The importance of upgrade plans

There are a number of great reasons to keep your Adagio software upgrade plan up to date. Of course, always having the latest feature set at your disposal is an important benefit of "being a member", but there are other privileges that will truly give you the most bang for your buck.

Free Access to Softrak's Online Technical Support Forum

Softrak's online technical support forum is a great resource for answers to your technical queries. The site is constantly monitored by Softrak's technical support staff, as anyone who has ever scrolled through the site has witnessed. There are also many top-notch Adagio consultants who troll the site, looking for ways to show off their expertise by helping you for free. Be sure to check it out at www.softrak.com under the Support heading. You don't need to be on an upgrade plan to peek in, or to post a question in "general inquiries", but if you want to post a question in the meatier "Technical Support section", you must be an upgrade plan member get authorized.

Free Adagio Webinars

Adagio users with an upgrades plan get free access to on-demand, recorded webinars as well as the live Wednesday webinars. At only 45 minutes to an hour, these sessions have something for everyone, and can easily fit into a busy day — no traffic to fight, no parking to find! The Wednesday webinar series demonstrates the features of the most widely-used Adagio modules. It's not in-depth training like the kind we provide, but you will pick up some handy tips and tricks. These seminars cycle through in about three months, so there will generally be some new information added each time. Find a complete schedule online at www.softrak.com under Training.

Keeping up with Windows

Windows is generally upgraded once a year. New capabilities in Windows can only be exploited by newer versions of Adagio. Softrak is a great company, but they aren't psychic.

Upgrade Plan Members Stay "In The Know"

Unforeseen software glitches happen, even to robust technical support stars like Softrak. You will be automatically notified when bugs are fixed and a Service Pack is up on the web.

You also will have Softrak's ear if you like to make suggestions for future releases. Softrak really considers their upgrade plan members as partners in future development.

Easier Budget Approvals

A regular annual fee is easier to budget for than an exceptional expense (if you need to upgrade from several versions ago). Regular expenses, planned well in advance, generally are much easier to sell to the powers that be than larger lumps.

Regular, Worthwhile Upgrades

Of course, the biggest reason to be on an upgrade plan is to stay current with the latest and greatest versions of Adagio, and Softrak does put out new releases regularly.

If you are not on an upgrade plan, give us a call and we can let you know what is involved for your specific installation. ♪

More upgrades on video!

In the last issue of The Score we let you know about Softrak's online video featuring their upgrade to Adagio Receivables. Now they have one for their latest upgrade to OrderEntry, 8.1D.

To watch it, visit www.softrak.com and go to the OrderEntry 8.1D link on the right hand side under "New Releases".

Plan Now For AOC 2011

If Adagio Accounting is an important part of your business life, plan to attend AOC 2011 in North Vancouver, BC., May 15-17. Who comes to the Adagio Opportunity Conference?

- Users of the Adagio Financial Suite and/or Operational Suite
- CFOs, Controllers, Managers, Supervisors
- Adagio Consultants and Dealers

Adagio 2011
Opportunity Conference

The AOC is three days of learning, round table discussions, networking and trade show displays. Visit www.softrak.com for more information. ♪

Deleting a Department

Question: In Ledger 9.0, can you delete a department without deleting its related accounts?

Answer: You cannot delete a GL Department if any of the associated accounts has posted transactions for the current or next year. If none of the associated accounts has any activity, you can delete the department. You will be asked whether you want to delete the associated accounts or leave them, so you do have the option of not deleting related accounts.

Multicurrency Price Lists

Question: We have two price lists set up with the code "ELIASO", one USD and one CAD. We have a US customer who uses this price list. How does Adagio tell whether to grab the Canadian or US price?

Answer: Adagio uses the currency code of the customer. For your US customer, it uses the US version of that price list code.

Second Payables Payment

Question: I have an invoice where we issued payment for one half a month ago. Now we want to issue the check for the second half. Adagio says that we cannot pay more than the maximum amount. We just want to pay the outstanding amount. Can you help us?

Answer: When an invoice is partially paid, the 'Maximum Payment Amount' in the control payment is set to 0.00. This is because there is usually a reason why the invoice was not fully paid, so some intentional action is required to ensure that the remainder is not paid by accident.

To pay the remainder, open Control Payments and find that vendor invoice. Change the maximum payment to the outstanding amount. You will then be able to pay it.

If you are using the current version of Adagio Payables 8.1C, you can do the same control payment change directly within the Vendor Transaction function (ie Edit the vendor, go to the Transactions tab, see the Applied information for the invoice, and see the Control Payment information to edit as desired).

Cash Import to Receivables

Question: I have some cash batches I need to import into Adagio Receivables. They all import correctly except in the case of open item customers.

For open item customers it is giving an error message that the document number is missing. I do not have the document number that the payment is to be applied to. Is there any way to go ahead and import the batch and have my receivables personnel apply the payment after the batch is created?

Answer: Yes. If you are importing detailed cash batches, for example, you simply define the document number as a default field with a blank string in your defined template. (You set the default settings for the string at the bottom of the window.)

With a blank document number, the cash import will retrieve the batches as unapplied amounts that a subsequent person can later assign to the proper or known document number within the customer's account.

Forecasting Sales by Month

Question: I am looking for help in deriving sales history by quantity and month by item, all at once. Is this possible? I am using SalesAnalysis.

Answer: Yes, there is a method in SalesAnalysis. You should add the Amount field as a selected field 12 times, each time changing the Field Title, specifying "MTD" as the Date Range, and changing the Interval from 0 to 11 for each instance. Then, when you view the inquiry, choose the end date. It will put all 12 months side-by-side.

Remember Report Settings

Question: Recently, I have been unable to print the entire monthly GL listing as one print job.

Instead, I have to print first the balance sheet accounts, then ask for the revenue and expense accounts. I also have to define a range of accounts, which I didn't have to do before. Previously, the system assumed that I wanted the entire ledger, unless I specified certain accounts.

Answer: If you are using the most current version of Ledger, 9.0C, go into File | User Preferences | Report Options and uncheck "Remember report settings". If it is an older version of Ledger, you will find the option under Edit | Company Profile | Options. That will solve your problem. ♪