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Headline News

In 2004, Best Software released more than 50 upgrades to its existing product lines and introduced new products during the year including comprehensive outsourced payroll services. The company also introduced Best Suites, a series of integrated product suites that enable businesses to easily select solutions designed to support the specific needs of their industry. Best Suites include Best Suite for Manufacturing, Best Suite for Distribution, Best Suite for Construction and Real Estate, and Best Suite for Non Profits.

Extended Solutions

See page 4 for more info!

Taking The Initiative

MAS 90 Tools Help You To Be More Proactive

Business challenges arise daily. Your businesses' success depends upon how well, and perhaps how quickly you are able to respond to those challenges. Rather than just reacting to problems as they arise, many successful companies look for ways to proactively head off problems before they emerge. Here we have assembled some of the ways to put MAS 90 to work for you.

Business Alerts

This product exemplifies the term proactive. Business Alerts monitors the activity of your company and automatically notifies you, your staff, your customers, and/or vendors when important events take place.

This state-of-the-art product utilizes your existing email system to notify you of significant events transpiring within your company's accounting database, effectively offering proactive communication to enable you and your staff to avoid missed deadlines and to capitalize on opportunities.

You can create new alerts or customize one of the many existing alerts to fit your company's needs. Alerts are possible within General Ledger, Accounts Payable, Accounts Receivable, Job Cost, Purchase Order, Inventory, and Sales Order.

Alerts can be both time and date sensitive and can be configured to include pertinent MAS 90 or MAS 200 data, such as names, amounts, dates, etc. Here are just a few examples to give you an idea of how Business Alerts can keep you thinking ahead.

▶ **Keep Your Cash Flowing.** Generate an email to the accounting department reminding them to take advantage of a discount before it expires. Never miss a payables discount again! Set it up so that you get an email if an Accounts Payable check

over a specified amount is created.

▶ **Keep In Touch.** Email customers and salespeople when there has been no activity on a customer's account for a specified time. Don't miss that big sale!

▶ **Improve Communication.** Notify buyers when a purchase order they're responsible for is approved.

▶ **Keep Internal Processes On Track.** Email sales and purchasing staff when an inventory item falls below your inventory reorder point, so you'll never run out of your best selling item again. Notify managers when a Job Cost project is approaching its estimate, or when a change order is created.



Plan for and avert future problems by putting your data and experience to work for you with MAS 90 tools.

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MAS 90 Tools Continued

Custom Office

The MS Office Link feature of Custom Office automatically merges accounting information with Microsoft Word, Excel, or Exchange to create custom documents, messages, and attachments. For example, in Customer Maintenance you can automatically create an email note to welcome new customers, a credit limit advisory letter, or a dunning letter. While in Vendor Maintenance you can create a letter asking for a price quotation. In addition, you'll have the ability to add and view attachments that are specific to the displayed data record. Use it to attach a scanned image of a vendor's original invoice to the Vendor Masterfile record or a photograph of an inventory item to the Item Masterfile.

Paperless Office

Most offices have them—stacks of journals and registers waiting to be filed. Wouldn't it be simpler if they just filed themselves? Use Paperless Office and they almost do.

Paperless Office refers to a subset of the new Extended Solutions now available to MAS 90 users. The concept of Paperless Office is simple. Rather than printing your journals, registers, and documents to the office printer, Paperless Office creates a PDF file containing the entire contents of the document. The PDF file is named automatically and stored in a predetermined location on your hard drive. Whenever necessary, you can then view that PDF file, and print all or selected portions of it. Built-in security prevents unauthorized users from creating the files, viewing them, or deleting them.

Paperless Office is one of the most promising new tools available to MAS 90 users. Call us for pricing details.

Business Insights Dashboard

As a busy manager or business owner, you are constantly required to make decisions. Beyond the daily decisions demanded of any manager, you are often called on to plan for the future. To make the best business decisions you must constantly keep your finger on the pulse of your company's operations. Who's your biggest customer? What's the top selling item? What are current cash requirements? How are expenses doing compared to budget? To get this informa-

tion, you could rely on a series of reports—current as of the last time they were printed. Or, you could depend on updates from your staff—reliable as of the last time they checked. A better solution would be to have this information graphically displayed on your desktop, continuously updated, and presented in a concise, consolidated fashion. This is precisely what Business Insights Dashboard is designed to do. It is there to provide the busy executive instant access to important business information needed to make day-to-day and strategic decisions.



Why not trade-in your wall of notes and reminders for automated notes and reminders that pop-up on your screen only when you need them?

From the Dashboard you can view more than a dozen financial and operational reports and graphs. The Income and Balance Sheet is available, as are Cash Expectations, Top Vendors, Purchases, Sales By Product Line, and even Workforce Statistics. You will see a graphical display of the data combined with text, and often an option to print a full report or drill down into underlying details. For example, when viewing Top Customers, you see a colorful pie chart showing the top ranking customers' percent of sales. Beneath the graph is a listing of the top customers, in descending order, with period-to-date and year-to-date sales figures for each customer listed. By clicking on the hyperlinked customer name, the Dashboard

launches the Customer Inquiry screen to provide you with details. If you're still in need of more data, you can print the Customer Sales Analysis Report to your screen—right from the Dashboard. Once it is on screen you can search the report for specific information using the search button, or print the report to your printer.

How up-to-date are the numbers you are viewing? You can configure Business Insights to perform updates automatically, so what you are viewing is as current as you need it to be. You already own Business Insights; it's included with your current Library Master subscription. Business Insights Dashboard is the ideal tool for the proactive manager. It may well become a routine part of your day, giving you the critical information to successfully manage and operate your business.

Memos

If you have an important message to communicate to your staff about a customer, a vendor, an item, or an account—place that information in a memo, and indicate you want that memo displayed during data entry. When you do so, as soon as the corresponding record is recalled on a data entry screen, the memo or memos you designated are opened on screen in front of the user. Use these unlimited free form memo fields to store all kinds of information. Note the hierarchy of a customer's business, including who's authorized to place orders and individual purchasing limits. Keep a running commentary on the calls to your vendor while resolving a billing dispute. Use an item memo to prompt data entry personnel to suggestively sell companion items. These in-your-face memos are a highly effective way to communicate an important message. Memos are a standard part of MAS 90, you already have Memos available—are you making good use of them?

To be proactive is to use knowledge and experience to prevent problems or unwanted situations from reoccurring. These MAS 90 tools give you information you need to be proactive.

Give us a call to learn more about any of these MAS 90 tools. ★

Protecting Your Company

Preventing Counterfeit, Fraud, And Identity Theft

Fraud costs businesses billions of dollars each year. Fraud can be perpetrated either by external sources, such as Web hackers or customers using stolen credit cards, or by your own employees. What can your business do to protect itself? MAS 90 can be your ally in the fight against fraud. In this article we'll highlight two of the most prevalent types of business fraud, check fraud and credit card fraud, and point out ways you can protect your business using a combination of technology and common sense.

Here are some steps you can take to minimize the risk of falling victim to check and credit card fraud.

Check Fraud

One of the most common crimes against businesses and financial institutions is check fraud. Advances in computer technology make it increasingly easy for criminals to fraudulently manipulate your checks. Check fraud can range from forgery, where an employee issues a check without the proper authorization, to counterfeiting, where a check is altered or wholly fabricated.

Lock It Up

Keep preprinted check stock under lock and key, not lying next to the printer. Secure your signature stamp, plate, or digital file. Do you create your own checks using Crystal Reports? If you print your own checks, using MICR ink to encode the account number and routing and transit information, be sure to allow access to printing such checks only to authorized employees.

Extended Solutions also are available that conveniently add the MICR encoding feature to blank check stock. After entry of a password, you can elect to print a scanned and stored signature directly on the checks. See our article on Page 4 for more details on these solutions.

Positive Pay

Positive Pay is a service offered by many banks to their corporate customers. Positive Pay allows you to monitor and control the checks paid against your company's accounts to reduce fraud.

Using positive pay, you prepare a data file in the required format, containing details of the checks you have issued, including check num-

ber, amount and date as well as other bank and account information. You transmit this data file to the bank. The bank compares checks received for payment against your database of all issued checks. The bank identifies items that do not match the issue amount and check number, and these become exception items. Some banks offer additional services to identify checks that exceed certain dollar amounts and "stale" (dated) checks. The bank presents these exception items to you for consideration. You then have the opportunity to review the exceptions and decide whether or not the bank should release funds from your account for the check. This puts you in control and can significantly reduce check fraud.

Using Crystal Reports, you can produce a data file containing the data your bank needs, in the format they demand for their positive pay service. If you bank with Wells Fargo, U.S. Bank, or MercPAY—check out Best Extended Solution, BR-1004. This solution generates the positive pay file in any of these three bank formats.

Credit Card Fraud

An estimated \$1.8 billion was lost to credit card fraud in 2003. If your business sells its merchandise directly to consumers, either through mail order or your Web site, you already may have been a victim of credit card fraud.

You may think that if you get an authorization code from your verification service you're safe, but this is not necessarily true. Crooks now can create fictitious credit card numbers based on the algorithms used to produce authentic numbers. These fictitious credit card numbers pass through verification and will be given approval codes.

Individuals are not held liable for more than \$50 of fraudulent purchases made on their credit cards. Unfortunately, merchants are not provided the same protection as consumers when it comes to credit card fraud. In fact, merchants are completely at risk. The issuing bank of a stolen credit card will charge the merchant back for any fraudulent purchases, plus a charge back fee. Unless your case of fraud involves tens of thousands of dollars, it's unlikely law enforcement agencies will get involved. Therefore, it's imperative for businesses to take precautions to

protect themselves.

Verify And Validate Up Front

Take extra time to validate all credit card orders. Be extra cautious in the following situations.

Bill To Address—Verify that the customer's Bill To address is the same as the address on the credit card statement. If not, beware. Also be cautious of orders with a different Bill To and Ship To address, especially if they're in separate states.

Email Address—Beware of orders coming from customers using free email services (Hotmail, Juno, Netzero, etc.). There is a higher incidence of fraud from these services. Anyone can open up a free, anonymous email account with one of these services, even using the name of the person whose credit card number they have stolen.

Possession—Does your buyer actually have the card in hand? Ask for the name and phone number of the bank that issued the card. Ask for the three digit Credit Card Verification Value (CCV2) number—the number printed, not imprinted, on the back of each Visa, Mastercard or Bankcard. This number is never transferred during card swipes and should only be known by the person holding the card in their hand.

Unusually Large Order—Be suspicious of orders much larger than a typical order. Be doubly wary if that large order is to be shipped overnight or to a foreign country. Take the extra steps to confirm your buyer's identity in these cases.

Of course, any of these suspicious situations may be legitimate, but if you've never done business with the customer before, it may make sense to ask for a copy of the customer's credit card statement. Whenever in doubt, call the credit card company and express your concern.

Anti-Fraud Tools

The **MAS 90 Credit Card Processing** module uses Go Software's PC Charge payment server that has a number of fraud-busting measures built in, including Address Verification and CCV2.

MAS 90 stores your customers' credit card information in an encrypted format within Accounts Receivable, Sales Order, and the Credit Card Processing module to protect the security of your customer's credit card data.

Take steps today to protect your business from both internal and external fraud. Call us to discuss additional security measures. ★



MAS 90 In The Spotlight: Best Extended Solutions Protecting Your Company



In this issue of *info for MAS 90 we've shared some ideas to help you be more proactive and other ideas to help you protect your company from fraud. In this article, we'll talk about some Best Extended Solutions that address one or the other of these important issues.

MICR Check Printing For Payroll And Accounts Payable

PR-1034 and AP-1025 offer out-of-the-box MICR check printing features for Payroll and Accounts Payable. These solutions allow you to print your own checks (including manual checks) on your blank stock, from your laser printer, with the micro-encoding (MICR font) required by banks in the check clearing process. You have the option of printing a company logo on your checks, and can password protect an electronic signature. These solutions allow you to use less expensive non-encoded check stock, and produce negotiable checks only under controlled conditions.

Positive Pay

We talked about the power of this service to prevent fraud in our article on page 3. An Extended Solution, BR-1004, exists to make the process simple to implement. This solution generates the positive pay file in three specific bank formats.

Security By Bank Code

Security By Bank Code (BR-1003) allows you to selectively offer bank code access to users. For example you could allow access to run reports concerning the company's checking account but not its investment accounts. BR-1003 also adds the ability to assign a list of bank codes to various users or user groups. Only the bank codes you list will be available to the user.

Paperless Document Delivery

Paperless Office is a suite of Extended Solutions that facilitates automatic electronic document delivery, increases efficiency in your organization, and helps you to be more proactive in your communications.

Paperless Office solutions incorporate automatic electronic document delivery into several modules such as: Accounts Receivable Statements (AR-1223), Accounts Receivable Invoice (AR-1225), Payroll Direct Deposit Stubs (PR-1120), Sales Orders Invoices (SO-1437), Purchase Orders (PO-1154), and Job Cost Invoices (JC-1147). Electronic document delivery allows you to create PDFs of these popular documents and then fax or email these documents to the appropriate recipients automatically, while preserving your own electronic copy.



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Save the postage, letterhead, envelopes, and the labor required to fold, stuff, and mail these routine documents. Your documents will get into the recipients hands more quickly than mail, and you'll waste no paper and use no postage.

To implement any of the electronic document delivery solutions, you'll need the Library Master component, LM-1019, plus the solutions specific to the documents you wish to send.

If you would like more information about these, or any other Extended Solution for MAS 90, please give us a call. ★

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