

**Jul  
Aug  
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2002**

**Headline News**

**Best Customer Conference**

**B**est Software has announced the first annual customer conference, *Solutions 2002*, to be held October 21–22, 2002 in Costa Mesa, California. At *Solutions 2002*, you will have the opportunity to participate in informative breakout sessions, an interactive computer lab, a partner trade show, and much more. Space at the conference is limited, so call today and reserve your spot.

**StarShip Update**

V-Technologies is releasing StarShip version 7.1 concurrently with MAS 90 3.7.

With StarShip 7.1, you can define reference fields for the standard FedEx Internet function enabling recipients to track packages. So, if an order contains the customer's PO number, the customer can search the FedEx Web site for information on the shipment by entering that PO number! There are some compatibility issues to consider before upgrading, so contact us for full details.

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**New MAS 90 Module Processes Returns**

**A**ccepting returns or exchanges is a necessary component of good customer service. Your customers expect it, appreciate it, and tend to buy from those vendors that offer a flexible return policy. You must ensure the process is handled efficiently and accurately, both for your protection and for your customers' satisfaction. The *Return Merchandise Authorization* module (RMA) for MAS 90 and MAS 200 makes it easy to handle every aspect of a return, whether your customer wants a credit, a replacement or substitution, or a repair.

**RMA Entry**

From RMA Entry you can elect to return an entire invoice, only selected items from an invoice, or selected items from different invoices. Each item on the *Return* may be assigned a different reason; for example, one item may be returned for repair and another item returned for credit. The reasons print on the *Return Reason Report* and are a valuable tool to help you identify potential quality or other customer satisfaction issues.

Once the entry is complete an *RMA Customer Document* is printed and can be mailed or faxed to your customer giving the address where the returned item should be sent. An *RMA Receiver Document* is also printed and given to warehouse personnel to inform them of a pending return.

Unlike most other RMA solutions the MAS 90 and MAS 200 RMA module allows for cross-

shipments. When a customer has an urgent need, a replacement product may be shipped to the customer immediately, without waiting for the customer to send the unwanted item back. Cross-shipments are initiated by clicking on the *Xpress Order Entry* button from within *RMA Data Entry*. This creates a new Sales Order, populated with the urgently requested item. This cross-shipping capability not only results in faster delivery times—it can dramatically increase customer satisfaction levels.



Damaged goods, wrong items, and warranty claims can now be handled by the new RMA module for MAS 90 and MAS 200

**RMA Receipts Entry**

Using *RMA Receipts Entry*, warehouse personnel verify the information entered and confirm the items have been received. After the goods are received and inspected, they are *assigned an action*, such as: return to inventory, repair, or

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## Return Merchandise Authorization Module Cont.

scrap. Items returned to stock can be sent to a return warehouse or the original selling warehouse. Items designated for repair can have a Credit Memo created to return the item to the repair warehouse and a Sales Order created to return the repaired item to the customer. Unusable items can be returned to a scrap warehouse.

This ability to designate specific (actual or virtual) warehouses for returns, repair, and scrap items takes advantage of the tremendous reporting and inquiry features relating to warehouse activity which already exist in MAS 90 and MAS 200. The RMA module can automatically generate all the appropriate transactions including: Credit Memos, Replacement Orders, Purchase Orders, and Vendor Returns.

### Inquiry and Reports

The RMA inquiry program makes it easy to determine the status of a return, giving customer service personnel a ready tool for answering customer inquiries. Three informative reports are included: the *Open RMA Report* used for tracking pending returns; the *RMA Receipts History Report* used to print received returns and the documents they generated; and a *Return Reason Report* to show you returned items, the customer returning them, and reason for return.

To help managers identify trends, the **Return Reason Report** can also be viewed from the Top Items section of Business Insights.

### Associated Functionality

The RMA module requires the Sales Order and

Inventory modules for operation, and can optionally integrate with Purchase Order to automate vendor returns and create new purchase orders.

Changes to the Inventory Management module to support warranty tracking are introduced with the 3.7 release. A *Returns Allowed?* flag can be set by Product Line or by individual item. Restocking fees can be assigned by inventory product line or even by individual item. The flexibility exists to waive restocking fees for selected customers at the time of RMA entry. These changes enhance the functionality of the RMA module by alerting the operator to items not eligible for return, or to any expired warranties during return processing. The operator can opt to extend the warranty on any item as appropriate.

If you utilize ACT! or SalesLogix, you may give your salespeople access to the MAS 90 or MAS 200 RMA Inquiry directly from those applications. Salespeople can perform status checks and ensure they are giving the customer up to date information.

### An Integrated Solution

Combined with the awesome power of its companion MAS 90 and MAS 200 modules, the new RMA module creates a completely integrated return management solution that streamlines operations and increases customer satisfaction. For further information, or to see a live demonstration of the exciting new RMA module, please give us a call. ☆

## Headline News Cont.

### Entry Level E-commerce For MAS 90 and MAS 200

New for MAS 90 and MAS 200 customers, WebsiteTrader offers you the ability to easily create an online store for your goods and services. WebsiteTrader is a simple to set up, stand-alone offering with a robust set of tools, and is designed to offer you the opportunity to explore the benefits of e-commerce without making a large investment.

WebsiteTrader is available to customers with a current Best maintenance or support plan, and is priced affordably at only \$500 per year, and also includes a no-risk 30-day trial period. ☆



Do you still use Excel to produce financial statements? How about making that job easier!



## Future Thoughts: What Lies Ahead For MAS 90 And MAS 200

Even as Version 3.7 is shipping, we look forward to the planned release of Version 4.0, which will include sweeping changes and fabulous features. Version 4.0 will introduce core architectural changes to MAS 90 and MAS 200 intended to provide greater underlying flexibility and ease. The changes will enable Best to more easily add enhancements and expand fields, will aid Master Developers in producing non-invasive enhancements, and may allow customers to perform simple customizations. There are significant changes planned, and they will be phased in over time.

Here's a preliminary look at what is expected in the first release: An expanded General Ledger Account Number (32 characters, 10 segments), unlimited budgets, a new security system integrated with Windows Authentication, a Crystal Reports Wizard, and Customizer enhancements. Best Software is planning for an extensive Beta testing and controlled release period before the tentative release date of second quarter of 2003. Look for updates in this section of **\*info** as more details become available. ☆

The F9 spreadsheet tool from Synex Systems Corp. ([www.f9.com](http://www.f9.com)) utilizes Dynamic Data Exchange (DDE) technology to deliver data from the MAS 90 or MAS 200 General Ledger accounts directly into your Excel spreadsheet program. When you activate the hot-link from within your spreadsheet, you create an automatic link to your General Ledger data—and each cell in your spreadsheet can be hot-linked to any data item in the General Ledger module. Now real-time information is available within your spreadsheet—allowing you to take advantage of your Excel expertise without re-keying data into your spreadsheet. Please call us to learn more about this remarkable tool, we would be happy to show you how F9 can work for you. ☆