

CSoft Business Software

Discussion Document 27

Frequently Asked Questions

Can the software be customized to my individual requirements?

Yes, CSoft can be customised.

That is what we do and have been doing since day 1.

You don't have to do any customised work on the base system

However, when your business has grown to the point when changes are needed then we can provide these options.

Where is my data stored?

CSoft stores all information in its own data Base.

This can be kept on a server or on your local PC.

Does CSoft provide System Consultancy Services?

Yes. We provide technical expertise consultancy and support.

Is CSoft web based?

Yes.

CSoft can be accessed through web based terminal service.

Under development is our integrated Web Based system coming.

Can I integrate CSoft with my website?

Yes, we do this for a number of clients now.

Please call and we will provide demonstrations of what is possible.

Can I change my Company Name?

Yes, BUT you will need a password.

This is to make sure we know that you have changed your Business and to prevent unauthorised use of the system.

How do you provide Support?

We provide support as follows:

1. Old fashioned Telephone support
2. Support via Emails - Send us an email with a screen shot or question.
3. Onsite support
4. Via a secure Internet connection directly on your pc
5. Via Skype, facetime, Facebook and twitter.

What is a service Contract?

A service contract can be a telephone/email contract or

A full support agreement that allows you a maximum of 3 hour response time

Cost varies based on cost of system.

What is the basic functions in your system?

We provide a fully integrated system catering for all modules you will need to run your business.

How big can my data files get?

Our database files "grow" as your data increases.
Because disk space is cheap in today's environment there is no limit in the number of records you can have.

What operating system is it built in?

CSoft will run on any version of Windows and soon as a Web Based system.
The current system WON'T run in windows98 windows 3.1 or older versions.

How many companies can I use in your system?

For a once off fee you can create as many companies as you want on your system.

Can we have more than one user?

You can start with one user then increase in multiples of one.
We don't have a limit on the number of users but support and system fees will increase based on the number of users.

What modules do you have?**CRM (Customer Relationship Management)**

All CSoft packages incorporate the CRM system.
This allows you to compile lists and send letters or emails to specific client groups such as a group of customers, contacts or prospects.
Manage your customers contacts allows you to have instant details of whom to talk to at your customer.

Accounts Receivable module

Our AR system is fairly comprehensive.
Maintain your customers details check what they owe you know whom the contacts are group them.
You can charge customers using different charge rates.
You can monitor who is overdue put them on stop credit make notes about them.
We believe our system will allow you to have a great relationship with your customers hence allowing you to increase revenue and be more successful.

Product module

This is the basis of the Debtors and Stock system.
It is part of the Debtors system and doesn't cost anything extra.

What is in the Product System?

The system consists of a product database.
We also have a product Group database where all products are grouped into.

Price Types are used defined with the ability to set up as many different prices per product as you need.

Locations can be entered when the stock system is used to allow you to record where stock is kept.

Warehouse entry allows you to have more than one Warehouse for the different items.

Product Codes can be alpha numeric

You can even have special prices by customer and have specials for a predefined period.

Accounts Payable module

The creditors (accounts payable) system allows you to keep record of creditors, invoices and payments made.

This may be used for both cash basis accounting and invoice basis accounting.

It is strictly an open item system with all records always available to look at.

The main functions of the system are:

- To create and maintain creditor records.
- Create and maintain creditor invoices and credit notes.
- Print various reports relating to creditors and invoices.
- Print remittance advices.
- Print an aged trial balance.
- Full Creditors enquiries.
- Checking of Duplicate entries.
- Amount spent by Creditor or by Account code.
- Interface with Stock Jobs Cash Book and Ledger.

Cash Book module

The Cash Book module consists of recording payments and receipts.

This means all payments you make and monies you receive is recorded.

From here you can enter your Bank Statements and therefore get a full Bank Reconciliation Report.

For those who don't want to use the full system we also have an entry screen for entering Bank Statements only.

From this you can still get a Profit and Loss Statement as well.

Receipts and payments are fully interfaced with your Debtors and Creditors.

General Ledger module

This was the first module we build 20plus years ago.

The functionality is still the same with better reporting and functionality added over the years.

The default set of account codes has a 4 – 2 configuration which is in the following format:

Account Header – Sub account code AAAASSThe 4-digit (AAAA) code represents the account code.

This allows you to have approximately 9000 accounts that can be set up.

The 2-digit (SS) code gets added to the account code to create a COA code that contains 6 digits.

Another option is to add a branch code to the COA:

Branch code – Account Header – Sub account code BBAAAASSThe (BB) branch code normally consists of 2 characters thus

You can end up with an 8 digit COA code.

Any other combination is available.

There are full listings of transactions available and apart from these the user can report on any account or transaction as required.

A Standard Balance sheet and Income Statement are available as standard.

Full enquiries and reports on all information are available.

The ledger can operate over a three year period for ease of completing last year's accounts while still carrying on with this year.

Data is NEVER deleted which means you can go back and look at data 10 years ago providing of course it was entered.

Sales Orders module

If you receive orders from customers and need to print a picking and/or packing slip then you may need the sales order system.

This allows you to enter orders from customers pick them send them out and charge the customer.

There is no need to re-enter the invoice data as an invoice is created based on what you delivered.

You can check if you have enough stock at time of receiving the order.

You can check if the customer has enough credit before the goods are delivered.

You can even send the customer confirmation of the order you received.

Many reports and enquiries are available in the system as well as standard.

Purchase Orders module

The Purchase Orders is fully integrated with Stock Products and Creditors.

Purchase orders include many features you may not have even thought of.

We include suppliers' codes in the purchase orders. You can email orders.

We will design your layout for you.

Receive Stock without rekeying any details.

Check prices against what was quoted/entered.

Order stationery form the same screen as when you order stock.

Interface with Jobs.

Close orders search for items on outstanding orders.

View what stock is to be received in stock enquiry.

Stock module

The stock system interfaces with the product and creditors systems.

This allows input of packing slips as goods arrive with matching of invoices thereafter.

Outstanding invoices can be listed with an estimated value thereof.

Sales analysis is available as is full stock reporting i.e.: stock take reports etc.

Stock take entries and reports on stock values are standard.

Inventory code is alphanumeric

The various sales prices can be named

Multi vendors can be associated with an item

Supplier part numbers can be recorded against an item

Reports Available:

Stock turnover by product item and group

Product re-orders

Stock valuation report by item

Transaction history report by item

Stock count sheets can be printed by location

Item price book can be printed

System can report on stocks including pending purchase orders/production plus effect of committed and uncommitted orders

Stock take variance report by product and group is available

Options Available:

- Inventory application can handle non-diminishing items like labour
- Multiple units of measure for an item is supported
- Reservation of items on back order for customers
- Transfers at cost between branches/locations
- Full or partial stock takes can also be done
- Details of inventory items with on hand quantities of zero can be suppressed from appearing in reports if required
- Inventory can be automatically valued at standard cost
- Items on order from suppliers is supported
- Quantity based discounts can be set up
- Multi sales prices per item
- A standard cost field is available
- Information on the delivery lead-time can be recorded
- Information on the economic re-order quantities per item can be recorded
- Information on the minimum/maximum quantity on hand can be recorded per item
- Kitset can be handled
- Stock wide price updates can be carried out
- Stock take results can be entered and posted at later stage
- Users can search on item codes and descriptions
- Inventory can be automatically valued on FIFO basis/LIFO basis
- System can handle recording of various stages of manufacture from raw materials to finished product

Fixed Assets module

The fixed assets system allows you to enter any number of assets.

Your asset number can be alpha numeric or alphanumeric.

Assets are listed by Type i.e. Vehicles Equipment etc.

Each asset can have its own depreciation rate.

There is also a FBT report available upon request.

A full depreciation schedule can be printed including opening balances purchases and sales and closing balances.

Save key

The key we currently use is F9 (Function 9)

You can also click on the "S" button on the top line.

Options key

When in a form how do I get a list of say customers to choose from?

You can click on the Binoculars on the top line.

You can press Alt + Down Arrow Key together.

You can press F4 (Function 4) key.

Close key

How do I close a form?

You can close a form by pressing the Esc Key.

You can also click on the X on top right of the form.

If you have any unsaved data you will be prompted to save the data.

If you don't want to then say no.

Zoom key

What does the function ZOOM mean on your menu under File?

The zoom function was created to allow you to view data in a particular cell in a bigger space.

Sometimes you can't see all the data and you may want to read it as one.

F3 (Function 3) will give you this function.

Delete key

Can I delete data I have entered?

If you are system administrator (also referred to as big brother) the system will allow you to delete data.

Please consider the effect of deleting data as this could affect balances.

All precautions have been taken to make sure you are informed about what will happen.

Calculator

Do you have a Calculator in your system?

Yes, it can be accessed by Selecting Softkeys on the top Menu bar then Select Calculator

Also, if you enter an amount in a numeric field you can add a plus sign behind the amount

to bring up the calculator

Use the calculator to calculate quickly some

Pricing discounts or whatever you need.

While in the Calculator type in T to transfer the calculated data to the numeric field you were working on at the time.

The A+ on the calculator means it will add to the previous calc. ie if you enter 20*.10

The answer will be 2.00

By now clicking on the A+ the new answer will be 22.00 (i.e. 20 + 2)

Other keys

You can have 10 function keys custom setup to be used as shortcuts.

For example, ShiftF1 can be used to always bring up the debtors enquiry screen.

This helps to make the system quicker and easier to use.

Menus setup

Can we change the menus we use to reflect our Business better?

Yes, Menus can be changed to suit your own Business

Change menus

Can we change the menus to include or exclude certain items?

Yes, you can if logged in as an administrator user.

Do this from Utilities Setup Menu Access.

Menus by User

When I don't want staff to run certain reports or view certain data can that be done?

Yes, Menus can be changed for each User or Group of Users.

Limits can be placed on what users can do or see.

There is a lot of security details we have worked on over the last number of years to improve the system.

Can we have more than one user?

Yes, you can increase users in increments of one, 3 or 5.

Can we customise Menus for different users?

Yes, can be done by user or by Group of Users.

What else can you setup for users?

The Database allows the user to create your own reports and have new functions or reports added as required.

The Database maintains all information that is input by the user and therefore allows any type of report to be produced by the user from the details on files.

Passwords can be set-up for each account i.e. before the user logs into CSoft or before a specified report or screen is entered.

Users can have a restricted list of menu items available to them set by the administrator of the system.

All menus are accessible from any entry screen.

This includes all System and User menus.

This allows different tasks to be completed while still processing information in another screen.

For example, while you are processing an Invoice you can go and look do a wages enquiry a Debtor enquiry change a products details and come back to complete the Invoice you started five minutes ago.

To find a window you have been working on click on Window on the top menu bar and scroll down to the appropriate menu.

There are various ways to extract data or details from files while information is being input enquired upon or changed.

We have built into our system various cross-references to make searches quicker.

Login

Can I have different logins for each user?

Yes, each user can have a separate login with limits on what they can do or see.

Passwords

Does a user need a password?

No, they don't but it is always advisable to use one especially if you are the administrator and want to protect your data.

How often do we need to change a password?

You can set up the intervals when passwords need to be changed.

This is done in the company control record.

Different Menus

Do you have any other menu system?

Yes, we have another system apart from the one you are using at present.

Ask us how to change it.

Setups

What is the Main setups I have to do?

There are some basics you need to know about setups.

For Administrators a full setup form is provided under Options Setup Menu page.

What setups need to be done for the Accounts Receivable Module?

Customer Numbering:

Change to Numeric or Alpha Numeric keys

Set Change Default Keys

Change the next default number for Numeric keys.

Define Invoice settings:

Decide what designs will be used for printing as well as setting up all invoice defaults.

Define Default Statement settings:

Set statement design names and all statement settings

Invoice Type Entry:

Define what forms are used in the system for Invoice entries.

Draw-time and Cash Customer settings:

For Point of Sale we can set the default name for cash customers.

Customer Group Setups:

Contacts of Customers can be grouped this is where groups can be defined.

Customer Status Setups:

Each customer has a status.
Use this to setup various status types for customers.
This is used in reporting.

Customer Services Setups:
Each customer can be allocated to a specific service type.
Use this to setup various service types for customers.
This is used in reports.

Customer Sales Area Setups:
Each customer can be allocated to a specific Sales Area.
Use this to setup various Areas.
This is used in reports.

Sales Persons:
Each customer can be allocated to a sales person.
Use this to setup various Sales Persons.
This is used in reports.

Customer Terms Setups:
To allocated Terms for customers use this to setup various terms quite flexible.

Customer Discount Settings:
When discounts are to be used you can predefined discount types in here.

Design Current Invoice Layout:
This is where we change the various layouts for Invoices.

Design Current Statement layout:
This is where we change the various layouts for Statements.

Set Default Labour Types:
Labour Types are used to determine what charge-out rates will be used for different customers.
Mainly used in a Job/Service Costing environment.

Set Default Labour Rates:
These are the rates for Labour types.

Credit Note Comments:
Predefine Comments for credit notes.
This can then be printed on the Credit notes and will save time in entering credits.

Deposit Control Account:
In some cases, you may receive a deposit on an invoice.
This is the control account setting.

Customer Enquiry Screen:

This is used to define what entry screens are called from the enquiry screen. The reason is that you may not want everyone to be able to change customer's data.

Therefore, you can call a "sales person" customer entry screen where nothing can be changed by the user.

Also used for option settings to be displayed.

Sales Order Entry Screens:

Predefine the entry screens used for sales orders when used.

What setups need to be done for the Accounts Payable module?

Creditors Status:

Each creditor has a status.

Use this to setup various status types for creditors.

This is used in reports.

Creditors Type:

Each creditor has a type.

Use this to setup various types for creditors.

This is used in reports.

Creditor Invoice Form defaults:

Creditor Numbering:

This decides if we use a numeric numbering system for creditors.

Set Default Keys:

Change the next default number for Numeric keys.

Set Remittance Defaults:

Setup details as well as name of remittance to be printed.

Define current Remittance layout:

Design the layout for the remittance in here.

Set current Exchange Rates:

If foreign currencies are used enter the different type and rates in here.

Also, to be used to setup the default currency of your country.

Invoice Entry default date setting:

Decide if you want invoice dates to default to the previous one entered.

Makes data entry quicker.

Invoice entry options defaults:

Default settings for creditors invoice entry

What do I need to use the CRM?

Sales Persons:

Set up Sales Person details as the CRM is based around this.

Sales Areas:

As per customers setup need to be setup as it is also used in CRM.

Customer Contact Groups:

Same as Customer setups as all contacts are grouped according to customer groups.

User Defined Group 1:

You can create your own groups i.e.

- Breakfast meetings.
- Seminars
- Shows in City

User Defined Group 2:

Same as above

Email Control:

This is to allow us to send emails to customers and contacts.

Envelope Design:

If you want to be able to print envelopes this can be done design is very simple to do.

For the General Ledger what needs to be setup for us to use it?

Define Current Periods:

You need to define your yearend date first

This is done in the company setup in housekeeping.

Define current financial dates:

- The current period
- GST Setup
- Set Default Keys
- Set default Currency

Accounts Setup

Set up Chart of Accounts

Set default Bank Accounts:

Control Accounts

Opening balance Journal

End of Day setup

GST Text Replacement

What is the reporting system like in CSoft?

We have a lot of standard reports as well as custom written reports.

Double click to see more details on standard and custom reports.

Can I get Custom Reports?

Yes, all you need to do is ask.

Do I need to do month ends?

Our system is fully Date driven.

In theory you don't have to do Month Ends but if you want to keep file sizes small for quicker access then we recommend you do close offs

Double click to see more details on each module.

Debtors-EOP

Close off debtors for the month

Select end of period menu do Debtors month end

This copies all paid and posted invoices to the history file

Creditors-EOP

Close off creditors for the month

Select end of period menu do Creditors month end

This copies all paid and posted invoices to the history file

Accounts-EOP

Close off ledger months

Select end of period menu do ledger month end

This will close current month and change current period.

You can still do prior period adjustments if the flag in Housekeeping is set to 'Y'
'Prevent prior period transactions

If you don't want prior period changes to happen especially after completing reports

Go to Housekeeping setup current period details and change prior period flag

Close off for the year

To close ledger off select end of year from end of periods menu

Prepare closing journal

Check if journal is correct

Close off year Remember you can still do prior year journals this will adjust current year balances

Stock-EOP

Close off stock at month end will record balances as at that date. Should be done within one month of month end.

End of Day

See details re end of day setup, reports and what it does.

Backups

You can set custom backups in our software for smaller systems.

For larger systems we recommend windows or other backups be done.

What to Backup?

Data folders under CSoft folder needs to be done daily,

Root folder only needs to be done when program changes are updated.

What is upgrades?

As with anything else systems change all the time. With new systems coming online and new technologies being developed we try and stay up to date with the latest Technology. Upgrades included updated versions as well.

Do I need to run upgrades?

You don't need to run any upgrades but you want to have new features incorporated into your system then we recommend you run the new upgrades we provide.

How do I run upgrades?

See the icon bottom left that says Upgrade. If you click on this then should any upgrades be available you will an appropriate message. You need to be logged on to the Internet to received upgrades this way. If you are not connected then you can receive upgrades via email with Instructions on how to run same.

When do you give out new upgrades?

Upgrades will be made available from time to time and clients advised as such via email. Fixes are provided as required.

Can we get Training on how to use CSoft?

Yes, you can.

How do you do your initial Training?

We will either do online training with you or come onsite to explain how the system works.

Online training will connect us to your PC then while talking to you on the phone we can explain and answer all your questions.

We live in Timbatu how will you do our Training?

If we install the system onsite then we will do onsite training.

In Cases where we have someone in the area that knows the system and helps us with training we will send that person to assist and train you accordingly.

OR

We will either do online training with you or come onsite to explain how the system works.

What is the cost of Training?

Initial training is included in our Estimate to you.

Thereafter we or our Consultants charge standard rates as determined from time to time.

Can we Import data files?

Yes, you can Import data on a once only basis or as a recurring type of Import. Discuss with us on how to set this up.

This option includes importing of updated Product prices as well as Bank Statements.

Other records can be imported but will need to be setup first.

Can we Export data?

Yes, most reports have a print file option.

Using this you can export data to Word Excel or as text.

There is also an option that will STOP customers and contacts data to be exported by users.

Discuss with us on how to set this up.

DataBase Features

On-Line Help:

There is on-line Help available as far as you go in the system.

Should there be no ready-made Help then all you need to do is press the F1 key and create your own Help file.

This means you can define in your own words what you need to do at any prompt or screen.

File Management:

There is no real limit to the number of files records and fields within records that can be created.

Records are indexed for cross-reference purposes in a number of ways.

This enables the searching for information to be done efficiently and quickly.

Reporting:

The reporting facility is only limited to the information in the Database.

There is an additional report writer available which takes you through creating your own listing reports step by step.

Should the information you need not be available through the customised application you simply create your own.

Networking:

One of the greatest features must be the ability to lock records in a network environment.

This is achieved through simple bumping of the files to a network version.

The process can be completed in a few hours and nothing further is required apart from a network set-up like Novell or NT.

Multi users can therefore access the same data without having to be concerned about corrupting the data.

Programming:

Programming is done through Open Insight's R/BASIC which allows pre-compiled programmes to be used throughout the application.

It also allows very fast access to information and the ability for us to create even the most complicated programmes with ease.

Support:

Support is always just a phone call or email away.

There are a number of Open Insight application programmers available to support and assist with applications apart from our own staff and support personnel.

My printing is too slow?

You may need more space on your hard drive or there is not enough available memory.

Try to 'Defrag' your main drive.

When I Login on there no Menus displays?

The CSOFT.INI file is wrong. Refer relevant section.

Can I change the fonts we use on my system?

Yes, you can but it is preferred if you leave it as the standard.

Advise us if you want to change it and we will advise

Can I change my screen from 800X600 to a bigger size ?

Change the windows setup to use a different mode.

Can I run more than one company at a time?

Yes, there is an initial cost, please contact us

How do I set up a new company?

We need to add a new item to your menu, we van email you the details.

How do I select the different companies to work on?

On the top menu bar is a dropdown box, you can do it from there

How do I change my company name?

Go to housekeeping, Company setup. You will need a password, Call or email for password first

How do I change default numbers?

Go to the Menu Bar where you will see an empty box with a down arrow, select change defaults

How do I change Invoice numbers?

Go to the Menu Bar where you will see an empty box with a down arrow, select change defaults

How do I enter customers opening balances?

In the main setup menu there should be an Opening balances form.

How do I enter creditors opening balances?

In the main setup menu there should be an Opening balances form.

How do I enter new chart of accounts?

Go to Ledger menu, setup menu, enter new accounts.
If you want to add the new account to the standard reports, select create reports option on form

How do I enter Invoices?

Go to debtors menu, transactions and Invoice entry.
You can Enter Stock, Job, Non Sales, Trucking, etc. Invoices

How do I enter credits?

Go to debtors menu, transactions and Credit entry

How do I enter deposits received from customers?

Go to ledger menu, transactions, deposits entry.
Refer help file on how to enter deposits for a debtor.
When entering code type in DR or enter debtors control code.

How do I enter payments to creditors?

Go to ledger menu, transactions, payments entry.
When entering code type in CR or enter creditors control code.

How do I enter Creditors transactions?

Go to creditors, transactions and enter invoices

How do I enter bank statements?

Go to ledger menu, transactions and enter bank statements

How do I enter Purchase orders?

Go to purchase orders, enter purchase order details

How do I enter sales orders?

Go to sales order menu, enter sales orders

How do I reprint Invoices?

Go to debtors, reports menu and select print invoices.
Select Current or History file, enter Invoice number and click on Print Invoice.
You can also right click on invoice number in debtor's enquiry screen to do this.

How do I write off bad debts?

You can either do a credit note or do a subsidiary journal.
This is done from Ledger menu, transactions, enter subs journal

How do I offset Invoices and credits?

When you have a debit and credit that you want to offset
You can either do it when you next receive a payment or
Select debtor's menu, transactions, offset transactions

How do I close off debtors for the month?

Select end of period menu, do debtors month end
This copies all paid and posted invoices to the history file

How do I close off creditors for the month?

Select end of period menu, do creditors month end
This copies all paid and posted invoices to the history file

How do I close off ledger months?

Select end of period menu, do ledger month end
This will close current month and change current period.
You can still do prior period adjustments if the flag in Housekeeping is set to 'Y'

How do I prevent prior period transactions?

If you don't want prior period changes to happen, especially after completing reports
Go to Housekeeping, setup current period details and change prior period flag

How do I close off for the year

To close ledger off select end of year from end of periods menu
Prepare closing journal
Check if journal is correct
Close off year
Remember you can still do prior year journals, this will adjust current year balances

How do I enter stock transactions

Go to stock menu enter transactions.

How do I print a stock valuation?

Go to stock menu, select reports and select stock valuation

How do I do a stock enquiry?

Select stock menu, select enquiry
By clicking on the sales and purchase details you can view more details.

How do I do a debtors enquiry?

Go to debtors menu, select debtors enquiry. This shows all details of the account.
You can click on any transaction to view the selected invoice or payment

How do I do a creditors enquiry?

Go to creditors menu, select creditors enquiry. This shows all details of the account.
You can press enter on a select invoice to view more details
To view payments made select the creditor payment enquiry

How do I see what was paid to a creditor?

Go to creditors menu, select creditors payment enquiry.
To view payments made select the creditor payment enquiry

How do I find a customer when entering an order or invoice?

To find a customer enter a portion of the customers name and press enter.
This will search the database for the selected customer.

How do I find a customer when entering or changing a customer or creditor?

To find a customer enter a portion of the name and click on the binoculars or press alt down
This will search the database for the selected customer.
If you do not do alt down but press enter the system will think you are entering a new customer/creditor

How do I look at my profit for the month?

Go to ledger menu, reports menu. Check the Report setup to see if all accounts in report.
Go to print reports to print reports.
Select columnar report to print reports in columnar format ie all 12 months.

How do I change to another printer?

In Windows make sure the printer is loaded.
To change a printer already setup select Softkeys from the Menu, Change printer.
At the bottom of the main menu system there is a tick box 'printselect', if you print directly to the printer you will be prompted to select a printer
If a report was printed to the screen you can select a new printer from there as well.

How do I execute a report?

CLICK on the OK button

How do I save my work?

To save your work press F9 or click on the save button

How do I look at a record I have entered?

Go back to the original entry screen and enter the invoice/journal/payment/receipt etc number
You can find the key by running the appropriate reports.
You can also Click on options when in a screen to get more options.

How do I search for records I have entered?

Some entry screens have search abilities. Use the help files to determine how to search for those.

In most cases there will be an enquiry screen you can use. Ie Debtors enquiry

How do I know what my current ledger period is?

The current period and year end is shown in the setup menu, current period details.

How do I list my accounts owing to me?

Go to debtors menu, reports menu and run aged debtors report

How do I list all accounts I have to pay?

Go to creditors menu, reports menu and run aged creditors report

How do I list account details?

List accounts from Ledger menu, reports, list accounts on file

How do I list a trial balance?

Go to ledger menu, reports menu, print trial balance.

How do I list Invoices for the month?

Go to debtors menu, reports menu, list months invoices.

How do I do a sales analysis?

Go to the sales analysis menu and select required sales analysis to print

How do I list creditors invoices for the month?

This can be done from creditors menu, reports menu

How do I list stock transactions?

List stock detail report from stock menu reports menu

How do I view stock sold and purchased for the month?

List stock detail report from stock menu reports menu
Also can viewed from the stock enquiry form.

How do I enter new products?

Select product menu, setup menu, enter change products

How do I change products?

Select product menu, setup menu, enter change products

How do I change customer details?

Select debtors menu, setup menu, enter maintain customers.

How do I change creditor details?

Select creditors menu, setup menu, enter maintain creditors.

How do I enter exchange rates?

Change exchange rates from Housekeeping menu or creditors menu.
You could half a full record of all exchange rates for part months.

How do I enter new fixed assets?

Select fixed assets menu and enter assets from there.

How do I enter depreciation rates?

Select fixed assets menu and enter depreciation rates

How do I print a fixed asset schedule?

Select fixed assets menu and print either as monthly or annual

How do I create a random stock take?

Select stock menu, stock take menu
Select a location or group to take stock of.
Follow the stock take procedure.

How do I enter Kitsets?

Select kitset menu to enter details.

How do I list all products?

List products from product menu, reports menu

How do I get help?

Press F1 to obtain help.
F1 from the Menu will display the full help file
F1 from a form will display specific help, or where not available it will display the as above.

How do I print a popup?

Some popups will have a print button at the bottom to print a popup

How do I print a screen with information?

Use print screen option in Windows and paste in Word

How do I fix my trial balance that does not balance?

Refer end of day report.

How do I check that my debtors and creditors control balances?

Refer end of day report.