



MEMORANDUM

TO: Village of Lake Hallie Board of Trustees
FROM: Anastasia Stueber, Village Administrator/Clerk-Treasurer
DATE: September 25, 2026
SUBJECT: Caselle Accounting Cleanup, Training, and Contracted Support

BACKGROUND

During preparation for the Village's 2025 financial audit, significant accounting and data issues were identified within Caselle that must be corrected before the audit can be completed and before the Village can confidently rely upon its financial reports.

The issues appear to have developed beginning in early 2025 and are not isolated to a single transaction or process. Review has identified broader knowledge gaps related to accounting principles, Caselle functionality, utility billing, cash receipting, accounts receivable, and general ledger processing.

A contributing factor has been the lack of formal succession planning, structured onboarding, documented procedures, and comprehensive Caselle training within the Village's financial operations. When responsibilities transitioned in 2025, there was not an established training or knowledge-transfer process sufficient to ensure continuity of these complex financial functions.

CURRENT ISSUE

Administration contacted Caselle for assistance. Based on its initial review, Caselle advised that the necessary cleanup requires a minimum of 20 hours and is beyond the scope of standard technical support. Caselle has proposed a **\$33,000 contracted service**, which includes:

- **July 2025 through June 2026:** Review and cleanup of 12 months of Village financial data, beginning with second-quarter 2025 utility billing.
- **July 2026 through June 2027:** 12 months of ongoing contracted accounting support and training.

The total engagement represents approximately **\$1,375 per month over the 24-month period being addressed and supported.**

OPERATIONAL NEED

This engagement is intended to accomplish more than correcting historical transactions. It provides the Village with an opportunity to address the underlying organizational gaps that contributed to the current situation.

The contracted support will allow the Village to correct historical data, complete the 2025 audit, establish reliable financial information for the 2027 budget process, strengthen staff knowledge of Caselle and governmental accounting processes, and establish more sustainable procedures and institutional knowledge going forward.



The alternative would be retaining an outside CPA with specific Caselle experience. While that may potentially reduce the immediate cleanup cost, it would not provide the same ongoing training, system support, and knowledge transfer necessary to address the Village's succession and continuity needs.

FINANCIAL IMPACT

The total proposed expenditure is **\$33,000**. Administration has identified available funding resulting from intentional attrition and personnel vacancy savings within the administrative office.

RECOMMENDATION

Administration recommends approval of the Caselle contracted services proposal in the amount of **\$33,000**.

The Village needs accurate and reliable financial information to complete the 2025 audit, prepare the 2027 budget, and support responsible financial decision-making. Equally important, this engagement provides the training and knowledge transfer necessary to prevent the Village from remaining dependent upon individual institutional knowledge when future staffing transitions occur.

RECOMMENDED MOTION:

Motion to approve the Caselle contracted accounting cleanup, support, and training services in an amount not to exceed \$33,000 and authorize the Administrator/Clerk-Treasurer to execute the necessary agreement.



BACK-OFFICE SERVICES PROPOSAL

Proposal for services

PREPARED FOR

Village of Lake Hallie, WI

Caselle LLC

1656 S East Bay Blvd, Ste. 100

Provo, UT 84606

Tel: (800) 228-9851 • caselle.com

Submitted on August 31, 2026

Pricing/Proposal expires 30 days from the above date



SECTION 01

Governing documents

The information in this Proposal constitutes Confidential Information of Caselle LLC under the Master Services Agreement (or other agreement) entered into between Village of Lake Hallie, WI and Caselle LLC (the ***“Agreement”***).

Upon execution by both parties, this Proposal shall constitute an “Order” (or equivalent term as defined in the Agreement) for services under the Agreement and shall be incorporated into and governed by the terms and conditions of the Agreement.

CONTENTS

What's inside

Executive summary	3
Proposed services.....	4
Deliverables	4
General Ledger bank reconciliation services.....	4
Cost requirements.....	4
Statement of authorization	5



SECTION 02

Executive summary

Caselle LLC (**“Provider”** or **“we”**) is pleased to present Village of Lake Hallie, WI (**“Customer”** or **“you”**) with this proposal for services. We appreciate the opportunity to work closely with you and your team.

We're confident that our proposed services will effectively address the General Ledger bank reconciliation needs for Village of Lake Hallie, WI. Our goal is to provide timely and accurate services. The Customer will:

- Benefit from the expertise of Provider’s technicians, both in using the software and performing tasks for the General Ledger bank reconciliation functions.
- Benefit from the confirmation and validation of accurate and supportable information that will be retrievable and reportable from the Caselle General Ledger application.



SECTION 03

Proposed services

In the course of this contract, the Provider will deliver the following:

General Ledger

- Access Caselle databases remotely
- Reconcile bank accounts on a monthly basis for all receipts and disbursements.
- Generate the Bank Reconciliation reports, Detail Ledger, Journals, Financial Statement and any other agreed upon reporting and provide in a shared file location.

Reconciliation Services

- Reconcile necessary subsystems to the General Ledger, by balancing reports from the subsystems to associated accounts in the General Ledger.
- Review subsystems to ensure transactions are posted correctly to accounts; including preparing additional journal entries for approval to correct any additional issues that may be discovered during the review.
- Once approval received, the Provider will enter the approved journal entries.
- Perform the closing routine at the end of the month; including closing the period to prevent or restrict access.
- The Provider will make reasonable efforts to make improvements to process and procedure when identified and agreed to by both parties.

Delivery Timeline

- The Provider will make all reasonable efforts to complete the defined tasks within the Customer's desired timeline.



SECTION 04

Cost of services

Item 1 — Catch-up

Twelve (12) months, August 2025 – August 2026, of account reconciliation catch-up paid at \$750 per month, totaling \$9,000. This amount is due to be paid in-full upon execution of this contract.

Item 2 — Ongoing Reconciliation Services

Twelve (12) months of account reconciliation, starting July 2026, \$24,000 of fees to be paid annually.

Following the end of the twelve months of General Ledger bank reconciliation services, services will renew on an annual basis in perpetuity unless notified by the Customer in writing 30 days ahead of the desired end date. The Provider maintains the ability to increase fees at its discretion on an annual basis, presuming that the Customer is notified in writing 30 days prior to the first invoice of the corresponding calendar year.

Invoicing Schedule

First year invoice: \$33,000

One-time: \$9,000

Recurring: \$24,000

Expected invoice after first year: \$24,000 *(does not include annual price increases)*



SECTION 05

Statement of authorization

By executing this Proposal, each party agrees that: (1) this Proposal constitutes an Order under the Agreement for the services set forth herein; (2) Customer shall pay the fees set forth herein in accordance with the payment terms of the Agreement; (3) Provider shall deliver such services in accordance with the terms of the Agreement and this Proposal; and (4) this Proposal is executed by its duly authorized representative.

Village of Lake Hallie, WI

Signature: _____

Name: _____

Title: _____

Date: _____

Caselle LLCSignature: Matt KozlowskiName: Matt KozlowskiTitle: VP of Back-OfficeServices
Date: 09 / 01 / 2026