

# Issue 10

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## Headline News

Best Software will host its annual partner conference, **Insights 2004**, this June in Florida. Lots of valuable product information and news is shared during Insights, and we will report what we learn in the next issue of \*info for BusinessWorks Gold.

Don't let your **Client Care Plan** expire! Effective January 1, 2004, Best began assessing a late fee for renewal after the expiration date. Not sure of the details of your plan? Call us for assistance.

## Virus Software And Firewalls

See page 4  
for more info!

## Purchase Order Adds Efficiency And Control

**D**oes your company ever buy anything? The answer is obvious. Of course, every company buys products and services, even if they do not resell those products or use them in a manufacturing process. You buy office supplies, computer hardware and software, office furniture, employee gifts, magazine subscriptions, and a host of other products. You also buy services such as tax preparation help, legal consulting, and temporary employment. All of these items can be handled more efficiently by using purchase orders. They can improve your cash forecasting abilities, mitigate common misunderstandings, and perhaps save your company some money.

Using purchase orders you can record and track the contracts you enter into with your vendors. These contracts are often not formal agreements; they may simply be a price quote you received in response to a request such as, "How much does a yearly subscription to *Accounting Today* cost?" When you record those contracts in the form of a purchase order, you are creating a record of the cost you were quoted and other pertinent details about the service or item you are ordering. That record can prove to be an invaluable resource for forecasting upcoming expenses, resolving disagreements, and tracking where your money is

spent. Let's look at the efficiencies and control BusinessWorks Purchase Order can offer your company.

### Part Of Inventory

The **Purchase Order** module is included in the BusinessWorks **Inventory** module. It integrates with Accounts Payable, Inventory, Job Cost, and General Ledger. The Accounts Payable module is required, since it is within AP that you set up and maintain your vendors.

### Track Upcoming Expenses

Creating a purchase order for every foreseen expense is an excellent way to get a handle on upcoming expenditures. Even relatively small purchases can quickly add up within a busy organization. By using a purchase order for every expense, you create a record of that expense and can include it in a tally of financial obligations. The On Order Report is an excellent way to determine how much money you will need to pay for items currently on order. Monitor this report frequently and use it with the Accounts Payable Cash Requirements Report for a complete picture of your company's impending obligations.

### Avoid Misunderstandings

Experience tells you that when a disagreement with a vendor arises, you are much better off if you have notes of conversations where such details as pricing, features, and shipping were discussed.

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Need a better way to organize your orders and manage expenses?

Compliments of:

**Best**  
Accounting  
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## Purchase Order continued

In creating a purchase order, you have created a record of those notes. When the product arrives and it is not what you ordered, or when the invoice arrives and the price differs from the amount expected, you will be in a much stronger position if you have kept this record. If you provide the vendor with a copy of the purchase order when you initially place the order, you can preemptively head off many potential misunderstandings. Remember too, to use the **Vendor Notes** feature to enter free-form text relating to your relationship with a vendor. When your discussions involve a particular order, record the purchase order number in your note.

### Material Requisitions

Some companies refer to them as material requisitions. Essentially, they are internal purchase orders. Your company is the vendor and your staff members are the customers. Using a material requisition, you can efficiently record the office supplies and service requests of your staff and get a better handle on departmental expenses.

BusinessWorks does not support a separate material requisition type of order, but you can easily mimic the effect. Create a new vendor to represent your company. Use a unique naming convention that will ensure this in-house vendor sorts to the top or the bottom of your vendor listing. For example, you might use ZZZ-IN-HOUSE as your new vendor ID.

When the customer service department needs a box of paper, or the marketing department needs a floor mat, create (or allow the employees to create) a purchase order using the in-house vendor. Not only will you reduce the steady stream of verbal requests, you will be able to track the requisitions efficiently and even expense the products to the department making the request.

You may choose to delete these purchase orders when the request has been fulfilled (or denied) to avoid any impact on your general ledger or inventory.

### Purchases Receiving Account

Often a shipment of parts arrives without an accompanying invoice. The invoice may arrive several days, or even weeks, later. Until then, there is an accounting discrepancy. You have

on-hand inventory with an estimated cost (a debit to your inventory account), but no offsetting credit to the accounts payable account. Here's where the account for Purchases Receiving proves its worth. This account receives the credit posting when you perform a purchase order receipt. Then, when you receive the vendor's invoice, Purchases Receiving is debited and the Accounts Payable account is credited.

The balance in your Purchases Receiving clearing account should always equal the value of goods received but not invoiced. With careful inventory configuration, and conscientious data entry of receipts and invoices, this account will retain its accuracy and provide you with a valuable control.

### Non-Stock Items

You will likely have the occasion to purchase items that are not items stocked in your inventory. You can either create a new part number for these purchases, or reference a non-stock item on the purchase order. For non-stock items, simply enter a description, the quantity ordered, and the unit cost. Include comment lines on the purchase order if further details or special instructions are needed.

If your company is already using purchase orders for the materials for manufacturing or resale, expand the scope of its use to include all the products and services you buy for internal use.

### Efficiencies

Purchase orders can add an important aspect of control to the acquisition process, providing a tangible record of the contract you have entered into with your vendors. They also can add tremendous efficiencies, eliminating many manual tasks, and thereby getting your products ordered and delivered faster.

You can email the purchase order forms directly to your vendors, saving the time, effort, and expense involved in printing and faxing or mailing. Orders are in your vendors' hands within minutes, in a clear, easy-to-read Adobe PDF format. Most vendors are pleased to receive orders by email, as their administrative and handling costs are also reduced.

When your products ship, your vendor can reference your purchase order number on the packing slip. With this reference, it will be easy

to perform purchase order receipts and get the ordered parts into the hands of those who need them. Parts arriving without a purchase order reference can be delayed in the warehouse as staff decides if the delivery is expected, and if so, who requested it.

When you perform a Purchase Order Receipt, BusinessWorks will ask you if you wish to add an Accounts Payable invoice. If you answer Yes, a new invoice entry window appears allowing you to enter the invoice number, due date, etc. BusinessWorks fills in the invoice amount for you as the sum of the purchase order receipt you just entered, without leaving Purchase Order. This streamlined procedure saves you the effort of opening the Accounts Payable module and entering the invoice "from scratch."

If your company is not yet using Purchase Order, consider incorporating purchase orders to add efficiency and control. Please call us with any questions you have about the Purchase Order component of the BusinessWorks Inventory module. ☆

## By Any Other Name, A Virus Is Still The Same

Antivirus software protects your computers against viruses. A whole new vocabulary has sprung up to describe this malicious software—sometimes called malware. Here's a quick glossary to keep your lingo current.

- ▶ **Viruses:** small programs that attach themselves to other programs or documents and replicate, potentially causing significant damage.
- ▶ **Worms:** Viruses specifically engineered to make extensive use of email and spread themselves rapidly.
- ▶ **Trojans:** Programs that appear harmless but have a damaging or malicious effect.
- ▶ **Zombies:** Programs that install themselves on computers and remain dormant until some external event triggers them into action.

# Meet The Boss—Best On-line Support And Services (BOSS)

If you have not yet met the BOSS, it's time you did. Not only can the BOSS answer many of your technical BusinessWorks questions, but it can allow you to download the latest program fixes, put you in touch with other BusinessWorks users, and much more.

**Best On-line Support and Services (BOSS)** is a Web-based service available to customers of Best Software with a current software maintenance and support plan. With BOSS you are able to:

- ▶ Search the Knowledgebase for answers to questions about Best products.
- ▶ Find program fixes, service packs, and support knowledge articles.
- ▶ Read user manuals, installation guides, year-end tips, tax-table updates, technical bulletins, and hot product issue information.
- ▶ Review your current customer support cases with Best, along with your company profile and contact information.

## Accessing BOSS

To access BOSS, you must first register and receive a user name and password. Registering is easy—simply go to the BOSS Web site (<http://shop.bestsoftwareinc.com/boss>) and click on the new user registration link—*Register Now*. To complete the registration, you will need to know your Best Account Number. You will find the account number on any packing slip for product received from Best, or give us a call and we'll provide you with your account number.

You can register multiple users within your organization and give them each unique permissions. For example, you must name one primary contact who will receive all Best information, but you can name several sales and marketing contacts to receive weekly emails and new product information.

Once you sign in, the BOSS main page opens for you. By following the navigation links, you can browse the self-service Knowledgebase, download manuals and fixes, join one of the chat forums, access customer support services, submit an enhancement request, and more.

## Self-Service Knowledgebase

Best's Customer Support Services (CSS) department maintains BOSS. When you use BOSS, you access the same Knowledgebase used by

the CSS analysts who answer customer support phone calls.

BOSS gives you access to thousands of Knowledgebase articles. These articles contain important information about using Best products, and solutions to common problems encountered by users. The chances are good that you will find the answer to your question in this



Best On-line Support and Services puts answers at your fingertips.

extensive database.

Searching the BOSS Knowledgebase is easy. Select your product (BusinessWorks), and enter your question, keyword, or phrase. BOSS returns a list of related topics. Check the box next to the item that is most closely related to your question or inquiry and you will receive a detailed answer to your question or resolution to your problem. If there is more than one possible answer in the database, you will receive a results list containing the most likely answers for you to select from.

If you receive too many results, try filtering your question by module and by issue to help to pare down the results delivered. Issues are broad categories such as data entry, reports, or launcher.

You can browse a list of common issues for BusinessWorks by following the hyperlinked text to a full description and resolution of each issue.

The library of Knowledgebase articles is al-

ways growing. When other customers call CSS with a software or computer problem, the CSS analyst who solves the problem also enters the solution into the database of Knowledgebase articles.

## Access Support Services

If you utilize Best for your support services, you likely already know about BOSS. Through BOSS, you can send questions regarding problems with Best software products to Best CSS. You simply enter information about your problem into an on-line questionnaire and submit your support request. Within hours you will receive an email resolution to your problem, or a phone call from a Best CSS analyst if more information is required. Contacting BEST CSS through BOSS rather than by telephone could save you the time you might otherwise spend on hold.

## Communicate

BOSS hosts several discussion and chat forums that you are welcome to join. Called BestTalk, these groups provide a meeting place for the global community of Best customers. You can search BestTalk for keywords and concepts or messages by a certain user. You also have the ability to view a listing of the other users who are currently on-line and chat with these users.

Want to keep informed about issues relating to BusinessWorks? You can add your name and email address to a list of BusinessWorks customers who have indicated that they are interested in product news. Regularly, Best will email information to the members of each list. You can opt out of receiving these emails at any time.

## Useful Information

Other types of documents and programs available to you on BOSS include program fixes or patch files, tax table update files (TTUs), Year-end Tips, Technical Reference and Support Guides (TRSGs), installation and user manuals, and compatibility charts.

Also from the BOSS Web site, you can view a listing of your company's currently installed products—this comes in handy when you're seeking support and at upgrade time.

Get to know the BOSS. This easy-to-use, comprehensive resource is designed and maintained just for you. Please call us if you have any questions. ☆



# Spotlight On BusinessWorks

## BusinessWorks Features And Fixes

### Features And Fixes In BusinessWorks Gold v4.1

**D**o you use multiple warehouses? If so, you will be excited to hear that the **Automatic Purchase Order** and **Order Recommendation Report** have been enhanced in v4.1 to support multiple warehouses. Previously in BusinessWorks Gold and v12, the Automatic POs and the Order Recommendation Report provided purchasing recommendations for the total sum of all warehouses, but did not provide recommendation at the individual warehouses level.

In BusinessWorks Gold v4.1, the **Order Recommendation Report** will report accurate information when multiple warehouses are used and when the report is produced for all warehouses, a range of warehouses, or a single warehouse. Also helpful is a new sort by warehouse parameter added to the Order Recommendation Report. When you sort this report by warehouse, you can easily spot shortages of an item within each warehouse and make timely buying decisions.

The **Automatic Purchase Order** feature will create new orders for a single warehouse or all warehouses. You can create a single purchase order for the primary warehouse that includes the inventory requirements for all warehouses assigned to the part, increasing the efficiency of your purchasing process. There is an Inventory Control *Hot Fix* related to this topic that should be downloaded from the BOSS Web site, once you have installed v4.1.

Version 4.1 was released in February. If you have an active ClientCare plan, you received version 4.1 automatically at no additional charge. If you don't have an active agreement, please call us for information. ☆



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## Using Antivirus Software And Firewalls With BusinessWorks

**I**f your company's computer system is not protected by antivirus and firewall software, your data is at risk. Computer viruses and security breaches cost businesses millions of dollars in lost revenue and downtime each year. Fortunately, excellent antivirus and firewall software is available and can provide a strong measure of security against these invaders.

**Antivirus software** prevents computer viruses from damaging or destroying your computer system. Antivirus software also may be able to repair your system should a virus attack it. It is important to keep the software current as new viruses appear every day.

A **firewall** is a set of related programs, located at a network gateway server, that protects your network from users from other networks. A firewall, working closely with a router program, filters all network packets to determine whether to forward them toward their destination. A firewall is often installed apart from the other network components so that no incoming request can get directly at private network resources.

As these tools become more sophisticated at heading off genuine security threats, they run the risk of disabling legitimate traffic on your network. Additionally, as these tools become more comprehensive, they run the risk of slowing the performance of individual work

stations and the network as a whole. It may be tempting to disable your antivirus and firewall protections when they get in the way of your tasks, but doing so could lead to trouble. BusinessWorks Gold is a web-enabled program that may require a special configuration of your antivirus software and firewall. Before you give up on these protectors, you can take some steps.

To discover if your antivirus software is negatively affecting performance in BusinessWorks Gold, try disabling it at the server and the workstation. If performance improves, reconfigure the antivirus software to exclude BusinessWorks Gold files with an .MKD or .DDF file extension when scanning. Remember to restart the antivirus software after completing the tests or reconfiguration.

Best has received reports of performance issues by customers running Norton Antivirus Corporate Edition. If you are running this version, try the above reconfiguration tip to see if there is improvement.

If you suspect your firewall is interrupting legitimate BusinessWorks tasks, configure the firewall to allow BusinessWorks Gold executables to run across the network. You also may need to configure the firewall to allow BusinessWorks Gold to access ports 1583 and 3351.

We can help you with these tasks. For more information on antivirus software and firewalls, please give us a call. ☆