This is a compilation of ideas from various members of The Fitzgerald Group staff, clients and from other miscellaneous sources. Prior to implementing any of the suggested ideas or resolutions below, please check with someone from The Fitzgerald Group if you are unsure of what you are doing.

1. How to match debits and credits in Accounts Payable.

In the manual check entry screen at the check No. field APP + 1 thru 999 to apply invoice. Use this to apply invoices to credit memos. Works with DM as well.

2. How to properly do a pre-payment in Accounts Payable.

Enter the check amount in Manual Check Entry. Use an invoice # as PPYYMMDD for example PP010615. Print and Update the check entry. Once the invoice comes in enter in Invoice data entry and call up the pre-paid invoice (which will have a zero balance) and apply it to the original expense acct. with the zero balance on tab 2.

3. How to properly do a pre-payment in Accounts Receivable.

Enter the payment in cash receipts as usual on tab 2 at the invoice number field type in an invoice number such as the date with the suffix –PP for example 88-PP you will asked is this a pre payment? Click yes and go on. Once an invoice is entered, printed and posted in Invoice Data Entry go to Period End and choose match credits to open invoices option and enter the customer and proceed.

4. Can you automatically generate a Purchase Order from the detail of a Sales Order, particularly when handling a drop ship order?

Option 2 on the P/O Main Menu once the Sales Order has been updated. This will let you generate for a group of orders or specific orders. Remember however that it will generate a Purchase Order for each different Vendor reference as the Primary Vendor on Items contained on that Sales Order.
5. How do you correct creeping on forms (checks, orders, invoices, etc) when using non-graphical (non-crystal) forms?

Most common problem is the form length in Form Setup. First check your module Setup Screens on the Forms Tab to see if you have Graphical Printing on or off. Assuming it is off and you want it off, the most likely cause of creeping is the length of the form back in the Forms Setup. At any Form Printing Dialogue Box, you should find a FORM button. Clicking it gets you into the Form Setup. On the header screen you will see a setting for Length of Form. If you find your form creeping down, reduce the form length (often from 66 to 63). If the form is creeping up, increase the Length of Form setting. Reprint your form and see if there is any change. If not give us a call.

6. What is the reason for the following error message “INVALID OR MISSING G/L ACCOUNT FOUND IN DIVISION XX” when trying to update.

This actually can be a few different issues, but the two most common reasons are:

Missing or invalid GL Accounts in Division Maintenance on the Setup Menu in AP or AR. Even if you are not using Divisions, or don’t plan on using some of the accounts referenced (discounts for instance) you must populate these fields. Simply fill them in and try the update again.

The other cause is when you have an “orphaned” invoice in data entry. This orphan often will not have a Customer/Vendor referenced on it and consequently when the system tries to determine the correct account numbers for the referenced Division, it can’t find the Division, thus the error. You should be able to find these records by doing an F2 Lookup and seeing a “funky” record. Since it won’t let you delete it, the best cure is often to add a Customer/Vendor to this “Orphan” and then delete it.

7. How do you move backwards through a screen without using your mouse?

While we all know the TAB key moves you forward through Windows fields, did you know SHIFT TAB moves you backward through Windows fields?

8. How do you do screen prints in Windows?

Once you have the screen you want active in front of you, hold down the ALT and PRINT SCRN keys simultaneously. This put your screen out to the Windows Clipboard. Simply open Microsoft Word (or any Windows word processing program), open a blank document and right click on your mouse. Choose PASTE and your screen should appear. Since it is an image or picture, you can resize it to make it easier to read or fit better on a page. This is real helpful when you are having a problem and we ask you for additional information from the system (like Customer, Vendor or Item Inquiry Screens).
9. FRx normally won't roll balance forward in balance sheet report, if year hasn't been closed in MAS90. How do you set up columns in FRx to get around this?

Set up THREE columns in column layout, (versus the customary “YTD” column). Set 1st column as a YTD (year to date) column, using period code of “12” (or last period) from last year. Set 2nd column as a CUR (current) column, from current year, using “1 to base” as period code. 3rd column should be a calculated column, adding 1st column and 2nd column. Remove non-essential columns from printing on report (1st & 2nd columns) by turning on “NP” (nonprint) in those columns.

10. Why do the budgets I have been creating for next year get wiped out when I close this year?

In General Ledger Setup Options check setting for "auto budgets" before closing out year in General Ledger. If it is set to CURRENT BUDGET (which is the system default) it will copy this year’s Current Budget to the Current Budget column for next year that you may have already been working on, thus wiping it out. We suggest you set the Auto-Budget option to NONE.

11. How do I differentiate multiple copies of a form by adding “Customer, Office, etc” to each form and how to print to different color paper in a different printer or drawer?

To use this feature you must be using Graphical Forms (Module Setup Options under the Form Tab). If you are printing to a Dot Matrix Printer you might want to consult with us first. Use the Multi-Part feature from any window that uses this feature to enable the Multi Part Printing feature. Multi-part printing allows you to print documents to multiple locations. For example, with multi-part printing enabled, you can print the following copies of your purchase order: a file copy to your draft printer, a warehouse copy to the printer located in your warehouse, and the original copy to your high quality laser printer. This functionality takes the place of preprinted multiple-part carbon/carbonless forms. At any Graphical Form Printing Dialogue Box, turn on the “Multiple Copies” check box. This will activate the Multi-Part Button, which gets you into Multi-Part Form Maintenance. The fields available are as follows:

Part - Select the Part check box to print the corresponding part of the form. Clear this check box if you do not want to print that part of the form.  
Copies - Enter the number of copies to be printed for the part (that’s correct, not only can you print multiple parts, but you can designate how many of each part to print).  
Shadow - Select the Shadow check box to print the part title as shadow text. Clear this check box to print the title without a shadow.  
Title - Enter the part title to print on the document (for example, Customer or Office Copy).  
Printer - Click the Printer Setup button to specify a different printer device and setup for each part of the document. Once in Printer Setup you can control which paper source to pull from. So if you have a printer with two drawers, you can put different color paper in each and have Part 1 print from one drawer and Part 2 from the other.
12. Are there documented Y/E Procedures?

Yes, in the Technical Reference and Support Guide (TRSG). If you don’t have it installed and need help doing so, please call our office.

13. Does it matter in which order you close your modules?

Yes, as found in the Technical Reference and Support Guide it is as follows:

```
  Start
  System Wide Backup
  Bill of Materials
  Work Order Processing
  Bar Code
  EDI
  Purchase Order
  Sales Order
  Point of Sale
  Inventory
  MRP

  Time Card
  Magnetic Media
  Payroll
  Accounts Receivable
  Accounts Payable
  Job Cost
  Time and Billing
  Fixed Assets
  General Ledger
  Finish
```

14. Is there a way to modify existing MAS90 Reports?

Although you have a lot of options when running the “hardcoded” reports from the Reports Menu in any module, you can not modify the looks of these reports. Sage has however created several pre-written Crystal Reports under the Custom Reports Menu in most modules. These reports can be modified. In fact, if you are intimidated by Crystal Reports, you might want to try experimenting with these reports to see the effects. However, if you are going to change them we suggest you save them with a different name, so that you don’t lose your original reports.

15. Where does MAS 90 • MAS 200 pull the cost from on a Purchase Order and how can I make it pull a different cost?

Purchase Order Entry window uses a cost hierarchy based on valuation methods. However, you can force the system to use a Vendor specific cost (price) by maintaining the Vendor Price Schedule. This is accessed either from the VENDOR Button on the Inventory Maintenance Screen or the ITEM Button from the Vendor Maintenance Screen. The standard Hierarchy of Costs is as follows:

**Standard Valuation** - The standard cost from the Inventory master file is used. If the standard cost is zero, the unit cost defaults to the last cost. If the last cost is zero, the unit cost defaults to the warehouse average cost. If the warehouse average cost is zero, the unit cost defaults to the item average cost. However, if the vendor specified on the purchase order is the Primary Vendor...
for the item, the last cost specified in the Inventory Management Item Vendor’s Maintenance file is used.

**Average Valuation** - The warehouse average cost from the Inventory master file is used. If the warehouse average cost is zero, the unit cost defaults to the item average cost. If the item average cost is zero, the unit cost defaults to the last cost. If the last cost is zero, the unit cost defaults to the standard cost.

**LIFO/Lot/Serial Valuation** - The last cost from the Inventory Item Costing file is used. If the last cost is zero, the unit cost defaults to the standard cost. If the standard cost is zero, the unit cost defaults to the warehouse average cost. If the warehouse average cost is zero, the unit cost defaults to the item average cost.

**FIFO Valuation** - The first (oldest) cost from the Inventory Item Costing file is used. If the first cost is zero, the unit cost defaults to the standard cost. If the standard cost is zero, the unit cost defaults to the warehouse average cost. If the warehouse average cost is zero, the unit cost defaults to the item average cost.

16. We do our budgeting in Excel. We key in the actuals every month for comparison reporting. How can this process be automated?

You have two options, either bring the budget data to MAS 90 • MAS 200 via the Data Exchange function in General Ledger, or get the actual data into Excel using ODBC linking or the F9 Module. In either instance, it is easiest if you are budgeting at the GL Account Level.

17. How can you purge the cleared checks in Bank Reconciliation?

You must follow these steps exactly:
- You must be in balance!
- On the Bank Reconciliation Main menu, click Bank Reconciliation Register.
- At the Bank Code field, enter one bank code.
- At the Transaction Type to Print field, select All Types.
- At the Print Cleared Transactions field, select All Transactions.
- At the Report Format field, select All Activity.
- At the Transaction Date field, enter only an ending transaction date. Leave the starting date blank.
- Click Print. A dialog box appears indicating the purge date for the transactions.
- Click Yes to purge the transactions.

18. How do I keep my "terminated" employees from disappearing during Payroll year-end close? Some of these employees are seasonal and will be back next year.

You must go to Employee Maintenance, Click the CHANGE STATUS button and change the status to INACTIVE.
19. How can we stop the extended item description box from popping up during Sales Order and Purchase Order Entry.

After going into Sales or Purchase Order Entry, but before starting the first order, click the Default button on the top right of the screen. Then click on the Tab button and unclick the Description box.

20. What are all the keyboard shortcuts and is there a list available?

Generally, keyboard shortcuts are accessed by the ALT key + the letter underlined in the appropriate word (Accept would be ALT + A). All the shortcuts are listed in the Library Master Manual under Keyboard Conventions (Introduction Section) or in Library Master Help under Keyboard Navigation.

21. Can you create keyboard shortcuts for buttons or fields added via Custom Office?

Yes. When setting up the new Button or Field, on the Main Tab fill in the Hot Key field that you want to use with the ALT key to act as a shortcut to get to that field or button. Suggest you don’t use a letter already being used on the screen. Not sure if it works for fields, but for Buttons, the Text field on the Button properties screen needs to contain the name to appear on the button and an “&” (w/o the quotes) in front of the letter you want underlined in order for it to have the ALT functionality. (e.g. &Zimmerman – this would allow for ALT-Z)

22. In ALE when I search or filter using 0 as a qualifier it doesn’t seem to work.

Using 0 doesn’t seem to work, try using .01.

23. We use Excel (or some other external system such as scanners) for taking Physical Inventories. Is there a way to get this into MAS90/MAS200?

Yes, it can be imported using Visual Integrator.

24. Can we use a User Defined Field to search with the Advanced Lookup Engine?

Yes. The User Defined Fields normally appear at the bottom of the list that appears when you click the Custom button. (sometimes they are a little hard to decipher). This became available in version 3.51.
25. How can you make the last cost be used as the unit cost during Purchase Order Entry?

Set up vendor specific pricing (discount % of 0) for each product line you purchase from each vendor. This basically makes the system think the average or standard cost is 0, forcing the system to use the item’s last cost.

26. Before the Advanced Lookup Engine was introduced you could touch F2 and F4 to search by name/description. Is there a way to still do this?

Yes, starting with 3.50 you can again touch F2 and F4 and the ALE will default to searching by name and leave the cursor at the data entry field.

27. When I print the AP Check History Report during Period End processing it prints all previous periods as well. How do I get just this period?

Run the report from the AP Reports menu instead and specify the period of time you desire.

28. Is there a way to default fields to Uppercase?

Yes, using Custom Office. In Custom Office, click on the field you want to change. On the Object Tab, click the Uppercase Box to force the field to be Uppercase. However, if you want all fields Uppercase, you should change your BIOS settings to force your Caps Lock key to be on when you boot up your system.

29. Is there a way to speed up our Crystal Reports reports?

The speed of Crystal Reports is dependant on many factors including, number of files involved, types of links (equal or outer joins), size of database, speed/power of the PC, speed of the networks, number of subreports and others. One thing to make sure to do is in File/Options turn on convert null field to default, and turn off use indexes on server for speed.

30. We have received a Purchase Order completely, but the PO shows a status of Backorder. Why, and how do we get rid of it?

It is in a backorder status because it is waiting for the matching invoice. If you want to delete the Purchase Order, you need the PO to reach Complete Status by doing a receipt of Invoice to match the Receipt of Goods and then back it out in AP via a credit memo or adjustment. If you don’t want to process the invoice your other option is to follow these steps:

- In Purchase Order Options turn off the “Do you want to post AP Invoices”.
- Go back to Purchase Order Entry and call up the PO you want to delete
- Go to lines and make the amount ordered match the amount received
- When finished exit and reenter Purchase Order Entry, and call up the same PO
- It should now have a status of X and it should allow you to delete it

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• Go back to Purchase Order Options and turn on the “Do you want to post AP Invoices flag.”.

There is another option in Purchase Order Period End to purge obsolete PO’s. This is a powerful utility as it will get rid of PO’s before a specified date regardless of their status.

31. How do you write off a bad debt?

A zero-dollar cash receipt is the easiest way to write off a bad debt, but it also may be accomplished by issuing a credit memo against the invoice or by adjusting the invoice.

32. My computer seems to slow down when the Antivirus program kicks in. Is there any way to stop this from happening?

Norton Antivirus can slow down MAS 90 if running at the workstation and MAS 200 if running at the server. You don’t have to disable the program, just limit it to check program and document files and exclude the MAS 90 files.

33. How can you adjust the Sales Tax on an updated invoice?

Via A/R Invoice Data Entry, create an invoice with 1 line item for a value of $1. Go to the Totals screen, and then go back to the Lines screen and change the $1 to $0. Go back to the Totals screen, go into Tax Detail, and enter the sales tax adjustment. If need to adjust the sales tax down, enter as a negative.

34. How does MAS90 know if you are using a valid credit card number if you don’t have the Credit Card Authorization module installed?

Most credit cards from the US and Japan use the MOD10 checksum algorithm. We are unsure if other countries follow this algorithm. You can check a credit card by doing the following:

From right to left, double every other digit starting with the second to last (the last digit is the checksum). Add the digits of the results (18 is really 1+8 or 9). The sum of all the digits must be divisible by 10. Example:

\[
\begin{array}{cccccccccccc}
5 & 4 & 9 & 9 & 7 & 4 & 0 & 0 & 0 & 0 & 0 & 0 \\
1 & 4 & 9 & 9 & 5 & 4 & 0 & 0 & 0 & 0 & 0 & 0 \\
\end{array}
\]

\[123 \quad \text{cc #} \quad 1 \quad 4 \quad 3 \quad = 40 \quad / 10 = 4\]

Keep in mind, this is only tells whether the card is a valid number.
35. Ever since the last upgrade I get a message saying "windows is setting up hardware" and/or my desktop wallpaper won’t stay after booting up my computer everytime I boot up my computer, what’s with that?

Copy the rem_dlg.inf file to the computer desktop, from the MAS 90/MAS 200 network folder or installation CD. Right-mouse click on the file and select install. It’ll appear as if it didn’t do anything but you should notice the hardware message is no longer present the next time you boot up. Also, the wallpaper issue gets resolved.

36. How come the 3rd line of the address isn’t printing on my Purchase Orders or Sales Orders?

The formulas for the 3rd line address need to be corrected so that it includes the 3rd line in addition to lines 1 and 2.

37. Can MAS90 handle RMA’s, and if not what is the workaround?

Currently there is not a specific function in MAS 90 for handling RMA’s. Although there are add-on solutions to allow for RMA processing, and it is possible that a future release of MAS 90 maybe have this functionality, a potential workaround is as follows:

Enter a negative sales order (probably as a Quote so as not to understate your Inventory), using a separate numbering sequence (e.g. RMA0001, RMA0002, etc), with a separate warehouse (e.g. 999). Then, when the goods are received, change the Quote to a Standard order, and generate the invoice off the RMA Sales Order – which would create a negative invoice, as opposed to a Credit Memo.

38. What is the best way to do a bank transfer?

This should be accomplished using G/L Transaction Entry, mainly because it’ll flow through to the Bank Reconciliation module. A Cash Clearing account is used in this process.

39. How to post our payroll which is done by an outside service so that it hits the GL and Bank Rec at the same time?

This can be accomplished using G/L Transaction Entry, mainly because it’ll allow for the individual checks to show up in the Bank Reconciliation module. A Cash clearing account is used in this process.

40. Can we add the Vendor fax & telephone #'s to the PO Form?

Yes on both Graphical and Non-Graphical forms through the FORMS button on the Form Printing Dialogue box.
41. How do we change our default settings on F2 Lookups Advanced Lookup Engine?

Via either the Lookup Wizard (for individual users or all users) or via the Custom Button while in the lookup, you can change any of the following:

- initial display on/off (stop that annoying searching message and start with a blank list)
- default search column (doesn’t have to be Account No)
- default search option (contains, greater than, etc)
- title name of lookup list

In addition, be aware of the following:

- You can lock the Custom ALE so that users can’t change it
- You cannot assign customized ALE lookup's to group codes, even though it appears you can.

42. The Custom AR Aging Report seems to show some wrong balances, why is that?

The Custom A/R Aging found on the A/R Custom Reports Menu has problems. Based on certain date criteria, invoices can appear in the wrong or even two different aging columns! If you need something other than the standard aging you (or we) will need to do some work to the Custom A/R Aging.

43. Can I make a copy of my existing company to use for testing or training?

Yes, there is a hidden utility called SVDATA (SUDATA prior to 3.51) that allows you to copy your entire company data files and setup to a new or existing company (overwriting existing data). We suggest that you give us a call the first time you are going to use this as it is potentially catastrophic if you copy the wrong way!

44. People are in the system all day, so we have trouble finding a time to run our daily updates. Can we run these at night while no one is here?

In Library Master/Utilities, there is an Automatic Update feature that allows you to specify which journals/registers you want to schedule for unattended printing and updating. It allows you to update all or specific batches, and creates a log to let you know what happened.

45. I don’t want people to be able to call up a list of users on the login screen. They should not only know their password but also their User ID.

There is a checkbox in File/Preferences on the System Tab that allows you to turn this feature on or off. The default is on. You might need to secure File Preferences if you don’t want folks turning it on or off.
46. **We can’t seem to find a time to run the Delete/Renumber/Merge function.**

You can add records to the list during the day, and actually run the utility at night unattended. However, you can’t build the list or run the update if there is any unposted data entry in the corresponding module. By the way you can also do Masking in the Delete/Renumber/Merge function.

47. **How important is it to close our months on time?**

From a strict accounting viewpoint, not crucial, as the subsidiary ledgers will stay in balance as will the General Ledger, **however...** Other than General Ledger, if you don’t close out month one before posting activity for month three, a whole bunch of reports and inquiries will get screwed up. For all PTD and YTD reporting (again other than GL) MAS90 uses two buckets current (dates before or in this month) and future (dates beyond this month). When you close the month, MAS90 xfer’s all data in the future bucket into the current bucket. Consequently, if you had month two and month three data in the future bucket it is going to all show up in the MTD totals for month two, thus making both month two and three inaccurate.

You have 30 days to close your months, that should be enough.

48. **Hopefully most people are aware of the select feature in AP Payment Selection and AR Cash Receipts application.**

If not, it is a point and click option that lets you select multiple invoices without recalling the list each time. **Select Feature in AP & AR**

49. **How come when I reference the AR Aging Buckets on my Crystal Report or Report Master reports they aren’t current?**

The buckets stored in the customer file only get recalculated when you run a Statement, and A/R Aging or Rebuild the A/R Sort Files.

50. **How can we make global changes to Customers and Inventory Items?**

There is a Global Field Change Utility on the A/R/Setup/Accounts Receivable Utilities Menu, and an Apply Button on the Inventory/Setup/Product Line Maintenance Screen that allows you to make changes to large ranges of records. PLEASE BE CAREFUL, as we have had clients completely blank out all fields by mistake. You might want to give us a call the first time you use these utilities.

You can also do global changes to almost all files within MAS90 using Visual Integrator as long as you can identify consistent criteria.
51. Can we change the defaults on a Report Dialogue Screen?

Yes, using Custom Office.

52. How come the Available Qty on the IM Reorder Report is different the Available Qty on the PO Recommend PO Report?

The IM Reorder Report uses the setting in IM Setup Options to determine whether to include Outstanding PO’s in the Available Quantity, while the Recommended PO report always includes outstanding PO’s in the calculation.

53. How do you stop component items from printing on History Invoices?

Assuming you are using Crystal Forms, you need to make the detail lines conditionally not print if they are component lines.

54. How come the IM Valuation by Period does not tie out to the IM Trial Balance?

There are known problems with the IM Valuation by Period, don’t rely on it.

55. Is there a way to put an approval box on the Purchase Order Screen?

While there is probably a pre-existing enhancement to do this, you can come close to doing it through Custom Office. You need to add a User Defined Field for PO Status (options might be pending, approved or declined. Default would be pending). A second field would also be added for supervisors initials. PO could be issued by appropriate personnel, but status would be pending. Supervisors would have to use ALE to see if any of their direct reports have a PO pending (or write a crystal report). If they do, then they would modify the PO by changing the status to approved and enter their initials. Supervisors only would have access to these fields via Custom Office. You could even modify the PO Crystal Report so that a message would appear next to a PO if it were "pending approval".

56. We need to print graphical forms to a dot matrix printer, what settings work the best?

We do not recommend graphical forms on a Dot Matrix Printer, as they are noisy and slow, and you will wear out the print heads and ribbons real fast. However if you must, the biggest suggestion is to go into File/Printer Preferences and change the default fonts to something ending in CPI. This usually indicates that this particular font is a native font to the printer and thus will not try and use True Type Fonts (graphical). If there is a Utility or Draft CPI choice, try that first. If you are still having problems, give us a call.
57. Can I Fax or E-mail Reports or Forms

MAS90 has a batch faxing capability to fax all your PO’s or SO’s at night unattended. In addition, you can print to a fax via Windows printing. As for e-mailing, if you preview a Crystal Report or Form, you can e-mail it from the preview. For standard reports you can purchase a copy of Adobe Writer and create PDF documents which can be attached to emails.

58. How do you process credit card purchases in Purchase Order/Accounts Payable?

When you set up your purchase order module, you had to identify your Payable Deposit Account; it should be an asset account. When you post your receipt of invoice entry, key the amount paid by credit card in the field entitled "Prepayment Applied" on the Totals screen; this field posts to the account you ID’d in Purchase Order Options that I just mentioned. After updating, your vendor record will reflect the purchase as an invoice totalling zero, so there’s nothing left to post to that transaction. When posting your credit card bill, simply post the amount paid for this purchase to the same GL account. Ideally, these two transactions will clear within the same month.

59. Can we disable adding Customers on the fly?

Not officially, although we have used Custom Office to modify the Customer on the Fly screen to render it unusable.

60. Why occasionally will an AR invoice shows as if it is open in Customer Inquiry, but when we try and apply a cash receipt to it, we get a message “Invoice already being paid”?

This happens when a cash receipt batch was not deleted properly. The system marks invoices which are in current cash receipts batches to prevent a second person from applying cash to the same invoice. However for some reason a cash receipt batch was deleted abnormally and left the “being paid” flag turned on. Easy way to clear up this problem is to re-initialize the AR Cash Receipts Files. This should only be done when there are no cash receipts in process, and only under the guidance of a Certified MAS90 Support Person (The Fitzgerald Group!)

61. How do you clear the “Can not update while GL report in progress” message?

Go to File/Run and type GLWSJA and OK. Problem should go away.

62. My “On Sales” Order or “On Purchase” Order quantities get “out of whack” on inventory inquiries and reports, how do we fix them?

Rebuild the SO or PO Sort Files and respond “yes” to “recalculate the quantities in inventory” to fix the quantity. If you have never done this call us for assistance.
63. How do I get the City and State to default to all caps or initial caps only when using the Zip Code lookup?

In File/Preferences/System Tab, there is a checkbox setting for your preference.

64. What does the * on the top upper left of some of my screens mean?

It indicates that it has been modified via Custom Office.

65. How do can we automatically add scrap or byproducts back into Inventory?

If you use Bill of Materials, you can use negative quantities on the Bill to add scrap or byproducts back into inventory.

66. The Binoculars on any previewed report allows you to search for specified text within the report.

This is a great way to locate a record on a long report.

67. We use MAS 200 (MAS90 C/S), what should we do when we get the following message?

"MAS200 (MAS90 C/S) has detected that a Launcher has already been started for the machine named ??????????. Do you want to end all existing tasks for this machine and restart MAS200?"

Most often this means that your workstation disconnected from the server abnormally, and there are some processes still running at the server. The other possibility is that there is another machine with the same name somewhere on the network (not likely, as you would get problems often). Generally the answer should be YES.

68. In Sales Order we invoiced an Order and it has a complete status, but the line amounts are still showing the in "On SO" bucket in Inventory Inquiry. Why?

If the update was interrupted by a hardware/networking problem this could be the result, but it can also happen if you Invoice an Order but don't bother going to the lines screen. The Order completes but doesn't update Inventory properly. To prevent, always "visit" the Line Screen. To fix, rebuild the Sales Order sort files and say yes to the Recalc the Inventory Qty questions.

69. Why is our Bank Rec out of balance on the screen but not on the Bank Reconciliation Report?

Probably at some point some transaction(s) did not update properly, and did not increase the running balance properly. Rebuilding the B/R Sort Files should take care of it. This does not however fix legitimate out of balance situations.
70. What do all the 2 letter Transaction Types in the Inventory Transaction Inquiry and Reports mean?

As listed in the manual and help screens, they are:

- BI - Bill of Material Issue (B/M)
- BR - Bill of Material Receipt (B/M)
- BZ - Neg. Quantity Adjust. (B/M)
- PM - Material Requisition (P/O)
- PO - Purchase Order Receipt (P/O)
- PZ - Neg. Quantity Adjust (P/O)
- SI - Sales Order Issues-Sales Kits(S/O)
- SO - Sales Order Sales (S/O)
- WI - Work Order Issues (W/O)
- WR - Work Order Receipts (W/O)
- IA - Item Adjustment (I/M)
- II - Item Issued (I/M)
- IN - Neg. Tier Adjust. (I/M)
- IP - Physical Count (I/M)
- IR - Item Received (I/M)
- IS - Item Sold (I/M)
- IT - Item Transfer (I/M)
- IX - Purged Transactions (I/M)
- IZ - Cost Tier Adjustment (I/M)

71. I keep hitting the "Auto" button by mistake when doing Cash Receipts. Any suggestions?

You can modify the screen with Custom Office to stop the cursor from going to the Auto Button, if you don't use it very often.

72. Can we add frequently run Custom Crystal Reports to the Menu?

Yes, through Report Manager found in Library Master/Utilities.

73. Is there a way to stop people from selling at too low a price?

If you allow Sales Order/Invoice Data Entry to override prices, you can't stop them from entering too low a price, but you can turn on a system-wide profit margin % limit warning that can require a password to get by. This requires accurate costing be in place, and the profit margin % used for checking is the same on all items. This is setup in Sales Order/Setup/Sales Order Options, Tab 1.

74. How do we get rid of that big black bar at the top of all of our reports, it must be wasting toner?

In Library Master/Utilities/Report Format Maintenance, double click on the black bar and choose None for Shading. Take a look at the other changes while you are there.
75. Is there a way I can set up an Icon on a desktop to run a report, so we can have the first or last person in each night start a report as they leave without logging in?

Yes, as long as you know the report name, there is a line of executable code that will let you do this. You can find it in the Visual Integrator Manual. Remember however that it is going to use all the standard settings.