

Setup Guide

Technical Support - Version 9.0

To complete the activities in the Technical Support curriculum, review the information in this setup guide to ensure you have the correct modules, case studies, and settings defined.

Software Requirements

<i>Software</i>	<i>Version</i>
<i>Sage MAS 90 and 200</i>	
• Library Master	4.10
• General Ledger	4.10
• Accounts Payable	4.10
• Accounts Receivable	4.10
• Bank Reconciliation	4.10
• Payroll	4.10
• Inventory Management	4.10
• Sales Order	4.10
• Purchase Order	4.10
<i>Technical Support Case Study (TS1 and TS2)*</i>	<i>9.0</i>
<i>Demonstration Data (ABC) from the Sage MAS 90 CD</i>	<i>4.10</i>
<i>Access to the Sage Software Online Web site</i>	<i>N/A</i>
<i>Acrobat Reader</i>	<i>6.0</i>
<i>Internet Browser</i>	<i>5.0 or higher</i>

* **Note:** Refer to the Welcome and Introduction lesson in the Tech Support course curriculum for information on downloading the case study.

Special Security Settings

Some activities may require you to select a specific user of RMD or Supervisor. These users were created in Sage MAS 90 as part of the classroom training and have full access to all tasks, security events, and module options.

- If you are able to create user logons and modify roles, create RMD and Supervisor as users. Assign them to a role with full access to all tasks, security events, and module options. Provide access to all companies created as part of the case study.
- If you cannot create these users, substitute your logon name when prompted to select either RMD or Supervisor.
- If security is not enabled, you may not be able to complete all steps in an activity. For example, some activities may require you to create a specific user logon. If this occurs, skip the activity.

Sales Tax Setup

Special setup is required for Accounts Payable, Accounts Receivable, and Sales Order to ensure that sales tax information is defined correctly for activities. Set up taxes based on the screen shots provided on each workstation prior to installing the case study.

Tax Codes

Sales Tax Code Maintenance (SB1) 4/5/2005

Tax Code: CA
Description: California
Short Description: Califo

Taxable Limit: 0.00
Calculate Sales Tax on Retention:
Expense to Vendor/Item:
Tax on Tax:
Tax Class:

	Tax Class	Description	Tax Rate	Sales	Purchases	Nonrecoverable Pct
1	NT	Nontaxable	.000000	<input type="checkbox"/>	<input type="checkbox"/>	.000
2	TF	Taxable Freight	.000000	<input type="checkbox"/>	<input type="checkbox"/>	.000
3	TX	Taxable	7.250000	<input checked="" type="checkbox"/>	<input type="checkbox"/>	.000
4			.000000	<input type="checkbox"/>	<input type="checkbox"/>	.000

Accept Cancel Delete ?

Sales Tax Code Maintenance (ABC) 12/1/2005

Tax Code: CA OR
 Description: Orange County Short Description: Orange

Taxable Limit: 0.00 Calculate Sales Tax on Retention:
 Expense to Vendor/Item: Tax on Tax: Tax Class: []

	Tax Class	Description	Tax Rate	Sales	Purchases	Nonrecoverable Pct
1	NT	Nontaxable	.000000	<input type="checkbox"/>	<input type="checkbox"/>	.000
2	TF	Taxable Freight	.000000	<input type="checkbox"/>	<input type="checkbox"/>	.000
3	TX	Taxable	.500000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	.000
4			.000000	<input type="checkbox"/>	<input type="checkbox"/>	.000

Accept Cancel Delete [Print] [Help]

Tax Schedules

Sales Tax Schedule Maintenance (SB1) 4/5/2005

Tax Schedule: CA ZIP XRef... State XRef...
 Description: California
 Print Tax Code Detail:

	Tax Code	Description
1	CA	California (Primary)
2		

Accept Cancel Delete [Print] [Help]

Sales Tax Schedule Maintenance (SB1) 4/5/2005

Tax Schedule: CA OR ZIP XRef... State XRef...
 Description: Orange County
 Print Tax Code Detail:

	Tax Code	Description
1	CA	California (Primary)
2	CA OR	Orange County
3		

Accept Cancel Delete [Print] [Help]