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. Is there a way to modify existing MAS 90 and MAS 200 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. However, as modules are converted to the 4.x standard, the standard reports will be available in Crystal Report Format. If you are going to change them, we strongly suggest you save them with a different name, so that you don't lose your original reports.

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

MAS 90 and MAS 200 have a batch-faxing capability to fax all your PO's or SO's at night unattended. Alternatively, 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 e-mails.

3. I like to preview before posting. How will Paperless Office affect previewing?

The preview button SHOULD NOT be used when using Paperless Office. One should now click "Print" instead of preview. A new preview screen will automatically pop up, but preview screen is now in .pdf format. One can close the screen & post as usual; or review and return to data entry to make changes.

4. Since upgrading to 4.x, my MAS 90 or MAS 200 seems much slower. Is there any way to stop this from happening?

With MAS 90 or MAS 200 version 4.0 and higher, the use of objects in the programming has increased the amount of file traffic that takes place over the network. As a result, more file-intensive operations take place across the network. 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, these issues can result from the "Real Time" or "Auto-Protect" options included in most antivirus software. This feature scans 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, and exclude the MAS 90 or MAS 200 files.

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

Via either the Library Master/Main/User Lookup Maintenance (3.71: Library Master/Utilities/Lookup Wizard) 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 lookups to group codes, even though it appears you can.
- COOL STUFF! With 4.x, you can export any ALE lookup to Excel with the click of a button.

6. How can I search using "one of" in the ALE search functionality? Doesn't seem to be an option.

Most search by using "contains" or "begins with." To find "one of," use "equal to" and enter each value in the search field, separated by a comma.

7. 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.

8. How do we properly record a pre-payment in Accounts Payable?

Enter the check amount in Manual Check Entry. Use 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.

9. 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.

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

For minimal volume, assuming you have a credit balance on the customer's account: do a Manual Check Entry to NOF vendor (& enter vendor name), with GL distribution to the Cash Clearing account. Then do a $0 Cash Receipt, hitting the credit invoice on the customer's account, and a GL distribution to the Cash Clearing account. Keep in mind that only the vendor name entered in Manual Check Entry will appear on the check if doing a Quick Print.

For a large volume, you can set up new vendors ("temporary" maybe) and then use the AR/AP Link function

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

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.

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.

12. 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 copies an image of the active window 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 image should appear. Since it is an image, 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).

13. 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.

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

1. Select **Cash Receipts Entry** from the **Main** menu.
2. Enter a cash receipt for a negative amount equal to the amount of the original check.
3. Use the same check number and invoice number that were used on the original cash receipt.

15. In account maintenance, my beginning balance shows zero for next year.

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 for which you want to print financial statements on the report selection screen. MAS 90 and MAS 200 calculate 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. How can I keep users from posting to prior months and/or future months?

Version 4.0 & above:

1. Select Library Master Main menu > Company Maintenance.
2. In the Company Maintenance window, enter a company at the Company code field.
3. Click the Preferences tab.
4. 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.

17. After upgrading to 4.10, the "Contacts" button is missing from the Accounts Receivable Customer Maintenance Screen. Where is it?

Contacts button is now located in the drop down button, top right of screen, along with "Items", "Ship To Addresses", "Invoices Inquiry", "RMA Inquiry" and "IT Customer", if applicable. Note: if changed from contacts, will hold the new focus until exiting MAS.

18. I'd like to test different scenarios, and review results before posting. What can I do?

Create a test company, which is a copy of your "live" company, via Library Master>Company Maintenance. Name it "TST" Company or similar. Click on copy button and select the "live" company as the source company. Make sure to copy ALL modules.

19. What are some of the most utilized shortcut keys?

- F2 for a lookup.
- Instead of using mouse, use Alt + Underlined letter on the button that you'd be clicking with mouse.
- Other keys can be found via searching help for "keyboard" and will return a printable document, named "Keyboard and Button Navigation"

20. What do statuses of S/O's and P/O's represent, in the History Inquiry Screens?

- In S/O: X = Deleted; C = Complete; A = Active;
- In P/O: X = Complete; B = Backorder; N = New; O = Open;