

MAS 90 • MAS 200
Tips, Tricks and Frequently Asked Questions (FAQ's)
Prepared by:
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This is a compilation of ideas from The Fitzgerald Group staff, from clients and from various other sources. Prior to implementing any of the suggestions or resolutions below, please check with someone from The Fitzgerald Group if you are unsure of what you are doing.

1. How can I keep users from posting to prior months and/or future months in 4.0?

- Select Library Master Main menu > Company Maintenance.
- In the Company Maintenance window, enter a company at the Company code field.
- Click the Preferences tab.
- Select the Restrict Accounting Date to Current and One Future Period check box. For more information, see Company Maintenance - Fields. Click Accept.

In 3.71 the setting is under File/Preferences/System Preferences that allows for posting to only the current and one future period. This setting should be turned on at the required workstations, and can be password protected.

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

In 3.71, Go to Library Master/Utilities/Report Format Maintenance, double click on the black bar and choose "None" for Shading. Take a look at the other options while you are there.

In 4.0, Go to Library Master/Setup/Report Format Maintenance, double click on the black bar and choose "None" for Shading. Take a look at the other options while you are there.

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

AntiVirus Software can slow down MAS 90 if it's running at the workstation, and can slow down MAS 200 if it's 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/MAS 200 files.

4. Can I Fax or E-mail Reports or Forms?

MAS 90 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.

5. How do we change our default settings on F2 Lookups (Advanced Lookup Engine)?

Via either the Library Master/Utilities/Lookup Wizard (4.0 - Library Master/Main/User Lookup Maintenance) 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.
- FYI Folks!! With 4.0, you can export any ALE lookup to Excel with the click of a button.

6. 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).

7. 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, set the page to landscape format, 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 extremely helpful when you are having a problem and we ask you for additional information from the system (like Customer, Vendor or Item Inquiry Screens).

8. I'm trying to print checks (A/P or P/R), but I'm getting a message that says, "check printing in progress", and it won't let me continue. Why do I get this message and how do I resolve it?

Typically this is caused by an error or some interruption that occurred while actually printing checks. First confirm that someone else isn't really printing checks. To fix this on version 3.61 or higher, go to the File-Run option on your MAS 90 launcher, and type: GLWSKA and click OK. Then select the Bank Code that's yielding the error, and click Proceed. Review the Warning message that appears, and click Yes. Then select Exit. The error should no longer occur. To fix this on versions prior to 3.61, please contact the support desk at The Fitzgerald Group.

9. Why will an AR invoice occasionally show 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 that are in current cash receipts batches to prevent a second person from applying cash to the same invoice. For some reason, a cash receipt batch was deleted abnormally and left the "being paid" flag turned on. The easy way to resolve this problem is to re-initialize the AR Cash Receipts Files. This should only be done when there are no cash receipt entries in process, and only under the guidance of a Certified MAS 90 Support Person (The Fitzgerald Group!)

10. When updating Cash Receipts, what date is used for the posting date?

MAS 90 uses the deposit date, not the A/R system date.

11. How do we properly record a pre-payment in Accounts Receivable?

Enter the payment in cash receipts as usual, and on tab 2, at the invoice number field, type in an invoice number (such as the date) with the suffix -PP (for example 040811-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, enter the customer and proceed.

12. How do you write off a bad debt?

In the Cash Receipts Deposit Entry window, select Cash at the Deposit Type field, and enter the Bank Code, Deposit Date, and Deposit Number fields. At the Deposit Amount field, to write off the entire invoice, type 0.00 dollars. Click OK. The Cash Receipts Entry window appears. Enter the Customer No., At the Check No. field, type Bad Debt. Verify that the Amount Received field reads as 0.00 dollars, and then click the Lines tab. At the Invoice No. field, enter the invoice to be written off. At the Amount Posted field, type the amount to be written off. To write off the entire invoice, type the full amount of the invoice. At the G/L Account field, enter the general ledger account number for bad debt expense, and enter the amount to be written off as a negative amount. Click OK. Click Accept, then click the Printer button to print and update the Cash Receipts Journal.

13. 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.

14. Is there a way I can set up an Icon on a desktop to run a “Standard MAS 90” report, or Visual Integrator Job, so we can have the first or last person in each night start a report/job 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 for the report.

An example of a Visual Integrator shortcut is:

```
C:\MAS_90\371\MAS90\HOME\VPXWIN32.EXE ..\LAUNCHER\SOTA.INI ..\SOA\MAS90 -ARG  
..\VIVIX00 W 0 DIRECT DISPLAY XYZ
```

15. My beginning balance shows zero for my future year in account maintenance.

Check to make sure the G/L Current fiscal year was not manually changed to the next year in the GL Options. You do not need to manually change the current fiscal year to get accurate financial statements. Simply choose the fiscal year you want to print financial statements for on the report selection screen. MAS 90 calculates any account balances that roll forward to the future year. You need to also confirm that you do not have more than 2 years open in G/L. MAS 90 only rolls forward the beginning balances into one future year.

16. 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. We suggest you don't use a letter already being used on the screen. The Text field on the Button properties screen needs to contain the name to appear on the button and an "&" (without 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)

17. 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 perform global changes to almost all files within MAS 90 using Visual Integrator as long as you can identify consistent criteria.

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

Go to File/Run and type GLWSJA and OK. If this doesn't resolve the issue, call our support desk.

19. 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.

20. FYI's On 4.0.

- Report Master is going away; start converting to Crystal Reports now.
- General Ledger “Number of Years to Retain Transaction History” & “Number of Years to Retain Summary History”, need to match in General Ledger Options
- Security will be redone from scratch.

21. Is the only way to purge history by running Period End Processing?

No. History can also be manually purged, by running 1 or more of the purge history utilities - located inside the Period End Processing function in the various modules. Several utilities are also available.

22. I've created a new company. How can I copy just the Vendors masterfile to the new company, so I don't have to manually re-enter them?

Run the SVTRNA utility from the File-Run screen. Make sure you have a current backup prior to running this utility. This utility can also be used for copying Customers and Items.

23. 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 begin to show inaccurate data. For all PTD and YTD reporting (again, other than in GL) MAS 90 uses two “buckets” - current (dates before or in this month) and future (dates beyond this month). When you close the month, MAS 90 transfers 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 all going to show up in the PTD totals for month two, thus making both month two and three inaccurate. You have 30 days to close your months that should be enough.

24. We use Excel (or some other external system such as scanners) for taking Physical Inventories. Is there a way to get this into MAS 90 • MAS 200?

Yes, it can be imported using Visual Integrator.

25. How can you make the last cost be used as the unit cost during Purchase Order Entry?

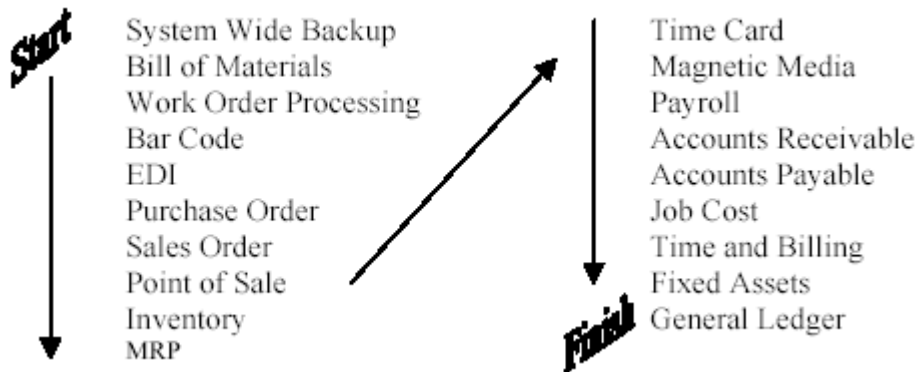
Set up vendor specific pricing (discount % of 0) for each product line you purchase from each vendor. This basically makes the system think the average or standard cost is \$0, forcing the system to use the item's last cost.

26. Are there documented Year-End 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.

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

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



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

The form layouts need to be corrected to include the 3rd line in addition to lines 1 and 2.

29. What is the best way to record 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.

30. Is there a way to modify existing MAS 90 Reports?

Although you have a lot of options when running the "hard-coded" reports from the Reports Menu in any module, you cannot modify these reports. Best Software has 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.

31. How do we match debits and credits in Accounts Payable?

In the manual check entry screen, at the check number field, enter APP + 1 thru 999 to apply invoices. Use this to apply invoices to credit memos. Works with DM as well.

32. How do we properly record 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 show a zero balance) and apply it to the original expense account with the zero balance on tab 2.

33. 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 identified in Purchase Order Options that I just mentioned. After updating, your vendor record will reflect the purchase as an invoice totaling 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.

34. When performing P/O Receipt of Goods or Receipt of Invoice, is there an easy way to tell if any of the line items have already been received or invoiced? Yes. In both P/O Receipt of Goods Entry and P/O Receipt of Invoice Entry, click on a line item and then click in the Received Qty field. At the bottom of this screen, you'll see Original Qty, Qty Received to Date, and Qty Invoiced to Date.

35. How do I match open Debits and open Credits in the A/R module?

One method is to use the Match Credits to Open Invoices feature on the A/R Period End Processing menu. However, there are times this may not actually work, depending on your data, or you may want to apply them in a specific manner. So the other option is to do it in A/R Cash Receipts Entry. Example: Enter a \$0 cash receipt, and apply it against a -\$50 credit and +\$50 debit.

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

The 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.

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

The Purchase Order 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 Payables 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
- 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.

38. During Sales Order data entry, is there a way to make sure we're making enough profit?

Yes, in the Sales Order Options screen, there are 2 options for Margin %: (1) You can specify a minimum margin % to display a warning (with optional password override), and (2) You can specify whether or not you want the margin % to display on WHAT?

39. Why aren't I seeing all the transactions on the Inventory Inquiry/Maintenance – Transactions screen? By default, the Transactions screen will initially show only the current period's transactions, based on the last period that was closed. To see the other month's transactions, click the Binoculars icon and select the "All" check box to see All transactions, or specify a transaction data range. Note: This may apply to other screens as well.

40. What is the correct way to merge Vendors, Customers, etc.?

First of all, any Delete/Renumber/Merge Utility should be performed first thing in the morning. The reason for this is if you accidentally do it incorrectly, and need to restore off the backup from last night, you won't have to re-do any of the current day's work. (This Utility CANNOT be undone!!!) For merging (customers for example), the starting and ending Customer # must be the same, unless you specifically want to merge a range of customers into a single customer record. Be very careful when using these utilities!

41. What is the Extended Stub Report option in the A/P module, and how does it work?

By definition, the Extended Stub report is a report that shows the invoice detail for the check being paid. The report can be printed for all checks or only for checks with more invoice detail than can fit on one check stub.

In A/P Setup Options:

- Select Yes to print the Extended Stub Report only for checks where the invoice detail does not fit on one stub.
- Select No to print void checks with continuation stubs as necessary (not available with Graphical Checks selected in A/P Options).
- Select Always to always print the Extended Stub Report.

Manual Check Entry: In addition, when using the Quick Print feature in Manual Check Entry for a Crystal Reports check, the Yes option is assumed. However, the Extended Stub report will not print if using non-graphical checks.

If the Extended Stub report needs to print (based on the setting in A/P Options), the Extended Stub Report printing screen will appear just before the Check Register printing screen. You must print the Extended Stub Report to be able to update the Check

42. 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.

43. 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.

In Employee Maintenance, click the CHANGE STATUS button and change the status to INACTIVE.

44. The Custom A/R Aging Report seems to show some wrong balances, why is that?

The Custom A/R Aging found on the A/R Custom Reports needs to be run after the standard 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.