	Alphanumeric	Unused.
<Customer>	Invoice	Element	This element includes names associated with a customer account.
<Name1>	Customer	Alphanumeric	Primary name on customer account.
<Name2>	Customer	Alphanumeric	Secondary name on customer account.

Field Name	Positions	Type	Comments
<AddressLine1>	Customer	Alphanumeric	First line of mailing address for customer account.
<AddressLine2>	Customer	Alphanumeric	Second line of mailing address for customer account.
<City>	Customer	Alphanumeric	City of mailing address for customer account.
<State>	Customer	Alphanumeric	State of mailing address for customer account.
<ZipCode>	Customer	Alphanumeric	Zip code of mailing address for customer account.
<Country>	Customer	Alphanumeric	Country of mailing address for customer account.
<EmailAddress>	Customer	Alphanumeric	Primary email address for this customer.
<PhoneNumber>	Customer	Alphanumeric	Primary phone number for this customer.
<FaxNumber>	Customer	Alphanumeric	Primary fax number for this customer.
<Comments>	Invoice	Collection Element	
<Comment>	Comments	Alphanumeric	This element stores a user-entered comment that is associated with an invoice.
<UserDefinedFields>	Invoice	Collection Element	
<UserDefinedField>	UserDefinedFields	Element	This element contains user defined fields associated with an invoice.

Field Name	Positions	Type	Comments
<FieldNumber>	UserDefinedField	Numeric	Identifier of the user defined field. 1-16.
<FieldValue>	UserDefinedField	Alphanumeric	The full text of the user defined field.
<Lines>	Invoice	Collection Element	
<Line>	Lines	Element	This element stores information about each invoice line item, including the charge, quantity and amounts.
id	Line	Attribute / Numeric	Sequential line number for each line item on the invoice.
<ChargeCode>	Line	Alphanumeric	The unique identifer for the charge billed for this line. The charge code contains the original line description, rates, GL accounts, and other charge related parameters.
<Description>	Line	Alphanumeric	Description of the charge code or information about how the line was calculated.
<UnitOfMeasure>	Line	Alphanumeric	Informational field denoting the number of items per unit.
<Quantity>	Line	Numeric	The number of units billed.
<Price>	Line	Numeric	The cost per unit.
<DiscountAmount>	Line	Numeric	The total amount discounted from this charge line.
<RecipientNumber>	Line	Numeric	The Customer Account Number identifying the recipient of the goods or services

Field Name	Positions	Type	Comments
			associated with this line item.
<Accounts>	Line	Collection Element	
<Account>	Accounts	Element	Stores general ledger account information for General Billing for each invoice line item.
id	Account	Attribute / Numeric	Sequential number for each account associated with this invoice line.
<AccountType>	Account	Numeric	Identifies the type of this invoice account. 1 - AR 2 - REVENUE 3 - DEFERRED REVENUE
<AccountOrganization>	Account	Alphanumeric	Account organization impacted for this line/sequence.
<AccountObject>	Account	Alphanumeric	Account object impacted for this line/sequence.
<AccountProject>	Account	Alphanumeric	Account project impacted for this line/sequence.
<ProjectSegment1>	Account	Alphanumeric	Segment identifying the project in the project ledger.
<ProjectSegment2>	Account	Alphanumeric	Segment identifying the phase associated with the project in the project ledger.
<ProjectSegment3>	Account	Alphanumeric	Segment identifying the task associated with the project in the project ledger.
<ProjectSegment4>	Account	Alphanumeric	Segment identifying the subtask associated with

Field Name	Positions	Type	Comments
			the project in the project ledger.
<ProjectType>	Account	Alphanumeric	Identifies the type of project account string. F – Funding Source E - Expense
<Amount>	Account	Numeric	The amount for which this line item was originally billed.
<UserDefinedFields>	Line	Collection Element	
<UserDefinedField>	UserDefinedFields	Element	This element contains user defined fields associated with an invoice line.
<FieldNumber>	UserDefinedField	Numeric	Identifier of the user defined field. 1-16.
<FieldValue>	UserDefinedField	Alphanumeric	The full text of the user defined field.
<PrintField>	UserDefinedField	Boolean	Determines if the user defined field should be printed on invoices, statements, etc.