

**Treasurer-to-Treasurer**  
**April 8, 2026 Chat Transcript**

00:28:38 Janel Stewart: Good morning, everyone! We'll get started right at 10:30.

00:28:53 Sheila Reitz: Good morning!

00:30:20 Joanne - Village of Parma: All this food talk is making me hungry but also curious on how people came up with the combinations of food.

00:32:59 Patty Spriggs Baldwin Twp: Good Morning every body!

00:33:03 Orna: Frankenfood

00:33:11 lshipman: Good Morning!!

00:38:44 Lisa Lewis: Good morning

00:39:16 Orna: I had to manually enter the 401a

00:39:24 MBonter: the biggest issue we are having is with the 457 changes Employees making themselves

00:40:04 MBonter: The employees accidentally made changes "playing" with the sliders that change the percentage of contributions.

00:40:52 Robin - Cooper Township: We have posted in our office that pennies are no longer being produced.

00:41:00 Orna: So far most of our employees haven't gotten on the app yet so not much change thanks for the heads up.

00:41:19 KellyMcGinn: can you share that policy

00:41:26 jstout: We recently changed over to Empower as well and have found the best luck with email and sending screen shots of my questions when navigating their page. MERSPayroll@empower.com

00:41:41 Robin - Cooper Township: We ask for exact change with cash payments.

00:41:55 MBonter: Reacted to "We recently changed ..." with 👍

00:42:51 MBonter: Is there a setting in BS&A UB that allows for rounding to the nickel?

00:43:02 Tamera Palodichuk - Delhi Charter Twp.: We have adopted a policy to round up or down everything but taxes. Including updating our sewer rates to the nearest quarter and rounding reads to the nearest whole number.

00:43:38 Robin - Cooper Township: I have been told that as long as we have an option for in office payments that is fee free (checks) we are okay.

00:43:51 Robin - Cooper Township: It goes over as you imagine!

00:45:36 Crystal Silorey: We do not apply special assessments on personal property

00:46:06 Lisa Lewis: Do you have any information on the Proposed property decrease? MI tax proposals focusing on tax relief?

00:47:06 Robin - Cooper Township: We enter tax payments within tax, but we will likely be making a change to CR.

00:47:55 Roberta Cahill, Deputy Treasurer, City of Grand Rapids: Tax payment question: in GR, it depends on the source. Walk in customers, we process through BS&A Cash Receipting to Tax., but mortgage company, online, auto-agent, and mail processing payments (electronic bank deposit) we import by file directly into BS&A Tax.

00:48:39 Sophia Poel - Laketown TWP: To clarify, if a resident has a water/sewer special assessment they are exempt if they have a disabled veteran's exemption? That exemption applies to taxes and special assessments?


00:48:41 Kathryn Sample - City of Wayne: Replying to "Tax payment question..."

Same for us.

00:50:18 Tamera Palodichuk - Delhi Charter Twp.: Replying to "To clarify, if a resident has a water/sewer special assessment they are exempt if they have a disabled verteran's exemption? That exemption applies to taxes and special assessments?"

Veterans Exemptions are not exempt from Special Assessments (water/sewer, drains, streetlights, etc.)

00:50:26 Sheila Reitz: Does anyone have a tip/trick sheet that explains exactly when you have to journalize receipts within the tax module? We use cash receipting to receipt in tax payments but occasionally we have an assessor adjustment to be entered in tax where we have to enter a refund. We've also had residents pay their tax bill before their mortgage company pays it.

00:50:30 Sophia Poel - Laketown TWP: Reacted to "Veterans Exemption..." with 

00:51:10 Sheila Reitz: If so, would you please email it to me at treasurer@dorrrtownship.org? Thank you in advance?

00:51:39 Alyson Page - City of Grand Rapids: everyday

00:51:41 Tamera Palodichuk - Delhi Charter Twp.: Replying to "Does anyone have a tip/trick sheet that explains exactly when you have to journalize receipts within the tax module? We use cash receipting to receipt in tax payments but occasionally we have an assessor adjustment to be entered in tax where we have to enter a refund. We've also had residents pay their tax bill before their mortgage company pays it."

I process those before each disbursement and then journalize because it will affect your disbursement

00:58:19 Priya J King: can you say anything about Neighborhood funds

00:59:06 Kirsten Seaberg-City of Munising: Is the Neighborhood road funding different than regular Act 51 monies? Has there been any new guidance on where to put it ( what line item?) ?

01:03:25 Madison Lamb: Random question: How many people have an emergency plan for a cyber-attack/fraud on their municipality? Is anyone willing to share their plan/policies? I was going to try using the MMTA Chat to help write one

01:09:36 Sandi Wiktorowski, City of Northville: When go others generally create the summer tax roll? Do you wait until June 1 or do you start it earlier? We have always waited until June 1.

01:09:51 Robin - Cooper Township: We use Point and Pay.

01:10:45 piazzetto: We switched from Point and Pay to BS&A Payments in mid March. So far, it's going well.

01:11:00 Heather Stull: Replying to "When go others gener..."

This is a question we have as well. We are trying to do our budget for the new fiscal year but don't have the 2026 tax roll open yet.

01:12:00 Robin - Cooper Township: We don't pay anything for Point and Pay, so I am hesitant to switch without knowing what the fee will be if we don't switch. BS&A is not returning any calls/emails to answer questions.

01:12:22 Glenn Kowalske: How do Treasurer's/Clerk's make electronic payments? We want to reduce our number of checks and make direct electronic payments.

01:12:24 Julie Alexander - City of Livonia: Is BS&A only going to be charging the quarterly fee if we use real time integration with our third party provider? We are currently with Point and Pay? And use Real time for our Inspection Dept, but no other depts use real time, they use a manual import of payments.

01:12:53 Deborah Perez-City of Buchanan: It is very hard to hear Curtis on my end.

01:13:07 MBonter: Replying to "Is BS&A only going t..."

that is my understanding

01:13:24 Patty Spriggs Baldwin Twp: Reacted to "It is very hard to..." with 👍

01:13:59 MeleahR: Replying to "How do Treasurer's/C..."

Glenn, if your financial institution offers ACH services, you could do electronic payments with the service vs writing checks.

01:14:05 Marcy Moriwaki: We have been talking with Riley Moffatt BSAEnterprise Payments Solutions Specialist  
cell: 248-821-9715  
email: riley.moffatt@bsasoftware.com

01:14:20 Sheila Reitz: How do you get notifications with BS&A Payments that a payment has been made? Currently I receive an email from BS&A stating that a credit card payment has been processed through Point and Pay. I then import the file to cash receipting.

01:14:45 Tamera Palodichuk - Delhi Charter Twp.: Replying to "How do Treasurer's/Clerk's make electronic payments? We want to reduce our number of checks and make direct electronic payments."

We set our vendors up as ACH payees in AP and pay them that way. You would need to work with your bank and BSA to set everything up

01:15:08 MJevahirian: We went to the Cloud last year, and are switching to BSAP next month. We have many payment platforms, including PNP, and most are antiquated and difficult for residents to use, so we are happy to make the change.

01:15:20 Andrea Insley, City of St. Ignace: BSA Payments reconciliation has been tricky for us. Interested in Curtis's feedback after he gets there.

01:19:01 piazzetto: I'm going to do our first reconciliation with BS&A payment today. From what we understand, the payments just drop into the reconciliation. This will save a lot of work for our financial administrator.

01:19:29 Curtis Dancer - City of Alma: Replying to "BSA Payments reconciliation has been tricky for us. Interested in Curtis's feedback after he gets there."

I will reach out and let you know how it goes!

01:20:24 Curtis Dancer - City of Alma: Reacted to "I'm going to do our first reconciliation with BS&A payment today. From what we understand, the payments just drop into the reconciliation. This will save a lot of work for our financial administrator." with 👍

01:22:12 Tamera Palodichuk - Delhi Charter Twp.: We have had 3 check washing attempts in the last 2-3 months

01:22:25 Lisa Lewis: Marcy, please forgive me, what area are you in?

01:23:09 Chris Wright - City of Lansing: I agree Curtis, ACH fraud is more complicated but the result can be catastrophic

01:23:19 Glenn Kowalske: Are any of your municipalities set up to allow residents to use Bill Pay from their bank for an electronic payment?

01:23:20 MBonter: Curtis - do you run into any vendors who you incur late fees for because of having to wait until board meetings to approve the accounts payable run before mailing checks and net 30 billing cycles?

01:24:34 piazzetto: We're switching over the ACH for tax disbursements. USPS is just not reliable anymore.

01:24:48 Tracey: For Tax Disbursements I use Class and ACH I don't send any checks other than refunds.

01:24:58 MBonter: they are who I see the most

01:25:56 MBonter: thanks - I setup a bill trust page for our Consumers, and I think we may be able to pay via online check

01:25:56 Tamera Palodichuk - Delhi Charter Twp.: We do. We set up an ELockbox through our bank that they go into. We get a daily import file from our bank that imports right into cash receipting.

01:25:58 Deborah Perez-City of Buchanan: We have preapproved expenses to avoid late fees for utilities and health insurance etc.

01:26:10 piazzetto: Reacted to "We have preapproved ..." with 👍

01:26:23 Robin - Cooper Township: We will call and fight late fees when applicable.

01:28:02 Crystal Silorey: We do the e-lockbox and it's great

01:28:04 DBader: We use Vanco to intercept the check and send us the upload

01:29:11 Janel Stewart: Just a reminder - in order to attend Advanced Institute, you must first complete Basic Institute

01:30:50 Betsy-Oakfield Twp: Thanks for all the great information!

01:30:52 MJevahirian: Thank you! :-)

01:30:52 Jason - Richland Township: Thank you!

01:30:52 Kirsten Seaberg-City of Munising: Thank you

01:30:53 Lori Shipman, City of Mount Clemens: Thank you! :)

01:30:54 MBonter: thanks

01:30:59 Sophia Poel - Laketown TWP: Thank you!

01:31:01 financedir: Thank you!

01:31:01 KellyMcGinn: thanks - great as always

01:31:02 Matt Igl, City of Ironwood: Thank you

01:31:02 dwilcox: Thank you.

01:31:02 Orna: Thank you

01:31:05 Amber Dawkins, City of Southfield: Thank you great session.

01:31:06 Carrie: Thank you!

01:31:16 Glenn Kowalske: Will we get a copy of the chat info?

01:31:21 Patty Spriggs Baldwin Twp: thanks !! have a great day!

01:31:25 Kristen Zotter: thanks

01:31:37 Allison Bester - City of Kentwood: Thank you!

01:31:47 JNicholson: thank you!

01:32:11 csimmons: thank you!