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Excellence achieved through people, products, and service.™

Spring 2010



Mark Your Calendars for the 2010 User Group Meetings

Iowa & Illinois

October 27th & 28th, 2010
at Cedar Rapids Marriott Cedar Rapids IA

Minnesota

October 19th & 20th, 2010
at Ramada Inn Mall of America Bloomington MN

Missouri

August 10th & 11th, 2010
at Holiday Inn Select Columbia MO

North Dakota

September 22nd & 23rd, 2010
at Comfort Inn Bismarck ND

More details to follow, watch <http://camavision.com/events.php>
Looking for ideas on what you would like to cover. Send your comments/ideas to
Teresa Ellerby at teresa@camavision.com or call 319-365-8625 ext 233

What Surprises will Brad have This Year?

News for friends of Vanguard



Special points of interest:

- Mark Your Calendars
- User Group Meeting Contest
- GOING Green
- Improving Tech Support
- Let's Get Let's Get Diced

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Memo from Robert L. Kocer, CEO

Friends and loyal VCS users, lend me your ear (or eyes in this case).

With this memo I am informing you of my planned retirement at the end of 2010. However, as you already know, I will be leaving you in the capable hands of Bob Ehler, Brad Miller, Scott Johnson, all our field technical staff, our office tech support staff, our programmers and our appraisers. As you can see, this isn't about me. It is about supporting one another and creating an environment of products, people and service that is like none other.



Some people have to be motivated to work at their job – I didn't. There were days where I wasn't fully motivated to work but I was always committed to Vanguard - to serving our clients and making sure the benefit you receive from Vanguard is well worth the cost.

With the people we have in place at Vanguard I have every confidence that tradition will continue, and we will continue to grow. At Vanguard, you have people that you can trust.

Now is the time where the "retiree" talks about how they will miss the people they work with but not the conference board meetings, budget meetings or court cases. But I'm not going to say that. Or how they will miss the conferences but not the educational meetings. But I'm not going to say that either. Because truthfully I will miss it all. I will miss the social organization you have created of which I have been very lucky to be a part of. I thank you all for allowing me to become a part of your business, and in many cases, your personal life.

I started out working at a job to make a living 36 years ago and I was fortunate it turned into a career. This was a very enjoyable career that was made possible by all of you. Some might say I was a good, and at times a great, President for Vanguard. I don't know about that but I appreciate those comments very much. However a person can't make a President – only a company can. And a good company can make a great President.

Now comes the question of why are you retiring? I will have ample time to answer that question, and more I am sure, when we meet again. But for now, let me leave you with the "top ten" answers I told my employees to say if anyone asks, "Why is Bob K. retiring?"

10. At least now we can get all the raises we always wanted
9. He couldn't find a car that got 750 miles to a tank of gas
8. Now attending conferences will be fun instead of work
7. We can get more done since we don't have to help him on the computer
6. We won't have to worry about getting messages from him between 2-6 in the morning
5. We can do our jobs without him HELPING
4. We won't have to read all his conference notes
3. He never did that much work anyway
2. Now staying up all night won't be a company requirement
1. Jane really runs the company

Again, thank you all for your support and friendship. I will leave you with a thought that reflects my feelings:

I believe that goals are meant to be accomplished; records are meant to be broken; friends are meant to be cherished; and promises are meant to be kept.

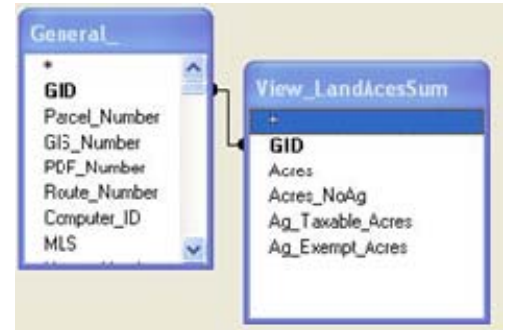
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Sherry's Tips and Tricks

Have you ever wondered if some of your rural properties may need to be re-classed? Do you have Residential properties sitting on more than 10 Acres of land that maybe should be Agricultural? Or do you have Ag Dwelling properties sitting on less than 10 acres that maybe should be Residential?

A simple and quick query could find these questionable properties for you.

All you need is two tables in your query; General and ViewLandAcresSum joined together by GID.



In the grid below, I recommend these 3 fields. Parcel Number and Parcel Class from the General table and Acres from the ViewLandAcresSum table.

For residential parcels greater than 10 acres the filters should look similar to this:

Parcel_Number	Parcel_Class	Acres
General_	General_	View_LandAcresSum
Parcel_Number	Parcel_Class	Acres
Show	Show	Show
	= 2	>= 10

Parcel_Number	Parcel_Class	Acres
General_	General_	View_LandAcresSum
Parcel_Number	Parcel_Class	Acres
Show	Show	Show
	= 1 OR 0	< 10

For agricultural parcels less than 10 acres the filters should look similar to this:

Note: This is just a basic quick and simple query; additional fields can be added to this query to customize it if so desired.

2010 Personal Property “My Guide” Items

Where's The New Stuff?

By: Brad Miller

A few Personal Property “My Guide” clients have called technical support wondering where the new 2010 Value Guide items are in the 2010 My Guide. So I would like take a few moments and explain where they are. The short answer is they are not in the My Guide and that is why you cannot find them. Now you are probably saying, What? How can this be?

Now for the long answer. There is one main reason the new 2010 Value Guide Items are not in the 2010 My Guide and it stems directly from the inconsistencies in the Value Guide. When I get the Value Guide each year, I perform a lot of clean up. Some of the things I clean up are the misspelled item descriptions and the inconsistent 6 digit value guide codes. For example: this year some trailers changed mysteriously to Mini Coopers. Why, the world may never know. If the 6 digit codes were to remain consistent from year to year, as they are suppose to and the duplicated items were removed, then I could easily import the new items each year. Unfortunately, there is no way to automatically bring these new items in. I do not necessarily know if an item is new or if it is old and the 6 digit value code is typed in wrong. Furthermore, I cannot just base it off the item descriptions, as they also change from year to year. Not to mention, you probably have made your own modifications to many of the My Guide item descriptions.

There is hope! In 2009, I added a secret mechanism in the My Guide that tracks new items from year to year in the My Guide. I have been working on a new feature that will show these new items and allow you to pick and choose what new items you want added into your My Guide. While it is not perfect, it is the best that can be done under the circumstances until the Value Guide can someday be corrected and remain consistent.

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Agland Assessment in CAMAvision®

By: Stan Moellers

Agricultural land assessments in Iowa are based on a Productivity Formula and applied to land using Corn Suitability Ratings (CSR's). Other States can also utilize Soils information to assist them in making their agricultural land assessments. There are now several programs that utilize Geographical Information Systems (GIS) that measure the area of each of the soil types in a parcel to facilitate the assessment of agricultural land.

You now have the data so how do you make it work for you? You leave it in your GIS program and need to know how to run another program to generate your values then transfer those values to your tax administrative system and hopefully do not make any errors on the way.

It seems to make more sense to take your soils information, transfer it into CAMAvision and generate your values there. You now can have all of your agricultural assessment information in one place so when a property owner needs information you can provide them with all the information from one source including your web site.

Agricultural land detail would appear like this on the ag land detail report in CAMAvision

Summary Information

Land Basis	SF	Acres	Taxable Acres	Averaged CSR Taxable	Exempt Acres	Averaged CSR Exempt	CSR Points	Net CSR Points
Land # 1	4,709,271.60	108.110	108.110	64.631	0.000	0.000	7,061.510	6,987.260
Total	4,709,271.60	108.110	108.110		0.000		7,061.510	6,987.260

Detail Information

Ag Lot, Soil	Acres	Adj Acres	Soil Type	Description	Ttl Rate	% Adj Fact	CSR Type	Net CSR Pts - Units	Exempt	Rate per Pt - Unit	Total Lot w/o Adj	Topo	Econ	Othr	\$ Adj	Ttl Lot w/ Adj	Total (Rnd)
AL 1, S1	1.500		198B	Floyd loam, 1-4% slope	75		C	112.500									
AL 1, S2	0.360		226	Lawler loam, 32-40", 0-2% slop	78		C	28.080									
AL 1, S3	0.310		391B	Clyde-Floyd complex, 1-4% slop	72		C	22.320									
AL 1, S4	2.780		41C	Sparta loamy fine sand, 5-9%	25		C	69.500									
AL 1, S5	22.540		783B	Cresco loam, 2-5% slope	63		C	1,420.020									
AL 1, S6	1.580		783C	Cresco loam, 5-9% slope	43		C	67.940									
AL 1, S7	4.130		783C2	Cresco loam, 5-9% slope	40		C	165.200									
AL 1, S8	31.900		798B	Protivin clay loam, 1-4% slope	55		C	1,754.500									
Adj 1		1	O	Muck Spot	55	0.330	C	-18.150									
AL 1, S9	19.570		83B	Kenyon loam, 2-5% slope	85		C	1,663.450									
Adj 1		2	G	Cherty Spot (Stony spot)	85	0.330	C	-56.100									
AL 1, S10	23.440		84	Clyde silty clay loam, 0-3% sl	75		C	1,758.000									
Sub Ttl	108.110							6,987.260		\$17.620	\$123,116	0%	0%	0%		\$123,116	\$123,116
Total																	

The process to get this data in CAMAvision is very simple. Follow these steps to make this process move along easily:

Verify that you have all your data, it has been processed and completed in your GIS.

Export the data into an acceptable format. A CSV file works well.

All agricultural parcel numbers must exist in CAMAvision. This can be completed via an automated process as well - call for a quote.

Setup Soils and Adjustment Tables.

Run the VCS Ag Soils Import Program. Jenny will log into setup the program and run.


Determine your Rate per CSR and run a revaluation.

Review Error logs and valuations.

Run a test transfer to your tax software to compare values. If this is the first time using CSRs you may see changes.

After you have your data in CAMAvision® updates will be simple. To change your values a simple change of the CSR rate per point is all that is necessary.

Questions – Give me (Stan Moellers) a call at (563)380-2010 or call Vanguard Appraisals, Inc. at(319) 365-8625.

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**Mark Your Calendars
Upcoming
Conferences**

IACO-Illinois Association of Counties (Spring Conference)Dates: May 3rd – 5th, 2010

Location: Crowne Plaza Springfield, IL

SDAAO-South Dakota Association of Assessing OfficersDates: May 25th –29th, 2010

Location: Ramada Inn Mitchell, SD

MCCC-Minnesota Counties Computer CooperativeDates: June 7th –10th, 2010

Location: Arrowwood Resort, Alexandria, MN

MAAO-Minnesota Association of Assessing Officers (Summer Seminars)Dates: May 26th –May 29th, 2010

Location: Holiday Inn St Cloud, MN

ICA-Iowa Certified AssessorsDates: July 21st –23rd, 2010

Location: Adventureland Inn Des Moines, IA

NCRAAO-North Central Association of Assessing OfficersDates: June 20th – 24th, 2010

Location: Ramada Inn Mall of America Bloomington, MN

IAAO-International Association of Assessing OfficersDates: August 29th –September 1st, 2010

Location: Walt Disney World Dolphin Hotel Orlando, FL

NDAAO-North Dakota Association of Assessing OfficersDates: August 8th –10th, 2010

Location: Comfort Inn Bismarck, ND

ISAA-Iowa State Association of AssessorsDates: October 3rd –6th, 2010

Location: Airport Holiday Inn Des Moines, IA

MAAO-Minnesota Association of Assessing Officers (Fall)Dates: September 26th –29th, 2010

Location: Mankato Alltel Center Mankato, MN

IACO Illinois Association of Counties (Fall Conference)Dates: November 22nd –24th, 2010

Location: Marriott Downtown Chicago, IL

Fall ISAC-Iowa State Association of CountiesDates: November 17th–19th, 2010

Location: Coralville Marriott Coralville, IA

MAC-Missouri Association of CountiesDates: November 21st –23rd, 2010

Location: Resort of Port Arrowhead Osage Beach, MO

MAA-Missouri Association of Assessing OfficersDates: September 6th –9th, 2010

New Instructional Handouts Available

By: Terri Scheuermann

In our continued effort to have more helpful resources available to you, we have added and updated some new handouts. The Table Overview handout is an example of a “new” handout. With the Board of Review process just around the corner, there is an updated BOR handout. These handouts are typically available and used at the annual User Group meetings but have always been available at any time of the year. Now your asking, where can I find one of these handouts? VCS Net News. Where is VCS Net News?

When in CAMAvision, choose the Help menu option (at the top of the screen) and then select Net News. You will be directed to an assessment informational website. Check out the many topics and links that are specific to the assessment field and specific to CAMAvision. You can review your training time balance, view and/or register for upcoming events, review previous newsletters, get listing forms, print the new income/expense questionnaire’s as well as be directed to many state specific online assessment websites. Do you have a suggestion for a helpful link? Contact Dan Gray at dan@camavision.com or call the Cedar Rapids office.

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2010 VANGUARD WORKSHOPS

North Dakota April 22nd at the Sleep Inn Minot, ND

Missouri May 11th at the Tan Tar A Resort Osage Beach, MO

Missouri May 12th at the Comfort Inn Macon, MO

Minnesota July 1st at the Country Inn & Suites Mankato, MN

South Dakota July 28th at the Baymont Inn & Suites Sioux Falls, SD

CAMAvision Workshop hosted by Northeast District



The ISAA Northeast District hosted a CAMAvision workshop that was held on January 26 thru 27 at Hawkeye Technology Access Center in Cedar Falls Iowa and attended by 34 registrants. The class instructors were Stan Moellers and Terri Scheuermann of Vanguard Appraisals, Inc. The class was geared towards workstation setup, basic residential entry, sketch and photovision on the first day. The second day focused on basic queries, query lite, advanced queries, the ProVersion report writer and any other topics requested.

The winner of the door prize, a portable DVD player, was Andrea Schmidt, Deputy Assessor Delaware County Iowa.

Schedule your workshop today.

2010 User Group Contest Announced

This is your chance to win \$500 off the module license of your choice. Just take the VCS bumper sticker, that you received at last year's user group meeting, and have your photo taken in front something unique. Examples: In front of the Grand Canyon or Mt. Rushmore while on vacation, the Sears Tower, Trump Plaza, at the Indianapolis 500, at the Kentucky Derby, any unique house or building in your jurisdiction, or just a picture of you having fun at something you like to do. The possibilities are endless.

Submit your digital images via email to Brad @ camavision.com OR mail on a CD to the Cedar Rapids Office by August 1, 2010. For complete official rules and to get your bumper sticker contact your sales representative or call Teresa Ellerby at home office. HAVE FUN



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Let's Get, Let's Get, Let's Get DICED!

By: Patrick Alexander

There are two types of people in this world: people who enjoy data entry and people who live outside padded walls and round the clock supervision. But a sad fact of working in our information-driven world today is that data entry is an integral piece of the overall puzzle. Like your daily commute to the office, it is a tedious, often unrewarding task, but one which needs to be completed in spite of its mundane nature. To all of you suffering out there, I say "Fear not! For I will lead you out of the data entry doldrums of today and into a brighter tomorrow. A tomorrow where data entry will no longer be seen as yet another mindless chore to be completed, but as a warm, tranquil breeze which fades all too quickly."

Well maybe I stretched that last part a little bit, but I can make the entire process less cumbersome, more accurate, and done in a fraction of the time. Consider the warm, tranquil breeze as a potential future enhancement. You may be wondering, how can I make such outrageous statements? Well, to know me is to love me, or so I tell myself, but all of us at Vanguard have spent the past months tirelessly tweaking, adjusting, developing, and testing a module to help with the mind-numbing monotony of data entry. Those of you who attended the User Group Meetings last fall were privy to a sneak peak, but that sneak peak was but an appetizer leading up to a delectable, ten course meal.

I am referring to the DICED module. In a nutshell, DICED reads in a scanned image of a document and strips off any and all requested data from the form based on a set of form-specific rules. DICED then allows a user to adjust its interpretation of the stripped data, applying a plethora of validations against the collected information. Once the handful of issues and/or potential issues have been looked at and cleaned up, the document data is ready to be imported. The first form out of the chute will be a residential listing form. In fact, it is our residential listing form. A form we are actively using in the field and plan on implementing across all of our reappraisal projects in the near future

Now for some boring, but fabulous statistics about the listing form: it contains well over nine hundred fields, providing you with ample flexibility to accommodate a wide range of situations; it contains over three thousand validations, helping ensure only the cleanest data possible is imported into CAMAvision; it can contain pre-populated data, giving you access to the most recent information in the field and allowing you to change only things which need to be; and finally it can be printed, on demand, in your office directly out of CAMAvision. Initially the residential listing form will only be available on 11 x 17 paper, but an 8.5 x 11 version is in the works and will be made available a short time after launch.

I haven't even brushed: the myriad of potential forms; the ease of use; the additional data tracking; and many other aspects which make DICED an enormous improvement over the current state of doing data entry, I will leave these topics for another day, but if you're interested in learning more and/or obtaining a price quote, just give us a call and we'll be happy to talk your ear off. I am not normally an excitable fellow, but the power and potential of this module make it hard not to be. Please join us, so we can all enter a brighter tomorrow together.



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New Manual Conversion Q and A

By Jenny Burkart

Q: What do I do if I plan on using the 2008 Manual to set values for 2011?

A: You will need to get on the list to be converted soon.

Q: I'm not sure if I have been added to the list, now what?

A: Please contact me (jenny@camavision.com) or Kara (kara@camavision.com) to confirm this.

Q: Do I have to wait until I am on the list to have the New Manual Upgrade Advisor run on my system?

A: No, you do not. Contact Sherry or myself and we can make arrangements to connect to your system & run this as a preliminary check. This may be helpful to determine what month you choose for conversion.

Q: How do you convert my land values and my sales?

A: We will "copy" the data from your land & sales tables but we do not alter them. The New Manual conversion does not affect your land values or your sales data when processed.

Q: What if I am not able to use the New Manual values for 2011 and have already converted?

A: This is handled on an individual client basis and is a question on the Pre Conversion questionnaire. You have many options. You could reconvert your old manual version again which requires you make parcel edits in the old manual version so the data we reconvert is up to date. Another option would require double entry in both old manual and new manual versions until you are ready to use the New Manual values.

Q: Do I have to go through all the parcels that have Masonite on them?

A: No, you do not. This is fixed by going into the Residential Exterior Description table under Tables | Residential | Exterior Wall. Click on Test, select the Masonite line & then replace it with either Composition Siding or the description of your choice. Save the test table & then copy test to main on just that table. This process will fix the masonite description. If you have not fixed this before we get your data we will make the change for you when we convert your data to the New Manual version.

Q: I need some help reviewing the Pre Conversion Questionnaire?

A: Please contact myself or ask your field representative to review it with you when they stop in for a friendly visit.

As always, it is great to hear from our clients and assist in any way that we can.

Microsoft © Security Essentials

By Marty Barrett / Dan Gray

You know that Microsoft makes popular desktop software like Windows and Office, but did you know that they also make an anti-virus program? And the best part, it is completely free. Yes, completely free.

Released last fall, Microsoft Security Essentials provides a simple solution to virus and spyware protection. Also in comparative tests, MSE has been rated among the top performing anti-virus programs. MSE is compatible with Windows XP, Vista and 7. To download visit Microsoft's website at http://microsoft.com/security_essentials

An article at AV-Comparatives shows the results of testing several of the leading anti-virus programs. Check it out at <http://av-comparatives.org>

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Question of the Year: How should I Price My New Wind Turbine?

By Bob Ehler

At this point we do not have any way to price them in VCS so I would suggest you add them as a yard extra.

We have also been asked by numerous clients about the cost of Wind Turbines. These towers can range from a small residential turbine with capacities of 5 KW/HR to the large wind farms capable of producing thousands of KW/HR. We have begun to assemble costs on these turbines for the purpose of developing cost tables. It is our goal to accumulate enough cost information to develop reliable cost tables which can then be incorporated into CAMAvision.

To assist us in this venture we are asking that you submit to us the following information on any wind turbines that may have been constructed in your jurisdiction.

State-

County-

Location-

Turbine brand name –

Contractor –

Contractors contact information-

Cost to construct (detailed cost breakdown is most useful)

Year built –

Capacity (Kilowatts)-

Type of Tower-

Height of tower (& hub) –

Tower diameter –

Foundation (size and depth)-

Blade length –

RPM range –

Maximum blade speed –

Rated wind speed (MPH) –

Life expectancy (range in years) –

Battery Backup (Y/N)-

A few of our clients have already begun to submit this type of cost information to us. I would like to thank those jurisdictions for their willingness to help. With the cooperation of assessment jurisdictions such as yours, we are hoping to develop reliable wind turbine cost tables for your use in the near future.

Thank you for your assistance..



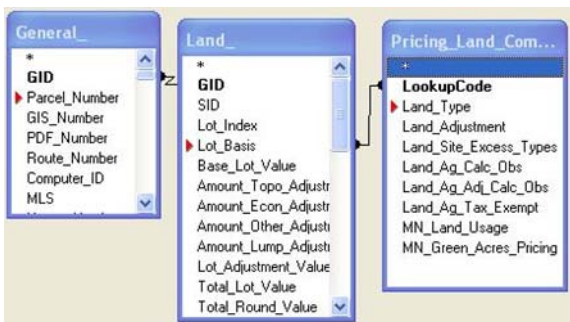
Late Night Programming Secrets Revealed

By: Sherry Surret

Once upon a time in the wonderful land of Tech Support, a simple question was asked. “How can I add my lot basis description to the query?” This question came repeatedly from many users and yet the standard response remained the same. “The lot basis description is not available at this time and would be difficult to implement due to the amount of tables it entails. However, we will pass this along to the programmers and see if it could be added to the task list as a future enhancement.”

Late one evening, unbeknownst to the users, Nick and his uncanny skills of stealth added the Pricing Land Combos and Pricing Com Combos tables to the query wizard. He slid these enhancements into Version 15 without a peep, wondering how long his good deed would go unnoticed. Waiting eagerly for the next time this simple question would be asked, so he could wow them with his preparedness.

As one of your friendly, unusually unique, tech support operators and query wizard guru, I just could not contain my excitement. I am letting the cat out of the bag and giving some useful tips on how to incorporate these tables into the query wizard queries.



First, add the Land and Pricing_Land_Combos table to the query and create a join between Lot_Basis from the Land table and LookupCode from the Pricing_Land_Combos table as shown.

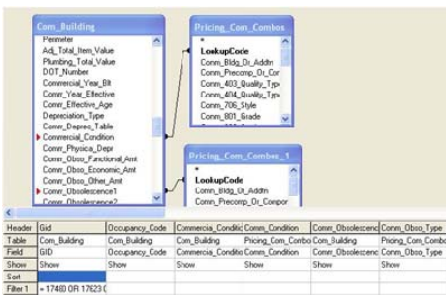
Second, drop the land_type from the Pricing_Land_Combos table into the grid below along with any other criteria you need for your query or for your filters. Then set your filters in the grid as you would with any other query.

PDF_Number	Gid	Lot_Basis	Land_Type
General_	General_	Land_	Pricing_Land_Combos
PDF_Number	GID	Lot_Basis	Land_Type
Show	Show	Show	Show
	= 1 OR 333 OR 377		

Query	SQL	Preview																																
		<table border="1"> <thead> <tr> <th>PDF_Number</th> <th>Gid</th> <th>Lot_Basis</th> <th>Land_Type</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>333</td> <td>1</td> <td>Front Foot</td> </tr> <tr> <td>14</td> <td>23339</td> <td>2</td> <td>Site and Excess</td> </tr> <tr> <td>1</td> <td>377</td> <td>3</td> <td>Sq. Ft x Rate</td> </tr> <tr> <td>0</td> <td>1</td> <td>4</td> <td>Acres x Rate</td> </tr> <tr> <td>2</td> <td>1522</td> <td>5</td> <td>Lump Sum</td> </tr> <tr> <td>19</td> <td>19758</td> <td>6</td> <td>Sq. Ft. W/Dimensions</td> </tr> <tr> <td>15</td> <td>23313</td> <td>7</td> <td>Ag Land</td> </tr> </tbody> </table>	PDF_Number	Gid	Lot_Basis	Land_Type	1	333	1	Front Foot	14	23339	2	Site and Excess	1	377	3	Sq. Ft x Rate	0	1	4	Acres x Rate	2	1522	5	Lump Sum	19	19758	6	Sq. Ft. W/Dimensions	15	23313	7	Ag Land
PDF_Number	Gid	Lot_Basis	Land_Type																															
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1	377	3	Sq. Ft x Rate																															
0	1	4	Acres x Rate																															
2	1522	5	Lump Sum																															
19	19758	6	Sq. Ft. W/Dimensions																															
15	23313	7	Ag Land																															

Finally, press Preview and now you have the lot basis descriptions in your query

The land type description is just the tip of the iceberg when it comes to the new descriptions available in the query wizard with the addition of these two tables. For example, in the Pricing_Com_Combos table, the user can see Obsolescence Descriptor Reasons or Condition Descriptors now, instead of the line number from the table.



Query	SQL	Preview																																																																								
		<table border="1"> <thead> <tr> <th>Gid</th> <th>Occupancy_Code</th> <th>Commercial_Condition</th> <th>Comm_Condition</th> <th>Comm_Obsolescence1</th> <th>Comm_Obso_Type</th> </tr> </thead> <tbody> <tr> <td>6807</td> <td>201</td> <td>7</td> <td>Observed</td> <td>8</td> <td>Unit Completed</td> </tr> <tr> <td>7225</td> <td>701</td> <td>0</td> <td>Excellent</td> <td>7</td> <td>Other</td> </tr> <tr> <td>7235</td> <td>702</td> <td>1</td> <td>Very Good</td> <td>7</td> <td>Other</td> </tr> <tr> <td>17006</td> <td>201</td> <td>5</td> <td>Poor</td> <td>2</td> <td>Structure</td> </tr> <tr> <td>17006</td> <td>701</td> <td>5</td> <td>Poor</td> <td>2</td> <td>Structure</td> </tr> <tr> <td>17480</td> <td>702</td> <td>7</td> <td>Observed</td> <td>2</td> <td>Structure</td> </tr> <tr> <td>17623</td> <td>207</td> <td>3</td> <td>Normal</td> <td>1</td> <td>Location</td> </tr> <tr> <td>17623</td> <td>702</td> <td>3</td> <td>Normal</td> <td>1</td> <td>Location</td> </tr> <tr> <td>17623</td> <td>702</td> <td>3</td> <td>Normal</td> <td>7</td> <td>Other</td> </tr> <tr> <td>17628</td> <td>701</td> <td>3</td> <td>Normal</td> <td>0</td> <td>None</td> </tr> <tr> <td>17628</td> <td>702</td> <td>4</td> <td>Below Normal</td> <td>3</td> <td>HVAC</td> </tr> </tbody> </table>	Gid	Occupancy_Code	Commercial_Condition	Comm_Condition	Comm_Obsolescence1	Comm_Obso_Type	6807	201	7	Observed	8	Unit Completed	7225	701	0	Excellent	7	Other	7235	702	1	Very Good	7	Other	17006	201	5	Poor	2	Structure	17006	701	5	Poor	2	Structure	17480	702	7	Observed	2	Structure	17623	207	3	Normal	1	Location	17623	702	3	Normal	1	Location	17623	702	3	Normal	7	Other	17628	701	3	Normal	0	None	17628	702	4	Below Normal	3	HVAC
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Late Night Programming Secrets Revealed Continued

Just as with the Pricing_Res_Combos table (which has been in the program for awhile) some rules apply to ensure you get the correct results. In order to properly join the table, locate the field in the base table of which you want descriptions to display, click on that field and drag the join to the lookup code of the pricing combos table then release the mouse. Another thing to keep in mind; is that no pricing combo table can be joined multiple times. In other words, you may end up with several pricing combo tables in your query, because for every grid column that needs a description displayed, a corresponding pricing combo table is needed, as shown above.

I hope these tips help make your query results much more legible and understandable. If you have any questions, you know where to find your favorite tech support operators.

Happy querying!!

Personal Property My Guide Items

By: Virginia Molina-Steen

Adding Your My Guide Item

When adding a new item in My Guide, press Test button, load the item Type and specific Make, and press Append button to add the item. The Descriptive Information will appear to add Model and Body descriptions. After entering the descriptions the item will display in a new line at the bottom of the table with an asterisk, greater than sign and the line number. This new item will not exist on the Value Guide, so enter the new values. When finished entering values, press the Save. In Table Utilities, the My Guide table is copied Test to Main, and a Recalculation is run so that the new item could be used year after year. When editing that particular item for the following year, select the Load Non-Sync Value Guide Items Only option to find all the items that do not exist within the Value Guide. The items will be listed, so press Test to start editing the missing values.

2010 AUTO, FORD																		
Line	Price ID	Make	Model	Body	VIN	Used	VG Link	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000
*> 159	AUTO	17823	FORD	FUSION	AWD		0	0	0	0	0	0	0	0	0	0	0	0
160	AUTO	1723	FORD	FUSION	SE		0 771630	5870	5010	3980	3340	2870	2320	1750	1290	940	680	490

Recycling a My Guide Item

If you don't want to look up the prices for a new item you want to add every year, then consider recycling a My Guide Item. Recycling an item allows you to put in your own Model and Body while keeping the Value Guide link and its associated Value Guide prices. The first thing you need to do is find an item currently in the My Guide that has prices close to what you want to use for the new My Guide item you want to add. Secondly, it needs to already have a 6 digit Value Guide Link code, which **cannot** be a zero. A good reason for recycling an item is when item body description is unspecified, or the item needs to be used for all body types. To add a recycled item, click the little dropdown arrow that is right next to the Edit Existing button, there you should see the Recycle option. The normal pop-up box used to add an item will appear but it will contain the line that was previously selected. Enter your own Model and Body or just modify the one shown to your liking. A period (.) could be used to clear the Body description.

2010 AUTO, FORD																		
Line	Price ID	Make	Model	Body	VIN	Used	VG Link	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000
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161	AUTO	1723	FORD	FUSION	SE		0 771630	5870	5010	3980	3340	2870	2320	1750	1290	940	680	490

After copying the table and running the Recalculation, the item is ready to use. In the above example, #159 Ford Fusion was recycled from #161 Ford Fusion SE. Notice, both items have the same 6 digit Value guide link code. So, when this client gets the new 2011 My Guide, the prices for #159 Ford Fusion will be automatically loaded with the #161 Ford Fusion SE prices.

If you have any questions, please call Technical Support 1-800-736-8625.

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Service Contracts Going Green



In an effort to save paper and the environment, starting April 2010, Vanguard Appraisals, Inc. will no longer be sending out printed copies of yearly service contract renewals. Instead, we will be only sending remittance slips, indicating your current balance for software and services.

Should the service contract change in any way, you will be sent a new copy of the service agreement. Furthermore, if you would like to continue to receive a yearly copy of your service agreement, then please contact Kara Leyse (kara@camavision.com) at our home office. **Thank you for your support in helping Vanguard Appraisals, Inc.**

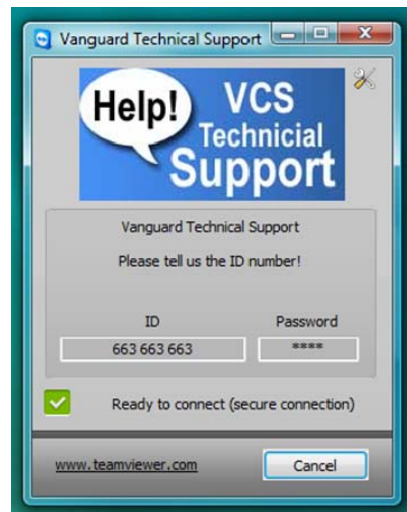
Go Green in 2010

Technology Marches On Improving Technical Support

By: Nick Klein

When it comes to providing technical support to clients Vanguard prides itself on making sure you reach a live person – not some answering machine – whenever you place the call. Like the live person on the phone, another aspect of providing good support has arisen in recent years: being able to directly connect to a client's computer. Countless hours can be saved when technical support is able to connect, see what the user sees, and walk them through a task.

VAI has been using EchoVNC, our primary remote support product for four years. That's a long time in technology terms. In that time Windows Vista and 7 have been released, more and more people are getting a second monitor, Internet connection speeds are increasing, and our client's database sizes are growing. Needless to say EchoVNC is showing its age. Like it or not if we want to continue to provide good service we need to keep pace as technology changes. We here at VAI have been watching for the next great remote support tool that balances cost, our needs, and the needs of our clients and we think we have found it in a product called TeamViewer.



A quick Internet search will tell you there are lots of companies and products that can provide remote assistance. We had a list of "must have" features that eliminated many of them. TeamViewer has garnered high praise from technical magazines and is a very good fit for our needs. It's a zero-install program, which will make your IT staff happy since it won't install itself on your computers. It runs only when you want so you remain in control. It uses tough encryption for all communications. It supports multiple monitors and has been tested to be compatible with the latest Windows Operating Systems. Oh, and it's much faster than EchoVNC which makes our support staff happy, too.

We've been rolling it out since February so if you've had assistance in the last six weeks, VCS Tech Support has probably had you use it. For clients the only change is the first time you use it. We'll ask you to read us the nine-digit ID number that appears which uniquely identifies your computer only to us. Each computer in your office will have a unique ID. The next time you initiate a connection we'll know it's you and can immediately connect.

We will continue to have the old technology as a fallback but the technical support staff is soundly behind TeamViewer.