Jack Roffel & Associates

"Software Designed With Rebuilders in Mind"

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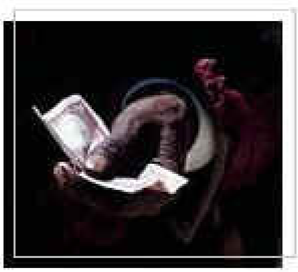

Shop Trac FAQ

Right click here to save this document as a PDF file on your computer!

This section is devoted to the most common questions we receive. If you have a question that you feel could be added here, please submit it via the Contact Us form. We update this page on a regular basis. Remember to check it when you return!

- **Q.** How do I close a period, and why would I wish to do so?
  A. The option to close a period is located at Transaction | General | Period End. This option requires SUPERVISOR access. This option when used will close the 'oldest' period that is open. You would do this to prevent any transactions from being back-dated and posted to this period. Please note that you should **never** close the current period!
- How do I do a 'Year End'?
  A Year End should be completed within 6 months after this fiscal year is over. Sometime before your fiscal year end, you should use the option Transaction | General | New Year (this option is hidden and requires you to scroll out the bottom of the menu) to open up 6 additional periods numbered 13 through 18. This will allow you to extend the use of Shop Trac 6 months into the new year without completely closing the old year. You will still be able to edit/add year end transactions by back-dating them. Once all of the year end transactions are complete use the Transaction | General | Year End option to close the year. Please insure that you have printed all required reports and statements before you close the year. The Year End procedure requires SUPERVISOR as well as 'Exclusive' access. There will be several prompts to create files, and these are normal. **Make a BACKUP before processing a year end ... just in case!**
- **Q.** I am starting a new year, and Shop Tract will not let me advance the date. Why?
  A. you need to start a new accounting year first. Shop Trac will allow you to open 6 months of a new year before forcing you to close the previous year. This allows time to complete accounting and year end procedures for the previous year. The Transaction | General | Start New Year is the option used to start a new accounting year. This option requires SUPERVISOR access.
- **Q.** When processing a purchase order or invoice transaction, I get an "Error in Costing" message, and the transaction aborts? What happened? How do I complete this transaction?
  A. The most common reason for this error is having the same part number twice on the same document. When the update routines encounter the 2nd instance of the number, the costing information is no longer current. If 2 instances of this part number is correct, then simply repeat the attempt to post the transaction, since each time this message appears the costing information is corrected. Another reason this error can happen is when you returning parts and/or cores that are not in inventory. Returns always assume the current net price. This price is also used to adjust costing information when the transaction is posted. If the inventory is not available for return, there will be a "Error in Costing". Simply repeat the posting since costing is corrected each time this error message appears. If this problem applies to more than one part number within the transaction,

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Web Site News!

This box will always give you the latest news about changes to this site.

New Tech Tip bulletins are now available for download as PDF files. See the individual bulletins for the link!

The Shop Trac FAQ has been updated!

New Shop Trac and IMS/ACTR/ACTP Tech Tips.

New price lists have been posted:

Stanadyne Canadian (Cadel) 01-2005
Stanadyne US 2005

The latest Shop Trac Update is dated 01/10/2004. The latest IMS/ACTR/ACTP Update is dated than this message will appear again. Keep attempting to complete the transaction, until all costing error have been corrected.

11/30/2003.

- **Q.** Can I change the 'Manufacture Code' for an inventory item?
  A. Yes and No. Yes, if the balance is zero, or if the 'Inventory GL Account' of the new code is the same as the old one. If either of these conditions is not met, then changing the 'Manufacture Code' will cause the inventory to go out of balance.
- **Q.** I like to use the 'Flat Rate Database', but I would sometimes like to use a different 'Sales GL Account'. Can I do this?
  A. Yes. If you would always like the user to input the 'Sales GL Account' when using this database, then simply leave the 'Sales GL Account' field blank in when creating the entry in the 'Flat Rate Database'.
- **Q.** I have a part number, that when input on an invoice comes up blank! All the information about this number seems ok, yet the invoice cannot be processed properly due to the blank part number field. What happened? Can I fix this?
  A. This problem is not only limited to the invoice, but can happen on any SED where an inventory part number is required. What has happened is that the part number field has inadvertently been replaced with a <SPACE>. To fix this, call this part number up using Edit | Inventory | Add/Edit. Now move the cursor to the part number field, and input the part number again since this field will be blank. Do not press <ENTER>, but use the <RIGHT ARROW> key to return the cursor to the home position in the part number field. Now press <ESC>, and then select <Save> from the *Edit Menu*.
- **Q.** I have already been running a new year for six months. When I attempt to start the seventh month, I cannot advance the date. Why?
  A. *Shop Trac* can only run into the first six months of a new year. Prior to this, the previous year must be closed. To close the previous year, use the Transaction | General | Year End option.
- **Q.** I would like to assign my own invoice numbers, rather than have *Shop Trac* assign them for me. Is this possible?
  A. Yes. Simply set all the invoice number counters in the Setup | Defaults option to 0. This same feature is also available for purchase order and cheque numbers.
- **Q.** I have an inventory item that has an incorrect *Inventory Asset* Gl account. I cannot correct this because this the cursor skips past this field. How can I change this account to the proper value?
  A. This field cannot be changed for any inventory items that show a cost value, since this would cause the GL integrity to fail. To change this account, first use the Transaction | Inventory | Adjustment option to reduce the Total Cost for this item to zero. Once the Total Cost is zero it is possible to change the *Inventory Asset* Gl account. After the account has been changed to its proper value, use the Transaction | Inventory | Adjustment option to increase the Total Cost value back to the previous amount.
- **Q.** I am at the first day of a new fiscal year, and *Shop Trac™* will not allow a date within this new year. How do I start the new year?
  A. Using a date from the old year, use the Transaction | General | Start New Year option. This will add 6 periods to the current year, allowing you to use dates and input data for the new year. When you have ALL of the previous years accounting entries complete you can close the previous year using Transaction | General | Year End option.
- **Q.** When I purchase a core, the vendor information for that inventory item is updated to indicate that a core is outstanding. How do I remove this information when the core is returned to the vendor?
  A. Cores should be returned using the Transaction | Purchasing |

Purchase order module. Outstanding cores are treated just like an outstanding order and/or backorder. Use the <F4> key from the Part Number field to access a list of all outstanding items for the currently selected vendor. Select the core from this list, and repeat this procedure for all cores being returned for this vendor. When the order is complete use the *Issue & Receive* option to generate a payables transaction and to update the inventory files to indicate that these cores have been returned. When you receive the credit from your vendor, modify the payables transaction that was created as required.

- **Q.** How do I look up a price from an on-line price list?
  A. This can be done in a number of different ways. Many of the price fields allow you to access an on-line price list by using the <F5> key. The on-line price lists are also available using the *Quick Menu* from almost anywhere in the system using the <ALT><Q> key combination.
- **Q**. I understand that *Shop Trac™* maintains individual sales and purchase history for all inventory items. Where do I find this information?
  A. Using the Edit | Inventory | Add/Edit option select a part number. The *Edit Menu* at the bottom of the screen contains both a *Customer* and *Vendor* option. These options when selected will display another drop-down menu from where all the detail information can be accessed. Note that the entire menu cannot be displayed at once. Use the cursor keys to display portions of the menu that are hidden below the SED.
- **Q**. A customer has returned some parts. How do I handle this?
  A. A parts return is simply a sale in reverse. Create an invoice for the customer and use negative quantities for the parts that are being returned. Note that when a negative quantity is used, that the cost field becomes accessible for adjusting the cost if required. When the invoice is processed, these parts will be returned to inventory, and sales will be reduced.
- **Q.** I did a 'GL Integrity Test', and it fails. How do I correct this?
  A. We have issued a Tech Tip Bulletin for this very purpose. See Correcting an Out of Balance GL for additional information.
- **Q.** I received inventory, but when the invoice arrived the prices were different then those that were used when this inventory was received. Can this be corrected?
  A. This will require 2 steps to correct. First the payables document that was posted when the inventory was received will be incorrect. Use the Transaction | Payable | Ledger option to retrieve this document. Unpost it using the option on the 'Edit Menu'. Correct the GL breakdowns as needed. Please note that any changes to inventory will have to be posted to the 'Inventory Adjustments GL' account. When finished, Repost this document using the option on the 'Edit Menu'. Now use the Transaction | Inventory | Adjustment option to correct the cost values of the affected part numbers
- **Q.** What happens when I sell more of an item than I actually have in stock?
  A. Such a sale is possible with user confirmation. The total cost value will be averaged over the number of items sold to insure a balanced transaction. The balance will NOT go negative. Sales will increase as if inventory levels were sufficient. The 04/28/97 update included a change that changes the behavior of this situation.
- **Q.** I received a new Delphi price diskette. How do I install it?
  A. Use the **U**tility | **I**mport **P**rice List option. A predefined format for Delphi may already exists, and can be selected from the 'Format' field with the <F2> key. If you need to change the format, make sure you use the **S**ave option on the 'Edit Menu' to update the format database.
- **Q.** I just installed an update diskette, and now the invoice and statement do not print correctly. What happened?
  A. If your installation included custom form format files, then

these files only exist on your original diskette. Use this original diskette to reinstall these forms. When installing updates do not install form format files, unless your forms are standard forms that are supported by *Shop Trac*.

- **Q.** I am updating my hardware to include a local area network (LAN). Will *Shop Trac* run ok?
  A. *Shop Trac* is available in both single and multi-user versions. If the single user version is run on a LAN, file and index corruption is a real possibility. To operate in a multi-user environment, you must upgrade to the multi-user version of *Shop Trac*. The program looks and runs the same, but with the added protection of file and record locking as well as transaction control. It is very important that you do NOT operate the single user version of *Shop Trac* in a multi-user environment.

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