



Friendly Systems Inc

We Help Build Your Business

Newsletter

May, 2002

MAS 90/MAS 200 Version 3.7

Best will be shipping version 3.7 of MAS 90 & MAS 200 in July, providing the following enhancements:

- In Accounts Payable, pay a vendor using a credit card, track all payments to the credit card company, but keep the activity and history records with the actual vendor who sold you the goods, not the credit card company.
- Accept credit cards from your customers to pay invoices using Accounts Receivable Cash Receipts Entry. And, if you own the Credit Card Processing module, authorize those payments automatically through a batch process for efficiency and convenience.
- Store multiple credit card numbers for each customer, with the name and address of the cardholder for each card for validation and security purposes.
- Perform pinpointed searches using the Advanced Lookup Engine (ALE) new selection criteria of "not equal to". In addition, users now have the opportunity to use multiple separator operators.
- Save printer settings for Crystal Reports by user and by terminal to conveniently ensure selected forms are printed where you want them.
- Increased flexibility for custom financials.
- Entering warranty information in the Inventory Management module, which flows to Sales Order (SO), Invoice History, and then into RMA Data Entry helps ensure that items returned while under warranty can be handled appropriately.
- Business Alerts - New sample alerts have been created to help round out the offering and broaden the appeal of Business Alerts. There are new alerts designed for Job Cost and Purchase Order, as well as additional alerts for the core applications.

New RMA Module

Return Merchandise Authorization (RMA) is a new module that provides a means to enter, track and resolve customer returns. The common activities surrounding the receiving of returned items from the customer and shipping replacement items back to the customer can be handled. RMA provides for the processing of vendor returns, optional creation of restocking fees, and the ability to analyze RMAs for trends in returns. RMA requires the Sales Order and Inventory Management modules, and can optionally integrate with the Purchase Order module.

The typical flow of a return using this module is:

- An operator enters information into RMA Data Entry based on a customer's request to return goods. This return can be for credit, replacement, or repair.
- The operator prints a Customer RMA document that can be mailed or faxed to the customer as needed, and an RMA Receiver document to forward to the warehouse to advise personnel of an expected return.
- Once the goods are received into the warehouse and the information has been verified, an operator will enter the data into RMA Receipts Entry.
- The operator invokes the Generate Transactions feature. This process automatically creates the required documents in Sales Order and/or Purchase Order based on the information from data entry.
- From this point, normal processing within Sales Order and Purchase Order will complete the transactions.
- RMA Inquiry can be used to view the status of any return, whether it is still in the entry process or now residing in RMA History.

The standard list price for the RMA module is \$1000, with special introductory pricing of \$750 for orders placed by May 31 and \$850 for orders placed by June 30.

Please note that your company must have a current maintenance subscription in order to purchase the RMA module, as it only works with version 3.70 and above.

ClientCare Amnesty Extended

Best Software has extended their ClientCare Subscription Plan Amnesty until May 31. Renew without late and lapsed years fees, and receive the newest version of MAS 90 or MAS 200. Contact Friendly Systems to take advantage of this limited time offer to get on a current ClientCare Subscription Plan today!



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