

MAS 90 and MAS 200 Core Applications Tips, Tricks and Frequently Asked Questions - 2005

This is a compilation of ideas from The Fitzgerald Group's staff, clients and other sources. Before implementing any of these suggestions or resolutions, always make sure you have a current backup, try it in a Test company first, and check with support at The Fitzgerald Group if you are unsure of anything.

For simplicity, all references to MAS 90 in this document are applicable to MAS 200 as well, unless specific differentiation is made in the text.

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

Although you have numerous options when running the "hard-coded" reports from the Reports Menu in any module, you cannot modify these reports in versions 3.71 and earlier. However, as modules are converted to the 4.0 standard, the standard reports will be available for modification in Crystal Reports Format. 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.

2. The new General Ledger (4.x) does not have the Standard or the Custom Financial Reports. How do I run my financials?

If you do not have the need or desire to use the FRx Custom Financial Report Writer, you can use the new Financial Reports Wizard which replaces the "Standard Financials" of 3.x, or you *can* continue using the Custom Financials function (see below).

Use Financial Reports to select and define standard financial reports to print. Within each report group, you can define new financial reports using the Financial Reports Wizard. The report can be an Income Statement, Balance Sheet, Quarterly Statement, Trend Report, or Statement of Cash Flows. Use the Financial Reports Wizard to define settings for each financial report, and assign it to one or more report groups. A report can be printed after it is defined in the Financial Reports Wizard.

As for the Custom Financials, they are hidden by default during the upgrade to the 4.0 standard. To bring them back, Run *unhidegl from the File menu. The following factors should be taken into consideration prior to running the utility:

- a. MAS 90 must be on level 3.71 and the Custom Financials must be in the General Ledger module prior to migrating and converting to version 4.x
- b. The utility is not company-specific.
- c. The reports require an account structure of nine or fewer characters and three or fewer segments.
- d. If Custom Financials exist for a company and the total size of the account number is subsequently increased to greater than nine characters and/or greater than three segments, the reports are no longer available.
- e. After you unhide the Custom Financials menu, it cannot be re-hidden.

3. How can I access my daily tasks more efficiently? The easiest way is to click and drag menu items up to your Custom Toolbar (e.g., Customer Inquiry, Vendor Inquiry). Or you can utilize the My Tasks functionality.

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

Via either Library Master/Main/User Lookup Maintenance (in 3.71, the Library Master/Utilities/Lookup Wizard) or via the Custom Button while in any lookup, you can change any of the following:

- a. Initial display on/off (stop that annoying searching message and start with a blank list)
- b. Default search column (doesn't have to be Account #, Customer #, Vendor #)
- c. Default search option (contains, greater than, etc)
- d. Title name of lookup list

In addition, be aware of the following:

- a. You can lock the Custom ALE so that users can't change it.
- b. You cannot assign customized ALE lookup's to group codes, even though it appears you can.
- c. **FYI, folks!!! With 4.X you can now export any ALE lookup to Excel with the click of a button.** (Just be careful on the amount of data being exported because it could take some time.)

5. Is there a way to determine which user changed a customer, vendor, G/L Account, etc.?

Yes, you can turn on master file audit reporting in module setup – if it's not on already. This will allow you to run the "Master File Audit Report" under the reports menu of the module in question.

6. Occasionally, I get a "file in use" message when trying to update or close periods. I know that Master Console will tell me which user is in what module, Is there a way to see which users are in which company and/or what function?

Yes, this information has been added in version 4.x.

7. Is there a way to offset Vendor invoices with Customer invoices?

Yes, by using the following A/P from A/R Clearing process:

- a. Link the vendor to the customer via "Vendor/Customer Link Maintenance" under setup in Accounts Payable.
- b. At period end, run the "A/P From A/R Clearing Selection" from the period end menu in Accounts Payable. This will match any open A/P invoices with open A/R invoices.
- c. Print the Selection Register and review. Use the "A/P from A/R Clearing Entry" to make any desired changes.
- d. Print and update the Clearing Register.

This process creates payments in Accounts Receivable with a check number of "CLEARING." Since Bank Code "Z" is used in the A/P from A/R Clearing feature, do not use Bank Code Z as one of your regular Bank Codes if you plan on using this feature.

8. What's the best way to issue Customer refunds?

One method is to set up a temporary vendor (permanent for higher volume) and link it to the customer via "Vendor/Customer Link Maintenance". You would then use the following process:

- a. Post the credit memo in A/R.
- b. Use the "A/P from A/R Clearing Entry" to select the customer and corresponding credit memo. (Do not select any vendor invoices).
- c. Print and update the clearing register. The system will create an AP invoice for payment and zero out the credit in AR.

9. If we receive money from a non-customer, is there a way to record it without going thru G/L General/Transaction Journal Entry?

Yes, via A/R Cash Receipts Entry, use a customer number of “Cash” and specify the name of the party providing you with payment. *Note:* If your A/R module is divisionalized, you’ll need to include the 2-digit Division number in front of the “Cash” customer number.

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

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

11. 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, and please call our Support Desk for guidance BEFORE running these utilities if you have any questions!

12. How do you do screen prints in Windows?

Once you have active the screen you want to print, hold down the ALT and PRINT SCRNR keys simultaneously. This copies your screen to the Windows Clipboard. Simply open Microsoft Word (or any Windows word processing or graphics 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 or set the page to landscape format, to make it easier to read and fit better on a page. This is extremely helpful when you are having a problem and need to supply additional information (e.g. Customer, Vendor or Item Inquiry Screens) from the system to support personnel.

13. Why will an AR invoice occasionally show as Open in Customer Inquiry, but when we try to 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 flags invoices that are in open cash receipts batches to prevent a second person from applying receipts 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 Specialist, such as those at The Fitzgerald Group.

14. When a customer's check bounces, how do I account for the check and put the invoice back in?

- a. Select Cash Receipts Entry from the Main menu.
- b. Enter a cash receipt for a negative amount equal to the amount of the original check plus the amount of the bank fee.
- c. Use the same check number and invoice number that were used on the original cash receipt.
- d. Code the amount of the bank fee to the appropriate general ledger account.
- e. Update the cash receipts register
- f. If the customer is going to be charged the bank fee, you will need to create a debit memo, offsetting the account specified in step “d”.

15. How do I void a Payroll check?

In the Payroll Data Entry Header window, select No from the Print Checks list box - that automatically selects the Manual Taxes check box. All earnings and deduction line entries must be entered EXACTLY as they were entered in the original check, except that all hours and dollar amounts must be entered as NEGATIVE numbers.

16. 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 #, and type Bad Debt at the Check # field. Verify that the Amount Received field reads as 0.00 dollars, and then click the Lines tab. At the Invoice Number 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 print and update the Cash Receipts Journal.

17. 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 050804-PP). You will be asked, "is this a pre payment?" Click Yes and go on. Once the applicable invoice is entered, printed and posted in Invoice Data Entry, go to Period End and choose the Match Credits to Open Invoices option, enter the customer and proceed.

18. How do I correct a pre-payment posted to the wrong customer?

Follow these steps to back out the incorrect entry and correctly apply the pre-payment:

- a. Select Cash Receipts Entry from the Main menu, complete the header information, then enter zero for the deposit amount.
- b. In the Customer No. field, enter the Customer Number for the customer to which the pre-payment was incorrectly applied.
- c. In the Check No field, enter the check number of this pre-payment.
- d. Enter the amount of the pre-payment as a negative amount in the Amount Received field.
- e. Answer Y at the "CORRECT?" prompt, then proceed to the Distribution screen.
- f. Enter the number of the pre-payment (or select it by pressing F2) that was incorrectly applied to this Customer, then enter the amount of the pre-payment as a negative number.
- g. Answer Y at the "CORRECT?" prompt.
- h. Using this same deposit, enter the Customer Number to which the pre-payment should be applied.
- i. Enter the Check Number and the amount received as a positive amount.
- j. Complete the distribution of the pre-payment using the pre-payment number and a positive pre-payment amount.
- k. Print and update the Cash Receipts Register.
- l. Verify that the pre-payment has correctly been backed out of the first customer's account and correctly applied to the second customer's account.

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

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.

To use the Extended Stub Report

- a. In the A/P Setup menu, select Options
- b. Select Yes to print the Extended Stub Report only for checks where the invoice detail does not fit on one stub.
- c. Select No to print void checks with continuation stubs as necessary (not available with Graphical Checks selected in A/P Options).
- d. 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 Checks.

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

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

In 3.7x, This setting is in File – Preferences, under the System Preferences tab.

22. In G/L Account Maintenance, the beginning balance shows zero for my future year!

First, 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.

23. What happened to the budgets I have been creating for the new year? THEY'RE GONE!!!

In General Ledger Setup Options, check the setting for "auto budgets" before performing year-end processing 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, regardless of any data you have input manually. We generally suggest you set the Auto-Budget option to NONE.

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

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

25. 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 (Debit Memo's) as well.

26. 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.

27. My MAS 90 system seems slower. Is there any thing I can do about it?

Best Software has determined the presence of antivirus software in certain configurations on certain workstations may cause slow performance in screen loading and in some cases slowness in Crystal form/report printing as well - specifically the "Real Time" or "Auto-protect" options included in most antivirus software. These features scan each file every time you access it, thus causing your system to slow down. The best way to increase speed is to edit your exclusion list to include the following file types:

SOA, M4T, M4P, M4L, M4D, PVC, LIB, RPT, XEQ, DD, DDE, and DDF

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 only, and to exclude the MAS 90 and MAS 200 files.

28. 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 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.

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

- a. In 4.x, go to Library Master/Setup/Report Format Maintenance, click on the black bar and choose "None" for Shading. Take a look at the other options while you are there.
- b. Prior to 4.x, go to Library Master/Utilities/Report Format Maintenance, click on the black bar and choose "None" for Shading. Take a look at the other options while you are there.

30. 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?

This message is typically 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 in versions 3.61 through 3.71, 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.