

Reference Manual Back Office

Five Star Hotel Systems
Corporation

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If your computer freezes during processing, or if you get an error or 'Problem' message on the screen while using Five Star, do not turn it off, do not press the reset button, and do not press control-alt-delete. If you do, you may damage Five Star Files. Try the following first:

Press the Esc button 3 times or press Ctrl-Break.

If the screen responds, press the * key and press Enter.

Type START and press Enter.

If the screen does not respond to these keystrokes, press Ctrl-Alt-Delete once. When the Close Program window appears select Five Star if not already highlighted, and click on the End Task button.

If these steps do not produce a response, your computer is actually already off, and your only recourse is to turn it off. Leave it off for 10 seconds, and then turn it back on. Let the Windows Scandisk program run, and then when you start Five Star, you should use the Data File Integrity Check program on the Administration menu, and then the Rebuild Room Cross Reference program on the Hotel Setup sub-menu. These programs ensure that all your hotel files are correct and are the same.

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Hardware Requirements

Computer. The Five Star system can be run on an IBM compatible Pentium or better with 16 megabytes of ram and at least 1 gigabyte of free disk space. Use a SVGA colour monitor or better. A Pentium II 350 or better is recommended for optimum performance. To save years of history use a 4 gigabyte (GB) hard disk or bigger.

Hard Disk Size. You must have minimum of 50 megabytes free on your hard disk for the program and starting data files. If you intend to save history for more than one year your disk requirements grow.

Printer. All built-in reports can be printed on a narrow carriage dot matrix printer, wide printer, laser, or inkjet printer. Reports you design using the build in report generators may be more informative if printed on wide paper, so you may want to use a wide carriage dot matrix or laser printer instead. The printer must be IBM compatible or Epson compatible. Any dot matrix printer purchased since 1990 will be compatible. The Roland/Raven/Panasonic printer models work well. Their prices are low, and they offer auto paper feed and auto tear off features. Get the quiet option. This printer is very quiet, which helps a lot at the front desk!

CD Rom Drive. Your computer must have a CD ROM drive. The Five Star system is not shipped on floppy disks.

Monitor. Use an SVGA screen or better. If you plan to work in front of the computer screen all day, get a 15" or bigger .28 dot pitch non-interlaced SVGA screen. Your eyes will thank you in five years!

Performance. Performance of Five Star is significantly enhanced with 2 things; extra memory and 100 megabit network cards (if you are using a network). While memory prices fluctuate, upgrading from 16 Mb ram to 32 Mb or more can increase Windows 95 performance dramatically.

Power Protection. Plug the main computer or server into an Uninterruptible Power Supply (UPS) to ensure data security. The American Power Supply Ltd. UPS works well. Use at least a power surge protector on any work stations connected to the server. We strongly recommend the use of these precautions, as it is inevitable that without them your computer will be subject to power failures, brown outs and fluctuations. This can affect the integrity of your data files, and cause data loss.

Most UPS's will keep your computer and monitor operational for 10 minutes to an hour or so. We recommend that you keep the monitor, printer, and computer plugged in to the UPS. You should finish what you are doing, and exit out of the Five Star system by pressing the F4 key until you are out. Then turn the computer off until the power comes back on. If you have a very powerful UPS you can continue to use the system. If you don't need the printer, turn it off during the power failure. If your printer is not plugged into the UPS during a power failure, and you are printing a report, you will get an error in Five Star, and you will not be able to continue. That's why you should keep your printer plugged in to the UPS, despite what the UPS manual suggests.

Back Ups. Use a zip drive or hard disk to hard disk technique for making security backups. See the section below called Making Backups. With the very large hard disks on the market you must buy for your network workstations, our first recommendation is a disk to disk backup. Use a program like PKZIP (find it in your \GJC\GJC directory with Five Star) to shrink the file size and copy it to the second drive. Reliability is actually far greater than tape back ups. They protect you from hardware failures (9 out of 10 times you need to restore a backup is because of hardware failure. Only 5% of the failures we see are due to fire or theft. The disk to disk backup will not protect you if you have a fire or theft of both systems, so the zip drive backup is still essential. Of course, you must keep the zip disks off-site to be protected.

Anti Virus: In the last 2 years we have seen an alarming increase in the frequency of viruses. A virus can be as simple as an irritating warning, but much more frequently the result is damage to your computers files. If you are hit without virus protection, you will lose 2 to 50 hours of time correcting the problem. You may permanently lose information that no amount of time can correct.

You must use a virus protection program and get it updated at least once per year. There were over 7000 viruses as of 1996, and as new ones are invented (about 2000 new ones in 1995) you must get new virus software updates frequently. We recommend McAfee Anti Virus or Norton Anti Virus. Both have Windows 95 versions. You can get either at your local computer store. Every computer must be protected. One out of 5 computers will be hit by a virus this year according to experts. By the year 2000 you will have a 2:1 likelihood.

Viruses travel most frequently by diskette and internet. When you copy files on to a diskette, the virus comes along for the ride. When the disk gets to its next destination (your computer) it gets off, as you copy or use the files on the disk. Some viruses are even smarter than that. Some can travel over a modem, like from a bulletin board, or the internet. They can also travel easily along a network.

You must let your staff know about the risk of viruses. They must know they may not bring in disks from home and load them without permission. Some firms consider doing so grounds for dismissal. The disk should be scanned by the virus program before attempting to load it. The virus program must be running as it is loaded. If you write protect a diskette (move the 1/4" square black tab at the top corner of the diskette up so that you can see through the hole in the diskette that is created when you move the tab up) a virus cannot migrate to the disk. However the disk could already be infected so that alone doesn't guarantee protection. If you ever see your computer checking the diskette drive when it shouldn't be (the light flashes on the drive) you may have a virus trying to migrate.

If you think you have a virus, it is worthwhile having a computer expert deal with it. Some are hard to get rid of, some get nasty when you try, by doing their damage then. To get rid of the virus completely you must make a boot diskette from another computer that you know is not infected. Write protect the diskette so the virus can't get on to the safe boot disk. Next run an anti virus program from another disk, not from your hard disk. Your copy of the anti virus program may have been corrupted by the virus! If your anti virus program knows about the particular strain of virus you have, it will attempt to eliminate it. It may succeed or it may fail. If it fails, another anti virus program might succeed, or getting a more current version of the one you have may help. The virus software might not even detect the virus, if it has not been programmed to recognize that particular strain.

Installing The Program

See the section on networking first if you will be loading the Five Star system on a network.

Install Five Star from the CD ROM simply by inserting the CD in the server's drive and then wait. Don't try to install from the CD onto network workstations if you use a network, the programs you load on the server will be used to connect the workstations.

At each prompt of the installation simply press enter. The installation program will automatically copy the files to your hard drive.

After the installation is complete if you are loading the program for the first time you must stop and call Five Star support at 416-545-3147 to get an installation code. Without this code the program will not run. You must call between 8 am and 5 pm Ontario time Monday to Friday except holidays.

The installation program will create two new buttons on your start menu which you use to run the program, and to practice on the 'Learning Hotel'. To immediately confirm the proper installation click on Start and then click on the new Five Star button on the Start menu.

The Five Star system will begin, and a further preparation program will run, expanding files and confirming or creating data files. This step is always done automatically by the Five Star system the first time after an update. It takes 2 to 5 minutes depending on the speed of your computer. The following screen will appear:



Figure Log on

Setup on a Network

The Five Star system has been tested and proven on the LANtastic, Novell, Windows NT, and Windows '95/98 Networks. If you use a different network we cannot guarantee full operability, although compatible networks (like Token Ring) should present no problem. We recommend you use Windows 95/98 or NT. You should have a competent network installer set up your network for you. You can set up the Five Star system on a network yourself, but we recommend that you use your installer if you are uncertain of what networks require.

The Five Star system is fully multi-user. That means that you can have more than one person at a time using exactly the same program. However you must do a few things to ensure that the program is able to keep each terminal organized properly.

The first step is to determine which computer to load the programs on. This is usually the main computer, or server, as it is called. Be sure you have security clearance to the server before you begin the installation or the program will not be completely installed. Use the normal installation procedure described in the section above.

The next step is to set up the additional computers on the network, called the workstations. Follow these instructions for each workstation:

1) Log on to the workstation. Use the Network Neighborhood or Windows Explorer to connect to the server's hard disk to make sure you can. We will assume for this section that the server's hard disk is drive E: and the work station's hard disk is drive C:. If your drives are lettered differently substitute the drive letters you use. You should have your network installer do this for you – it ensures that your network is in fact working.

2) Click Start, then Run, then Browse, then Look In Desktop, then double click E: (or the drive the workstation sees the server as). You should then see a folder called GJCWIN. Double click this folder, then double click the WRKSETUP folder. Double click the WRKSETUP file within the folder, and you will be brought back to the Run window with WRKSETUP in the selector box. Click on OK to run the program. Press enter at each stage until the screen asks you what terminal number you want to choose.

You must name each computer on the network differently. You should name the server T0 if you can work on it. The first work station should be T1, the next one T2 etc.. You can use T0 to T9, and TA to TZ. The code MUST be 2 characters, the first a capital T, and the second a unique number or capital letter.

Continue pressing enter at each stage until the workstation setup is complete. If you have purchased Call Accounting or Interfaces, at one point in the installation the program will ask if you want the station to be

configured for call accounting or the interface. Answer No, and the setup program will create a normal workstation for daily use. On the computer you want to act as the call accounting computer and as a workstation for daily use, run the setup program by saying yes to the installation questions.

Disk Defragmentation

We highly recommend the use of the Windows 95 Disk Defragmenter program on the System Tools menu. Run it once every 3 months. Your Five Star system will run MUCH faster and the probability of disk read errors is reduced. Over the course of two or more years of use of the Five Star system your data files will become very defragmented, because they start off small, and grow by one record at a time. This can result in defragmentation to the extent that you may not be able to defragment the disk. At this point the only way to defragment your disk is to back it up, delete it and restore from the backup. You can avoid this serious problem by defragmenting your hard disk every month or so.

Do not defragment your disk if you are using the 30 day trial period version of the Five Star system. The program will not run after you do.

Introduction to the Five Star System

Welcome to the Five Star Back Office System! You have chosen one of the easiest, yet most comprehensive software packages available for the lodging industry.

The manual also offers many suggestions about getting the most out of the system. You may have many business decisions to make, such as what kind of guest history gives you the most useful information for marketing, so the manual offers tips gained from our experience with other lodging properties throughout.

Highlight Features of the Five Star System

Here is a list of the most important benefits and features of the Five Star system.

- fully integrated, meaning that when you enter information in one program, all others know about it immediately. This saves you steps, reduces errors, improves the timeliness of reporting etc. and generally makes your business easier to manage.
- no month end or year end special procedures, the system does it all automatically.
- easy to use security system makes your companies and software features invisible for users who don't have access to them.
- pop up look-up windows, speed searches, fuzzy text searches, on every field in the system makes it unnecessary to remember codes.
- pop up context-sensitive help on every field and every menu in the system. The entire user manual is on the computer. Do index searches on any word in the manual. Learning was never easier.
- pop up tools are available from anywhere in the system, including calculator with insertion capability, calendar for any month, alarm clock, internal E-Mail system, short form addresses to speed name & address entry, loan & mortgage calculator, company phone book and personal phone book.

General Ledger

- fast journal entry screen.
- accrual entries automatically reverse themselves next period.
- recurring entries.
- prints 4 types of trial balance, a detailed general ledger printer report, source journals, and inquiries by account.
- retains history files and current.
- automatically closes month end AND YEAR END all the time. No month end or year end routines needed.
- handles accounts, departments, and sub-accounts.
- fixed asset module tracks depreciation and automatically posts journal entries.

Budgeting

- import from Lotus or Excel.
- allows next year setup before this year is finished.

Financial Statements

- fully user designed, but completely user friendly.
- exceptional flexibility, includes monthly, quarterly, annual, previous years, months, budget, spreadsheet style, calculations, percentage of income style
- automatically receives all transactions from the front desk (fully integrated).

Accounts Payable

- full reporting in detail or summary, cash requirements report, inquiries, GST.
- retains unlimited history.
- prints cheques in bulk or singly.
- prints laser cheques or dot matrix style.
- pay invoices on file or quick cheques.
- includes bank reconciliation features.
- fully integrated to the front desk for travel agent cheques.

Accounts Receivable

- customer statements, user defined delinquency letters & lists for collections.
- aged reporting in detail for you, or summary for the bank.
- fully integrated to the front desk for direct billings.

Starting the System for the First Time

Without further ado, let's begin. If you haven't configured your computer and installed the Five Star System as described above, turn to that section and do so now. If you have, . . . Turn your computer on and when your desktop appears click Start select the Five Star Option. The following screen appears:

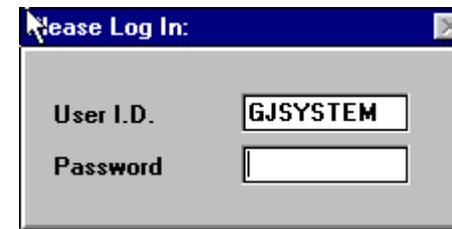


Figure - security log on screen

All users must access the system from this screen with their User ID and Password. This is the basis for a very powerful and easy to use security system. Without a user ID and password an unauthorized user cannot continue.

Your User ID is TUTORIAL. You can type it in capital letters or lower case, the computer doesn't care. When you have typed it correctly press <enter>. The cursor (the flashing little bar which indicates where you are typing) moves to the next line for your password. Now you must enter your password. Type the word SECRET in the password field and press <enter>. Notice as you type, the letters do not appear on the screen. This is to ensure that someone walking by doesn't see it and later use it without authority. Again it does not matter if you type SECRET in capital letters or lower case.

If you typed the User ID and Password correctly you should see the main menu appear like Figure - Main Menu.



Figure - Main Menu

If the computer beeps and puts you back at the User ID field, you must have typed either the User ID or password incorrectly. Try again. If you try three times you're out! That is, the computer will remove you from the Five Star system back to your 'Main Menu'.

To exit the system, click on the X on the top right corner of the window. This is the standard way of exiting a Windows 95 screen. Or you can press the F4 key until you get out. Now try to get back in on your own. . .

Now that you're in the Five Star system ready to go, what next? Usually . . .

HELP!!!! - What to do when you don't know what to do.

The authors of the Five Star system have the experience of thousands of users, and we know learning a computer system is a challenging task. The ease of use of this program, and the help available from Five Star Computing will ensure your success.

We offer such a comprehensive help system because we know how important your success is. We could design the most sophisticated system in the world with every feature imaginable, but if you are not successful at implementing the complete system, the software isn't worth the disk it comes on.

We offer telephone support as you need it. Even if you are stumped by the manual and all the other forms of help, we can get you through. We also offer on-site and classroom training, the most comprehensive way of all to learn.

Here is a list of the ways you can get help:

On screen help. Windowing technology allows the program to put a little hint on the screen at each important step. When you place the mouse pointer over any tool bar button at the top of the screen, or any field on the screen, within a half second a message tells you what the button or field does right next to it. As you proceed through the screens hints pop up as you need them and then go away as you move on. Screens remain uncluttered and easy to understand.

Pop-up help window. Every line of information you enter and every menu option in the system has a pop up window for help related to that specific line or menu choice. There are hundreds of help windows in the system. Simply click on the ? button on the button bar, or press the F1 key and the help window will appear with information about the line you are on or the menu option you are on. The information will relate specifically to the feature you are about to use.

An advanced feature of the F1 help window is its ability to let you add your own help to the window. (You cannot do this in Demo Mode). Press the F1 key and the F1 help window appears with information about the menu choice your cursor was at. Now, click the edit button in the help window. Press the arrow down key until the highlight bar is below the help information already in the window. Type a comment of your own. It can be as many lines as you like. When you are done press the F4 key and your extra help is saved. Go ahead, ask for the same F1 help window and see your extra help.

This feature is much better than rows and rows of yellow sticky reminder notes on your desk! Use F1 extensively as you establish your own procedures with the computer. The front desk supervisors we talk to like to use it to offer help on screen to junior users.

As you use the system for the first few weeks you should make a habit of pressing F1 at every input line and every menu choice, as there are volumes of useful information in the F1 help screens.

Some fields (as the input lines are called) require you to enter specific codes or pieces of information, such as when you are asked to type a billing code or room type, for example. If you hit the F1 key in such a field it will usually tell you to

Press F2 to pop up a window or type the code of your choice.

If the F1 help tells you to do this, the F2 key will give you a window with a complete list of all the valid codes you may type, or that you can select from the F2 window.

F2 to Find - One of the most important features in the system. Use the magnifying glass button (to the right of the ? button) on the button bar, or press the F2 key. Use the lookup window constantly so you can always see what your choices are at any field. This is one of the most useful features in the system. You can use the speed search capability of the find window. Just by typing the first three letters of what you are looking for (like the first three letters in your guest's last name) you will be brought to the place in the file where his name may be found.

The speed search always searches based on what you see in the left column of the find pop up window. In the front office system when looking up guests this will be the last name or the room number depending on the screen you are in. Many people confuse the speed search with the text search. When in a find window if you type three letters you will initiate a speed search on those three letters immediately. Don't hit enter immediately, the speed search might not land on the record you want, you might have to press the arrow down key a few times to get to your record.

If, while in the find window you press F2, you can do a text search. The text search differs from a speed search because it looks through the entire data file for an exact match of what you type. It tends to be much slower when your files are big, whereas the speed search always takes less than 1/2 second no matter if you have 10 or 10000 records in a file. Use text search only as a last resort in big files. The speed search is the best tool for finding information instantly.

Reference Manual. This feature offers you extensive descriptions about using the Five Star system, and about related issues. Its help is longer and more detailed than the help window. It tells you about completing entire tasks on the computer, such as how to set up group reservations, or how to record cash receipts from American Express, etc..

While this manual completely describes all the features on the menu, you can refer to the F8 Reference Manual whenever you want this information on screen. You use this manual for step by step learning and the F8 notes as immediate reference to specific features or tasks.

Click on the Tools button (2nd from the left on the button bar) and choose reference manual. Using the arrow keys, highlight the Five Star Reference Manual tool and press <enter>. A screen like Figure will appear.

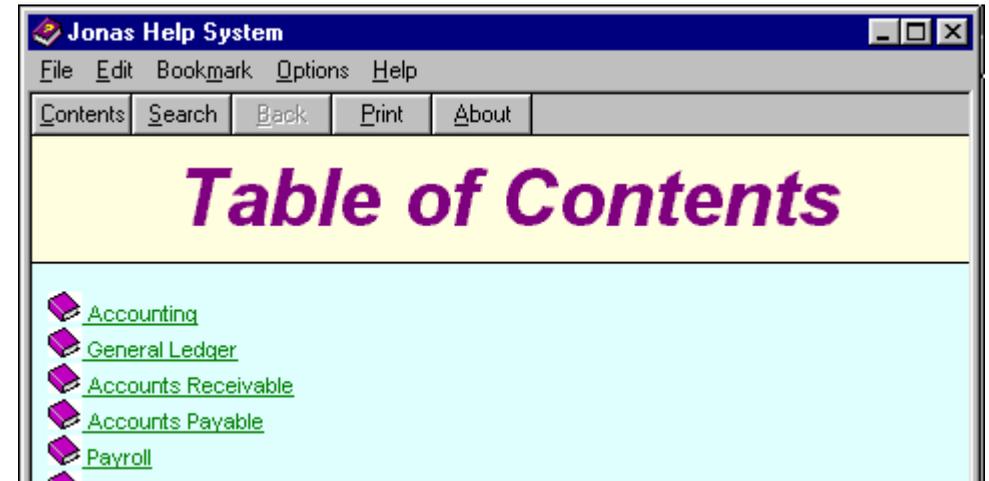


Figure - Five Star Reference Manual

Telephone Support

When all else fails (or just whenever you are ready) we are always available for you. The cost of support is just \$50 per incident from 8am to 5pm EST if you are not on a support plan, and \$85 per incident after

hours. Our extensive experience with the Five Star System, and with hotels, and with accounting, makes us the best way to solve all the things you can't solve on your own.

While every effort is made to ensure that this tutorial is complete, there will still be times when our experience will be the best answer. Your business is unique and may have unique requirements.

Suggestion: Get a binder or note pad for making a list of questions to ask us. Keep the list up to date, and when you do call you'll be able to get all your problems out of the way at once.

Conventions Used Throughout the System

The next section describes standard guidelines of the system. These are things that apply wherever you are within it. As they are described, try them.

Menus

The Five Star system consists of many programs, all of which are organized by 'menus'. You always start from the Main Menu and move to your specific function by selecting a menu choice. The main menu shows you all the functions (like general ledger taking etc.). The general ledger menu has more functions than will fit on one menu, so there is a sub menu with choices for setting up files, processing, reports etc..

To move around a menu try all of the following keys: tab key, arrow keys (left, right, up and down), the end key, the home key and the page up and page down keys. Each has its own way of moving you around menus. Also, try the mouse.

Hint: While the mouse is easy, it may not be faster, because you have to switch back and forth between the mouse and the keyboard. We find that the fastest users of programs like Five Star use only the keyboard, so they learn all the keyboard conventions first.

To make your selection highlight it and press <enter>. To exit the selection you have made press F4 or click on the X on the top right corner of the window.

Input screens

Most of your work is done on input screens. For example you enter accounts payable invoices on the invoice entry screen. Each screen has a specific function or set of functions. You generally move around input screens with the <enter> key to advance to the next field and the F3 to return to the previous field. Use the F4 key to exit the screen from the top of the screen only or to advance to the selection buttons from anywhere else in the screen. While you can move around the input screens with the arrow keys it is a bad habit to get into because the arrow keys in most screens give you a different route through the screen, used for special alternate circumstances. Use the enter key, it is the way Five Star is designed to be used.

You can use all Back Office programs to do the accounting for more than one company. You can operate as many companies as you need with Five Star. For example you may own a hotel company and a holding

company, or two or more hotels which are run as separate companies. You might use the Front Desk program at each hotel, but use only one Back Office program at your head office for the accounting of both companies. Second, it lets you set up your real company as well as a 'test company'. Use the test company mostly for learning the programs initially; many people find the test company useful over the long term for learning new features when Five Star adds them to the system.

Because all programs support this multi company capability, they all start by asking you which company you want to work on, like this:



If you have only one company, or if the correct one is already highlighted, simply press enter, or click on the next field. If the right company is not shown in the window, press the arrow down key to pull down the selection list, or click on the arrow at the right end of the field. Use the arrow key or mouse to select the company.

To make your system always display your most commonly used company, click on the User Preferences tool button



on the tool bar. Choose your favorite printer and most frequently used company from this screen. This button sets the rules for as long as you are logged in to the Five Star system. You can also set these rules up permanently in the User Preferences program on the Administration menu.

Selection buttons in Input Screens

At the right side of every input screen there is a group of option buttons. The selection buttons give you choices about the information you have entered on the screen . A few other important features are found on some selection buttons.

Every selection button has Okay and Delete options. You must ok each screen after you have completed it in order to save it permanently. Until you "Ok" the information is not written on the hard disk, that is, it is not permanently stored yet. You can return to the information in the screen to edit it simply by clicking on

the field you want to change, or by pressing the Tab key until you reach the field you want. If you pick the Delete option you will always be asked a second time to confirm that you do indeed want to delete the record on the screen. Delete only removes the record currently on the screen. Be sure you do want to delete before you confirm the deletion, because once you do, it's gone permanently.

You can also select options by pressing the Alt key, holding it down, and pressing the letter of the option which is highlighted with an underline under the letter. This is a quicker way to use the selection buttons choices.

Output to the printer, screen, ASCII File, Word Mail Merge, or Lotus

The Five Star system has the ability to send reports and inquiries to your printer, or any other printer if you have more than one. It can also send output to your screen. The Five Star system will automatically decide which printers or screen your output will fit on and will only show you the output choices it will print on. They will automatically be formatted correctly for the output device you choose. See Figure - Output Device to Screen for an example of the screen you use to decide where you want your report or inquiry to go.



Figure - Output to Device Screen.

The screen allows you to view your report on screen, or select from any printer, by clicking on the arrow at the right of the printer selection field. The Five Star method is more flexible than the standard Windows method because it allows you to hide printers by terminal number. For example, you may want printer

selection as simple as possible for your front desk staff, they should see only the folio printer, and it should be fast and simple. On the other hand, your back office staff may wish to choose from any printer on your network. Five Star printer selection makes all this possible, but the standard Windows printer selection does not.

Function Keys and Tool Bar Buttons

Some of the handiest features of the Five Star system are found on the Tool Bar or Function Keys. Use the tool bar if you like the mouse, or use the Function keys if you prefer the keyboard. Experienced users find the keyboard the faster of the two because you don't have to switch back and forth between the keyboard and the mouse. The tool bar, at the top of the screen, looks like this:



And they are:



Program Bookmarks - lets you set up a program on the tool bar as one that will be frequently used. Then you can use it any time while using any other program. Set this feature up extensively to save time, time, time!



Three tools, including this complete User Manual on line, Instant Mailing Labels, Short Form Addresses, and changing your password.



User Preferences - select the most frequently used company number and printer from this program to save keystrokes.



Internal e-mail - send messages to other users on your system. When the recipient logs on, Five Star will inform him he has mail.



Calendar - Instantly view on screen any date past or present. Find out the day you were born on!



Alarm Clock - A very useful reminder tool for you or for your staff. Set an alarm for any time and date in the future, like GST remittance day.



Phone Book - Eliminate the rolodex file, and use Five Star instead. Keep a common list of all contacts, instead of the old rolodex system. This feature can copy names from your supplier file and customer file. Everyone can share a common file. No need to keep each desk's rolodex up to date.



Personal Phone Numbers - phone numbers only you can see. You didn't know Five Star was going to improve your dating scene did you?



Calculator - what makes it unique is the 'T' to transfer button. For example, suppose you are entering invoices and need to calculate a discount. When at the discount field, use the calculator to figure the discount amount and hit the 'T' key to transfer. The calculation will be put into the discount field in the invoice entry screen!



One of the most powerful features in the system. Click on this button to see all the reports you printed in the last 2 days. You can view and then reprint any report from this button. There are two limiting factors. You can only reprint reports printed on the same workstation, i.e. you cannot print a report from terminal 1 and then reprint it from terminal 2. Second, you can only reprint reports that YOU originally printed, i.e. you cannot print others reports. This ensures the security of the reports you print (you wouldn't want your night auditor to see and reprint your financial statements). You might, however, need to reprint your night auditor's reports. To do so, log in as the night auditor and then you can see his reports.

To use the button, click on it and then select the report you want from the list. If you don't see it, it may be too old, or it may have been originally printed on another terminal, or it may have been originally printed under another user ID. If you do see it, click on it and it is displayed on the screen. If you want to print it, click the printer button again and the print window appears. Select the printer and out it comes.



or F1=Help - Its help is always available and always relates to the menu choice or field you are in when you choose it. While you are learning the system, use it constantly for tips and helpful information.



or F2=Find - Use it throughout the entire Five Star system.



or F3=Back - This key is used to 'navigate' through the screens, and in that sense its function is different from the F1 and F2 keys, and similar to the F4 key. When you are in a screen entering information (like setting up a travel agent) you will press <enter> to advance through the fields and press F3 to return up through the fields, if you have to go back and change something.

Don't use the arrow up key to go back up through the fields, use the F3 key. The arrow up key is reserved for a special type of data entry screen like the guest charges entry screen.



or F4=Done - Use this key to move back from a sub menu to the menu that you came from. Or use it from the top of an input screen to exit the screen, back to the menu you came from. Or, use it while you are in the middle of an input screen to go straight to the selection buttons (the line at the right side of the screen which usually includes such choices as ok, reset, delete, etc.).

Sometimes you click on ok, but the computer beeps and repositions the cursor in one of the fields you skipped past. This means you have skipped over a field that you must fill in before the information on the screen can be properly accepted, or that a field is filled in incorrectly. If you didn't fill in the missing field, an error might occur later in your use of the system.

Short Form Addresses - use this extensively before you start entering your guests. Set up a code like WAL for Wallawalla, Washington. Then when entering an address anywhere instead of typing the whole Wallawalla, Washington line, just press WAL, then <enter> and city and state are typed for you. We recommend that you use the first 3 letters of the city name, not an abbreviation. Abbreviations don't work because you and the next person may disagree about what the abbreviation might be, so you can't use the feature.

Making Backups

Making backups is an essential component of computers in your office. Computers are machines subject to breakdowns like a car or any other machine. If your computer breaks down and you don't have a backup of your accounts receivable, general ledger etc., you could lose everything, including your business! We strongly recommend the use of an adequate backup system. Small properties under 20 rooms can use floppy disks, but we recommend a zip drive backup for most properties. A backup is essentially a snapshot of all your data at the point at which you make it.

A 100% probability exists that some time in the next seven years of using your current computer you will have a system crash. That's how important backups are, statistics show that in large businesses, 95% of all companies which experience a major loss of data, and whose backup recovery routines are inadequate, go bankrupt within one year. The bottom line is daily computer work requires daily backups. The best backup routine involves a daily backup you do just before your night audit.

If you have a networked system with a second computer that has a big, under-utilized hard disk you can designate it as a backup server. This is typical in properties with 2 or more computers on the front desk. The front desk computer should only be used for Five Star and possibly word processing. It is not usually a place to do spreadsheets, graphics etc., so hard disks on the front desk are frequently under-utilized. This makes them perfect for a daily hard disk to hard disk backup.

We suggest the use of a simple, common program called PKZIP. It is a shareware program (copies of it are paid for voluntarily by its users), but is the most common data compression utility today. Because it is so common it is very reliable, and in a bind, most any computer person can restore your files. Most other compression programs are far less common. We even suggest you use PKZIP if you use a zip drive rather than the software that comes with the zip drive. PKZIP treats your zip drive just like any hard disk on your computer. If you want to use PKZIP make a directory on your hard disk called backup. Put PKZIP and PKUNZIP in it and make a batch file called daily.bat. The file would have the command

```
\backup\PKZIP \backup    daily.zip    \gjcwin\data\*.*
```

which is the command to compress Five Star's data files and store them. You should actually have 6 batch files that each create a different file, like Monday.zip, Tuesday.zip etc. This way if something goes wrong with one of the files, you still have others as backup.

In addition to your daily backup described above, keep a complete copy of the GJCWIN directory and all its subdirectories on the under-utilized hard disk. Each time you receive an update from Five Star, remake

the complete GJCWIN backup. Rename the gjcwin directory to gjcbak. This ensures that Five Star never accidentally thinks the data files in this directory are real files rather than back up files. If you have a crash on your main server, the backup copy can be activated in minutes. You will have to call Five Star support to do this, as your software license permits only one active copy of Five Star at a time.

A zip drive is much better than a tape drive. They are fast and much more reliable than tape. Tapes break down with an alarming frequency.

You should compress your data when you back it up, you can usually get over 800 megabytes of data onto a single 100 Mb zip drive. The speed and reliability of a zip drive makes this the best way to safeguard your data.

Always use an overwrite type of backup not an append type. Append backups make many copies of the backup on the same disk. It can be more complicated to restore the right copy when you have many to choose from. Use a full backup rather than a differential or incremental backup. That means you save all the Five Star data files on every backup. A differential backup only saves files that have changed since your last backup, which can mean that you have to restore from many disks before you get all 140 of the Five Star data files. A full backup is much simpler.

Just back up the \GJCWIN\DATA directory each day, which contains all your Five Star data. You should keep copies of the master program diskettes that came with the package when you bought them so you don't have to back them up every day. This speeds up the diskette backup significantly.

If you need to restore data from a backup you should consult with your computer expert. Usually the necessity for data recovery involves other related problems too. For example why is your data corrupted or missing? What else is missing? How will you know exactly the status of your data when you recover it? Will the problem be gone after the recovery? Each of these questions must be addressed, or the recovery will just be the beginning of a long drawn out problem. An ounce of prevention is worth a hundred pounds of cure in the world of computing.

You should make your backup just before the night audit. By doing so you increase the likelihood that it will be done, and you turn it into a habit. A backup at the end of the day is less likely to be done, especially if you are on a network, because you might want to do it at 4:45 p.m., but someone else might be trying to finish up payables and won't be done until after you leave. The backup won't get done that day. Additional backups throughout the day are not recommended as they tie up the system while they are being done.

Materials you will need

If you are using tapes or a zip drive, follow the instructions that come with the drive. You should have at least 5 tapes or disks; 8 is recommended. Use one each day of the week, and 2 on the day you make your offsite backup.

If you are using diskettes you will need about two boxes of ten diskettes to start.

Label the first 'Monday', then the same for each day of the week. You will be backing up onto the Monday disk on Mondays, the Tuesday disk on Tuesdays etc. Thus you will be reusing and writing over the Monday diskette each Monday. Make 2 sets for Friday.

You will always have eight different copies of your data at any point in time. So if your system goes down on a Wednesday you simply restore the Tuesday backup and redo the work you did since the backup was made. The reason for making eight different sets, is like having more than one insurance policy. We find that when the time comes to restore a backup, most people are not thinking as clearly as usual, and you need the restore to be very simple. If the Tuesday diskette happens to go bad after you make it (we see this happen, it's not overkill or being too safe) you would then try the Monday backup.

The backups may be kept at your office (called on-site backups) with the exception of the 2 Friday sets. Keep these sets at the home of your designated backup person. Bring them in on Thursday night, make the backup and then take the set home Friday night. This helps prevent loss due to fire, flood, complete theft, etc. Leave the other set at home so that if you have a fire on a Friday you are still safe.

If you ever notice anything unusual in your backup routine, have it resolved immediately. If your backups are not being made, even though you think they are, and your system goes down, you have a very big problem. Try making a backup now, and confirm that you can do it.

12 Things that Ensure Years of Trouble Free Computing

If you follow the steps we suggest for computerized data processing, you will never be exposed to loss when your system crashes. Statistics show that sometime in the next 5 years, your computer will experience a system fault. You might be hit by lightning, you might have a fire, an employee might sabotage your system, you might have a theft, or you might just have a hardware failure. Or you might just have a few employees that don't bother with accuracy in recording their transactions. There are a few simple things you can do to protect yourself from these facts of life. One fact of life is that if you don't do these things, you probably will experience a loss.

1) Follow the data backup procedures in the Five Star Reference Manual section on making backups. We highly recommend the use of a zip drive or hard disk to hard disk backup, rather than tapes or diskettes, for any size property. You are not safely protected otherwise. Diskettes become defective at a rate of about 10 to 20% per year. Make a backup every day. Use 8 zip disks, one for every day of the week and 2 for Friday. Keep the Friday disks at home (offsite backup in the event of a fire). Bring in one Friday tape each Friday and take it home Saturday.

Keep your backup routine simple and only backup the \gjc\data directory so it is fast and so it will get done every night. Use a full backup not a differential or incremental backup. Assign the backup to your night auditor. Don't do it yourself, you will frequently find something more important to do, or you may not have the time, so it may get skipped. **TEST YOUR BACKUPS BY MAKING A BACKUP, MOVING THE BACKED UP DATA TO ANOTHER PLACE ON YOUR HARD DISK, THEN RESTORE THE DATA AND TRY TO USE IT. THIS IS THE ONLY TEST THAT IS CERTAIN.** We have seen many disasters in which the backup was no good. Know how to restore a backup BEFORE you have to!

2) Use the latest virus software ALWAYS. We recommend Norton Anti-virus, or McAfee Anti-virus. Get a new copy every year, as new viruses are invented every year. There were over 10,000 known viruses in 1998. A recent study found 78% of American businesses were hit by a virus last year. Don't allow your employees to bring in disks from home as they may be infected, and anti-virus software is by no means 100% effective. In fact, you can load a program that is infected, the virus program may sound the alarm, and then ask if you want to continue!! Do you think the person trying to load his game when you aren't around is certain to stop at that point?

3) Never shut the computer off while it is running Five Star, and don't press the reset button. This can damage Five Star files. While the damage can almost always be fixed by the Data File Integrity Program in Five Star, why take chances? And why incur a support cost if you need help? Be sure all your employees know the consequences of shutting off the computer during processing and teach them now how to get out of Five Star when your computer freezes.

4) Every employee must run an end of shift report and balance to the cash drawer. Be consistent in having employees use their own password, and in exiting to the login screen when they are finished what they are

doing. Every dollar that goes into the till must be recorded on Five Star and every dollar that comes out must be recorded. Five Star is your cash register.

5) The night auditor must ensure that the grand total on the end of shift reports plus the total on the night audit room charges report plus the total on the night audit other daily charges report adds to the total on the night audit charges and G/L update report. Last, make sure the total on last night's audit high balances report plus the total on tonight's charges & G/L update report equals the total on tonight's high balances report. That way you know nothing has been lost from yesterday.

6) Save the end of shift and night audit reports in an audit trail binder. If something goes wrong you can recreate information quickly from these reports.

7) Run the House Status Report at the beginning of every shift, and before the night audit. The House Status Report is a very important, and unique report in Five Star. It will let you keep running your property without a hiccup in the event that your computer becomes inoperable at any time. It gives you everything you need to know about the property when the computer is inoperable. It is oriented around the structure of your house, that is it prints one line for every room, whether it is occupied or not. It shows a set of columns for today's arrivals, a set for today's departures, and a set for who is in house today, and their balance. It also tells you which rooms are vacant and clean etc. for walk ins. Without this report you would be unable to run your property if you ever have a long power failure, or a hardware failure.

8) Use an uninterruptable Power Supply (UPS) on your main computer. It costs about \$200, and protects you from the frequent power shortages and brownouts. A UPS will protect you from power failures up to about 15 minutes. If you use a network, protect all your computers from power surges with the best power surge protector you can afford. \$25 to \$75 is not unreasonable.

9) Read the section of the manual on the night audit carefully, and make sure your night auditor knows that he should not run the night audit twice, except under the circumstances described in that section.

10) Make sure only you have access to the User Logins & Administration program on the administration menu. Make sure only you have access to the hotel setup menu. This way your employees have less ability to play or to sabotage. Don't give out your password. If you have to, change it immediately. The night audit can only be run twice in a night if you know the manager over ride password. If you ever have to give it to your night man, change it the next day. Use the general hotel profile program on the hotel setup menu to change the over ride password.

11) If you ever find the Five Star is not reporting the same information in all screens, e.g. a room is available but the check in screen says it is occupied, run the Rebuild Room Cross Reference program found on the Hotel Setup menu immediately. Such problems tend to get worse if not fixed right away. If you ever

get an error 100 to 140, or an error 47, run the data file integrity checker program immediately. Save your staff from further errors.

12) Use the manual and on-line help frequently.

If you make it your practice to follow these steps, you will enjoy smooth sailing in the computer world! We suggest you photocopy these steps and tape them up near your computers as a reminder.

Errors on the Screen

You may from time to time get error messages on the screen while working in Five Star. It can identify the nature and cause of the error reasonably well. When this happens, you get an error message on your screen like the one in Figure - Error Messages:

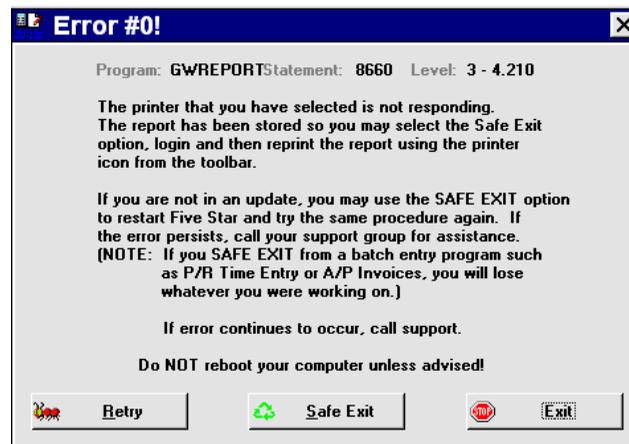


Figure - Error Messages

You can exit from the error message very easily, but you should probably try to solve the cause first. Some error messages go away immediately, like if you ran out of paper while printing and your printer goes off line. Simply fix the printer and click on Retry as the error message suggests, and the program will continue. This is a very important point about the operation of Five Star. If you get an error, the program stops at the

exact point where the error occurred. You can fix the problem and then continue running the program exactly from where it stopped. That is, of course, unless you end the program instead.

When you get an error you have three choices. The first is to try to solve the problem yourself. When the problem is solved simply click on Retry and the program continues. If the error message re-appears, you haven't solved the problem yet.

The second choice is to end the program and start again. Typically you will lose only the event or transaction you were just working on, like the current reservation, or check in, or batch of guest charges, etc. Write down the error number, the program name and the statement number in case you need to call Five Star support for information. Then click on the Safe Exit button and you will be brought to the start screen. Without the 3 pieces of information Five Star will probably not be of any help in diagnosing the problem.

The third choice is to use the Five Star support hotline. If you are on a support plan there is no charge for this service during regular office hours of 8:00 am and 5:00 pm eastern time. If you are not, there is a per call charge as indicated when you call the support line. If you call after hours there is also a charge. For assistance dial 416-545-3147 and use your touch tone phone to enter your phone number. Be sure to enter your area code first. If you intend to call, don't click on any of the choices, but leave the error on the screen. Five Star may be able to use information provided by the computer to solve the problem.

NOTE: You should NEVER reboot the computer or press the reset button or turn the power off while you are using Five Star. You can corrupt your data files by doing this and you will incur great time and expense to fix them. We highly recommend the use of an uninterruptable power supply to guard against power failures in the middle of processing, and surge protectors on all other computers on a network. This \$150 ounce of prevention is worth many pounds of cure. If your computer freezes try the above remedies to exit the program first. If they won't work you will have to turn your computer off and on again.

Five Star can give you some information if the program stops with an error. Some errors may go away, that is, they are very situation specific. If you get an error, click on the safe exit button and go back into the same program and feature you were in when you got the error. If the error reappears, it will have to be solved by calling Five Star support. You should take note of the error number, program name and statement number, all shown on the error message on the screen. The support representative will need this information to solve the problem.

Here is a list of error numbers that you may see on your screen, and what you can do with them. Many errors go away simply by restarting Five Star as shown above. If the error persists after you return into Five Star, try exiting Five Star again, and shut down the computer completely and restart it.

Here is a list of errors and what to do about them:

12 happens if you accidentally delete a program or data file. Try reinstalling the program diskettes. You might also see this error if you run Five Star on a network, and use the same terminal number to start each computer running Five Star.

4 Printer not responding. This one happens if you run out of paper, if the paper jams, or if the printer shuts off or is set off-line. Fix the problem and press enter. The program continues exactly where it left off. The error tends to happen more frequently during the night audit since it prints so much. Teach your night auditor how to solve this one.

2 - Your hard disk is full. Exit the program and delete other files to free up space. If there are no files that you could delete, you may need to get a bigger hard disk. You should operate with 40 Mb free at all times. You can use up 40 Mb just by loading a new program these days!

0, 3, 5, 14 - file or device busy or not ready or error - you can get this sometimes if your hard disk is being used by a different program or work station, and is taking 100% of your network's resources, i.e. not sharing access to the disk, or if the server freezes and the work station is still trying to use a data file. From the error message, press <enter> to try the operation again in a few seconds. The disk may be unlocked. If the error persists, exit the program as described above. If your server is frozen you will probably get locked up on your computer as well, and will have to reboot yours too.

Sometimes you get this error on a network if you haven't given the workstation the error happens on full read write access to the drive. Consult your network setup person for the solution.

18 - program access denied - you may get this message if you try to copy Five Star to another computer or hard disk. Such use is in violation of the license agreement and is protected by these errors. You can also get this error if you use a network drive with network security set up. See the network administrator to grant you security rights to use the drive or directory and retry the operation. Usually you have to exit the program (see above), change the security, and rerun the program.

103 - 199 (these happen if a record in one of your data files is corrupted or lost or deleted accidentally and another program cross references it). Run the check data file integrity program on the hotel setup menu to see if any of your files have been damaged. If any have, the program will fix it, and you should try the program in which you got the error. If the error persists, you will have to call Five star support.

50, 125 - memory parity error - Five Star detected an error in your computer's memory. You should not use a computer with memory errors as it may be very unstable, and can corrupt your data files. Get the bad memory replaced immediately. The error goes away once the memory is fixed.

Problems During the Night Audit

If you run into problems during the night audit, read this section. Typical problems include running out of paper or paper jam ups, or running out of ink in the ribbon. Or you might have a power failure, the computer might freeze, or you might get a Five Star error. See also the troubleshooting guide for more information or a quick reference.

If the night audit stops after the room charges report (about the mid point of the audit) don't bother to re run it. All the functions after that point will happen automatically on the next night audit. If it stops before the room charges report, or during, you may want to rerun it. If it stops during the room charges report, don't re run the night audit. Post the missing room charges by hand using the Record Guest Charges program.

To rerun the night audit you must do two things. First, you must change the current selling date back to today's date. Do this in the General Hotel Profile program. Night auditors should not have access to this program on their menu. By excluding it, they are forced to contact a manger before proceeding. This way you know what is going on and can ensure the process is done right.

When the night auditor attempts to rerun the night audit he will be prompted to enter the night audit manager override password. Keep this password to yourself so the auditor can't do it without your knowledge. Give it out only when needed after consultation with you. If you don't know what the manager override password, look it up on the Options screen on the General Hotel Profile program on the Hotel Setup menu. Once you have given out the password you should change it the next morning to protect the integrity of this feature, or it won't protect you.

Corrupted Data Files

If you see an error 100 - 119, you probably have a corrupted data file. You can reduce the probability of encountering these problems considerably by teaching your staff about them. First and foremost, you should never press the reset button, or shut it off while in Five Star. Each of these actions can damage files. Home computer users frequently try this, which is why we find you are particularly exposed to this problem if you don't educate your staff.

If your computer appears to be frozen, press the CTRL and ALT keys and hold them down. While holding them down, press the DEL key once. A window pops up saying

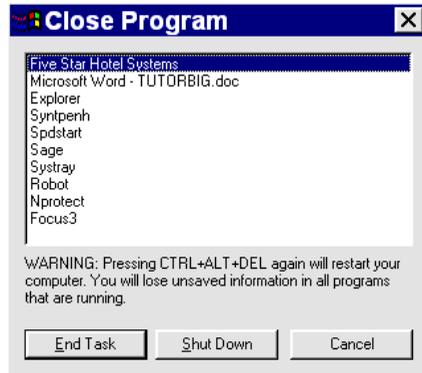


Figure – Close Program

Make sure Five Star is highlighted and then click on the close program button. Windows will safely close your program without file damage. If the close program window does not appear, your computer has actually already shut itself down, and you have no choice but to turn off the power to the computer (not the monitor). Leave the power off 10 seconds and then turn it back on. Windows will automatically check files for damage. You might also run a Data File Integrity Check on the Administration menu to ensure that Five Star's files are in working order. If you get an error 100 – 119 after a freeze up it means you have damaged files and you must use the Data File Integrity Check to fix them immediately.

Use the Check Data File Integrity program on the Hotel Setup menu to fix your data files. This program automatically checks all your data files and rebuilds any that may be damaged. If the error message on the screen tells you which file is damaged, write the name down. The check data file integrity program can check and correct one file or all files. Checking one file is much faster than checking them all. Some users check all data files once a month as a precautionary measure.

Corrupted data files are often the result of hardware malfunctions, accompanied by scrambled file allocation table entries. Use Scandisk on the System Utilities menu to fix the problem.

***Setting Up Your Back Office
and Master Files***

Administration Menu Setup

Log in to the Five Star system using the TUTORIAL User ID and SECRET as the password. Pick the administration menu from the main menu

Here is a brief description of the features of this menu:

Five Star Release / Enhancements - Use this program to review the new features you receive each time you receive a program update from Five Star, when you are on the Five Star Enhancements program.

Notice the three digit number in the bottom right of your screen; this is the current version number of the program you are using. Take note of that number. When you get an update, each new feature in the program included in the update has its own version number. So if you have version number 4.100 now and get an update and that number changes to 4.125 you got 25 new features with the update.

When first logging on after an update, each user will see a message on his screen indicating that an update has been added. The message suggests you go the Five Star Release Enhancements screen to see what the new features are. It is a good idea to review the features before you use the system, as they may have a bearing on how you use the system.

Setup Company Profile - Use this program to set up very basic information about your company or companies such as fiscal year end, name and address, etc.

Departments / Divisions - Use this program if you run departments in your business for which divisional profit and loss statements are necessary. If you have only one main department in your company it is not necessary to do anything with this screen. Most hotels consider rooms, food and beverage, telephone, gift shop, as separate departments. This is how the uniform system of accounts is structured.

Activate / Deactivate periods - you will use this screen every month as you begin to do accounting in new months and as you complete the accounting in other months. This program does not close periods, rather it simply restricts access to them. When a period is opened on this screen any of the accounting applications may post to the period. as well as the night audit. When a period is not active on this screen the other applications may not post to the period.

If you were to activate all periods on this screen you may post to any period. This is a great strength of the Five Star system, its flexibility with respect to accounting periods. For example you could open all periods for your upcoming fiscal year, post 12 months of depreciation and insurance premiums using the recurring posting feature in general ledger. Then deactivate the periods again, and forget about depreciation for the rest of the year.

Usually only the senior person in your accounting department would have access to this screen as it is a control program. As senior person you may decide that you need to reactivate the last period in your fiscal year to post entries that must be reflected in that year, even though you have started postings in the current year.

User Logins, Administration - Use this feature to create security access for other users on the system. You also restrict users from using features of the system from here, and you can restrict users from accessing other companies from here too.

In order for the security system in Five Star to work, only you should have access to this feature. If you wish to restrict another user's access, that user must not have access to this feature, or he may change the security himself!

Indicate User Preferences - This feature works in conjunction with the User Logins, Administration feature for some additional customizing of the system for each user. User preferences are often set up by the user himself, so that is why it exists outside of the User Logins, Administration feature.

Rebuild GL Management Views – There is a program in the General Ledger module called GL Management Views. It shows management key summarized financial data instantly on screen with the touch of 4 keys. When you add new G/L accounts you must run this Rebuild program to make the management views program match the change.

Reconstruct Lost Audit Trail - use this program when you loose a back office audit trail report. It is a very powerful and unique program. It lets you recreate any audit trail report from G/L, A/R, A/P or Payroll.

Setup/Edit Chart of Accounts - Use this program to create your general ledger chart of accounts. Both the front and back office modules use this program.

Copy a Company - Use this feature to make an exact duplicate of your company in the back office module. The Five Star system comes preloaded with the AMHA's uniform system of accounts in company 98. Use this program to copy them into your company.

Data File Integrity Check – Run this program when you think a data file may be damaged. Normally Five Star gives you an error in the 100 series, like 102, 105, 107 etc. if you have a damaged file, and you only need to run this program when this happens.

System Parameters - This program defines the most general rules about the set up of your hardware, and the location of files on the hard disk. Use this program so the Five Star system can work best with your hardware and with other applications.

Setup Printers - Use this program to add printers or edit existing printer definitions.

Workstation Setup - Use this program to define terminals on a network and to identify where files created for your spreadsheet program should be stored for both network and non network computers.

System Parameters

From the administration menu select System Parameters:

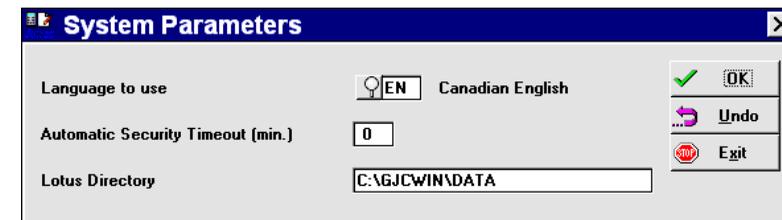


Figure - System Parameters

Using the screen:

The cursor starts at the OK button on this screen, unlike most screens. Click on the field you want to change, to edit the contents of the screen. Or just press the arrow key to do the same thing. Any changes you make in this screen are saved as soon as you accept the screen, but do not take effect until you log completely out of Five Star and then log back in. Fill in the screen as follows:

Language to Use: Always choose Canadian English.

Automatic Security Time-out: Five Star automatically exits from menus if you leave it for a short time. If you walk away from your desk and you forget to log out, the system will log you out based on the time delay you enter in this field. For example if you enter 5 in this field, then every five minutes Five Star will exit from the menu you are in. Eventually the computer logs right out of the system. The automatic security time-out feature functions only when you leave the system at a menu; it does not function if you are in the middle of an input screen. If you do not wish to use the time-out feature, enter 0 in this field to turn it off. This tends to be appropriate for front office users who prefer to leave the system at the front office menu. Security timeout is good for accounting users who want to be sure others don't gain access to accounting information if you get up from your desk but forget to log out of Five Star. It will log out for you.

Spreadsheet Directory: Five Star can direct reports to a file instead of a printer. There is a pre-defined output device called LOTUS which formats your report as a .prn type file. Lotus and Microsoft Excel can input this file as a .prn file and your report will be formatted roughly as a spreadsheet. Enter the path that you want Lotus output files stored under, such as c:\123\data. Word Perfect Mail Merge files are also sent to this directory. If you use Office or Excel, we suggest you type my~docum in this field so spreadsheets will go to the standard office directory.

Press <enter> to accept the screen and return to the administration menu. To have your changes take effect, log out of the program and log back in.

Setting up Workstations on a Network

Use this screen to identify each workstation on your network, if you have one. If you are on a network, you MUST set up each workstation on this screen first, and uniquely identify each

terminal number as a parameter of the command you use to access Five Star from Windows. If you don't use a network you can skip this screen. To begin, choose Workstation Setup from the administration menu:

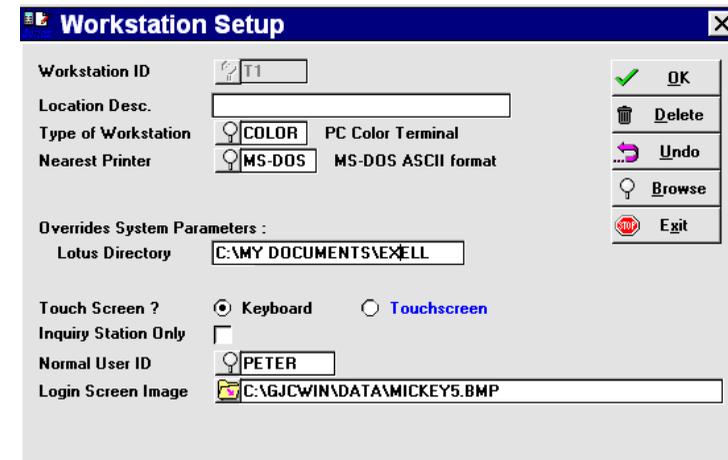


Figure - Workstation Setup

Using the screen:

Workstation ID: Type the two character terminal number of the workstation you set up. This must be the same number you used when you installed the workstation software. To be sure you are using the right terminal number go to the workstation you wish to set up and fill in this screen. Notice that when you press the F2 key from the Workstation ID field, the window tells you what the terminal number is for the computer you are working on. The bottom right corner of the screen also shows you the terminal number. Enter it in this field.

Location Description: Type the full name of the person who uses this terminal. If it is used by a number of people, like the front desk terminal, type a description of the location, like 'Front Desk Left or Front Desk Right'.

Type of Workstation: Leave the word colour in this field.

Nearest Printer: Press F2 to pop up a list of printers. Select the printer this terminal uses most. This selection will be used as the default, or first choice, printer mode, but you can select other printers as needed.

Lotus Directory: Five Star can direct reports to a file instead of a printer. There is a pre-defined output device called LOTUS, which formats your report as a .prn type file. Lotus and Microsoft Excel can input this file as a .prn file and your report will be formatted roughly as a spreadsheet. Enter the path that you want Lotus output files stored under, such as c:\123\data. Word Perfect Mail Merge files are also sent to this directory. This field overrides the Lotus path you entered in the System Parameters screen.

Keyboard or Touch Screen: If you are setting up a point of sale touch screen station select the touch screen button, otherwise choose keyboard. Only the point of sale program works with the touch screen option. **DO NOT SET UP A REGULAR SCREEN AS A TOUCH SCREEN** – it won't work, and may disable Five Star on that workstation.

Normal User ID: Enter the name of the user (set up in the up in the User Logins & Administration screen on the admin. menu) who normally uses this screen. This saves that user the time it takes to enter his user Id each time he logs on. It is then only necessary to enter the password for the user. On a front desk where many users share the computer, leave this field blank.

Login Screen Image: Perhaps the most important feature in Five Star! Enter the complete path and file name of your favorite Windows wallpaper, and it will appear in the background when you log into Five Star. Most Windows wallpaper is located in the \windows directory. These files end with the .BMP file extension. If you want to use another graphics file format you must convert it to the .BMP format first. Click on the browse button to find other interesting wallpaper. We suggest that to start, use the wallpaper selected as the default in this field.

Have your local photo shop or computer supplier scan your favorite photograph - your children, grandchildren, spouse-like person, dog, cat, car, boat etc in the .BMP format. Then copy the file to the windows directory and enter the file name here. Next time you log on, your computer will always remind you of what you'd rather be doing!

We recommend you use a low-resolution file rather than a very high resolution image, because the higher the resolution the longer it takes the picture to load.

Setting up Printers

Five Star uses printer definitions differently from standard Windows applications. Use of printers on a front desk must be instant, and with as few keystrokes as possible, to ensure the fastest service possible by desk staff to guests. So when you print a report in Five Star you usually only select the report, make a choice about sorting or selecting, and then click on the printer and the report prints. This means that you don't have to go through the usual Windows screens to make printer selections, and all the extra keystrokes needed.

For fastest printing, Five Star normally uses standard printer fonts (called native fonts) that print 10 characters per inch or 17 per inch. Because these fonts are always built in to printers, they print instantly, while with other Windows printer drivers, printing can take a while because the program must format the more sophisticated fonts. For the bulk of your day to day printing, like in house lists, night audit reports, etc. you want simple and fast. Simple means reliable.

However, a unique capability of Five Star is that it can use the same printer for 2 or more uses. For example, suppose you set up your laser printer to print your day to day reports in a standard font, but dressed up your folios, letters and registration cards with graphics and more appealing fonts. You can preset both on the same printer without having to make any choices about the appearance as you print. The only choice you would make might be between, say, LASER and LASER G. These two names can be used to print to the same printer, but the one called LASER is for fast, plain printing, while the one called LASER G is for special fonts and graphics. You get the best of both worlds, in a unique Five Star way that fits the front desk like no other Windows program.

Most front desks find that one printer, the Okidata Microline 320 is ideally suited for the job. It has a record of reliability, speed, and low operating cost. Many properties looking for a more attractive image on paper have opted for a laser printer on the desk. You can use the Five Star printer definitions to preset combinations of fonts that will produce a more attractive folio, or letter, or registration card. You can also add the printing of a graphic, like your logo, to any document. Because of the repetitive nature of work on the front desk you can set these rules up in advance, then forget about them as you do your daily printing, so you are not bothered by the usual decisions you have to make with Windows printers as you use them.

If you want a standard appearance with the fastest printing use the printer definitions included with Five Star called:

- Narrow - used for narrow carriage dot matrix printers like the Okidata Microline 320. All Five Star reports will fit on this type of printer and is still the number one recommended printer on a desk today.

- Wide – used with older wide carriage dot matrix printers. Not seen as frequently today as they take up too much space on a front desk, but these printers can print more per line, 220 characters, than even a laser printer, about 180 characters.

- Laser – used for standard, non graphic print jobs like night audit reports etc. Nearly all laser printers are compatible with this driver because it prints only standard 10 characters per inch and 17 per inch in portrait and landscape. Most ink jet printers use this driver, with the exception of Cannon bubble jet printers. If you use an ink jet you can use the Laser or LaserG drivers, unless you use a Cannon bubble jet, then you must use the Narrow printer driver.

- LaserG – the G stands for graphic. You can set special fonts and styles and print sizes as well as graphics with this one. There is an extensive screen setup for defining these rules. If you have a laser printer, configure your system so that front desk staff can pick between both laser and laserg. This way the might pick laserg for folios and laser for reports. The choice is one or 2 clicks in Five Star. Other windows programs not specifically designed for a front desk can take many keystrokes to switch fonts etc.

- View – this driver puts your report on the screen. Anything you can print in Five Star you can just as easily view on screen. This little feature is a quantum leap in making information accessible. Back when you had to print everything, you could wait a long time for a report. For example, how long would you wait for an in house list to respond to a caller wanting to speak to a friend in your house? In older programs you would preprint the report and it would always be out of date. The In House List may be viewed instantly on screen with Five Star, making the necessity of keeping reports by your desk obsolete. Any report but the report generators are instantly available on screen. And you can customize the appearance with colour and special print styles.

- MS-DOS ASCII- send any report to a file in the ‘universal translator’ known as ASCII. Any program that can import can read ASCII files, so it is one of your choices for sharing data between applications. This is the option you pick to send night audit reports to a file instead of to paper. Many large properties are saving volumes of paper by storing reports electronically.

- Lotus/Excel – similar to the ASCII file is the .prn file. Both Lotus and Excel can use this file for spreadsheet imports of Five Star data.

- Word –m – this file format is used for creating mailing lists of names and addresses for Word Perfect or Microsoft Word mail merges.

All pre-defined Five Star reports will fit on narrow dot matrix, bubble jet and laser paper. You do not need a wide printer unless you want to design your own reports with the built-in report generators with lots of information. Report widths are as follows:

On Screen: As wide as you like.

LaserG: The best of the standard printers. It has the ability to print a graphic, and to allow you to print special fonts. All other features are the same as the standard laser driver.

Narrow Dot Matrix Printers: Print up to 80 characters in 10 pitch (normal sized print). Print up to 132 characters in condensed (17 pitch) print. Five Star automatically switches the print size on narrow printers for reports over 80 characters wide. The narrow printer option is not offered when printing reports above 132 columns wide. If you design a report in a report generator that is more than 132 columns wide, when you try to print it you will not see a narrow printer on your printer list. This is because it won't fit on your narrow printer. Try making the columns of the report narrower or use fewer columns.

Wide Carriage Dot Matrix Printers: Print up to 132 characters in normal (10 pitch) font, or 190 characters in condensed (17 pitch) font. The print is automatically condensed on user defined reports above 132 characters. All Five Star pre-defined reports are less than 132 columns. The wide printer option is not offered when printing reports wider than 230 characters.

Laser Printers: Print up to 80 characters in 10 pitch, portrait mode (paper orientation is 'taller than wide'), or up to 132 characters in 17 pitch portrait mode. Five Star automatically switches the print to landscape mode (paper orientation is 'wider than tall') at either 81 characters or 132 characters, depending on a switch you set when you define your laser printer. If you set it to switch at 81 characters, a report whose width is between 81 and 132 characters will print in 10 pitch (normal) landscape. If you set the switch to 133 characters the 81 to 132 column report will print in condensed (17 pitch) portrait mode. Reports wider than 132 columns will always print in 17 pitch landscape mode. The laser option will not be offered when printing reports wider than about 160. The exact width possible on a laser printer depends on the size of the margins defined by the printer.

The File output definition is used to send a report to a file, like a Lotus .prn file or a word processor mail merge file or a DOS ASCII file. By sending a report to one of these file formats, instead of to a printer, you can use any program that can read the format to further manipulate the information in the report.

You can add printer definitions as needed, but most are already created for you. If you only have one printer or are using a non-networked system you probably don't need to create or revise the existing definitions. If there are some you don't plan to use, don't delete them, just restrict them (see below for instructions) so that you don't see them in day to day use. If you delete them and discover you need them in a year or two, it will take longer to set them up again.

Additional printers should be defined if you are installing Five Star on a network and you have many printers which are similar, but which are connected to different port numbers. For example you may have two narrow dot matrix printers connected to LPT1: and to LPT2: on the same computer or on different computers. You will be able to use the existing narrow printer definition for the printer connected to LPT1: but you will have to create an additional identical definition, with the exception that this second definition will include a connection to LPT2: instead of LPT1:. Name the definition something different, such as the name of the user or the location of the printer or the type of printer.

The following definitions are already set up in Five Star:

Narrow: Used for narrow carriage dot matrix printers or wide dot matrix printers using narrow paper, or bubble jet/desk jet printers set for dot matrix mode.

Wide: Used for wide carriage dot matrix printers only.

Laser: Used only for Hewlett Packard compatible laser printers and bubble jet/desk jet printers set for HP LaserJet compatibility.

Lotus: Creates a .prn file. You can import this file into Lotus 123 using the /File Import Numbers command. Microsoft Excel can also import a .prn file, as can many other applications. This definition works very well with reports printed by a Five Star report generator. This file is placed in the directory you define first in the system parameters screen or which you define in the workstation setup program. A new file is created every time you download to Lotus.

MS-DOS ASCII: Creates a .txt type file called MSDOS001.TXT and places it in the directory you specify in the Workstation Setup program on the administration menu. This program uses a different filename each time you use it. If you want to save paper on the night audit you can send your reports to the MSDOS ASCII option. A file will be created for each report and stored in the directory specified in the workstation setup screen. If you keep these files safely they are an acceptable substitute for all the paper.

Word P Mail Merge: Use this file printer to create a Microsoft Word or Word Perfect mail merge secondary file. This is an especially easy way to create mailing lists from your guest history file, vendor file, accounts receivable customer file, corporate client file, or travel agent file. Simply create an F9 report or a report generator report containing names addresses, and even guest preferences. This information can all be incorporated in your letter or mailer to your client. Mail merge secondary files are sent to the same directory that Lotus download files are sent to.

To set up new printers, or view or edit existing printers, select Printer Setup from the Administration. We suggest that you do not edit the file print drivers (Lotus, ASCII and Word Perfect) and you cannot add your own new file print options. Before you add your own new printers we suggest that you look at how the standard printers are set up by calling the narrow, wide and laser printer definitions, to the screen and seeing how they differ.

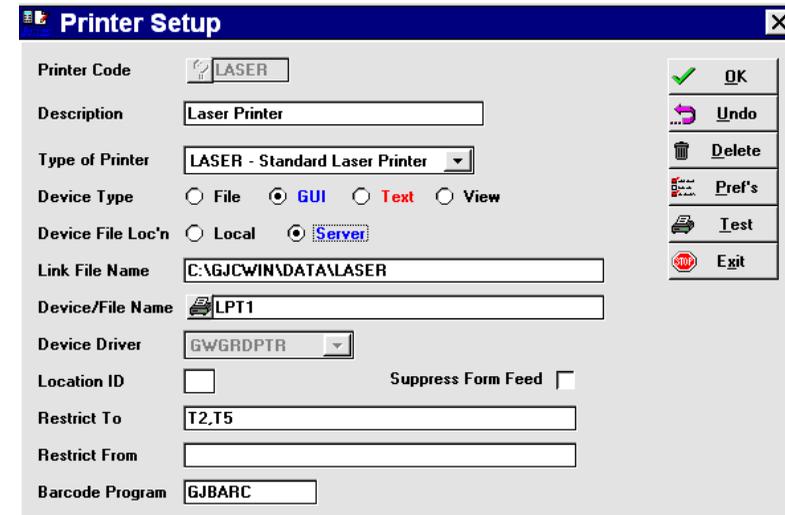


Figure - Printer Setup

Using the screen:

Description: Press F2 to pop up a list of existing printers and select the one you wish to view or edit, or press <enter> on the ** add a new printer** code and type a description of a new printer you wish to create. This description should be easy to understand by your users, because whenever you request a report to be printed, this list of printers appears for the user's selection. For example

if you are creating a folio printer driver to replace the narrow driver, you might name it FOLIO. Or if you are adding a printer for Judy's desk you might name the printer JUDY.

Type of Printer: Press F2 to see the two choices you have in this field. Here you distinguish whether the printer is a laser or a dot matrix style. Highlight and select laser if your printer is laser compatible (laser printers, LED printers, and ink jet printers with Hewlett Packard Laser Jet compatibility). If your printer is not laser compatible, or you are using it with the dip switches set to dot matrix compatibility, select IBM Proprinter. Your printer does not have to be IBM ProPrinter compatible, just dot matrix style.

Device Type: Click on Text if this is to be a dot matrix printer. Click on GUI (graphic user interface) if this is to be a laser or ink jet printer. Click on File if this driver is to be used to create a data file, such as an ASCII, Excel or WP file. Click on View if this driver is to be used to display reports on screen.

Local or Server: If your system is not networked, select Local in this field. The Local option will place the printer driver on your local hard drive. If you are networked we recommend that you use the Server option. This places the printer driver on your server's drive instead.

Link File Name: Always press <enter> to advance past this field. It contains the name of the printer driver you are creating and determines the folder identifying where it will be stored on the hard disk. Normally Five Star creates the printer driver name automatically based on the information you enter.

Device/Filename: Click on the printer button to the left of the field. In the Print window, click on the Setup button. In the Print Setup window, click on the Specific Printer radio button and then select the printer from the list you want Five Star to print to. Click on Okay on both windows and you will be returned to the Five Star printer window. The printer you selected should now be displayed in the field.

In some cases using the Windows driver does not work. With Five Star you can also print directly to a DOS port, like LPT1. **Do not do this on a Windows NT system.** Type LPT1, LPT2, LPT3, or LPT4 or COM1, COM2, COM3 or COM4 in this field. This determines which physical port your printer is connected to just as Windows does when you set up a new printer in the printers folder. If you have only one printer attached to your computer and you are not on a network, always use LPT1. This represents the physical port on your computer. If you have two printers attached directly to your computer via two printer ports (i.e. not attached to a common printer switch which in turn is attached to your computer via one printer port) one of them will be LPT1

and one will be LPT2. If you don't know which is which, select LPT1 here and use the test option described below in the option line section. If the test option does not print, switch this field to LPT2 and try the test print again.

If you are connected to a network and want to allow users access to printers on the network, you must enter the logical port name that the network has identified for redirecting print output. You may need more than one printer definition for one printer if two users access the same printer via different port names. For example if Judy has a laser printer on her computer attached to LPT1 and Bob has network access to the laser printer via his network port LPT2, you will need to set up two drivers like BOB LA and JUDY LA. They will be identical in all respects except that BOB LA has LPT2 in this field and JUDY LA has LPT1 in this field. Five Star fully supports all network printer re-direction's and configurations.

Device Driver: Here you distinguish between the three basic types of printers, Epson, IBM and laser. Press the F2 key to pop up a window with the choices and select the printer driver as follows:

If your printer is	Choose driver
Epson compatible dot matrix	STD_PRTR.EPS
IBM compatible dot matrix	STD_PRTR.IBM
Hewlett Packard laser jet compatible	LASER

Note: most ink jet/bubble jet/DeskJet printers were either dot matrix compatible or laser compatible or both. See your printer manual for instructions and choose one of the three drivers above.

Location Id, Suppress Form Feed: Leave these two fields blank. If you are printing to a network printer sometimes a blank page is printed after the report. If you have this problem, put a check mark in the Suppress Form Feed box.

Restrictions To: Leave this field blank if all users on your network have access to all printers, or if you are not working on a network. If you have printers set up which only certain computers on a network may print to, then you will use this field. For example if you create a folio printer driver, enter the terminal numbers for each of your front desk computers in this field, separated by commas. For example if you have designated terminals T1 and T2 to be the front desk computers, enter

T1,T2

in this field. Terminal numbers must be a capital T and a one digit number or letter only. All other terminals on your network will not even see this printer driver option when they print something.

If you have no need for some of the printers that come with Five Star, select each one in turn and enter XX in this field. That means only terminal XX can see this printer, and since you don't have a terminal XX, no one will see the printer. This is especially important on a front desk workstation, because the desk should only see the one printer they can use. All others should be restricted so that they cannot be seen on printer lists, or used. This saves time and cuts down on lost reports and printing errors.

From: This field is identical to the last one but it is logically the opposite. That is, any terminal number you enter in this field may not print to this printer. Normally you fill in either this field or the previous one. Use this field when you have a printer that one or two or a few terminals (out of say 5 to 20 terminals) may NOT use. Use the previous field if you have one or two or a few terminals (out of say 5 to 20 terminals) which MAY use the printer. Use the one that is the shortest route to the goal.

Barcode program: Leave this field blank.

If you have chosen Text in the type of device field, when you click on the Pref button, it looks like this:

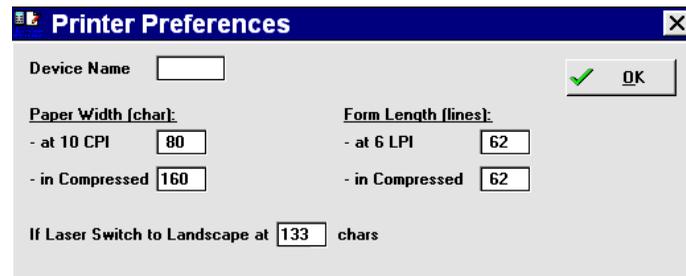


Figure - Preferences

Using the screen:

Paper Width At 10 CPI: For narrow carriage and laser printers enter 80 normally. This tells Five Star that when you select a report of 80 characters or less, this printer can print it in 10 pitch print. If you select a report that is more than 80 characters wide it will be printed in condensed print. For wide carriage printers enter 132 in this field. All print selection programs know how wide the report you have designed is, and the report is always printed correctly. You never see wrapped around reports, or other related problems.

In Compressed: Enter 132 in this field for narrow carriage printers, about 170 for laser printers and 230 for wide carriage printers. All narrow printers are the same, they can print up to 132 columns in condensed print. Laser printers and wide carriage printers are not all the same, and if you want to optimize the maximum width of your self designed reports you should find out from the printer manual exactly how many columns can be printed in condensed (17 pitch line printer print). If the manual doesn't tell you experiment by designing a report generator report about 5 columns wider than the width of the printer. Enter the width including the 5 extra columns in this field and print the report. Count the number of characters cut off the right hand side of the report and reduce the number in this field by the number of cut off characters.

Form Length At 6 lines per inch: Enter 66 (for 11" paper). If you use a laser or desk jet printer consult its manual because all lasers have a border on all four sides which cannot be printed on. This reduces the form length, usually by about two lines at the top and two at the bottom. A laser printer like that would have a form length of 62 characters, which you should enter here. The Hewlett Packard ink jet printer, and some others, have a default feature limiting the number of printable lines to less than 60. Some of the Five Star forms require that 62 lines be printed on the section. If you find that some of your forms print one or two lines on the next piece of paper, you should reset this option on the printer. This is usually done with dip switch settings.

In compressed: Enter the same number in this field as you did in the form length field. This is because most printers print 6 lines per inch in compressed mode just as they do in normal print mode.

If Laser, Switch to Landscape at: Enter 81 or 133 in this field. We recommend 81. This field determines the report width at which your laser printer should switch to landscape mode (paper orientation is 'wider than tall') from portrait mode (paper orientation is 'taller than wide'). When you print a report 81 characters or wider it will not fit in 10 pitch in portrait mode. If it is 132 characters or less it can be printed two ways, in compressed portrait mode or normal (10 pitch)

landscape mode. If you enter 81 here the normal landscape mode will be used. If you enter 133 here the compressed portrait mode will be used. We recommend the compressed portrait mode because you can get more report on one section in portrait mode. However some people find the compressed print of laser printers too small for easy reading, so their preference is normal landscape mode.

All reports on laser printers, wider than 132 columns print in compressed landscape mode.

If you selected the more advanced GUI or View buttons in the type of device field the Prefs screen looks like this:

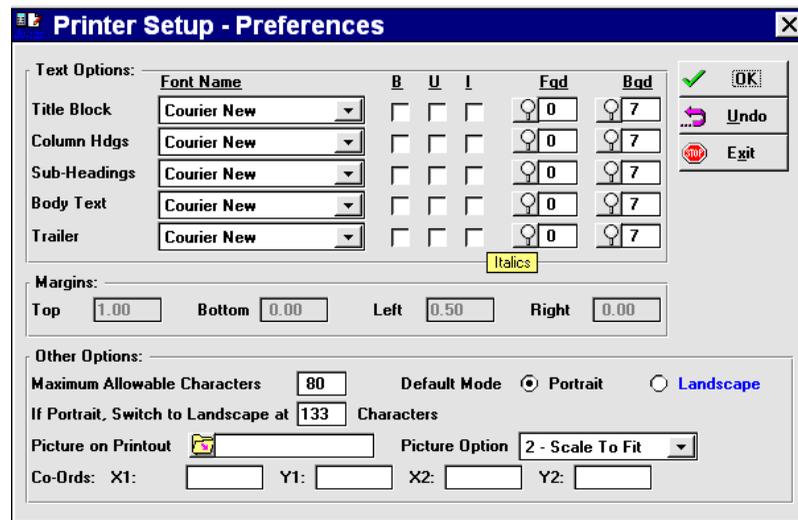


Figure - Preferences - GUI

Using the screen:

Check out this screen easily by selecting the LaserG printer or View driver and then clicking on the Prefs button.

Text options: You can specify for the titles of your reports, the headings, the body (or data) and the totals, a special font. You can also add bolding by checking the boxes in the B column for any of

the above, or you can add an underline by clicking on the U column, or you can add italics, by clicking on the I column boxes. A nice report selection might be bold for the titles, underline for the heading, italics for data or body, and bold for the totals.

If you have a colour printer or if you are setting up your screen view driver you may find colour to be more effective. A beautiful royal blue and gold folio is very catchy! Change the text colour by clicking on the FGD (foreground) column. Change the white behind the text by clicking on the BGD (background) column.

Margins: Set the top bottom, right and left margins. This feature is disabled on most printers.
Maximum Allowable Characters: Enter 132 for narrow dot matrix printers, 165 for ink jet and laser printers.

If portrait, Switch to Landscape at: Enter 81 or 133 in this field. We recommend 81. This field determines the report width at which your laser printer should switch to landscape mode (paper orientation is 'wider than tall') from portrait mode (paper orientation is 'taller than wide'). When you print a report 81 characters or wider it will not fit in 10 pitch in portrait mode. If it is 132 characters or less it can be printed two ways, in compressed portrait mode or normal (10 pitch) landscape mode. If you enter 81 here the normal landscape mode will be used. If you enter 133 here the compressed portrait mode will be used. We recommend the compressed portrait mode because you can get more report on one section in portrait mode. However some people find the compressed print of laser printers too small for easy reading, so their preference is normal landscape mode.

All reports on laser printers, wider than 132 columns print in compressed landscape mode.

Picture on printout: Click on the folder button to find your favourite bitmap picture or your logo. You can have your logo scanned and saved as a bitmap file, so that it can be printed with your folio or letter or registration card.

Picture Option: Enter Scale to fit if you want to set top left and bottom right coordinates for making the picture larger or smaller than it's actual size. Scaling can distort the quality of the graphic or logo. If you want to crop the picture select Crop in this field. Crop will cause the picture to fit into the coordinates you specify next, but it will stay the same magnification. If the picture is too big to fit within the coordinates, its edges will be cut off. Choose Align top left if you want your picture to stay the same size and magnification. This will maintain its original clarity and won't eliminate details at the edge like crop will.

Coordinates: You can specify the top left position of the picture, using its X and Y coordinates. Play with these values to exactly align the graphic on your folio. Note: if you need to align the graphic differently on the folio and on the registration card, simply set up a printer called FOLIO and one called REGCARD. Make both GUI type printers, and set the coordinated differently for each in the Prefs screen.

To test the printer, recall it to the main screen, choose the Test button. This prints a test printout to see that the driver is responding correctly. You should see a half page printout of the information in this file about your printer driver.

If the printer does not print properly check the following:

- the printer is plugged in, turned on, and on-line.
- the printer is connected to the computer via the port specified, like LPT1 or COM1. To confirm this, exit from Five Star right out to the DOS command line. Type the command

`COPY C:\CONFIG.SYS LPT1:`

or whatever port your printer is connected to. On laser printers and ink jet printers you need to take the printer off-line, press the form feed button, and put it back on line again after you issue this command. If you get a short printout then the printer is properly connected to the port and the problem is with the Five Star driver.

If you don't get a short printout you have a hardware connection problem and you should consult your hardware expert. If it does print, next check the following:

- you have selected the correct driver on the link setup screen matching dot matrix or laser printers.
- if you are on a network confirm that the printer is connected to the network path the same way as described for non network configurations.
- check that the network printer queue is not on hold status for some reason.

Security - Setting up User ID's & Passwords.

From the administration menu choose User Logins, Administration. See Figure - User Logins, Administration.

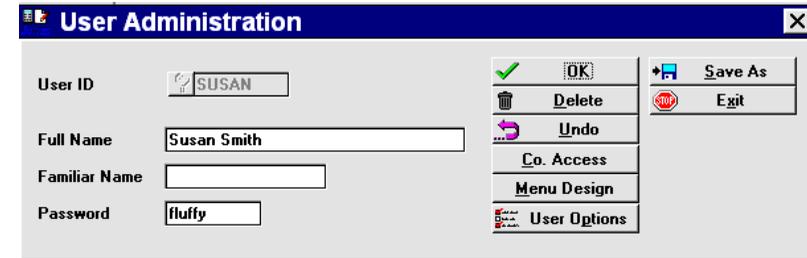


Figure - User Logins, Administration

You do not need to use this screen if you will be the only user of the computer. There is a User ID already set up called USER and it has access to the entire Five Star system. If you want a different user ID you will have to use this screen to create it, and you will have to use this screen to change the standard password for the USER ID.

You use this screen to create a user's ID and secret password. You may record the user's name too.

Finally you can use this screen to restrict access to features of Five Star, and you can restrict access to companies. These two steps are the most important function of the security system.

Here are some suggestions for how to set up your user ID's:

- junior accounting people should have access only to the features they use daily, like invoice entry, supplier inquiry etc. Keep them out of your financial statement programs and the screens that define your company.

- front desk clerks should have most of the hotel management menu. Exclude the reports not needed by the clerk, and exclude all options on the hotel setup menu except the Rebuild Room Cross Reference program. Exclude Erase Guest History and Transfer Folios Offline from the history menu.

The administration menu should be left on the front desk clerk's menu, but exclude everything except the Data File Integrity check, as this sub menu contains rules about the setup of your property.

- Night audit clerk menu can be the same as the front desk clerk's menu if the night audit clerk also works on the front desk, or it might be almost the opposite, if not. Give the night audit clerk the night audit menu, all reports and none of the day to day screens like reservations, check in check out, etc.

- If the owner(s) of your business are not 'computer people' but want their own terminal, give them access to the Executive Dashboard only. One of the best features on the dashboard is the general ledger MGMT Views inquiry, which offers an instant access up to yesterday financial statement in brief form. The boss will appreciate the simplicity and accessibility of these features and may later want you to add more to his menu.

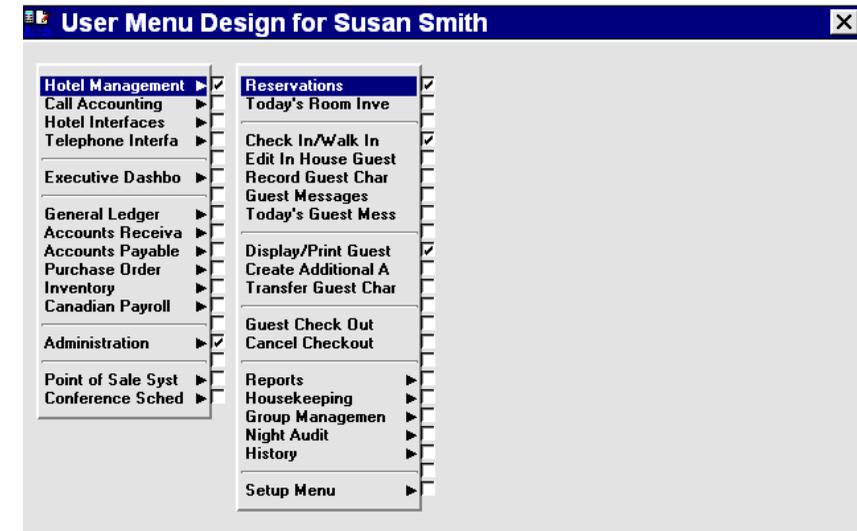
- While a junior person is learning, set up a simplified menu containing only the things he or she is currently learning or has learned. As the trainee improves, add more menu items. An idea like this can reduce the bewildering array of features to make them learnable much more quickly.

The F2 pop up window shows you all the users that are currently set up on your system. If you highlight an existing user and press <enter> you will be able to modify that user's password or menu access or company restrictions. If you highlight the ** Add another user ** selection (the first on the list), you will be positioned on the screen to set up a new user.

Of interest on the list of existing user ID's is the TUTORIAL user and the USER user, the main one you could use without having to set up a new one.

Also, note the B&W user (short for black and white.) If you have monochrome screens this is a useful user ID because the rules for colour for this user ID are all black and white. This tends to be easier to read on a monochrome screen, which interprets colours poorly.

You cannot edit the user you are presently logged in under. You must log out of Five Star completely and log in as another user to edit the one you are working on now. Second, you will see a user ID called GJSYSTEM. This one is reserved for Five Star personnel use and cannot be edited. If your staff has learned the password for GJSYSTEM, you can change the password only for this user.



Using the Screen:

Start by setting up a user ID for yourself. Select **** Add another user ****. Fill in the fields as follows:

User ID: Type your first name. This will be the code you will type first instead of TUTORIAL when you log in using your new ID.

Full name: Type your full name. This will appear at the top line of the screen whenever you are logged in, and it will appear on reports at the bottom.

Familiar name: Used only by the Point of Sale program. Enter your staff's nickname or the name he or she wants to be known by on the chits he produces for guests.

Password: Enter the password you want to use. Don't worry about case, the computer will accept your password in capitals or lower case whenever you use it. Pick something short and simple and easy to remember. Don't pick something too easy to guess though! A significant other's (wife, husband, dog, child) first or middle name makes an excellent password.

Buttons: When you finish with the password you are moved to the buttons. To customize menu access, click the menu design button. You could accept your new user ID first and then call it to the screen, then click Menu Design, but this way is a little quicker.

Once you have chosen the menu design option, you will see a series of names flash by on the bottom of the screen. When this is done you see the main menu on your screen. This isn't the real main menu, it is just a picture of it. You use it to specify which choices this new user will have access to.

Click on the check box to the right of the option to remove it from the user's menu. Click again to return it to his menu. You can also remove the horizontal lines that split up the menus. Lines make big menus easier to use but look funny on short menus of one, two or three features.

Suppose your new user will never use accounts payable. Simply click on the check box to the right of this option. If you make a mistake or change your mind, click again. The menu option reappears.

Now further suppose your new user will have access to general ledger but not financial statements within general ledger. Double click general ledger on the main menu and you will be moved to the general ledger application menu. Now click on the Print Financial Statements menu choice. Next click Design Financial Statements. Both will be eliminated from the general ledger application menu. When general ledger looks right, press F4 and you will be returned to the main menu to work on other applications.

There is one more feature to consider. When you use Five Star on a day to day basis the selection highlight bar always starts from a specific menu choice. You can define that menu choice on this screen for each menu. Do this by positioning the selection highlight bar on the menu choice you will most frequently use and then press F4 to exit the menu. Five Star remembers where you positioned the selection bar and always positions it there when you access that menu.

Continue at this until you have your new menu complete. Press F4 until you again see names flash past on the screen (the system is generating your new user's menu). Back at the option line again, accept the new user. You have just set up a user and created a menu for him.

To see the result of your work, exit Five Star (press F4 until you are out) and then log in as the new user. Notice how the menus show only the features you gave the user access to. It is impossible for the user to get into any other feature. If you need to change the user's menu, you must log out of the user ID, log back in again with your user ID and make the changes. You should do this anyway to continue with the tutorial.

Here are some suggestions for designing menus:

- All users should have access to the administration menu's Five Star release/enhancements feature so they can review new features. This is usually the only feature on the administration menu a junior user needs.
- Only you should have access to the administration menu's setup user ID feature. This way only you can change security access controls and passwords.
- Giving an occasional user access only to inquiries and reports eliminates the chance the user could change your sensitive reservations, in-house, and accounting data.
- If a user will not use anything in an application remove the application from the main menu, rather than removing everything from the application's menu.
- Remove the horizontal lines too, for a cleaner menu look if you are really paring down the features on a certain menu.
- You will have access to the entire system so you don't have to fine-tune your menus. Of course you still can, if you know there are features you have no intention of using.

As an exercise, jot down on paper each user you will be setting up and note the areas each will have access to. Now, set them all up. You will be learning the feature and getting necessary work done at the same time.

We recommend you don't skip over this step to come back to it later. Throughout the tutorial assignments like these will continue as you bring your company step-by-step to life on the computer, so there isn't much to be gained by skipping over them. You might set up user ID's for the yourself, the general manager, the front desk manager, housekeeping (or not!), night audit clerks, and desk clerks.

Setting up your Accounting Company

The next step will be to set up a company, using the Setup Company Profile feature. This is a feature that you rarely use because once your company is set up, you don't need to return to this screen. You will set up only one of your companies now; the main one.

Set this screen up only if you are going to use the Back Office module. If you are going to use only the Front Desk module, there is no need to set up this screen, except to enter your GST number. If you have an HST number instead, be sure to leave the GST number field blank on this screen. Instead, enter the number like "HST #123 456 789 on the Folio button on the General Hotel Profile screen, on the Hotel Setup menu.

You can set up more than one accounting company. You will do all the accounting learning in a 'test' company. The back office accounting program is a multi company program, so even in the real hotel program (i.e. not the learning hotel program) you can set up a test company, e.g. company 01 might be your real company, and test company #99 might be a duplicate for learning and practice.

The Front Desk module on the other hand, is for one hotel only. That is why you must use the learning hotel for practice and the real hotel for set up and preparation to go live. This test company will be Company #99 so it will be last on your list of companies if you have more than one. Make the test company identical in every respect to your real company so you can test the systems features and the setup you choose along the way.

We will set up the test company as #99 and the real company later as #01. You may do all your work in the test company, including setting up all general ledger accounts, suppliers, customers, etc. All this will be copied to the real company when the time comes, by the computer. No time is lost in doing it this way, on the contrary, it makes the perfect learning tool. Use the Copy a Company feature on the Administration menu to duplicate your test company when you are ready to go live on the real company. Copying a company does not affect the Front Office module, only the Back Office files will be copied.

It will still be available after you 'go live' for practice of new features. You will be able to test the best alternatives for your real company in the test company without confusing your real company's record with practice information.

Five Star comes with a preloaded chart of accounts departments, financial statements, management views setup, and integration between general ledger, accounts receivable and accounts payable. The chart of accounts is based on the Uniform System of Accounts manual as published by the American Hotel and Motel Association. It provides the most informative general ledger structure,

is universally recognized, and yet is very simple to use. If you are interested in creating an excellent system, and don't mind a little direction from the experts in these matters, we recommend that you use the uniform system. It is far less work to set up too! For more information about the uniform system of accounts contact the AMHA at 1407 South Harrison Rd., P.O.Box 1240, East Lansing, Michigan 48826.

If you want to start with the uniform system, follow these steps:

1) Do not create a company #01 or 99 following the normal steps. Follow these steps instead.

2) Check the setup company profile screen to see if you have set up company 01 or 99 yet. If you have, you cannot copy the uniform system. You will have to print the structure set up in company 98, and then type in the accounts, etc.

Select the Copy a Company program from the administration menu. You will be copying from company 98 to company 01, and you will tell the screen to copy accounts receivable customers and accounts payable suppliers. Although you will have none set up yet, this will copy the correct integration setup for these modules.

The uniform system of accounts, financial statements and integration to accounts receivable and accounts payable will be added to company #99, the main company you will use to set up the back office system with and to learn on. Later you will copy from this test company to a real company number, probably company #01. If you want to copy to a different company number you can, but you must copy from company 98. If you won't be using the back office module but would like to use the uniform structure, you should still copy from company 98, but you won't later need to copy to company 01.

If you want to set up your own chart of accounts and financial statements, or if you want to fine tune the uniform system of accounts, use the following steps.

Don't enter information for company #01 yet, because if you do the computer won't be able to copy from the test company to the real one. Make the test company real in every respect. You will learn much more as you use the test company, and when you copy the test company to the real company, you will have all the work done already. Select the Setup Company Profile feature from the Administration menu. The screen will appear as.

Setup Company Profile

Co. Code: 99

Co. Name: North American Inns

Address 1: P.O. Box 700

Address 2: 123 Main Street

Address 3: Toronto, ON

Postal/Zip: M7Y 6T5

Telephone: 416 333-4444

Fax No.: 416 333-4445

GST/BN #: 223 444 3332

Acct code length: 3

Dept code length: 1

First P&L Acct is: 300

Ret. Earn Acct is: 299

Buttons: OK, Undo, Delete, Previous, Next, Taxes, Exit

Figure - Setup Company Profile

Using the Screen:

Company Code: Select **** Add a new Company **** in the pop up window.

Enter 99. This will be your test company number. If you have used the copy a company feature 99 will already be chosen for you. Choose Modify from the option line.

Company Name address, postal code, telephone number, fax number, GST number: Fill these in just like your real company except that for the company name put TEST COMPANY after your real name. This makes it easier to distinguish the real one from the test company later when both are on the system. Type the phone numbers like (416) 373-1961. Entering your GST number here will cause it to be printed on your computer generated invoices for Canadian users..

Account code length: Enter the number of digits that comprise your general ledger account number. If your general ledger accounts are numbers for example 104 - Bank, you have a 3 digit number. We recommend the use of 3, 4 or in some cases, 5 digit account numbers. If you are using the uniform system this will be set at 3, and you cannot change the field.

Please note: once you specify the account code length you cannot change it.

Department code length: You can track balances for each general ledger account on a departmental basis. This is useful if you require divisional profit and loss statements. You should consider this now because it is a new feature for many users. Most properties operate the telephone service, restaurant, bar, gift shop, etc. as separate profit centers. The general ledger can produce financial statements for each department or profit center, and it can produce consolidated statements. This is in addition to the departmental information you will get anyway from the hotel statistics report, daily revenue report and any report generator reports you may define. If you are using the uniform system, this will be set at 1, and you cannot change it.

You will probably put a 1 in this field. That way even if you choose not to use the department feature now, you will be able to add up to 9 departments (1 to 9) later. That's plenty for even the most complicated business.

One of your tasks on the next feature will be to set up departments. If you don't set up any departments the computer will assume you have one main department and will always skip over the department field in other modules when you post debits or credits to the general ledger. That assumed department will be department 0.

Please note: once you specify the department code length you cannot change it.

Yearend is (1 to 12): Enter the number of the month your fiscal year ends in. For example a March 31st year end would be entered as 03. If you are using the uniform system, this field is filled in for you as 12 (Dec) you must change it now to the correct period. After you start using the system you cannot change this field.

Please note: once you specify the fiscal year end, you cannot change it.

First P&L Acct is: Enter the first account number in the profit and loss section of your chart of accounts. The computer produces balance sheet and income statements and will automatically close the income statement accounts at year end based on this information. Don't change this account if you will be using the uniform system.

You must sequence your accounts so that balance sheet accounts all precede the income statement accounts. Your financial statements will not print properly otherwise, nor will the computer be able to automatically close your income statement accounts to retained earnings at year end.

Ret. Earn Acct is: Enter the account number of your retained earnings account, or if you have one, a 'net income current period' account. The computer uses the account on this line to report net income for the current period when it prints a balance sheet. Don't change this account if you will be using the uniform system.

When you print a balance sheet at any time of the year, it won't balance unless net income for the current period is rolled into the balance sheet. This is usually reported as part of retained earnings, or more accurately on a separate line right after retained earnings called 'net income current period'. If you want your balance sheet to report current period earnings in a separate line you must set up a new general ledger account (it you don't already have one) called Net Income Current Period. Pick the account number now and put it in this field.

Additional journal codes: You probably don't need to put anything in this area because the computer already has a general journal, cash receipts, cash disbursements, purchases, sales and payroll journals.

Chart of Accounts

To set up or edit your chart of accounts, choose Setup/Edit Chart of Accounts on the Administration menu. If you aren't planning to use the back office module, or if you aren't interested in setting up your own chart of accounts, or if you want to use the American Hotel & Motel Association Uniform Chart of Accounts you can skip this section.

If you have copied from the uniform chart of accounts, or if you do nothing in this section, all accounts will be set up for you. Skip to the section on printing the chart of accounts. Print your chart and then come back to the chart of accounts entry screen to make changes as needed. You can delete accounts or fine-tune the names. Don't change the function of existing accounts though.

Control Accounts: Five Star has a unique way of ensuring that the guest ledger, accounts payable, and accounts receivable ledgers remain in balance with the general ledger accounts they are linked to at all times. This is called the control account feature, and it will save you hours of wasted time in the years to come trying to balance accounts. If you use the control account feature, your ledgers need never be out of balance with each other.

The control feature works like this. The guest ledger, accounts receivable and accounts payable accounts are considered control accounts. A control account can only be posted to by the sub-

ledger it is linked to. For example, when you post a \$100 invoice in accounts receivable, the general ledger control account for accounts receivable will automatically have a \$100 debit made to it. By having the computer make the entry to the control account a posting to the sub-ledger will always match the computer posting to the general ledger control accounts. It also cuts down on extra steps and errors you generate if you don't understand accounting.

On the other hand, you cannot post to a control account directly. That is, you couldn't make a journal entry to adjust the accounts payable control account. This would throw the account out of balance with the sub-ledger if you made the entry in the general ledger and not in the sub-ledger.

For this reason the first set of new accounts you will need to add to your chart of accounts will be

accounts payable startup and year end
accounts receivable startup and year end
guest ledger startup and year end

You need one for each control account. You will use the startup account when you load opening balances on the computer.

You can also use them for year-end or financial statement presentations when you want to post accruals to the general ledger without affecting the sub-ledger. Suppose your accountant told you to post \$1,000 accounts receivable for deferred revenue for your financial statement. He is actually telling you to create some revenue your hotel has not yet recorded. Instead of telling you exactly which customer accounts to make the entry to, and how much for each, he just tells you the total.

You would make the entry to the startup and year end accounts rather than to the accounts receivable account. You would likely reverse the entry as an accrual, but by posting it to the year end account, you don't affect the balance between the general ledger and the accounts receivable sub-ledger. Again, this will save you hours each year trying to balance the sub-ledgers to the general ledger.

Figure - Setup edit chart of accounts

Using the Screen:

Company: The company field is filled in for you with company #98 and the cursor moves to the account number field.

Account Number: The pop up window comes up to display no account numbers or the uniform list of accounts, if you copied them. To add new accounts pick:

** Add a new account number **.

Highlight it and press <enter>. The cursor is then positioned in the account number field. Type the number of your first account.

Description: Enter the account name, e.g. Cash in Bank or Petty Cash. Be consistent in how you use capital letters and lower case.

Is this a control account: Answer N for no to all accounts except the ones you will use as control accounts. These will be the accounts payable control and accounts receivable control.

Skip all the following fields if you aren't going to use the Back Office module.

Line # on Fin Stmt -	A: Enter the number of the line on the financial statement this account's balance appears on. Ask your accountant if you aren't sure about any accounts. B: Simply press enter here. You can set up three sets of linkages, A, B, and C. For now you need only linkage A. C: Simply press enter here.
Line # if Negative -	A: Certain accounts might be better displayed on a different line in the statement if the balance of the account is negative. If you specify an alternate line here the statement printing program will display the balance on this alternate line automatically, whenever the balance is negative.

For example you might use a line of credit. When you have cash in the bank you want to display it as an asset like Cash in Bank. When you are using your line of credit the statement is not attractive when it starts with a negative figure. Instead you would display the balance in the liabilities section under the line Bank Indebtedness. Other examples of the use of the alternate line number feature include shareholder loans, inter-company accounts or work in process.

B: Press enter here to skip this field.

C: Press enter here to skip this field.

Accept the new account and set up the next account. Other buttons are Subacct and Next. Use Sub accounts to set up accounts within accounts. We don't recommend this feature unless you have to. Keep your chart of accounts simple.

The Next button simply allows you to scan through the complete list of accounts from the option line.

If you make a mistake you have three options. First, if you notice the error before you accept the account at the option line, click on the offending field to edit. If the error is in the account number itself, you will have to take the second option.

The second option is to Erase the account. Do this if the mistake is in the account number or if you just want to get rid of the account and error and start over.

The third option may be used if you find your error after you have accepted the account. Go to the Account Number field (press Accept at the option line) and highlight the account number with the error. This account will be displayed on the screen, and you will be at the option line, ready to edit or erase the account. Choose Edit, and you will be able to change the information about the account and re-accept it.

Don't worry if you skip an account. You can add it later and the computer will always place it into sequence on the list.

Departments

Use the Departments screen to create profit centres or departments. Departmental reporting in general ledger allows profit and loss statements as well as company wide combined statements.

Departments are already set up for you if you copy the uniform account structure.

If you have only one department, i.e. you are not departmentalized, skip this step.

If you wish to departmentalize, choose numbers like 1, 2, 3 etc. for your divisions. To set up departments, choose Departments / Divisions from the administration menu.

Using the Screen:

Company number: Make sure 99 is highlighted and press enter for company 99.

Dept/Div Code: Highlight ** Add a new department ** and press <enter>. Type the number of the department you want to add.

Dept Name: Type your department name.

User Preferences

Now that you have set a company up we can return to the User Preferences screen, the second of two, used to set up new user ID's. These features make the system a little easier to use, but none are mandatory. The features in this screen are for use individually by each user, and so user preferences should be on the user's menu, but the Setup User Logins/Administration feature should not be on the user's menu. Note: you must set up this screen for each user if you plan to use the optional Time Entry and Payroll programs.

Choose Indicate User Preferences from the Administration menu. You will have to indicate the user preferences for each user ID you create.

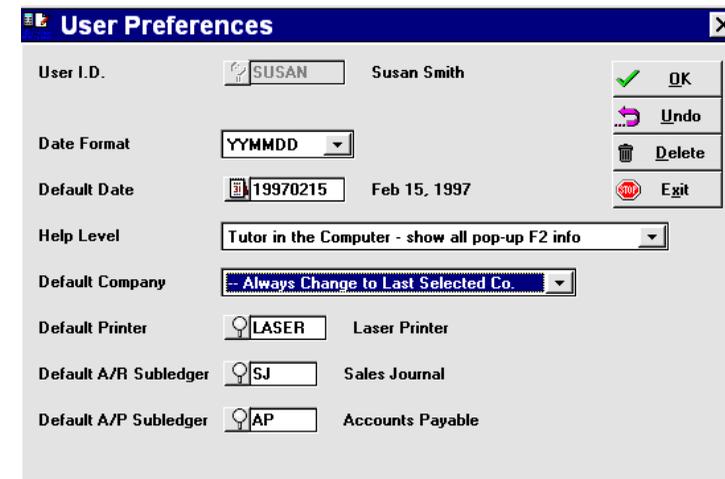


Figure - User Preferences

Using the Screen:

User ID: Pick the user ID you wish to set up from the pop up window.

Date Format: If you like to enter dates as month day year, enter MMDDYY. Alternatively, if you prefer day month year, enter DDMMYY or if you like year month day enter YYMMDD. You will always be asked to enter dates in this format, but the computer will always print dates on reports and inquiries as 'Jan 20, 1995' for example.

Default Date: Skip this field, it is inactive.

Help Level: Highlight 'intermediate'. The difference between intermediate and expert is the F2 pop up window always pops up automatically, as it is doing for you in this tutorial. The demonstration level is used for hotel demonstrations. It pops up all F2 and F1 windows automatically.

Your user ID is currently set at the intermediate setting. If you change it to expert, you don't get the F2 pop up window automatically, which is a little faster in day to day use in the back office module. If you need the information in the window, you simply press F2 and the pop up window appears.

Leave the help level for the TUTORIAL user ID at the intermediate level for the duration of the tutorial so the descriptions in the manual will match what will appear on your screen.

There are two other very unique help levels in Five Star. Both affect the help you get when you are using the reservations, check in, and check out screens. Select the Multi-media help level for very new users who want the 'human touch' when learning. Multimedia video and audio clips talk you through your learning. More useful still is the 'Tutor in the Computer' help level. It literally walks you through the reservation by telling you what to say to your guest and when, and how to respond on the computer based on the guest's response. We highly recommend this help level for new staff, as you can customize it to your own style of reservation, check in or check out, and it will develop excellent customer service skills early.

Default Company: Enter 99. When you begin to use the computer daily for your real company you should return to this screen and change the default company to 01. If you have not set up a company yet, or copied from the uniform accounts, just leave this field blank.

Default Printer: From the pop up list of printers select the one that you use. If you have a laser printer select 'laser'. If you have a dot matrix printer select 'wide' if you use wide paper or 'narrow' if your printer is a narrow carriage printer (80 columns, 8 1/2" x 11" paper) or if you will only be using narrow paper in your wide printer.

Default AR, AP Sub-ledgers: Use the F2 pop up window to select the sub-ledgers. This saves a few keystrokes when using accounts payable and accounts receivable.

Five Star Release Enhancements

Use this option to review new features after you receive a program update from Five Star. You don't set any files up in this screen, you just read the contents of it. Select Five Star Release / Enhancements from the administration menu.

The quickest way to scan through the list of new features is to press <enter> to bring the newest feature on the list to the screen. The cursor moves to the option line. From the option line press O for older and the next most recent feature comes to the screen. Read the feature and press O again to go on to the next. Go back as far as the last feature you had from the previous update. When you are done press <enter> and then F4 to exit the screen.

Active Periods

This is a feature you will return to every month to activate new periods and deactivate completed periods. While the Five Star system allows you to post to any accounting period, you need some restrictions to cut down on errors. Only the system administrator should have access to this program.

Typically you would keep the current period active so you can post night audit, and you would keep the last month active until about the 15th of next month so you could post invoices from the previous month if you use the back office module. As soon as you are finished with the previous month come back to this screen and deactivate the period.

Deactivating a period does nothing to the period other than to restrict postings to that period. This does not actually close periods so they can always be reopened. You can return to any period, reopen it and make further entries to it. However because this is necessary only in certain circumstances, the system administrator should be the one to decide if this is necessary. Choose Activate / Deactivate Periods from the administration menu (see **Error! Reference source not found.**)

Using the Screen:

Activate Period: Choose ** Activate new period ** from the pop up window. This field has the letters YYYYMM in it telling you that you must enter the period to be activated by typing the year and month such as 199307 for July 1993.

You must adhere to this format, although shortcuts are allowed. Instead you could type only 7 and the computer would take the current year (e.g., 1995) and assume you mean July of 1995. This is a very useful shortcut in typing any date in the Five Star system.

Comments: Skip this field. The computer inserts the comment 'active' for you.

Option line: Accept the active period. To deactivate a period which is currently active, highlight the period in the pop up window (you must be at the period field to get the pop up window) and press <enter>. The option line changes to include a new option - deactivate. Select this option. You will be asked to confirm your choice. For the purposes of this tutorial please activate the current month and the next month. That way we will be able to do some sample postings.

Setting up General Ledger

Two important tasks will be completed in this section. First you will set up your chart of accounts and second, your financial statements, consisting of the balance sheet and income statement. You might want to set other statements up as well. In addition this section describes how to set up recurring journal entries, budgets and fixed asset depreciation.

If you plan to transfer general ledger transactions between two or more of your locations read this first. This capability permits owners of properties to transfer the general ledger transactions that accumulate on the computer at the property from the property to the office where the accounting is done, even if the main office is thousands of miles away. The property must have the front office and back office modules, and the remote office must have the back office module. The property may have the back office module as well, and the transfer may still be used exactly the same way.

Choosing the company number and account structure carefully is essential if you want to use this capability. For example, if you have chosen company #01 at the head office, and the property is owned by this company, be sure to use company #01 at the property. Set this up in the General Hotel Profile program on the setup menu of the hotel management menu. The number of digits in the general ledger account numbers must be the same at the head office and at the property, as must the number of digits in the department code. You must have exactly the same account numbers and department codes at the property and at the head office.

If you manage or own more than one property, and they are all owned by the same company, e.g. company #01, then all the properties must be linked to company #01. On the other hand, if you have more than one company, say one for each property, you must have each company set up in the head office general ledger, like companies #01, 02, 03 etc. And you must have each property linked in the General Hotel Profile program to the correct company number. Remember, if you change the linkage of the property to a new company after the initial setup, you also have to re-link EVERY billing and receipt code in the billing and receipt codes program on the hotel setup menu of the hotel management menu.

BE SURE YOU HAVE THE ABOVE RULES COMPLETELY SET UP BEFORE USING THE GENERAL LEDGER OR THE FRONT OFFICE PROGRAM, OR YOUR GENERAL LEDGER WILL BE WRONG!

The Five Star system comes with a preloaded chart of accounts, financial statements, and integration between general ledger, accounts receivable and accounts payable. The chart of accounts is based on the Uniform System of Accounts manual as published by the American Hotel and Motel Association. It provides the most informative general ledger structure, is universally recognized, and yet is very simple to use. If you are interested in creating an excellent system, and don't mind a little direction from the experts in these matters, we recommend that you use the uniform system. It is far less work to set up too! For more information about the uniform system of accounts contact the AMHA.

If you want to start with the uniform system follow these steps:

- 1) Do not create a company #01 in the company profile screen on the administration menu following the normal steps. Follow these steps instead.
- 2) Select the Copy a Company program from the administration menu. You will be copying from company 98 to company 99, and you will tell the screen to copy accounts receivable customers and accounts payable suppliers. Although you will have none set up yet, this will copy the correct integration rules for these modules. Fill in the screen exactly as shown in Figure - Copy a Company:

Copy a Company

Copy from Co. 50 Five Star Hotel Systems Corporation

Create Co. Code 01

Company Name Five Star Hotel Systems Corp.

Copy A/P Suppliers

Copy A/R Customers

Copy Jobs ?

Copy Employees ?

Copy Subs_PO's

Copy G/L Budgets

Copy Job C/O's

OK

Exit

Figure - Copy a Company

The uniform system of accounts, financial statements and integration to accounts receivable and accounts payable will be added to company #01, the main company you will use to set up the back office system with and to learn on. Later you will copy from this test company to a real company number, probably company #99, for practice and learning. If you want to copy to a different company number you can, but you must copy from company 98.

Chart of Accounts

To set up or edit your chart of accounts, from the administration menu on the hotel menu, choose Setup/Edit Chart of Accounts. If you aren't planning to use the back office module, or if you aren't interested in setting up your own chart of accounts, or if you want to use the American Hotel & Motel Association Uniform Chart of Accounts you can skip this section.

If you have copied from the uniform chart of accounts, or if you do nothing in this section all accounts will be set up for you. Skip to the section on printing the chart of accounts. Print your chart and then come back to the chart of accounts entry screen to make changes as needed. You can delete accounts or fine tune the names. Don't change the function of existing accounts though.

Control Accounts: The Five Star system has a unique way of ensuring that the accounts payable, and accounts receivable ledgers remain in balance with the general ledger accounts they are linked to at all times. This feature is called the control account feature, and it will save you hours of wasted time in the years to come trying to balance accounts. If you use the control account feature, your ledgers need never be out of balance with each other.

The control feature works like this. The accounts receivable and accounts payable accounts are considered control accounts. A control account can only be posted to by the sub-ledger it is linked to. For example, when you post a \$100 invoice in accounts receivable, the general ledger control account for accounts receivable will automatically have a \$100 debit made to it. By having the computer make the entry to the control account a posting to the sub-ledger will always match the computer posting to the general ledger control accounts. It also cuts down on extra steps and errors you generate if you don't understand accounting.

On the other hand, you cannot post to a control account directly. That is, you couldn't make a journal entry to adjust the accounts payable control account. This would throw the account out of balance with the sub-ledger if you made the entry in the general ledger and not in the sub-ledger.

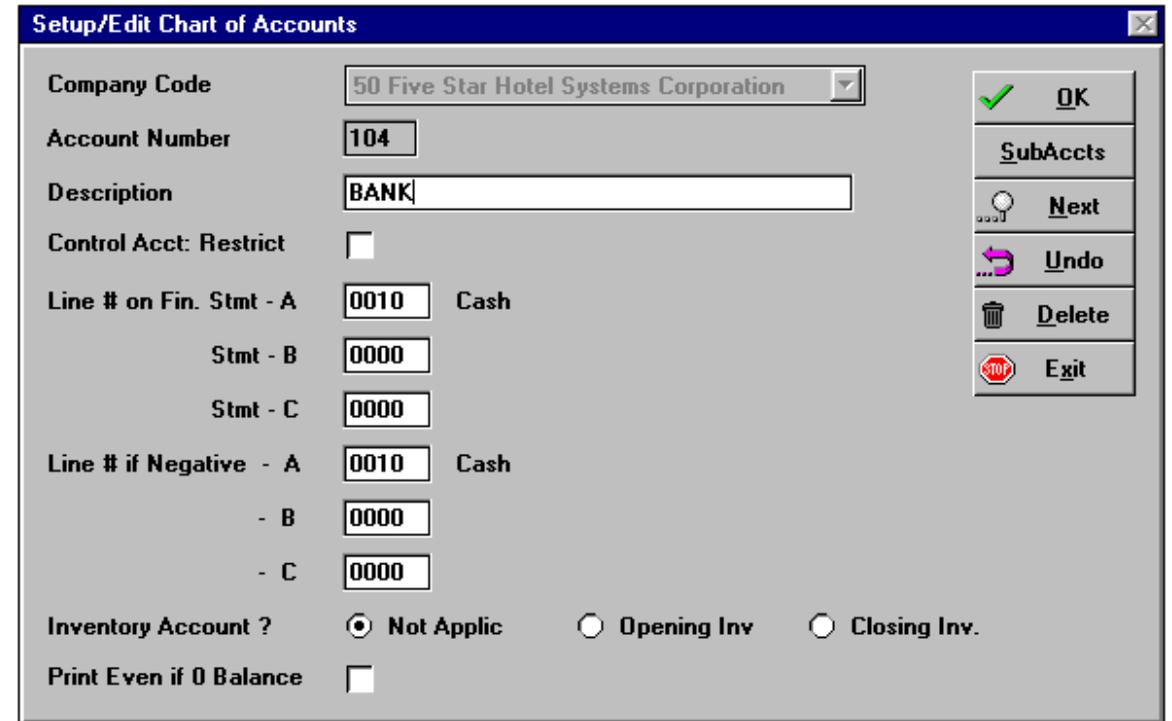
For this reason the first set of new accounts you will need to add to your chart of accounts will be

accounts payable startup and year end
accounts receivable startup and year end

You need one for each control account. You will use the startup account when you load opening balances on the computer.

You can also use them for year end or financial statement presentations when you want to post accruals to the general ledger without affecting the sub-ledger. Suppose your accountant told you to post \$1,000 accounts receivable or deferred revenue for your financial statement. He is actually telling you to create some revenue your hotel has not yet recorded. Instead of telling you exactly which customer accounts to make the entry to, and how much for each, he just tells you the total.

You would make the entry to the startup and year end accounts rather than to the accounts receivable account. You would likely reverse the entry as an accrual, but by posting it to the year end account, you don't affect the balance between the general ledger and the accounts receivable sub-ledger. Again, this will save you hours each year trying to balance the sub-ledgers to the general ledger.



Setup/Edit Chart of Accounts

Company Code: 50 Five Star Hotel Systems Corporation

Account Number: 104

Description: BANK

Control Acct: Restrict:

Line # on Fin. Stmt - A: 0010 Cash

 Stmt - B: 0000

 Stmt - C: 0000

Line # if Negative - A: 0010 Cash

 - B: 0000

 - C: 0000

Inventory Account ? Not Applic Opening Inv Closing Inv.

Print Even if 0 Balance:

OK
SubAccts
Next
Undo
Delete
Exit

Figure - Setup edit chart of accounts

Using the Screen:

Account Number: The pop up window comes up to display no account numbers or the uniform list of accounts, if you copied them. To add new accounts pick:

**** Add a new account number **.**

Highlight it and press <enter>. The cursor is then positioned in the account number field. Type the number of your first account.

Description: Enter the account name, e.g. Cash in Bank or Petty Cash. Be consistent in how you use capital letters and lower case.

Is this a control account: Answer N for no to all accounts except the ones you will use as control accounts. These will be the accounts payable control and accounts receivable control.

Line # on Fin Stmt - A: Enter the number of the line on the financial statement this account's balance appears on. Ask your accountant if you aren't sure about any accounts.
B: Simply press enter here. You can set up three sets of linkages, A, B, and C.
For now you need only linkage A.

Line # if Negative - C: Simply press enter here.
A: Certain accounts might be better displayed on a different line in the statement if the balance of the account is negative. If you specify an alternate line here the statement printing program will display the balance on this alternate line automatically, whenever the balance is negative.

For example you might use a line of credit. When you have cash in the bank you want to display it as an asset like Cash in Bank. When you are using your line of credit the statement is not attractive when it starts with a negative figure. Instead you would display the balance in the liabilities section under the line Bank Indebtedness. Other examples of the use of the alternate line number feature include shareholder loans, inter-company accounts or work in process.

B: Press enter here to skip this field.

C: Press enter here to skip this field.



Accept the new account and set up the next account.



Use Sub accounts to set up accounts within accounts. We don't recommend using sub-accounts unless you have to. Keep your chart of accounts simple.



The Next option simply allows you to scan through the complete list of accounts from the option line.

If you make a mistake you have three options. First, if you notice the error before you accept the account at the option line, click the mouse on the field that is wrong and you will be able to edit the field with the error. If the error is in the account number itself, you will have to take the second option.

The second option is to Erase the account. Do this if the mistake is in the account number or if you just want to get rid of the account and error and start over.

The third option may be used if you find your error after you have accepted the account. Go to the Account Number field click Okay and highlight the account number with the error. This account will be displayed on the screen, and you will be at the option line, ready to edit or erase the account. Choose Edit, and you will be able to change the information about the account and re-accept it.

Don't worry if you skip an account. You can add it later and the computer will always place it into sequence on the list.

Note: new users often manage to set up accounts with no name or number by unknowingly accepting a blank screen. that actually saves an account with no number. You can tell if you have done this by looking at the pop up window that shows you the accounts you have set up. Go to the Account Number field to get the pop up window. If you see one or more blank lines between the ** Add a new account ** line and the first account on your list, you have created a blank account. Simply highlight and select the blank line and choose erase on the option line.

Using the F9 Report Generator

Now that you have completed the entry of your chart of accounts you may want a 'hard copy', or print out of the work you have done. You can use it to check your work. If you find mistakes go back to the chart of accounts screen and make corrections, and reprint the listing.



To print the chart of accounts you must be in the setup / edit chart of accounts screen. This is how you get master file reports in general. To use the feature press F9 or click on the printer button on the tool bar. Highlight the List of Accounts option and press enter. From the next menu highlight and choose Design Your Own Report

You will see a list of information you can print; in this case the elements are the account number, description, control account yes or no, etc.. These elements are simply the ones you entered when you set up

the chart of accounts. While you might be tempted to print every element, the width of your paper or screen will limit how many fields you can include on your report.

Here are some things you should note about designing your own reports:

If you highlight a field and press <enter> that field will appear on your report. The width of the field is displayed to the right of the field on the screen. Fields chosen for printing are identified with an asterisk to the left of the field. Reports can be sent to the screen, printer, Lotus 123 file, or DOS ASCII file. The number of columns remaining for your report to fit on the screen or printer is displayed and counted down as you add fields to your report.

If you want your report to fit on a printer don't make it any wider than 80 columns. If you want your report to be printed on the narrow printer, or on the wide printer using narrow paper and in larger print, don't make it any wider than 80 columns. If you want your report to fit on narrow paper in condensed print or wide paper in large print, don't make your report wider than 132 columns. If you want your report to fit on wide paper in condensed print don't make it any wider than 220 characters. If you make your report any wider than that it may only be sent to a Lotus file or to a DOS ASCII file and it will not fit on any printer. Make note of these numbers as they are useful in designing any report: 80, 132, 220.

If your report gets too wide or if you make a mistake, highlight a field you have put on your report that you want to remove and press F3. For the report you are about to print include the following fields: account number, description, control account (Y/N), line number stmt A, and line number stmt A if negative. When you are done press F4.

Option buttons:

Print only once: Lets you choose a printer immediately, prints your report and does not save your design.

Alternate sort: Normally reports are sorted by the first code on the screen, in this case the account number. You may sort a different way. In this report you might wish to sort by account description, i.e. an alphabetical sort. Highlight this option, then choose the field you want to sort by.

Store and print - allows you to save your design first and then print it. You will be asked for a name for your report and next time you return to the F9 report option in the chart of accounts screen, you will see your names report as a third (or more) option. You can store any number of versions. A useful reason to store more than one version is for two reports sorted differently. If you have two such reports you should identify the sort method in the name you save the report under, otherwise you won't know later which report to print.

Departments

Use the departments screen to create departments. Departmental reporting in general ledger allows profit and loss statements as well as company wide combined statements.

Departments are already set up for you if you copy the uniform account structure.

If you have only one department, i.e. you are not departmentalized, skip this step.

If you wish to departmentalize, pick 0 as the department number for head office, i.e. the main department. The choose numbers like 1, 2, 3 etc. for your divisions. To set up departments, choose Departments / Divisions from the administration menu

Using the Screen:

Company number: Make sure 99 is highlighted and press enter for company 99.

Dept/Div Code: Highlight ** Add a new department ** and press <enter>.

Dept Name: Type your department name.

Option line: Accept the new department and repeat these steps for all your departments now.

Setup Recurring Journal Entries

Use this timesaving feature to post the same journal entry in your G/L every week, month, or however frequently the entry is needed. You set entries up using the Setup Recurring Entries program, and you post them using the Post Recurring Entries program in the G/L program. This program can be used only for entries that are identical each month. If the amounts may change or the accounts are different each month you must post the entries using the journal entries program, described below.

If you have only one or two entries to make each month you may be better posting them byhand each month along with all your other entries. It is easy to forget the recurring entries if you do them separately. To set up recurring entries, select the Setup Recurring Entries program from the general ledger setup menu:

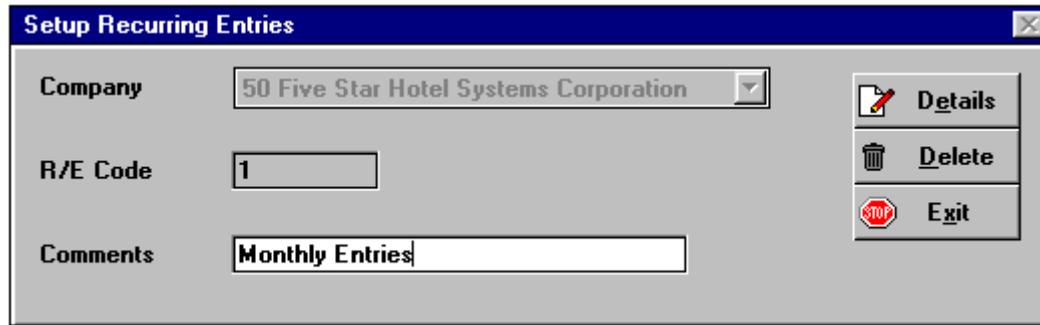
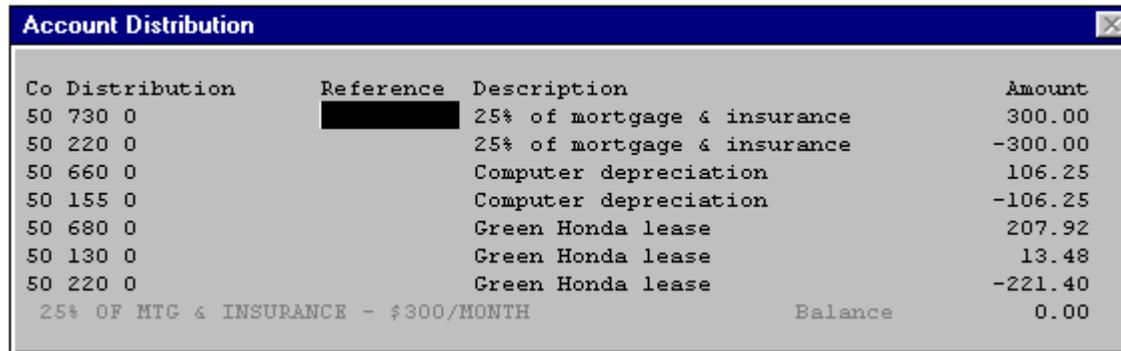


Figure - Setup Recurring Entries

Simply choose the company and a number or code for the recurring entry. We find the number 1 is a great code for the first one! In the comments field enter something that describes the entry so you will know which one to pick as you post these entries. Press enter when the cursor gets to the Details button, and the Account Distribution screen appears:



Co Distribution	Reference	Description	Amount
50 730 0		25% of mortgage & insurance	300.00
50 220 0		25% of mortgage & insurance	-300.00
50 660 0		Computer depreciation	106.25
50 155 0		Computer depreciation	-106.25
50 680 0		Green Honda lease	207.92
50 130 0		Green Honda lease	13.48
50 220 0		Green Honda lease	-221.40
25% OF MTG & INSURANCE - \$300/MONTH			Balance 0.00

Figure - Account Distribution

Here you set up a sample of how the entry will be posted. Don't enter dates or information that will be specific to only one posting, remember this is an entry that gets posted typically 12 times in a year. This screen is identical to the journal entry screen.

Using the screen:

Distribution: Enter a general ledger account number and a department, if you have more than one.

Reference: Use the reference number to identify the source document from which the entry came. For example, if you maintain a manual journal for these entries, use an identifying reference number from the journal. If you don't, use the batch number from the batch in which the original mistake was made. The reference number is copied to subsequent lines if you press <enter> next time you come to the field.

Description: Enter a short description of the nature of the entry, like 'reverse original entry to wrong job. This field will also repeat from the previous line.

Amount: Enter the dollar amount of the transaction. Debits are entered as a positive number, credits are entered as a negative. Notice in the bottom right corner of the screen the balance readout. This keeps a running total of your entry. As each disposition is made you see the total of the entry change. In order to complete the entry it must balance, so the balance readout must be zero. You can't normally post an unbalanced entry. However, if you have to, in order to correct and imbalance, press the * key when the computer warns you of an imbalance.

Continue making dispositions until the entry is completed. When done, press F4 to advance to the selection buttons. If your entry is in balance you can post it. If not, a warning message warns that the batch must be corrected before it can be posted. If this is the result, instead of posting, select the review mode at the posting window, or select modify at the selection buttons and you will be returned to your entry to change it. Using the arrow keys, scan up or down the list of entries to find your error. You can make a correction by changing the existing entry, you don't have to add new lines to reverse the original and enter a new one.

Financial Statements

There are four steps in designing your financial statements:

- Set up financial statement line numbers (for lines like Cash, Accounts Receivable, Inventory, etc.)
- Set up financial statement headings and totals (such as Assets, Current Assets, Total Assets, Total Current Assets)

- Link general ledger accounts to the financial statement line numbers you set up in the first step (such as linking the general ledger accounts for bank, house floats, petty cash, and payroll bank account to the Cash line on the financial statement)
- Create financial statement columns in the financial statement report generator (such as month to date, year to date, previous year to date or budget)

The first three are used to set up the row format of the statement, namely the position of accounts, headings, totals, etc. The last step defines the column format of the statement, namely columns such as current month, YTD, YTD last year, budget, variance etc..

To begin, make a photo copy of your financial statements that you can mark up. Each line is given a line number on your statement. Do this like the example in Figure - Balance Sheet & Income Statement.

Figure - Balance Sheet and Income Statement

Line #			
T1	ASSETS		
T2	Current Assets		
10	Cash		100
20	Guest Ledger		100
40	City Ledger		100
50	Prepaid Expenses	100	

T2	Total current assets		400
T3	Other Assets		
60	Equipment		100
70	Fixtures	100	
80	Building	100	

T4	Sub Total Other Assets		300
100	Less Depreciation		100

T3	Total Other Assets		200

T1	Total Assets		600
T5	LIABILITIES AND OWNERS EQUITY		
T6	Current Liabilities		
110	Bank Indebtedness		50
120	Accounts payable and accrued liab.	150	

T6	Total Current Liab		200
140	Bank Loan		100
150	Deferred taxes		100

T7	Total Liabilities		400
T8	Owners Equity		
160	Shares		100
170	Retained Earnings		100

T8	Total Owners Equity		200

T5	Total Liab & Equity		600

Line #			
T5	Income Statement		
10	Revenue	900	
T1	Direct Expenses		
20	Labor		100
30	Materials		100
40	Housekeeping		100
50	Other		100

T1	Total direct exp.	400	
T2	Gross Income		500
T3	Indirect Expenses		
60	Office		100
70	Bank		100
80	Legal		100

T3	Total indirect exp.		300
T4	Income before taxes		200
	Taxes		
90	Current		25
100	Deferred	25	

T5	Net Income		150
			=====

Figure - Balance Sheet and Income Statement continued.

Start by writing a number next to each line that has a balance on it. Use numbers like 10, 20, 30, 40 etc. so that if you have to later you can insert more lines, like 15. Put the numbers next to only the lines with balances coming from the general ledger accounts. Don't put numbers next to headings and totals, that comes next in step 2. Simply write 10, 20, 30 etc next to every line now. The numbering sequence is important because it determines the order the statement will be printed in. For example line 10 will be printed before line 20 etc. This is the reason for numbering the lines in increments of 10. Later you might want to insert a line between 10 and 20. Number the new line 15 and it will automatically be inserted between 10 and 20 when printed.

Next, draw a bracket as we have done connecting all the headings and totals together. For example we have drawn a bracket next to Assets and Total Assets. This represents a heading related to a total. Put a number on this bracket next to the heading and next to the total such as T1. Continue to do as we have done in the example bracketing all headings and totals, and numbering them.

Unlike line numbers, heading and total numbers may be numbered in any sequence, i.e. T1 does not necessarily print before T2. The statement printing program will know where to print them. When you set up the headings and totals on the computer the screen you do it on wants to know the line numbers to be included in the heading and totals. For example if you indicate that 'Current assets' and 'Total current assets' starts at line 10 (Cash), and ends at line number 50 (Prepaid expenses), it will position the heading 'Current Assets' before line 10 and total 'Total current assets' after line 50.

Notice that in the income statement example T4 (Net Income) has no heading. You can create totals with no headings and headings with no totals.

Use the example above to number your statements. When you have your opening balances entered later in the manual you will be able to test your layout. We suggest you wait until then to really scrutinize it and fine tune it.

The following sections show you how to enter the line numbers and headings/totals, and then how to link the general ledger accounts to the line numbers. These are the first three of the four steps we identified above in creating financial statements.

Line Numbers

The first step is to define the lines of the statement on which account balances are displayed. Choose the Design menu from the general ledger menu. From this menu choose Design Each Line on Financial Stmt. A screen like the Figure below will appear.

Figure - Financial Statements: Line Numbers

Using the Screen:

Statement Design Code: Choose A. You will not be setting up B or C now. You can return later to set up alternate row layouts as B or C. These design codes relate to the A B and C line numbers in the Chart of Account screen. (Remember them?) There you set up only line number links to statement design code A.

Bal. Sheet/Income Stmt: Choose Balance sheet.

You fill in the screen for each line on your statement however, you will not be asked these three questions again, the cursor will return to the next field only.

Description: Type the description the way it appears on the statement. Because this will be a presentation report pay particular attention to spelling and appearance. In general, statements with the descriptions in lower case and first letter capitalized look better than ones with all capitals.

You are entering only the lines with balances from the general ledger on them such as Cash, Accounts Receivable, etc.; the ones in the Figure which are numbered 10, 20, 30 and so on. You are not entering the headings and totals here.

Reverse Sign: Enter N for all asset and expense account lines. Enter Y for all liability, owners equity and revenue accounts. This is for presentation purposes.

Credit balance accounts are stored by the computer as negatives. Asset and expense accounts normally have debit or positive balances. They should be reported as such. When assets and expenses go into the red with a negative balance, again they should be reported as such, with a negative sign or with brackets.

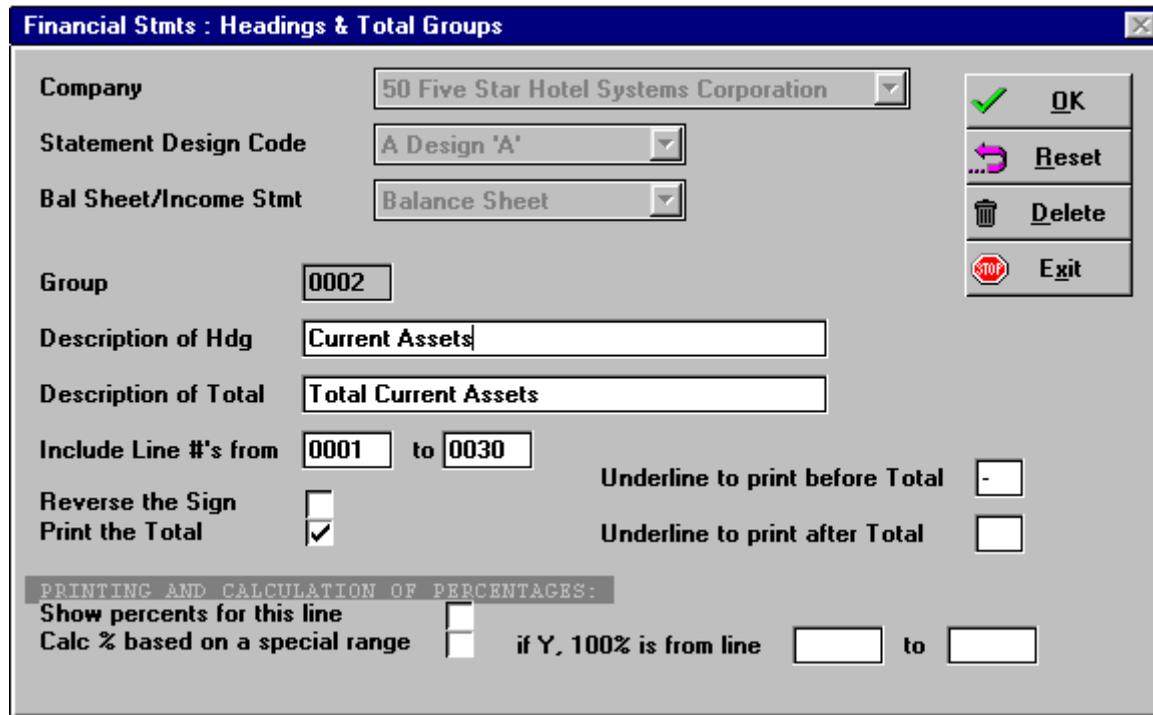
A liability, equity or revenue account normally has a credit or negative balance, but should be reported as a positive number on the financial statement, so you have to reverse the sign. If such an account happens to have a debit or positive balance, it should be reported as a negative on the financial statement, so again the sign reversal is appropriate.

Include in 100%: Type Y for all revenue lines and N for all other lines. The income statement can display a column which expresses all numbers as a percentage of sales. This is a very useful feature. For example, what is your gross margin as a percentage of your sales? 8%, 10%, 12%? How much does it vary each year? Expressing your income statement rows as a percentage of sales can be more meaningful than even the presentation of dollars, especially over the longer term. Trends are much easier to spot from the percentages.

Selection buttons: You only have the option of accepting, modifying or erasing on this screen. Ok the line and continue to set up the next ones.

Headings and Totals

The next step is to fill out the statement with headings and totals. There are three tricks here. First you can make a heading with no total by answering the 'Print a total' question on this screen with N for no. Second, you can make a total line with the total, but no description of the total, by leaving the 'description of total' question blank. Third you can create a total with no heading by simply leaving the 'description of heading' line blank. From the general ledger menu choose Financial Statement Design, and from this sub menu choose Declare Position of Headings and Totals (See Figure - Headings & Totals.)



Financial Stmts : Headings & Total Groups

Company: 50 Five Star Hotel Systems Corporation

Statement Design Code: A Design 'A'

Bal Sheet/Income Stmt: Balance Sheet

Group: 0002

Description of Hdg: Current Assets

Description of Total: Total Current Assets

Include Line #'s from: 0001 to 0030

Reverse the Sign:

Print the Total:

Underline to print before Total: -

Underline to print after Total:

PRINTING AND CALCULATION OF PERCENTAGES:

Show percents for this line:

Calc % based on a special range: if Y, 100% is from line: to

OK, Reset, Delete, Exit

Figure - Declare Position of Headings and Totals

Using the Screen:

Statement Design Code: Choose A. You may set up B and C later.

Note that although you change the signs for presentation purposes, the calculations are performed based on the true balances of the accounts.

You will need to change the sign on totals like gross margin, and net income. The calculation is made as follows:

Revenue	-1000	<----- you should reverse this sign
Labor	400	
Materials	300	

Total Direct	700	

Gross margin	-300	<----- you should reverse this sign (you are making money).

Print the total?: Enter Y for all groups except when you want a heading with no total line.

Underline character to use before total: Put a - (hyphen) here. This makes an underline like this: -----.

Underline character to use after total: Leave this blank for all but grand totals like Total Assets, or Total Liabilities and Owners Equity, or Net Income after Taxes. If you put too many underlines your statement becomes unnecessarily long and may require two pages to print. Underlines like the = sign look good here (double underline).

Selection buttons: Ok the group and continue setting up the rest for the balance sheet and the income statement.

Sample of your Layout

When you have all the line numbers and groups entered you can print a list which mocks up the layout of your statements even before you have entered balances. To print this sample layout choose the Financial Statement Design option on the general ledger menu, then from this sub menu choose Display Resulting Statement Layout. Choose statement design A and print the report.

Scan the first half of the report for accounts which have no line number. If you find any, you must either change the line number the account is linked to in the Setup Edit Chart of Accounts screen, or you must create the line in the Design Financial Statement - Design each line on Financial Statement option. If you don't, your statement may not balance.

Column Definition of the Financial Statement

This is the fourth step of the design process that we identified at the beginning. The Five Star system has a unique capability to produce financial reports to your specification quickly and easily. The Five Star report generators are built-in, and application specific, so they can do things few other 'third party' report generators can.

A report generator is a program that you use to lay out the appearance of your report. It uses your accounting information like a data base from which you can pull information and manipulate it. In order to use a report generator, you must have an objective in mind, a report laid out with specific information. Here is a short list of the common things we see the report generators used for: balance sheet, income statement, statement of changes in financial position, monthly spreadsheet, divisional profit and loss reporting, schedules to financial statements.

If you have an idea in mind for a report, start by writing out the layout on paper. Your thumbnail layout should show you the headings and type of information in each column. It should also plan any calculations you need the report to make. When you have planned the layout, it is easy to put it on the computer.

All the report generators in the Five Star system have much in common. Once you have learned the use of one report generator you can easily learn the others. They all have much in common, but each has some differences.

A report is defined by the columns in it and by the row format. You have already defined the rows of all your reports. They are as follows: the row format of your financial statements was set up with line numbers, headings and totals and schedules.

As you can see you have already defined the row format. All that remains is to define the columns of your reports. Columns usually consist of, for example, actual year to date, budget, month to date etc.

There are sample reports already set up in each report generator. The best way to learn how to use a report generator is to read the section of the manual about the report generator you want to learn and then print the sample reports. then go to the report design screen and compare the design of the report to the result you get

when you print the report. Use the F1 and F2 help in every field because there are lots of tips to be found there. Finally, set up a report of your own and print it. Fine tune it until you have what you want, and you understand exactly how you got it.

The general ledger report generator is designed primarily to print the balance sheet and income statement, but it can also be used for the statement of changes in financial position, or schedule reporting. The report generator can present actual, budgeted, and calculated figures like differences and variances. It can present figures on a monthly, quarterly annual and an historical basis (comparison to years past).

To lay out a financial report, select Financial Statement Report Generator from the general ledger's financial statement design sub menu (see Figure - Financial Statement Report Generator).

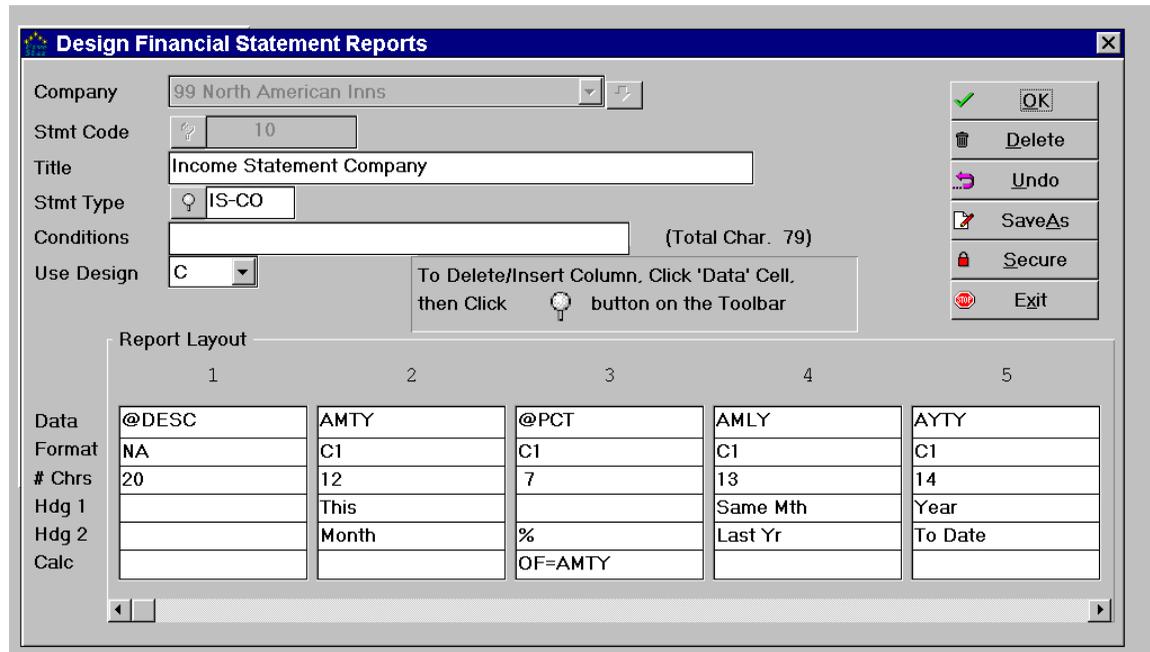


Figure - Financial Statement Report Generator

Using the Screen:

Statement Code: Highlight and select an existing statement code if you want to look at or edit one, or highlight and select ** Add Another Design ** if you want to set up a new one.

Title: The title is what appears at the top of the statement. Use something like Balance Sheet, Income Statement, or Management Statement. You don't need to put the company or the date in the title because this information is also printed along with the title.

Type of Report: Highlight and select one of the three options. They are:

BALSH - balance sheet type report. Use this option if you are designing a balance sheet, fixed assets statement or a statement of changes in financial position. When you choose a BALSH type statement, the computer will only include lines, headings, totals, special items and schedules for which you selected Balance Sheet (not Income Statement) when you set up these features in the financial statement design menu. Also, if you include the account number to which income and expenses are summarized this statement will automatically have net income to date added to it. This is necessary for a balance sheet to balance at any time in the year. The account number to which net income is added (memo only for the financial statement during the year, an entry is only really made as of fiscal year end). You defined this account number in the administration menu's set up company profile. This statement prints a company statement, and not a divisional statement. That is, it adds all departmental balances for each account and presents the balances on a corporate basis.

IN-CO - company income statement. This choice prints income statement accounts. You defined the cut off in the 'first p & l account number' field of the set up company profile screen of the administration menu. The IN-CO type statement prints only accounts after that cut off point. It does not receive a balance for net income like the BALSH type statement does, so this makes it ideal for income statements and separate schedules or analyses.

IN-DV- divisional income statement. This is the same as the IN-CO type statement, except that it prints one department at a time. The IN-CO statement prints the total of all departments. Use this type of report only if you have more than one department. If you have only one department, this type of report is identical to the IN-CO statement.

IN-DC – income statement with divisional contribution. This is a less common style. It prints a statement for the whole company but separates each section of the statement (like revenue) into the departments so that the contribution from each department may be discerned.

Condition: If you chose an IN-DV type report, enter division numbers in this field separated by a comma, like 01,02,03 etc. This field allows you to define which division(s) is (are) to be included in this report. If you have three divisions and you want to create the same divisional income statement for each, set up the first one, test it, and then use the save as feature at the selection buttons to automatically create another report with the identical set up. If the report your are working on is not an IN-DV type, leave this field blank. It is inactive for BALSH and IN-CO statements.

Type of Statement (A/B/C): Enter A. the Five Star system has the capability to print three different row formats for financial statements. For example the bank might want to see a very concise one page balance sheet, whereas management might like to see a more detailed version. In many cases you can accomplish this by using the schedule feature when you set up the row format in the financial statement design programs. But if schedules won't do the job you would set up line numbers, headings, and totals for the summary statement, and a second set for the detailed version. You must link the chart of accounts to each set differently.

To create a statement of changes in financial position you must set up a second series of line numbers and headings and totals, using the statement B option , and the balance sheet selection throughout. Link the chart of accounts to this second set of line numbers. Most people use an A in this field because one set of statements is adequate, and usually a statement of changes in financial position is not needed.

Column definition: Up to this point you have been defining the general rules of the report. The next step is to define each column. You can define up to 14 columns in all the report generators, including this one. The top of this section of the screen numbers the columns from 1 to 14. The information in each column on this screen is what defines each column of your report. Each column definition consists of a data element, the format for which the letters or numbers will appear on the report, the width of the column, the two line heading of the column, and optionally, a calculation. To see more columns use the slider bar beneath the columns.

We recommend you use the F1 and F2 keys on each field as they help a lot in setting up a statement or report.

Data: The basis of presenting each column is the data field. It tells the computer what kind of information should be presented in the column. Scan down the F2 pop up window's list of data fields. If you pick, for example, code AITY, you will create a column displaying your actual balances year to date. It is that easy. Use the F2 pop up window always in this field because it will show you what the codes mean, and it will always enter it in your column correctly.

You can also delete a column while at the code field. To delete a column, press F2 to pop up the window (if it isn't already popped up). Highlight and select ** Delete the Column **. The column you are on is

deleted. If you make a mistake on a column we recommend that you delete it and re enter it, rather than keying over it. Note that the hotel report generator can also insert a new line in the middle of an existing report.

The codes that do not start with an @ will present numbers from your general ledger files. The codes that do start with an @ are used as follows:

@CALC: All report generators have an @CALC. This code causes the column to be a calculation based on other columns in the report. For example, if you set the third column as @CALC, and in the calculation field (at the right side of the screen) you entered C1+C2, the third column would be the sum of the first two.

@DESC: This creates a column for the line descriptions like Assets, Cash on hand, Inventory, etc. Every report should have an @DESC column or you won't know what you are looking at. You will have numbers but no way to tell what they are. To create a unique style of report, try putting the description in the middle column. This can be easier to read.

@PCT: This is a special code in the general ledger report generator. Other report generators have a percent code but they work a little differently. In this report generator you can create a percent column that expresses all profit and loss statement lines as a percentage of another line. Usually sales and expenses are expressed as a percentage of total sales.

Here is an example of what the @PCT code can create:

@DESC	AYTY	@PCT
	Year to Date	Percent of Sales
Revenue		
Room sales	8000	80
Other sales	1800	18
Discounts	200	2

Total sales	10000	100
Cost of Sales		
Labor	3000	30
Material	4000	40
Other	2000	20

Total cost of sales	9000	90
Gross margin	1000	10

Here you see examples of the @DESC, AYTU (actual year to date figures), as well as the @PCT code. Its function is to present another column of numbers as a percentage of one of the numbers in the column. Percentage of sales is the most common use of this feature. It helps you spot trends from year to year. For example, do you know how much labor typically is as a percent of sales. If you find your profits at the end of the year are dwindling each year, the percent column is the best way to spot the reason.

You must do three things in order to use the percent column. First, on the financial statement design menu's 'design each line on financial statement program', answer yes to the question 'include in 100%?' for each line that will add to the 100% total. In the example above you would answer yes on the contract sales, other sales, and discount lines. If you have only one line for revenue on your financial statement, answer yes to it only. The second step is to enter create the column on which the percentage column is based. Usually it is to the immediate left of the percent column, but this is not mandatory.

Third, in the calculation field on the percent column you must highlight the same design code in the F2 pop up window as you used in the column the percentage is for. For example if you want to express the percentage of the year to date column as in the example above, the column to the left of the percentage column would use the AYTU code, and in the calculation field of the percentage column use 'of AYTU'. We recommend you fill in the calculation field using the F2 pop up window, because it will insert the code in exactly the right form.

Format: The format of the column determines how numbers will be presented. The format NA is used for non numeric columns like the description. All report generators use the same number format table:

Presentation Formats

Code	Example	Description
C1	-99,999.99	(2 decimals)
C2	(99,999.99)	(2 decimals)
D1	-99,999	(no decimals)
D2	(99,999)	(no decimals)
NA		Not Applicable

The C1 and C2 codes are used for reports which include pennies, such as financial statements. The D1 and D2 codes are for reports which require accuracy only to the nearest dollar. If you are trying to squeeze more columns onto a page, use the D codes, because they are narrower. Codes like D1, C1 and T1 all present

negative numbers with a - sign to the left of the number. Codes like D2 and C2 enclose negative numbers with brackets.

Number of Characters: This determines the width of the column. Most of the time the width presented by the computer will be correct, so you won't need to change this field. However if you are trying to get more columns on a page, you might try to shorten the column width a bit. Some considerations are given next. If your descriptions are short, cut the description column from 30 to 20. This will make room for one more column of numbers. Also, if you have 10 or more columns of 15 characters each, shrinking them all to 13 characters wide will add room for 20 more, or two or three more columns. Percent columns take less space than others, since the biggest number you put in a percent column is usually 100.

If you shrink a column, make sure that it is wide enough still for the heading. Headings require a column width of 1 character more than the width of your title. For example a title like 'Year to Date' will print properly on a column 13 characters or wider. If you were to enter only 12 it would be printed as 'ear to Date'.

As you build your report the character counter keeps track of the width of your report. It is worthwhile to keep track of the width because this determines where it can be printed. If the report is too wide for a screen or a printer, you cannot print it there, and you will not be given the option to in the printer selection window when you try to print the report. Here are the widths to keep in mind:

0 to 79 characters - can print on any printer and on the screen. Will print in wide mode, 10 CPI
80 to 131 - too wide to print on screen. Can be printed on any printer. Narrow printer will automatically switch to compressed mode, 17 CPI. Depending on how you set up your laser printer, it may compress the print in portrait mode or it may switch to landscape and print in 10 CPI mode.

132 and over - will only print on wide printers and laser printers. Will be in compressed mode on wide dot matrix printers, and will be in landscape compressed mode for laser printers. Lasers can usually go up to about 179 characters, but above that they will chop off the right hand column. Dot matrix printers can usually go up to 220 characters. You define the maximum number of characters your printer can print in the administration menu's sub menu, system administration menu, the printer setup screen. It is also possible to print on a laser printer in landscape mode on 8 1/2" x 14" paper, and print considerably more text.

If you shrink a column keep in mind the rows which have totals on them. For example, if you tend to sell room for \$100 each in value, but you do 10,000 or more in a year, your column must be wide enough to print the total, plus one space. If you notice numbers which appear to be out of alignment in a column, widen it and reprint the report. When a number is too wide the report generator tries to find the best way to squeeze it in, like taking off decimal places etc.

You can create a column with a zero width. This is useful if you need to do a calculation on a column of numbers that you don't want to have appear on the report. Set up the column you don't want to appear with a width of zero. Don't make number columns wider than 20, they don't work.

Heading One, Heading Two: The report generator prints two line headings, with a line below the heading, and before the information in the report. For example, a heading like:

Year to Date
Last Year

would be entered by typing Year to Date in the heading one field and Last Year in the heading two field. Usually the heading suggested by the computer is a good one, because it matches the data field.

If you have a heading like 'Current' that fits on one line, put it in the heading two field so it lines up better. Don't enter a heading for the description column, normally financial statements don't have headings for that column. You must enter your own headings for calculation and percent columns, the computer does not know what your calculation will be.

Type a heading like Year to Date, not YEAR TO DATE. This way your headings will match the ones suggested by the computer.

Calculation: Fill this field in only for columns using the @CALC or @PCT design codes. If the column is an @PCT, press F2 and select the data the column is a percentage of. If the column is a calculation, type your calculation like 'C1+C2'. It should be a valid arithmetic formula. You can use +, -, * (the asterisk is for multiplication) and / for division. You can also use brackets, and multiple levels of brackets are acceptable. Calculations are done from left to right without regard to whether the operand is a + or -, or * or /. You must use brackets to control the order of operation.

You can only do calculations based on other columns, not based on other design codes. A formula like ATYT * 100 is not valid. You would have to create a column with code ATYT in it, and then apply the formula to that column such as C4*100. You can do calculations based on columns before or after the column with the calculation in it. For example column 3 could be C1+C4. You can also do calculations like C1*100, which involve constants.

Calculations are always done accurate to two decimal places. This is important to remember when you are using division and then multiplication in that order. For example a variance calculation like $(C1+C2)/C3*100$ would yield inaccurate results. If C1 = 234.34, C2 = 123.32 and C3 = 12% the calculation would yield $(234.34+123.32)/12= 29.80*100=289.00$. When your numbers are in the millions the result can

be off by thousands of dollars. Change the formula to $(C1+C2)*100/C3$ and you get 289.05, the correct result.

Selection buttons: Ok your report design and you can use it any time to print company information. In addition there is a Save As option which creates a copy of an existing report under a different report number. All the report generators have this feature. If you want two reports that are similar but not identical, set up the first one, test it, and then use the save as feature to make a second copy. When you do you will be asked to give the copy a number. This new report will be displayed on the screen immediately after, ready for you to edit it. Until you edit it you just have two copies of the same report design.

Management VIEWS

This is a simple version of the financial statement which you can display instantly on the screen, along with certain ratio analyses. It is a minor tool, but very easy to use, so it is worth setting up now. By the way, if the business owner is not computer literate, but wants access to information about the business, this tool is an excellent way for him or her to get started.

If you copied accounts from the uniform system of accounts, this feature is already set up for you.

To set up the layout of your Management VIEWS statements choose the Design Mgmt-VIEWS option from the Design Financial Statements sub menu of general ledger (See Figure - Management Views.)

Setup Mgmt-VIEWS

Company: 50 Five Star Hotel Systems Corporati

Buttons: Exit, Reset, Delete, OK, Except

	From Acct	To Acct		From Acct	To Acct
Income Statement			Income Statement		
Revenue	400	420	Indirect Expenses	470	999
Direct Expenses	460	465	Other Inc/Expense	000	000
Balance Sheet			Balance Sheet		
Cash	104	104	Taxes Payable	230	240
Receivables	107	130	Other Current Liab's	000	000
Inventory	000	000	Long Term Liab's	000	000
Oth Curr. Assets	000	000	Shareholders' Equity	220	220
Fixed/Oth Assets	150	170	Retained Earnings	300	301
Accounts Payable	203	203			

Figure - Setup GL Management Views

Using the Screen:

From Account: Enter the first of the series of accounts that will be included in the balance displayed on the line you are working on.

To Account: Enter the last of the series of accounts that will be included in the balance displayed on the line you are working on.

Repeat for all lines on the screen.

This screen assumes your accounts are sequenced roughly the way the Management Views statements are laid out. Don't worry if your chart of accounts is not in sequence exactly the way the screen wants it. The selection buttons allows you to specify exceptions to the sequence rules.

Selection buttons: If all the rules you set up on the screen are correct, ok the screen and you are finished. If some of your accounts are out of sequence or do not fit into the groups you have specified, choose Except at the selection buttons.



The exception screen allows you to specify accounts which do not follow the rules on the first screen. You select each account from the left side of the screen and indicate which line of the Management VIEWS screen the account belongs in. When you have identified all the exceptions press F4 and ok the screen at the selection buttons. Then ok the first screen.

 A screenshot of a software dialog box titled "Exceptions to Account Ranges". The dialog has a blue title bar with a close button (X) on the right. In the top right corner, there is a green checkmark icon and the text "OK". The main area contains two columns of input fields. Each column has a header "G/L Acct" and "Goes to Line". The first column has two rows with "440" and "450" in the "G/L Acct" boxes, and "4 - Other Income/Expense" in the "Goes to Line" dropdown menus. The second column has empty boxes for "G/L Acct" and empty dropdown menus for "Goes to Line". There are seven rows in total, with the first two filled and the rest empty.

Figure - Exceptions Screen

You will be reminded that if you have made a change to the layout you must run the Rebuild Management VIEWS screen. Since you have not posted any entries to the Five Star system, this will not be necessary, so you can ignore the warning.

Your Management VIEWS screen is now ready to use. Once you have posted accounting entries to the system you can use the Management VIEWS screen at any time.

Setting up your Budget

You can use Five Star to create budgets, or you can use Lotus 123 or Excel to create them. When created by a spreadsheet you can import the budget into Five Star. This is an excellent way to do your budgeting, as it makes use of the best tools on the market for the job, namely Lotus or Excel. Then after the decisions and choices are made, by importing the final budget into Five Star, it will be presented as part of your financial statements.

To use the Lotus, you must set up your spreadsheet with the same structure Five Star needs to be able to read and understand it. This doesn't mean you have to abandon that spreadsheet you just perfected last year after weeks of late nights at the computer! All you have to do is add to it. Use the + ability and the copy ability to add new columns to the top left of the spreadsheet which change automatically as the numbers in your spreadsheet change. This will move your columns over to the right of the new ones you add for the Five Star import capability. See the section below for the rules for your spreadsheet.

If your accounting is relatively simple, you can use the Create New Budget feature built into Five Star to set up your budget, and save the trouble of learning Lotus or Excel, and interfacing. You can create the budget in Five Star on a monthly basis, account by account and department by department. You can simplify this by setting up an annual budget and having Five Star split the numbers into 12 equal months. After it does the split, you can increase some months and decrease others to add the seasonality of your business to the budget. If you are setting your budget up after using Five Star for a year or more, it can copy monthly figures from last year into the current budget file, saving hours of work. As you copy the budget you can change all the numbers by a percentage amount. This method works only if your business tends to be similar year to year.

One of the unique features of the Five Star budgeting system is its ability to store more than one budget at a time. This is essential because most people who create budgets do the new year's budget well before the current year's budget is completed. The first step in creating a budget is to simply give it a name. This gives Five Star a way to identify your new budget. Use the Create Erase a Budget program to give your new budget a name.

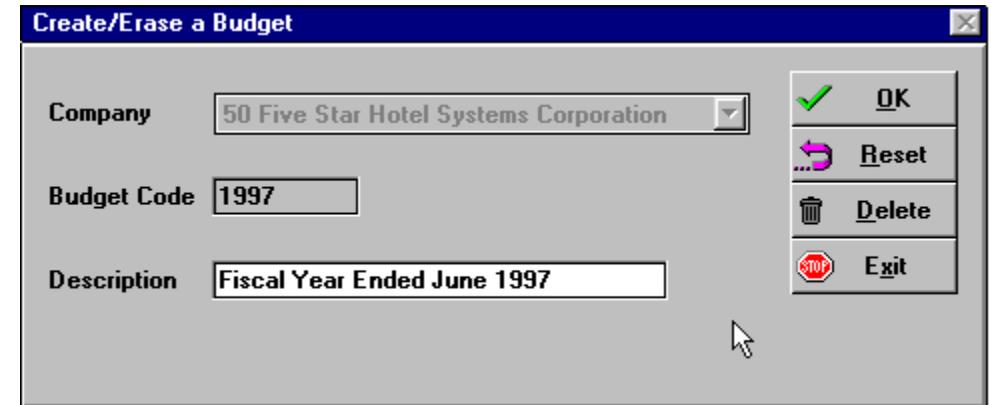


Figure - Create/Erase Budget

You can set this screen up any time ahead of when you plan to set up the actual budget figures. Use a simple description and code like the screen above.

There are four ways to set up the actual budget:

1) Create a budget in Excel or Lotus and use the Upload Budget from Lotus program on the Budgeting menu

Start by creating a Lotus spreadsheet with either a yearly budget, or budget for each month. The rules for the structure of the spreadsheet are:

Column "A" must be the G/L Account no. If you are just budgeting the year in total, column "B" will be the yearly budget (there must not be any more columns). If you are budgeting monthly figures, column "B" to "M" will be the monthly budgets for fiscal months 1 to 12. Make sure that your columns are sufficiently wide so that there are at least 2 blanks between each column. Every cell must have a value (if 0, enter 0: don't leave it blank). Print the spreadsheet to a file and make sure the filename ends with .PRN (eg. BUDGET93.PRN). Make note of the full path name of the file.

Use "Upload Budget from Lotus" to transfer in the budget. If you are divisionalized, indicate into which division you wish to insert the budget.

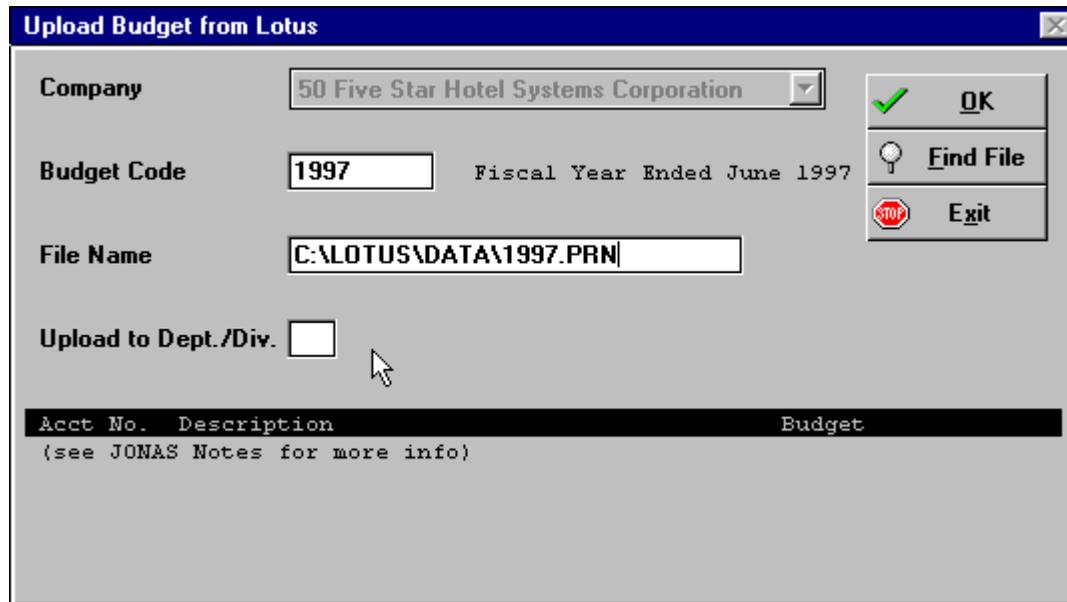


Figure - Upload Budget from Lotus

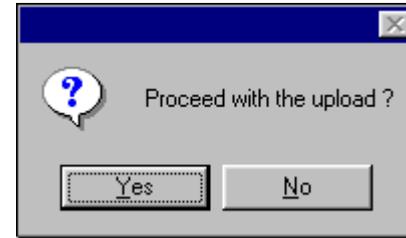
Using the screen:

Budget Code: Use the find icon or press F2 to select the budget code to which the Lotus file will be uploaded. You must have already set up the budget code.

File Name: Enter the full pathname and file name of the file you intend to upload, as in the example in the screen above. This must be a .PRN file created by Lotus or Excel. Check your manual for instructions on uploads from other types of spreadsheet programs.

Upload to Department: The upload program can add numbers to one department at a time. If you wish to budget more than one department, you must perform separate uploads.

When you accept the information on the screen (by clicking on OK or pressing enter on OK) if your spreadsheet is structured correctly, you will see the records imported flash by on the bottom of the screen. If a record is found that can't be imported, a message will appear:



Just press enter or click on OK, and the record will be bypassed. The upload will continue until it finds another unusable record. If all records are rejected, choose No, and check the rules above for the structure of your spreadsheet. When successfully uploaded, choose the Print Budget Listings program on the Budgeting menu to see the budget, or use the Financial Statement report generator to utilize the budget.

2) Create the budget in Five Star using the Entry of Budget Figures program on the Budgeting menu

Use the Entry of Budget Figures program on the Budgeting menu to create budgets from within Five Star:

Entry of Budgets

Company: 50 Five Star Hotel Systems Corporation

Budget Code: 1

G/L Account: 540 COURIER

Dept./Div.: 0 Head Office

Sub-Account:

				Budget Amount			
Jun/95	14	Jun/96	0	June	100.00	January	110.00
Jul/95	49	Jul/96	290	July	100.00	February	110.00
Aug/95	31	Aug/96	340	August	110.00	March	
Sep/95	118	Sep/96	100	September	110.00	April	
Oct/95	26	Oct/96	103	October	120.00	May	
Nov/95	229	Nov/96	237	November	130.00		
Dec/95	102			December	120.00	Total Year	1,010.00
Jan/96	0						
Feb/96	457						
Mar/96	145						
Apr/96	397						
May/96	0						
YTD	1567	YTD	1070				

Figure - Entry of Budgets

Using the screen:

Budget Code: Use the Find Icon or press F2 to select the budget code you wish to add figures for. You must already have set up the budget code in the Create/Erase a Budget program on the Budgeting menu.

Account Number, Department, Sub-account: Click on the Find icon or press F2 to select the account you wish to budget. You will be asked for a sub-account only if the account you are working on has sub-accounts set up.

Budget Amount: Enter each of the monthly figures for the budget. Or, in the first field, enter the annual budget and press the F9 key. Five Star will divide the number by 12 to create figures for each month. You can go back to each month and adjust the figures for seasonality.

3) Copy the budget from the previous year's budget in Five Star using the Make a Copy of a Budget program on the Budgeting menu

This is the simplest way to get new budget figure for next year into Five Star - use last year's figures. After you have done the copy, you can go to the Entry of Budgets screen, described above, and make changes to the new budget that reflect any differences you expect in the new year.

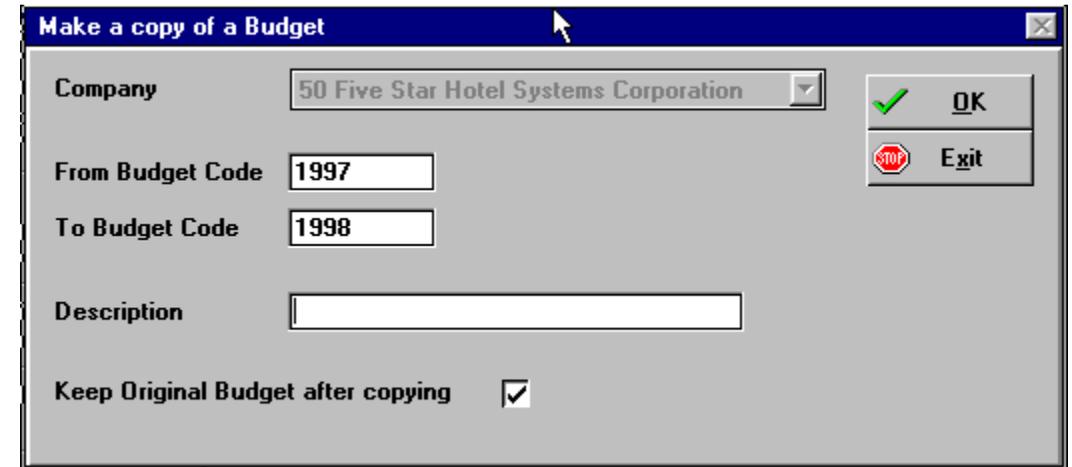


Figure - Make a copy of a Budget

Simply enter the budget code you are copying from (like last year's budget) and the code you are copying to (like next year's budget). You must have already set up both codes in the Create/Erase a Budget program. If you are finished with the old budget, remove the checkmark in the Keep Original Budget after copying field.

4) Copy last year's actual figures from Five Star using the Update Budget w. Actuals program on the Budgeting Menu.

Figure - Update Budget with Actuals

Using the screen: Select the company and budget code to be updated. This code must already be created in the Setup/Erase Budget screen. enter the first date of your fiscal year in the From Period field, and the last date of your fiscal year in the To Period field. Choose the department to copy (you have to do one department at a time) and accept the screen. Your actual figures will be copied to the budget file. You can review the new figures using the print Budget Listings, or using the Financial Statement Report Generator. You can adjust the figures using the Entry of Budget Figures program.

Setting up Fixed Asset Depreciation

The Five Star General Ledger module incorporated powerful and flexible features for managing fixed assets, and accounting for depreciation. The program calculates depreciation on an accounting basis, and on a tax basis. It incorporates 1/2 year rules. It can automatically post depreciation and accumulated depreciation in your general ledger on a monthly basis, eliminating the tedium of doing the postings by hand. It keeps a record of all purchases and sales. There are 2 steps in setting up the fixed asset ledger:

1) **Fixed Asset Categories:** You must first set up fixed asset categories. We suggest you use the categories determined by the rules of taxation in your location. That way the Five Star Fixed Asset system can do your tax depreciation too. Use the Fixed Asset Categories program to create the categories of depreciation rules. This screen usually includes a category for buildings, furniture, vehicles, computer equipment etc.

Fixed Asset Categories

Company: 50 Five Star Hotel Systems Corporation

Category Code: BUILDINGS

Description: Buildings

Dep'n Method: Declining Bal. Straight Line Pct.: 5.00

Tax: Declining Bal. Straight Line Pct.: 5.00

G/L Acct	[Sub-Acct]
Asset Account: 150	COMPUTER HARDWA
Accum. Dep'n: 155	Depreciation on
Dep'n Expense: 660	DEPRECIATION

Use 1/2 year:

Buttons: OK, Reset, Delete, Exit

Figure - Fixed Asset Categories

Using the Screen:

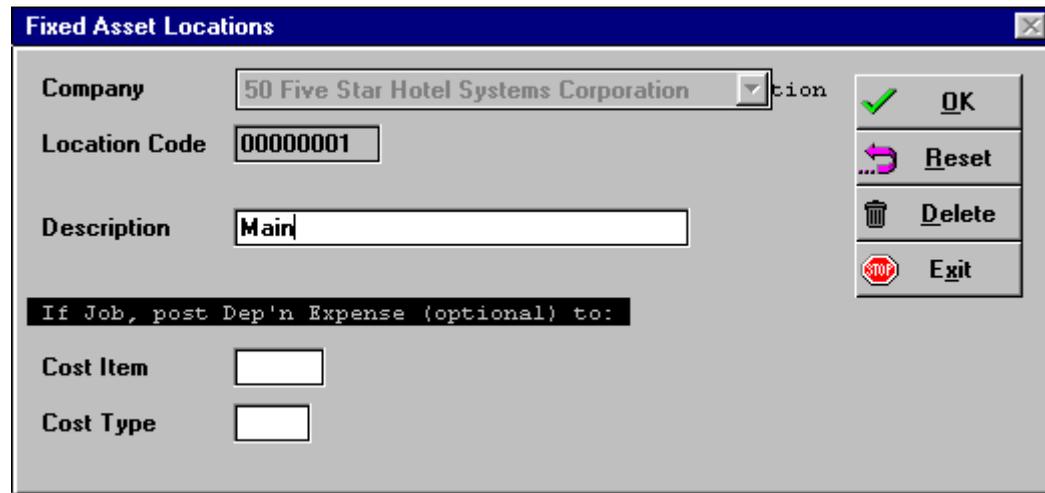
Category, Description: Enter the code you wish to use for the category, like in the example above. Fill out the description for the code.

Depreciation Method, Percent: You can enter the depreciation method for both your accounting records, and for your income tax records. Click on the radio button to choose between the declining balance method and the straight line method for each of the accounting and tax rules. Accounting depreciation is frequently done on a straight line method, that is, each year the same percentage of the *original* value of the asset is depreciated. Declining balance depreciation is calculated on the original asset value less the amount depreciated to date. This is the method used in income tax calculation.

G/L Account: Enter the accounts for the original asset (an asset account), for the accumulated depreciation (a contra-asset account) and for the depreciation (an expense account).

Use 1/2 year: Put a check in this box. The half year rule applies to income tax calculation. In the year of acquisition and in the year of disposal of an asset you can only claim 1/2 of the capital cost allowance (i.e. depreciation).

2) Set up Locations: Most businesses have only one location, but some have more than one. When an asset changes location, Five Star can post the depreciation expense to a department associated with the location. Use the Locations screen to set up at least one location, probably called 'main office'.



Fixed Asset Locations

Company: 50 Five Star Hotel Systems Corporation

Location Code: 00000001

Description: Main

If Job, post Dep'n Expense (optional) to:

Cost Item: []

Cost Type: []

Buttons: OK, Reset, Delete, Exit

Figure - Fixed Asset Location

Simply set up one or more location codes. We recommend you only use one. Ignore the Cost Item and Cost Type fields, they are used only if you use the Five Star job cost module.

3) Setup Fixed Asset Items

The next (ongoing) step is to set up your actual fixed assets. Use the Setup Fixed Asset Items screen:

Fixed Assets

Company: 50 Five Star Hotel Systems Corporation

Item Code: 000000001

Category: BUILDINGS Buildings

Location: 00000001 Main

G/L Division: 0 Head Office

Description: Main Building

Serial/Tag #

Comments #1

#2

#3

OK
More
Reset
Delete
Exit

Figure - Fixed Asset Items

Using the Screen:

Use the Find icon or the F2 key to fill in the Company, Item Code, Category, Location, and G/L Division. The Description, Serial/Tag # and Comments fields may be filled in as needed. When you accept this screen, you will be taken automatically to the next, details screen:

Purchase:		Selling:	
Price	1,000,000.00	Price	0.00
Date	19961201 Dec 1, 1996	Date	19961222 Dec 22, 1996
From	XYZ Real Estate CO.	To	
Salvage/Residual Value	0.00		
Memo (insurance) Value	1,000,000.00		
Accum Dep'n- end of last fiscal yr (book)	235,000.00	at:	199605 May, 1996
(tax)	215,000.00		

Figure - Fixed Assets Details

Using the screen:

Purchase Price: Fill in the correct purchase price, not the net book value today.

Date: Enter the correct purchase date. If you are setting the fixed assets program up for the first time, and you are entering assets that were purchased in previous years, don't enter today's date, or the program will apply the half year rule, and will calculate only half the correct depreciation in the current year.

From: If you want you can record the name of the party from whom you purchased the asset. This field is optional.

Selling Price, Date, To: Leave these fields blank until you sell the asset. Fill them in when you do, for a complete record for taxation purposes. The half year rule will apply when you sell the asset.

Salvage/Residual Value: Fill this field in when you sell this asset. The salvage value amount is used when calculating the net gain or loss on the sale of the fixed asset.

Memo Value (Insurance): Using this field to record market value can save much time in providing your insurance company with annual insurance reports.

Accumulated Depreciation at end of last year: If you are setting up the program for the first time, record any accumulated depreciation in this field. This is especially important if you are using the declining balance method of depreciation.

Setting up Accounts Payable Master Files

In this section you will define the rules which will affect the way you deal with your accounts payable. Then you will embark on the big task of entering all your suppliers. Remember, you will be able to copy the suppliers to your real company so you can go ahead and enter them in the test company now.

Setting up AP sub-ledgers

This step defines a broad range of rules for handling accounts payable. Each set of rules is contained in a 'sub-ledger'. You will likely have one accounts payable sub-ledger, but some companies have more than one. You need a sub-ledger for each currency you use, each bank account you use to handle accounts payable checks or for each list of suppliers or outstanding invoices. This tutorial will help you set up one accounts payable sub-ledger. If you need more, you can set them up on your own.

If you have copied from the uniform system of accounts, this feature is partially set up for you. Don't change the linkage to the general ledger.

The sub-ledger definition also includes the general ledger accounts you will be posting to via the sub-ledger. These include the accounts payable, GST input tax credits for Canada, bank and discounts accounts. Entries in the accounts payable applications such as invoice entry and check writing will automatically generate the appropriate entries to these general ledger accounts. To set up your accounts payable sub-ledger choose the Setup A/P Sub-ledgers option from the accounts payable menu (See Figure - Setup AP Sub-ledger.)

A/P Sub-Ledgers

Company Code: 50 Five Star Hotel Systems Corporation

Sub-Ledger Code: AP

Description: Accounts Payable

Separate Cks:

GST Remitted: Quarterly Monthly N/A

Holdback Req'd:

Due Date Method: Pay Following Mth Add # Days

Days to Add/Pay: 30

Spare #1: GST #

Spare #2:

Spare #3:

OK
G/L Int.
Undo
Delete
Previous
Next
Options
PST
Exit

Figure - Setup AP Sub-ledger

Using the Screen:

Sub-ledger Code: Choose **** Add another sub-ledger ****. In the field, type AP. This will be the code under which you will enter all accounts payable, unless you set up more than one sub-ledger.

Description: Type Accounts Payable. If you plan to use a second sub-ledger you will need to make the description of this one more specific.

Separate checks?: Enter N for no if you do one accounts payable bank reconciliation. If you have only one accounts payable sub-ledger, you cannot do more than one reconciliation.

GST Remitted? (Canadian Use Only): You have three possible answers as the screen help tells you, M, Q or N. If you do not remit GST at all enter N. If you remit quarterly, enter Q and if you remit monthly enter M. The computer tracks and reports GST based on your answer to this question.

Method to use: This question and the next determine the most common way you pay invoices. If your method is similar to adding 30 days to the date of the invoice and paying after that date, answer D to this question.

If your method is similar to paying all invoices after the 25th of the month following, enter F here.

Days to add/pay: This question is related to the previous one. If you chose D in the previous question, enter here the number of days from the date of the invoice after which you will be paying the invoice. Note that you can even use 60 here, for example to pay two months from the date of invoice.

If you chose F in the previous field, enter the day of the month after which you will pay the invoice. You can even enter 60 here to pay the 30th of the 2nd month following the date of invoice.

Spare 1: The next three fields allow you to add extra custom designed input fields to the supplier master file. These are in addition to the questions already asked in the supplier file.

We suggest that you use the second spare field to record discount terms, if any, and we suggest you check the supplier master file before deciding what to do with the second and third spare field.

Spare 2: Type 'Discount Terms'.

Spare 3: Leave this field blank for now and come back to it once you see what the supplier master file already asks for. One suggestion for using this field might be Supplier Type (e.g. office, mechanical, electrical etc.).

From the third spare field you are automatically taken to the G/L Integration screen:

G/L Integration				
	Co	G/L Acct	Dept/Div	[Sub Acct]
Bank Account	50	104	0	
Acct. Payable	50	203	0	
GST Paid	50	130	0	
Discounts Earned	50	203	0	
Holdback A/P	50	203	0	

OK

Figure - G/L Integration

For each of the following fields you are asked for a company number, general ledger account, division and sub account. With only one company on file the program will automatically fill in the company number.

You won't be asked to enter the division if you have only one. You will likely have only one division for the accounts in this screen because, with the exception of discounts earned, they are all balance sheet accounts. You usually divisionalize your profit and loss accounts but maintain only one division - namely head office - in the balance sheet series. So if you have more than one division you should use division 0 for the linkage here.

You will not be asked to enter a sub account unless the account number you enter on any line has sub accounts set up in the general ledger. Again, for a smaller company we recommend simplicity, i.e. don't use sub accounts.

Bank Account: Enter your general ledger bank account number on which accounts payable checks are drawn. If you have more than one such account you will need to set up more than one sub-ledger. Whenever you post a check the computer will automatically post a credit to the account on this line. If you cancel a check, a debit will be made.

Accounts Payable Account: Enter the accounts payable control account. This is the account you specified as a control account when setting up general ledger accounts. If you have more than one such accounts payable account you will have to set up additional sub-ledgers.

GST Input Tax Credit Account (Canadian Use Only): Enter the account input tax credits should be posted to. We recommend you use one GST account for tax credits and one for GST payable. That is all you need; you do not need a GST summary account.

Discounts Earned account: If you intend to record gross invoices and discounts separately you must specify the discount account. It should be a profit and loss account. We recommend you fill in this account even if you intend to enter invoices at net, i.e. after the discount is calculated, so if you ever do enter a discount separately, the system will catch it and post it correctly.

Setting up Suppliers

It is time for the big job: setting up your suppliers. You should get out your list of suppliers' names and addresses. Choose Maintain Suppliers from the accounts payable menu (See Figure - Maintain Suppliers.)

Figure - Maintain Suppliers

Using the Screen:

Sub-ledger: The computer fills in this field if you only have one sub-ledger (AP for accounts payable sub-ledger, remember?)

Code: Enter the code you will use to access and identify the supplier. We recommend you use a standard, consistent system. The best one consists of the first four letters of the suppliers name, and then a 2 digit number, usually 01. The key is consistency, so that anyone can determine the code from the suppliers name.

Some examples are:

Canadian Buildings Ltd.	CANA01
Canadian Drain Clearing	CANA02
E.G.M. Cape Ltd.	EGMC01
Peter Abel Consulting Ltd.	PETE01
Peter Abel	ABEL01

If you are unsure of whether to use the first or last name of a business like Peter Abel Consulting, use the rules the phone book uses. If you would find the name listed under the p's, use PETE01, or if it is listed under the a's use ABEL01. To repeat, consistency is the key to making codes easy to use.

Name: Enter the supplier's full name correctly. It will appear on checks this way. You cannot leave this field blank.

Addr 1, Addr 2:, Addr 3:, Postal: Fill in these fields as required. If you use standard window envelopes the address you enter here will be used for mailing checks. Remember the F8 Tools - Short Form Address feature can be used to quickly type the city and province.

Phone #, Fax #, Contact: You can enter phone numbers with any extra characters (like hyphens or brackets).

When you have filled in this screen you will automatically be taken to the next page:

Page 2 - Foresters Insurance Ltd.

GST #	<input type="text"/>			<input type="button" value="OK"/>
Spare #1	<input type="text"/>	Purchase Cat.	<input type="text" value="PURCH"/>	
Spare #1	<input type="text"/>	Std G/L Alloc.	<input type="text" value="000"/>	
Special Terms	<input type="text" value="D45"/>	Last Used	<input type="text" value="19961226"/>	Dec 26, 1996
Put Pymts on Hold ?	<input type="checkbox"/>	TTD Purch.	<input type="text" value="0.00"/>	
One Time Supplier ?	<input type="checkbox"/>			
Funds (eg. US, CDN)	<input type="text"/>			
Remit to	<input type="text"/>			

Figure - Page 2, Maintain Suppliers

Spare field #1,2,3: Leave this field blank if you did not define it in the sub-ledger set up screen. If you did, fill it in appropriately. If there is some additional piece of information you would like to track in the supplier file, finish this supplier, return to the sub-ledger setup screen and define the 3rd spare field. Then return to this screen to continue setting up suppliers.

Special terms: If this supplier is paid on terms different from the standard ones set up in the sub-ledger screen, enter them here. The format of this field is, for example, D25 or F10, i.e. the letter D for # days , or F for the day of the month following, plus the number of days or the day of the month.

Put payments on hold: Enter N for no. You can come back to this field at any time and put the supplier on hold. If you do the computer cannot write a check for this supplier. There are many other ways to put invoices on hold or delay payment, as you will see in subsequent lessons.

One time supplier: Answer N for no. Use this when you set up new suppliers which you intend to use only once. These suppliers will not be displayed on supplier master lists, and are removed once the invoices on file for them are removed. This helps with the problem of very long supplier lists after you use the system for a few years.

Funds (e.g. US, CDN): Fill this in only if this supplier is paid in alternate currencies. The currency you specify here will be printed on checks to that supplier. No conversion is done however, you must post the conversion as a journal entry.

Standard G/L allocation: If this supplier is always expensed to the same general ledger account, and is never posted to job cost, enter the expense account to which the supplier's invoices are normally posted to. For example you might set up Purolator with the courier account. If the supplier's invoices are posted to more than one general ledger account, leave this field blank.

Last used: Leave this blank. It is updated automatically by the system whenever you record an invoice for the supplier.

Total to date purchased: Leave this blank too, it is also automatically updated by computer.

Selection buttons: Ok the supplier you have set up and continue through your list, setting them all up.

There are two useful selection buttons. First, the 'neXt' option allows you to scan through the supplier list from the selection buttons simply by pressing the X key. The second option is very useful if you happen to enter a supplier with a wrong code. For example suppose you set up Fenelon Falls Plumbing as FENL01 and then discover later it should have been FENE01. Use the 'New code' option to change the code. It will also change all references to the code as well, such as invoices and checks on file for this supplier.

Printing Supplier lists



There are two ways to print the supplier list. You have already learned the use of the first one, namely the F9 report generator. This listing will produce a one line per supplier report and so it will be limited in detail to the number of columns you can fit on your paper. You can access the Supplier F9 report generator from the Maintain Suppliers screen. When you are at the screen click on the printer icon on the tool bar and follow the directions on screen.

The second way to print supplier lists is from the Supplier Labels / Master Sheets feature of the accounts payable menu. This list differs from the F9 report generator in that the layout of the list is pre-defined, it

prints all information in the supplier file, and it takes a number of lines per supplier to print. Thus if you want a shorter list of just names, contacts, addresses and phone numbers, use the F9 report generator, but if you want a complete list use the Master Sheets option.

To print the master list select Supplier Mailing Labels / Master Sheets from the accounts payable menu. You will be given the option of printing all suppliers, a range of suppliers or selected suppliers.

Setting up Accounts Receivable Files

In this section you will define the rules which will affect the way you deal with your accounts receivable. Then you will embark on the task of entering all your customers. Remember, you will be able to copy the customers to your real company so you can go ahead and enter them in the test company now.

Setting up Accounts Receivable Sub-ledgers

This step defines a broad range of rules for handling accounts receivable. Each set of rules is contained in a 'sub-ledger'. You will likely have one accounts receivable sub-ledger, but some companies have more than one. You need a sub-ledger for each currency you use, each bank account you use to handle accounts receivable checks or for each list of customers or outstanding invoices. You may also choose to set up sub-ledgers for credit card receivables, and city ledger (direct bill) receivables. This tutorial will help you set up one receivable sub-ledger.

If you copied from the uniform system of accounts, the sub-ledger is partially set up for you already.

The sub-ledger definition also includes the general ledger accounts you will be posting to via the sub-ledger. These include the accounts receivable, GST payable (Canadian use), bank and sales tax. Entries in the accounts receivable applications such as invoice entry and cash receipts will automatically generate the appropriate entries to these general ledger accounts. To set up your accounts receivable sub-ledger choose the Customers / Master Files option from the accounts receivable menu, and then from this sub menu choose Create A/R Sub-ledgers (See Figure - Create AR Sub-ledgers.)

A/R Sub-Ledgers

Company Code: 50 Five Star Hotel Systems Corporation

Sub-Ledger Code: SJ

Description: Sales Journal

Use w. Inventory:

GST Remitted: Quarterly Monthly N/A

Holdback Req'd:

Aging Method: Month Day

Aging Scale: 30

Spare #1: Customer Type

Spare #2:

Spare #3:

OK
G/L Int.
Reset
Delete
Previous
Next
Options
Taxes
SvcChgs
Discount
EQ/Rent
Exit

Figure - Setup AR Sub-ledgers

Using the Screen:

Sub-ledger Code: Choose **** Add another sub-ledger ****. In the blank field, type AR. This will be the code under which you will enter all accounts receivable, unless you set up more than one sub-ledger.

Description: Type Accounts Receivable. If you plan to use a second sub-ledger you will need to make the description of this one more specific.

GST Remitted? (Canadian Use Only): You have three possible answers as the screen help tells you, M, Q or N. If you do not remit GST at all enter N. If you remit quarterly, enter Q and if you remit monthly enter M. The computer tracks and reports GST based on your answer to this question.

Aging Method by Month or Day: This question and the next determine the way you age invoices. You can age by day or by month. Day aging looks like this:

Aged report as of July 31, 1993

Inv. #	Current	31 to 60	61 to 90	over 90
12345	100.00			
11000			300.00	

while month aging looks like this:

Aged report as of July 31, 1993

Inv. #	Current	1 month	2 months	3 months
12345	100.00			
11000			300.00	

The advantage to monthly aging is that the report shows you invoices for work you did in the current month in the first column, invoices for the work you did in the previous month in the next column etc. Daily aging doesn't necessarily do that because some months have 30 days and some have 31.

The advantages to daily aging are first, that is what everyone is used to seeing and second, you can create your own aging periods with daily aging. That is what the second of the two questions is for . . .

Aging scale: This question is related to the previous one. If you chose D in the previous question, enter here the number of days in each column. Usually you would enter 30 here for the standard 30, 60, 90 aging columns. As an alternative you might choose 15 as the aging interval. The columns would be 0 to 15 days, 16 to 30 days, 31 to 45 days and over 45 days. This may offer you a more accurate way to track invoices, especially if your terms are less than 30 days.

If you chose M in the previous field, enter 30 here as this question has no meaning for monthly aging.

Spare 1, 2, 3: These three fields allow you to add extra custom designed input fields to the customer master file. These are in addition to the questions already asked in the customer file. Leave this field blank for now and come back to it once you see what the customer master file already asks for.

When you have completed these steps you will automatically be taken to the G/L Integration screen:

	-Co-----	G/L Acct-----	Dept/Div-----	[Sub Acct]-----	
Bank Account	50	220	0		<input checked="" type="checkbox"/> OK
Acct.Receivable	50	107	0		
GST Billed	50	230	0		
Local Sales Tax	50	240	0		
Holdback A/R	50	107	0		

Figure - G/L Integration

For each of the following fields you are asked for a company number, general ledger account, division and sub account.

You won't be asked to enter the company or division if you have only one. Note that you will likely have only one division for the accounts in this screen because, with the exception of discounts earned, they are all balance sheet accounts. You usually divisionalize your profit and loss accounts but maintain only one division - namely head office - in the balance sheet series. So if you have more than one division you should use division 0 for the linkage here.

You will not be asked to enter a sub account unless the account number you enter on any line has sub accounts set up in the general ledger. Again, for a smaller company we recommend simplicity, i.e. don't use sub accounts.

Bank Account: Enter your bank account number on which accounts receivable cash receipts are deposited. If you have more than one such account you will need to set up more than one sub-ledger. Whenever you post a cash receipt the computer will automatically post a debit to the account on this line.

Accounts Receivable Account: Enter the accounts receivable control account. This is the account you specified as a control account when setting up general ledger accounts. If you have more than one such accounts receivable account you will have to set up additional sub-ledgers.

GST billed: Enter the account that GST payable should be posted to. We recommend you use one GST account for tax credits and one for GST payable. That is all you need; you do not need a GST summary account as is the case with some other computer systems.

Local Sales Tax (Canadian Use Only): Fill in this line only if you collect it and remit it to the government. If you don't, enter your accounts receivable account here.

Selection buttons:



Use this option to specify how the Finance Charges Report should post to the general ledger:

A dialog box titled "Account to Post Service Charges Revenue to" with a close button in the top right corner. The dialog contains four input fields: the first contains "50", the second contains "400", the third contains "0", and the fourth is empty.

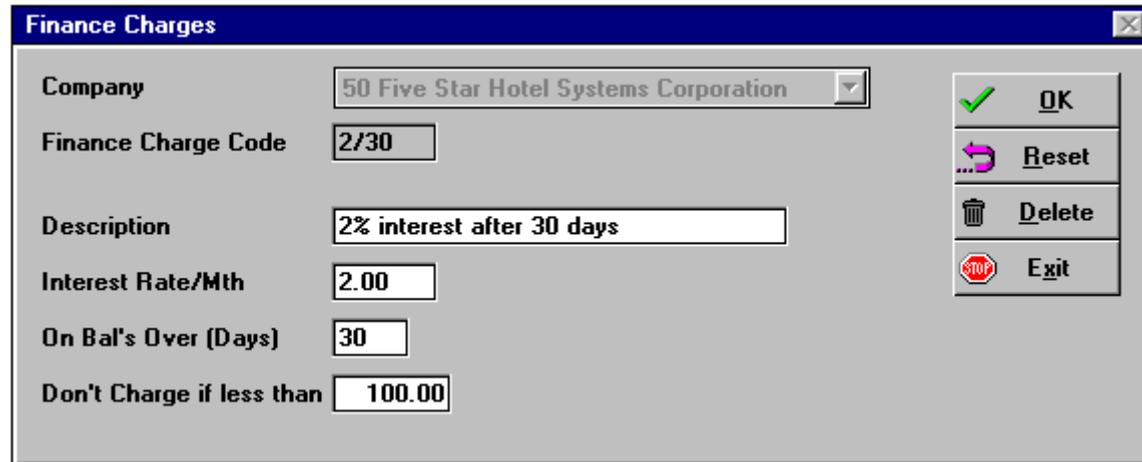
Simply enter the company number in the first field and the general ledger account the credit (revenue) side of the journal entry. If you use departments, the third field on the screen is for the department. The last field is used only if you have a sub account set up for the interest revenue account you selected. The debit side of the entry posted to G/L will be to the account you entered in the main screen of the Setup A/R Sub-ledger in the Accounts Receivable account. You must set up this screen if you want the Finance Charges report to post interest to your accounts receivable customer accounts.

Setup Finance Charge Rules

The next step is to set up the rules for charging late payment interest. You can set up as many ways to charge interest as you need, or just one way, or you can skip this step if you don't plan to charge interest. The rules for charging interest include an interest rate, like 1.5% per month, a part due period, like calculate on balances more than 30 days past due, and finally, a minimum balance, like charge interest on balances over \$50 only. The Finance Charges Report on the Accounts Receivable Reports menu calculates interest charges. It can also automatically add finance charges to your customer balances. Or it simply tells you what

should be posted. It is designed this way because most people don't pay finance charges anyway, so if they were always posted without discretion on your part, you would spend more of your time reversing these charges. You decide when you print the charges report if you want the charges posted to the accounts receivable sub-ledger, and the general ledger, or not.

To set up finance charge rules select the Setup Finance Charges Program:



The screenshot shows a dialog box titled "Finance Charges" with a blue header bar. It contains several input fields and a control panel on the right. The fields are: "Company" (a dropdown menu showing "50 Five Star Hotel Systems Corporation"), "Finance Charge Code" (a text box with "2/30"), "Description" (a text box with "2% interest after 30 days"), "Interest Rate/Mth" (a text box with "2.00"), "On Bal's Over (Days)" (a text box with "30"), and "Don't Charge if less than" (a text box with "100.00"). The control panel on the right has four buttons: "OK" (with a green checkmark icon), "Reset" (with a purple circular arrow icon), "Delete" (with a trash can icon), and "Exit" (with a red stop sign icon).

Figure - Setup Finance Charges

Using the screen:

Finance Charge Code: Use a code that describes the interest rate and the number of days before it is calculated, like 2/30 for 2% interest after 30 days. This is just a descriptive field, it does not determine how the calculation is done. That is what the next fields are for.

Description: Enter the full description of the method, like in the example above.

Interest Rate/Month: Enter the *monthly* interest rate. For example if you want to charge 12% per year, enter 1% in this field.

On Bals Over (Days): Enter the number of days the invoice must be outstanding before which interest will be charged. For example if you want to charge interest after 30 days enter 30 in this field.

Don't Charge if Less Than: Enter the dollar amount below which no interest will be charged. We suggest you make this number at least \$50 dollars. 1% interest on \$50 is 50 cents, hardly an incentive to pay an invoice. On the other hand it takes just as long to reverse a 50 cent interest charge as it does a \$100 charge, so save yourself some work and make this number larger.

Setting up Customers

Choose Maintain Customers from the accounts receivable menu (See Figure - Maintain Customers.)

The screenshot shows a software window titled "Setup/Edit Customers" with a blue title bar and a close button. The window contains a form with the following fields and values:

- Company: 50 Five Star Hotel Systems Corporation (dropdown menu)
- Sub-Ledger: SJ Sales Journal
- Code: DONA02
- Name: Donaldson Enterprises
- Addr #1: 23 Eden St
- Addr #2: Toronto, ON
- Addr #3: (empty)
- Postal/ZIP: M8Y 6T5
- Phone #: 416-555-1265
- Fax #: 416-555-6654
- Contact: Ken Reed
- Terr/Sales Rep.: HSE House

On the right side of the window, there is a vertical column of buttons:

- OK (with a green checkmark icon)
- Page 2 (with a green arrow icon)
- Reset (with a pink circular arrow icon)
- Delete (with a trash can icon)
- Previous (with a left arrow icon)
- Next (with a right arrow icon)
- Ship-To
- NewCode
- eEquip
- Pref's
- Comments
- MoVe
- Password (with a green padlock icon)
- Exit (with a red stop sign icon)

Figure - Maintain Customers

Using the Screen:

Sub-ledger: The computer fills in this field if you only have one sub-ledger (AR for accounts receivable sub-ledger)

Code: Enter the code you will use to access and identify the customer. We recommend you use a standard consistent system. The best one consists of the first four letters of the customers name, and then a 2 digit number, usually 01. The key is consistency, so that anyone can determine the code from the customers name.

Some examples are:

Canadian Buildings Ltd.	CANA01
Canadian Drain Clearing	CANA01
E.G.M. Cape Ltd.	EGMC01
Peter Abel Consulting	PETE01
Peter Abel	ABEL01

If you are unsure of whether to use the first or last name of a business like Peter Abel Consulting, use the rules the phone book uses. If you would find the name listed under the p's, use PETE01, or if it is listed under the a's use ABEL01. To repeat, consistency is the key to making codes easy to use.

Name: Enter the customer's full name correctly. It will appear on invoices, statements and delinquency letters this way. You cannot leave this field blank.

Addr 1, Addr 2:, Addr 3:, Postal: Fill in these fields as required.

Phone #, Fax # Contact: You can enter phone numbers with any extra characters.

Terr/Sales Rep: Type HSE for house. This field is used only if you wish to sort your sales by sales rep. The system default is HSE.

After you fill in this field the second screen appears:

Page 2

Print Stmts? Yes No Fax

Delinquency Ltrs?

Fin.Chg Code 2% interest after 30 days

Credit Limit

Customer Type

Spare #2

Spare #3

Last Sale

TTD Sales

Prov/State Ontario

Tax Exempt#

Figure - Customers page 2

Print Stmts?: Enter Y if you want this customer to receive a statement each month. Enter N if you don't.

Delinquency Ltrs?: Enter Y if you want this customer to receive delinquency letters when you specifically request them. Enter N if you don't.

Fin Chg Code: If you don't want to charge interest on overdue accounts enter 0 in this field. This is the default code in the system and for any customer with this code no interest will be charged. If you do want to charge interest you must define the terms for calculating it (e.g. # days to wait, interest rate, minimum balance).

Credit Limit: This field is for information purposes only. If you are not concerned with credit limits leave it blank.

Spare fields 1, 2 and 3: Leave these fields blank if you did not define them in the sub-ledger set up screen. If you did, fill them in appropriately. If there is some additional piece of information you would like to track in the customer file, finish this customer, return to the sub-ledger setup screen and define the spare field(s). Then return to this screen to continue setting up customers.

We suggest that you use one spare field to put customers on hold or no service. You might do so if you frequently have to review a customer's balance and credit limit before accepting an order.

Last used: Leave this blank. It is updated automatically by the system whenever you record an invoice for the customer.

Total to date purchased: Leave this blank too, it is also automatically updated by computer.

State/Province: highlight and choose the province which will determine how sales tax is calculated for this customer only if the customer is from out of state/province and you are licensed to collect out of state/province tax.

Sales Tax Exemption: Enter the customer's Sales Tax exemption number if relevant. The exemption number will appear on this customer's invoices printed by the computer.

Selection buttons: Ok the customer you have set up and continue through your list, setting them all up.

There are three useful selection buttons:



First, the next option allows you to scan through the customer list from the selection buttons simply by pressing the Alt-N keys or by clicking on the next button.



The second option is very useful if you happen to enter a customer with a wrong code. For example suppose you set up Fenelon Falls Plumbing as FENL01 and then discover later it should have been FENE01. Use the New code option to change the code. It will also change all references to the code as well, such as invoices and receipts on file for this customer.



Record detailed comments and dates for each customer.

Printing Customer Lists

There are two ways to print the customer list. You have already learned the use of the first one, namely the F9 report generator. This listing will be a 'one line per customer report' and so it will be limited in detail to the number of columns on your paper. You can access the Customer F9 report generator from the Maintain Customers screen. When you are at the code field you will see the (F9 - report) message on the screen.

The second way to print customer lists is from the Customer Labels / Master Sheets feature of the accounts receivable menu. This list differs from the F9 report generator in that the layout of the list is pre-defined, it prints all information in the customer file, and it takes a number of lines per customer to print. Thus if you want a shorter list of just names, contacts, addresses and phone numbers, use the F9 report generator, but if you want a complete list use the Master Sheets option.

To print the master list select Customer Mailing Labels / Master Sheets from the accounts receivable menu.

You will be given the option of printing all customers, a range of customers or selected customers.

Design Collection Letters

This is one of the most unique and flexible features of the Five Star system. It lets you design our own delinquent account letters. The system comes with one standard letter but many companies rely on a more managed process. The most common system starts with a statement at the end of the month. If an account is outstanding 60 days a delinquency letter is sent out stating "It has come to our attention the following account is 60 days past due. Please remit payment at your earliest convenience..." The next letter is sent out if the account is 90 days past due. This letter might say something like "Your account is seriously past due. Please remit payment today to avoid ...". The last letter is sent out at 120 days - "Your account is now in default. Payment must be received at our office in 15 days or . . ." By designing your own delinquency letters you can manage your accounts receivable professionally and consistently.

All delinquency letters start with the date, the recipient's address and the 'Dear' salutation. These are printed automatically and in standard format. Following the salutation you can design up to 10 lines of your own text, like 'It has come to our attention . . .' This text precedes another preset section displaying the account details. This section always looks like this:

Invoice Number	Invoice Date	Our Reference	Invoice Amount	Total Outstanding
J000524	Sep 13/96	00000001	80.25	80.25
			-----	-----
			80.25	80.25

Following this section is another 8 lines you can use for further information, like the example below. Then a preset letter close, with a 'Yours Truly' etc. follows. After that is a following section you might use for a line like 'please disregard this notice if you have already remitted payment.'

To set up a delinquency letter, select the Design Delinquency Letters program in Accounts Receivable:

Figure - Design Delinquency Letters

Letter Code: Use a code like 30 days or 60 days to identify the purpose of this letter.

Enter up to 10 lines to follow 'Dear': Type the verbiage that will precede the account summary.

Enter up to 8 lines to follow Account Summary: Type the verbiage that will follow the account summary.

Enter up to 2 lines to follow 'Yours Truly': If you want a post script after the letter closing, enter it here.

Using the Back Office Module

Accounts Payable Invoice Entry

You can do all of the following tasks from the same invoice entry screen. On a day-to-day basis you can do them all in the same batch. Enter batches as often as possible. Saving work doesn't reduce the time it takes to do it when it comes to recording accounting transactions. On the other hand, if you record invoices as soon as they come in, or as soon as they are approved, your information will be current.

Post small batches of 25 invoices or less. The 'all the eggs in one basket' principle applies. Murphy's Law states that the more invoices you enter at one time, the greater the probability of a power failure before you get them posted. It is easier to find errors in small batches too.

Invoice approval: All invoices should be approved before they are paid. The Five Star system facilitates both of the most common ways of approving invoices. The first way is to prepare the invoice for approval, and get it approved by the appropriate authority in your company, before you enter it on the computer. The second way is to enter invoices on the computer and then approve payment. Both methods are discussed:

1) Approve before you enter. This cuts down on adjustments you need to make on the computer, because invoices are revised before you enter them. It also cuts the chance that an incorrect invoice is paid in the wrong amount. This system provides better control and better accounting records. It is the more common method in small and mid-sized companies.

On the negative side, you may have the problem that invoices don't get back to you from the approval authority quickly, and you are constantly fielding accounts payable calls for invoices that you don't know about because they are not yet on the computer. If you choose the first method, you would commonly attach the invoice to a purchase order, and if you have one, a packing slip. This package would be given to the approval authority and he might use the supplier inquiry to approve the invoice amount.

Once invoices are entered they can be left alone until payment time. At that point the cash requirements report is printed so that you can approve invoices for payment. The invoice, purchase order, and packing slip bundle should accompany the cash requirements report.

Invoices that require adjustments are processed through the Edit Invoices feature. This allows you to change the due date or payment amount, that is, make a partial payment. If an invoice is to be permanently reduced, that is, only a portion will ever be paid, you must enter a credit to the invoice in the invoice entry screen.

Entering Invoice Batches

The sequence of using any batch posting screen, like manual checks or invoice entry is as follows:

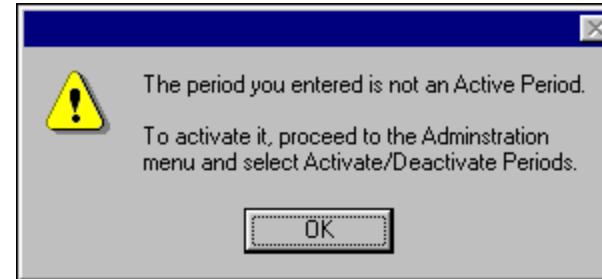
1) Start the batch, by indicating the company number, the date of the batch and the sub-ledger the batch is to be posted to. You must always choose a sub-ledger to post the batch to. So far in this tutorial we have set up one sub-ledger for accounts payable (AP) and one for accounts receivable (AR). If you are set up as a beginner or intermediate, the F2 pop up window fills in this field for you with the only sub-ledger available. If you have already changed your help level to expert in the administration menu, user preferences option, you must enter the preferred sub-ledger or press F2 to pop up the window which displays available sub-ledgers.

The date of record of a batch is a very important feature of the Five Star system. A date of record determines the month your batch is posted to. All reports and inquiries are 'date sensitive', a feature that works in conjunction with the batch date of record. An example will illustrate the concept. If you enter an invoice in a batch whose date of record is November 1, 1993 it will show up on any report or inquiry whose report date is November 1, 1993 or later. But if, after you have entered this invoice, you produce a report dated October 31, 1993, the invoice will not appear on this report. As of October 31, this invoice did not exist, even though at the time you print the report you have already keyed in the invoice on the computer.

There are many benefits to these features. The first one is in balancing reports and ledgers. Suppose you complete October's work on the computer and have entered all your invoices and have completed your October payrolls. You might get to this point by November 5th or so. You are busy and you have to get a November 6th payroll done and don't have time to balance October before you start the payroll. You have to post the payroll to November, otherwise expenses for October will be overstated.

This scenario happens every month for most businesses. The Five Star system solves the problem by letting you select a date of record in October for the payable invoices, while selecting a date of record in November for the payroll. After you have finished the payroll, you have time to balance your books, so you print a general ledger trial balance for October 31. The November payroll does not appear on the October reports. Because the cutoff date for all reports is the same, balancing is facilitated. Once you have balanced, you can print financial statements for October (by this time it might be November 15) and see expenses and revenues only up to October 31, 1993.

On a related note, you may enter a date of record, and have a message like in the Figure below appear:



This means the period you have specified has not yet been activated, or has already been deactivated. See the administration menu for a recap of the Activate/Deactivate Periods feature. You will need to exit the batch and activate the period you want to post to. If you do not have access to this program, you should speak to your system administrator (the senior person in your company who looks after your computer).

There may be a reason why the period is inactive, and you should not be posting to it. You will have to determine which is the correct period for your entry instead.

2) Enter the invoices, credit notes etc. one after another until you have them all entered. This group of invoices, etc., is called a batch, and your batch will be posted all at the same time, once you move to the 'post batch' step. Until you do, your invoices have been stored in temporary work files, and are not yet part of your permanent accounting records. Because of this you can edit the batch before you post it, and the mistakes you correct will not be permanently recorded.

The only restriction is that you can't do two different things to the same invoice number in the same batch. When you attempt the second operation on the invoice in the same batch, you are shown the first one again. You must post the first batch before you can do the second operation.

Once a batch is posted you cannot over-write a mistake. You can post a further adjustment to the incorrect invoice, and your records will show the invoice as it was originally recorded, and the adjustment will be grouped with the invoice. The Five Star system treats accounting records this way in general accordance with the standard accounting principle of showing full audit-ability of your records. If the correction simply wrote over the original entry, you would have no way of tracing it from posting reports.

3) When you have finished entering the last invoice in your batch, you end it by pressing F4 at the supplier field, and the posting screen appears (see Figure - Post Invoices).



Figure - Post Invoices

Stop at this point and count the invoices you have just entered. The number is shown on the screen and should be the same as the count you just made. If you missed an invoice, select More from the selection buttons, and you will be returned to the invoice entry screen to add the invoice to the batch.

Then add the net amounts of the invoices on your calculator. We suggest you use a tape adding machine. Compare the total to the total net amount of the invoices as shown on the screen. If the calculator tape does not match the screen total, select Review from the selection buttons. If it does match, select Post from the selection buttons. To review and correct a batch, scan the review list of invoices you have entered which (appears on the screen when you choose Review from the selection buttons, and press F2 in the review screen) and your tape to find the error(s). Highlight and select the invoice you need to correct, and it will be brought to the invoice entry screen, where you can correct it.

4) When you are done your review and corrections, press F4 at the supplier field. Post the batch. A posting report will automatically be printed, which should be saved in an audit trail binder. Review the report carefully for corrections. You should understand everything on a posting report so that you can identify errors.

Now that you understand the overall process of posting batches, the next step is to practice the various types of entries you must make to manage your day to day business. All of the processes described in the pages that follow are performed on the invoice entry screen.

F5, F6, F7 Keys Use the F5, F6, and F7 keys at any time while in the invoice entry screens to pop up other programs. If you need to do a supplier inquiry while entering invoices use the F6 or F7 keys. If you need to set up a new supplier you can, right in the middle of the batch, by using the F5 or F7 keys.

Regular Invoices

The complete entry of regular invoices will be described in full and other entry types will be explained in the ways they differ. They are all very similar in general. (See Figure - Invoice Entry).

Company	50 Five Star Hotel Systems Corporation	OK	
Sub-Ledger	AP Accounts Payable	Delete	
Date of Record	19970105 Jan 05/97	Undo	
Supplier	JONA01 Gary Jonas Computing	GST-Cont	
		PQ Comp	
		Exit	
	Purchase Amount	234.43	
Invoice #	004234	Sales Tax	0.00
Inv. Date	19970105 Jan 05/97	Discount Earned	0.00
Due Date	19970204 - Feb 04/97		
P.O. #	12333	G.S.T. Amount	C 16.41
Reference/Job		Amount to Pay	258.84

Figure - Invoice Entry

Using the Screen:

Sub-ledger: This field is filled in automatically if you have just one sub-ledger.

Date of Record: Enter the date for which the invoiced services were provided. This is usually the month just finished. For example, suppose you have an invoice from a tradesman for work that he did last month. You should enter a date of record of the last day of the month in which the work was completed. The generally accepted accounting principle known as the matching principle requires that expenses incurred to generate revenue must be recognized in the same month the revenue is recognized. Picking the right date of record is the first step in making your financial statements accurate.

You only enter one date of record at the beginning of the batch. The day of the month is not as important as the right month, so you can usually just enter the last day of the month and post all invoices for the month in one batch.

Supplier: Use the F2 pop up window to find the supplier for this invoice, or if you know the code, just key it in and press enter. Don't forget the speed search feature to quickly find the code, and the text search feature if you don't know the code. Get to know them now, as the invoice entry screen is the place you usually need them the most. If you don't find the code, use the F7 global program to set up a new supplier.

Invoice Number: Enter the invoice number from your supplier's invoice. For monthly statements, we recommend the invoice number be the statement date. This allows you to reference the bill quickly later. Some people like to enter invoices from a statement, when dealing with suppliers with many invoices each month. The advantage is that it takes less time to enter one statement 'invoice' each month. The disadvantage is that you have less information when putting deficient invoices on hold, etc.

Invoice Date: Enter the date of the invoice using the format shown in the field, like YYMMDD, MMDDYY or DDMMYY.

If you find that you don't like the format, when you have finished the batch go to the administration menu's user preferences option. There you can change the date format for all subsequent batches. Note that what you create in the user preferences screen applies only to your user ID, so if you use more than one, or if other people in your office use different ID's, the date format change won't apply to them.

P/O Number: If this invoice is covered by a purchase order enter its number here. This field is for memo purposes only.

Reference Number: Enter a description like postage or telephone, or you can skip the field. The field is for information purposes only.

Due Date: You are given three due dates to choose from, and five 'holds'. If the invoice is to be paid as per the normal terms you can simply press enter in this field, and the normal terms are applied. Normal terms come from the supplier file, or from the sub-ledger master file, if you haven't entered terms specifically for this supplier.

If you find that the wrong terms default to the first option in the due date field, use F7 to go to the supplier file and look at the Special terms field in the payment rules section of the screen. Correct the terms if they are wrong, or add them if they are missing. (If they are missing, the invoice entry screen takes the terms from the sub-ledger master screen.)

The second due date in the pop up window is simply the date of the invoice. Use this date if you want the invoice to be paid on the next check run. The third date is what ever you want it to be. When you choose this option you must enter the due date.

There are five hold options too, so you can put invoices on hold for up to five different reasons. The idea is, you decide what each of the five represents.

If you put an invoice on hold, the hold number appears on the supplier inquiry screens. When you are fielding an accounts payable call on the phone you can quickly see why an invoice is on hold, and inform the supplier of that reason.

Purchase Amount: Enter the amount before taxes or discount. When entering dollar amounts, don't enter the \$ sign or commas. Use the period and enter the pennies if any, or skip the period and pennies, if none. It is not necessary to type .00 if the invoice is only in even dollars. If the purchase amount is negative (i.e. a credit note) you can enter the minus sign before or after the amount.

The calculator feature can be very useful when entering invoices. For example, if you want the purchase amount minus the discount amount, pop up the calculator when you are in the purchase amount field. Make your calculation to determine the net of discount amount, and press the T (to transfer) key. The calculated amount appears in the purchase field as if by magic!

Sales Tax Amount: There are four choices here:

a) Press F9 to have the computer calculate and fill in the Sales Tax amount for this supplier. This is the recommended method if you are entering a hand written invoice. Your computer will confirm the hand calculation done by your supplier.

b) If you want an alternate rate calculated, enter the rate, like 9 for 9% and press F9. The amount at that rate will be entered in the sales tax field for you.

c) Enter the sales tax dollar amount and press enter. This is the recommended method when entering an invoice generated by another computer. It is very unlikely that the other computer has miscalculated the sales tax so there is little need for you to check it. On the other hand two different computers will often be out by a penny on calculations like sales tax , so if you use F9 to recalculate the amount, you may find your batch out slightly, and you will waste time looking for the error.

d) Skip the field if sales tax does not apply. Leave it blank and press enter to move to the next field.

Discount: Enter the amount of your discount and press enter, or enter a percent and press F9, or leave the field blank and press enter. When you enter a discount, the accounts payable amount is reduced by the amount of the discount That reduced amount is posted as a credit to the accounts payable control account in general ledger at the time the invoice is posted. A credit to discounts earned is also posted.

The entry in general ledger for the discount is made at the time the invoice is posted. (Some systems post the discount at the time the payment is made.)

GST Amount: This field appears only if you are a Canadian user. Press F9 or enter the GST amount and press <enter>. Notice that you can't skip this field without at least entering a 0 in it. This is because what you enter here is cash in your pocket, i.e.. GST input tax credits. If you forget to enter the amount, you probably won't claim it on your GST return. The amount you enter here is added to the account payable amount, and credited to the accounts payable control general ledger account accordingly, and debited to the GST input tax credits account. All debits and credits are made to the accounts that you entered when you set up the accounts payable sub-ledger.

Selection buttons: Ok the screen and a sub screen known as the distribution screen appears. (See Figure - Distribution).

Account Distribution				
Co Distribution	Reference	Description	[Units/Hrs]	Amount
50 500 0	Inv#004234	G		234.43
50 500 0		<— = Inv#004234		
GAS & OIL			Balance	0.00

Figure - Accounts Payable Invoice Distribution Screen

In the distribution screen you will complete the entry to general ledger. To explain the distribution screen lets use an example. Suppose you enter the following invoice:

Purchase amount:	\$10000.00	
Discount		0.00
GST		700.00 (calculated only on the net amount of invoice)
Account payable		10700.00

The following general ledger entry is made automatically:

Debit ???	10000.00	
Debit GST ITC	700.00	
	Credit Accounts payable	10700.00

The computer does not know what to post the \$10000.00 debit to yet. You tell it in the distribution screen. You can post the amount to one or more general ledger accounts. There is no limit to the combinations. You might, of course, post the whole thing to one account and be done with it.

Using the Distribution Screen:

Distribution: Enter a general ledger account number or press F2 to select a general ledger account.

If you are entering an invoice with sales tax and are distributing it to more that one account, cost item, or job, you can enter the amount before sales tax on the first line and press F9. Sales tax is calculated and added to the amount, saving you the trouble to figure out how much is to be posted. You often enter amounts from lines on the invoice, and invoices usually don't show the sales tax for each line. This little feature can be a big time saver for multiple distribution invoices with sales tax.

Distributions are the same in all modules. A general ledger distribution consists of an account and a division. If you have only one division the computer enters a 0 in the division field and skips past it.

Reference, Description: These two fields are filled in automatically for you with the invoice number and the supplier name. We suggest you simply press <enter> to move past them. The information shown is sent to

general ledger as a way of identifying the nature of the transaction at a glance. Any detailed inquiry will show this information.

Amount: You have three options in filling in the amount field. Your first choice here is to press enter, which puts the complete expense amount to the first distribution line and takes you to the selection buttons to ok the entry. This is a typical one-line distribution.

Your second choice is to enter a distribution amount less than the total to be entered. This amount will be posted to the general ledger account on this line, and you are taken to the next distribution line to allocate the rest of the expense. You can continue entering partial amounts as long as you like, there is no limit to the number of distributions you can make.

Your third choice is to enter a partial distribution amount before sales tax and press F9. This will calculate sales tax based on the percentage on the first screen, and adds it to the amount in the field. This is the easy way to read amounts from the lines on the invoice and add sales tax to them line by line.

Continue to distribute the rest of the expense in any manner. The total that you enter on all distribution lines must equal the purchase amount plus sales tax, i.e. the expense amount. You cannot exit this screen without balancing. The balance figure at the bottom right of the screen tells you how much more you have to distribute to complete the entry.

Selection buttons: Ok the distribution and you are returned to the first of the two screens, ready for the next invoice. Notice that you are returned to the supplier field after the first invoice, not the three fields above. The information in the company, sub-ledger and date of record fields is the same for the entire batch.

Continue entering invoices until you have completed the batch. On the last invoice, at the supplier field, press F4 and you see the posting screen. This screen appears at the completion of any batch you post in all modules. (See Figure - Post Batch above).

From this little screen you have three options. You should start by counting the number of invoices you think you have entered. If the number does not match the number on the screen, select the More option. You will be returned to the invoice entry screen to enter the missing invoices.

If the invoice count is correct, add the net amount of the invoices on your desk adding machine. If the total does not equal the net total on the screen, choose Review, to see the net total of each invoice. Compare the net amounts on the review screen to the net amounts on the adding machine tape to find the error. Highlight and select the invoice in error and you will be returned to the invoice entry screen with the selected invoice displayed for your corrections. Be sure to change the distribution screen too if you change the amount at the invoice.

If you are recording invoices that have discounts you may find it hard to balance the invoice amounts to the net total on the screen because many suppliers don't show the invoice with a subtotal after the discount. We suggest you record these invoices in separate batches, and try to balance to the gross plus sales tax instead of the net.

When the corrections are made press F4 from the supplier field again and recheck the batch. When all is balanced, select Post. A posting report will be printed so you will be asked to select a printer.

Print posting reports on the same width paper every time, as you must save them in an audit trail binder.

When the posting is completed you should check the report carefully to be sure you understand the report. Post a small batch of invoices and take a look at the report. Here are some of the key elements of a posting report:

Company Number: Be sure you posted the invoices to the right company.

Date of Record: Be sure you posted the invoices to the correct period. Generally invoices are posted to a previous period, that is, the period in which the work was done which incurred the expense. Cash receipts and checks are usually posted to the date they are written.

Batch number: This is a unique number generated by the computer. The prefix of the number is as follows: PJ (purchase journal) for accounts payable invoices, SJ (sales journal) for accounts receivable invoices, CR (cash receipts) for accounts receivable and miscellaneous cash receipts, CD (cash disbursements) for checks recorded in accounts payable, and GJ for general journal entries you make in the general ledger.

End of Report: If you don't see this, chances are the posting got interrupted, and your ledgers may not balance. Contact Five Star Support if your posting report does not say End of Report. This can be a serious problem.

Date, Time, User ID: This is very helpful information if something goes wrong with your system. Knowing exactly how and when entries were made, is very helpful when trying to solve the problem. If the date or time are wrong you should reset them from the Date/Time icon on the Control Panel.

Sub-ledger details: Examine all sub-ledger details until you can understand them. The posting report shows you errors you may have made when entering the invoice. If you don't understand everything on the report, you won't be able to spot your errors.

General ledger details: Summarized at the bottom of the report are the general ledger entries. Check the accounts payable totals. They should equal the general ledger entry too. Of course you shouldn't have to make this review every time you post, just make it for your first few postings as you learn the system.

Now that you have completed the posting check the supplier inquiry, general ledger inquiry, general ledger reports, and accounts payable reports. Each will automatically reflect your posting. If you check all reports and inquiries after each batch you post you will find it much easier to understand exactly what the effects are of what you just posted.

Credits and Adjustments

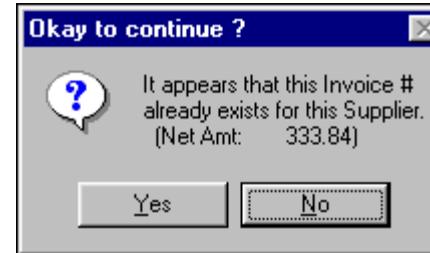
There are two types of adjustments you can make to an invoice: a) adjust the amount, taxes, or discount outstanding, and b) every thing else. To adjust the amount etc., use the invoice entry screen. To adjust everything else (i.e. not an accounting entry) use the Edit Invoice screen. The latter screen does not affect the general ledger or accounting, only the dates are affected.

If a supplier invoices you for \$5000 and you intend to pay him \$4000, but the invoice was previously entered at the full amount of \$5000, which screen do you use? That depends on whether you ever intend to pay the full \$5000, and what you want your expenses to report at the end of the current accounting period. If you intend to pay the full amount eventually the Five Star system considers the \$4000 to be a part payment. That is, after you pay the \$4000, if you do a supplier inquiry you would see the following:

Invoice #12345	\$5000.
Payment	\$4000.
Balance due	\$1000.

If, on the other hand, you don't intend to pay the other \$1000, you would enter a credit of \$1000 against the invoice. You would arrange the partial payment on the Edit Invoices screen and you would record the credit to the invoice on the Invoice Entry screen. Take the following steps to adjust an invoice or enter a credit note:

Invoice number: If the credit is for an existing invoice, use the same invoice number. A pop up window appears (see Figure - Invoice already Exists.)



Select Yes and press <enter>. This message appears to help you avoid entering an invoice a second time inadvertently. Any invoice number already on file in the current or history files will cause the message to be displayed. In the case of a credit to an existing invoice you would continue. If you don't see the message and you are trying to adjust an existing invoice, return to the invoice field and type it again. If you continue, you will create a credit which is not applied to the original invoice.

If you want to enter a credit note which has its own invoice number from the supplier, go ahead and enter it. You won't get the pop up message. In order to take this credit on a manual check you must ask for it specifically. On a computer generated check it will automatically be applied against other invoices. A negative check will not be printed or allowed if a supplier has a credit balance as a result of a credit note. Credits are displayed on the check just like invoices, that is, they are displayed separately.

Due date: Be sure to enter the due date as today, so that any checks that you may write are immediately reduced by the credit. If you entered a credit with a due date of the standard, say 30 days, and you print checks in 15 days, the credit won't show up on the check. Purchase amount: The purchase amount is entered as a negative, and so is everything else.

Accounts Payable Payments

This section explains two ways to pay your accounts payable, manually, and on computer check runs. Both methods can be subdivided into two options. Manual checks includes checks you type or hand write as well as individual checks that the computer writes. Check 'runs', i.e. when the computer prints many checks at once, include check runs for which you let the computer select all invoices prior to a certain due date, and runs for which you select specific invoices for payment, and a shorter run is created.

A computer check run is the most common way to pay bills. Most companies do one major check run each month, one or two smaller check runs for things like discounts, suppliers with special terms, and 'special groups. The Five Star check run feature can function two ways. It can figure out who should get paid on the big run, known as the 'automatic' check run. Secondly, it also allows you to select specific suppliers and/or invoices to be paid on a smaller run, known as the 'manual' check run. The name manual is used not because it creates manual checks, but rather because you manually select invoices or suppliers to be paid.

In summary then, you have three ways of paying bills using the Five Star system:

- 1) Automatic check run: the computer selects bills to be paid based on the due date you enter and it prints all checks at once. This is typically used for a once a month big check run.
- 2) Manual check run: You select bills to pay manually. The system prints all checks at once. Typically used for once or twice a month smaller check runs like discounts and receiver general.
- 3) Manual Checks/Quick Checks: You select bills to pay manually. System either prints the checks one at a time, or you type them on a typewriter and it marks bills as paid. Typically used as needed for checks that are required immediately.

Each of these alternatives will be examined next, starting with manual checks/quick checks. In order to process payments, you must, of course, have completed the last lesson, or you won't have anything to pay!

If you have an invoice on file and wish to make a partial payment you can not do so with the manual checks program. Partial payments are only possible on a check run. If you need to partially pay an invoice with a manual check you must enter a credit in the invoice entry screen equal to the amount of the partial payment and a debit, and pay the debit only. You will be left with the original invoice outstanding as well as the credit, so the amount left due will be the net of the two. The same effect as a partial payment is achieved, but in two steps.

All checks you write, except for pay checks, can be entered in accounts payable. The advantage to doing so is the accounts payable bank reconciliation. You may be used to computer systems which allow checks only against invoices on file, and you have to enter other disbursements as journal entries in general ledger. The Five Star system allows all checks you write to be recorded in accounts payable, so that the bank reconciliation features show the correct outstanding check lists.

If you write a check by hand, and it clears your bank account but is not reflected as a cash payment in your general ledger bank account, you cannot balance your bank account. In addition if you post a check for one amount, and then tear up the check and hand write it for a different amount, without canceling the check and reissuing it on the computer, you cannot balance. You must be very careful about this, as if you do it once, you will never balance again until you correct the problem.

Manual Checks/Quick Checks

The manual checks/quick checks feature is so-named because you can create the check manually (i.e. type or hand write it) and then enter the details on the computer, or you can simply enter the details of a check on the computer and then let it print it for you. This is the 'quick check' part of the program. In order for quick checks to be convenient you either need a laser printer or have a dot matrix printer with checks always loaded. The laser printer lines checks up exactly every time. Speak to your Five Star dealer, or see your NEBS catalogue #9085 for laser checks.

If you want to use a dot matrix printer we suggest the Roland or Raven or Panasonic narrow carriage printer. They are fast, cost about \$200 and have a push tractor, not a pull tractor. The printer you use must have a push tractor for feeding the paper.

Manual checks/quick checks may be written for invoices on file or for purchases which have no invoice. The common example of the latter is the COD delivery check. Generally required at the very last minute, and never accompanied by an invoice, these checks are best handled as manual checks/quick checks. That way you don't need to start by entering an invoice in the invoice entry screen, and then paying it.

You can also use the manual checks screen to prepay an invoice. That is, you record a payment of an invoice before you get the invoice, like a deposit on a purchase. The term used by the system is 'ONACCT' but don't confuse it with a balance forward type of system which allows you to record payments without identifying the invoice the payment is applied to. While you can do this, eventually you must match the invoice and payment, so if you have the invoice on file, you may as well match the payment now. To record

a manual check/quick check select this option from the accounts payable menu. (See Figure - Manual Checks/Quick Checks).

The screenshot shows a software window titled "Record Manually Issued Cheques / QUIK-Cheques". The window contains several input fields and a summary table. On the right side, there are four buttons: "OK" (with a green checkmark), "Delete" (with a trash can icon), "Undo" (with a curved arrow icon), and "Exit" (with a red stop sign icon).

Company	50 Five Star Hotel Systems Corporation
Sub-Ledger	AP
Date of Record	19970109 Jan 09, 1997
Supplier	FORE01 Foresters Insurance Ltd. 145 Smith St Yakama, WA
Cheque #	003234
Invoice #	042313
Cheque Date	19970109 Jan 09, 1997
P.O. #	
Ref/Job.	
Gross Amount	235.35
Sales Tax	0.00
Disc. Earned	0.00
Holdback	0.00
G.S.T. Amount	16.47
Net Amt of Ck	251.82

Figure - Manual Checks/Quick Checks.

Paying Invoices on File

The method of using this screen is characterized by choosing invoice numbers to be paid from the pop up window showing you which are on file. The computer figures out how much the check will be from the total of the invoices selected, and a check is recorded.

Using the Screen:

Date of Record: Enter the date of the checks. If you have more than one check to enter in this batch and they have different dates (if you enter manual checks on the computer only once a week) enter any date in the current month. The date of record for checks is different from the date of record for invoices in this respect. Generally invoices should be recorded in the previous month, because that is when the expense was incurred. The date of record for checks should be the date on the face of the check. This way your bank will reconcile each month.

Supplier: Enter the supplier code to whom the check will be made out.

Check Number: Keep a log of check numbers used if your checks are not pre-numbered. Use spare checks from check runs, (the first or last check you use) that get wasted. If your checks are pre-numbered, use the number on the check. Notice that the computer puts a C in front of the check number. This identifies it clearly as a manual check on all inquiries and reports.

Invoice Number: This is the field that determines what type of payment you are making. The following list explains the four choices you have at this field:

To pay a single invoice on file: Enter an invoice number which is on the invoice file, or press F2 and select from the list of invoices shown. If you enter the check like this the computer will ask you for a check date and that is the end of the entry. It will tell you the amount of the check, and you will not be asked to make a distribution (to the general ledger). This is because all the accounting can be done automatically in this type of payment. The accounting entry for a \$1000 check is

Debit Accounts Payable	1000	
Credit Bank		1000

If you enter an invoice number and are then asked to enter the amount and sales tax., you have typed the wrong invoice number, that is, one the computer did not find on file. It assumes that you are making the third type of payment shown below, the payment of an invoice or expense not yet recorded.

To pay up to 20 invoices on file at once: From the invoice field press the F9 key. The Pay Multiple Invoices sub screen appears (See Figure - Pay Which Invoices screen)

pay \$2000 now, and want the three invoices to show as paid. On the multiple checks screen, you can select the three invoices, and the unapplied payment. This will result in the manual check totaling \$2000, and the three invoices being marked as fully paid. Try one of these and check it out on the supplier inquiry screen after.

Payment of an Invoice or Expenditure not Previously Entered on the Computer

You can pay expenditures like expense checks, short notice checks etc. this way. Enter an invoice number which is not on file for this supplier, and the computer assumes you wish to enter such a payment. You must enter the purchase amount, discount, if any, just as if you were entering the invoice at this point. That's because you are! You are really recording the invoice at the same time as you record the payment.

In addition, you must distribute the invoice over general ledger accounts. This is because you are not only recording the invoice for the first time, you are also recording the expense or purchase for the first time. An example will explain the accounting recorded with this type of manual check. Suppose you enter a manual check for \$500 for a plans deposit. In other words:

Purchase amount	\$500	
Sales tax, Discount,		0
Net account payable	\$500.	

It is recorded on the manual checks screen just as shown here. The computer makes the general ledger entry as follows:

Debit ????	\$500	
Credit Bank		\$500.

It doesn't know where to send the debit yet, so the first manual check entry screen is followed by a second screen. This is a distribution screen just like the invoice entry program's distribution screen. Here you will enter the account to be debited. In this example the debit would be to the general ledger account for plans deposits.

Note: if you are trying to pay an invoice on file and you notice that the manual checks screen is acting the way it is described in this section, you are actually not paying invoices on file (at least as far as what the computer thinks) you are entering a check against a new invoice, not yet on file. If you proceed you may double your expenses and accounts payable. This is possibly the most serious error you may make, so you

must watch carefully for it. Making this mistake will reduce your net income and will overstate your accounts payable.

Most other types of errors will simply result in expenses or revenues being allocated to the wrong accounts in the income statement section of your accounts, which has no effect on your total net income. Double counting accounts payable will reduce your net income very quickly.

Deposit Checks

The other use of the manual checks screen is for deposit checks. A deposit check is a prepayment of an invoice you will receive in the future. For example, suppose you buy a specialty item from California. The cost is \$5000 and you are required to pay \$1000 before the supplier will ship it to you. When it is shipped you will be invoiced \$5000 and you must pay the balance, \$4000 in 30 days. This situation requires the use of the deposit checks feature.

Don't confuse this with unapplied payments. Some systems are known as balance forward systems, that is payments are not applied to a specific invoice, but just to the supplier account. Invoices are removed from the system monthly, and all you see from such a system is the balance forward. The Five Star system is not like this, it is called an open item system. That is, items remain open as long as they are unpaid. The Five Star system will try to match unapplied payments to invoices on automatic check runs, or you can do it yourself in the manual check program, if you use the F9 pay multiple invoices feature. The Five Star system gives you more control over both your accounts payable and accounts receivable, but it requires a little more effort when dealing with payments and cash receipts.

If you use the deposit checks option as a balance forward feature, you will have to match payments to invoices manually in the manual checks screen, or the computer will do it for you when you do an automatic check run. It may not match them accurately though, since it does not know what you know about your supplier. We don't recommend that you do this; we recommend that you always match payments to invoices.

Recording a deposit check is easy. When you get to the invoice number field of the manual checks screen you simply type the key word 'ONACCT'. If you can't remember this, don't worry, there is a reminder on the screen at this field. You must tell the computer how much the check is for. Generally you will have to fill in the purchase field and in many cases the sales tax field. Sales tax usually must be paid on deposits, not later when the invoice is finally rendered and paid.

You will be taken to the distribution screen, but DO NOT fill anything in here. The entry is already made for you. It is:

Debit Accounts Payable Control	1000	
Debit GST ITC(if Canadian)	70	
		Credit Bank
		1070

If you change the debit from accounts payable in the distribution screen, you will cause the general ledger control account to go out of balance with the accounts payable sub-ledger.

When you look at the supplier inquiry or aged report you will see a balance like:

California Designs Ltd.:	Accounts payable:	(1000).
--------------------------	-------------------	---------

In other words, they owe you \$1000 (if they don't deliver the goods). When they do deliver, you will record a \$5000 invoice, and the supplier inquiry will look like this:

California Designs Ltd.	Accounts payable:	(1000)
	Invoice #13432	5000

	Balance	4000.

This completes the discussion of the four ways to use the manual checks/quick checks screen; paying an invoice on file, paying multiple invoices on file, paying an invoice not to be recorded on file, and paying an invoice not yet on file, but which will be recorded later. Next we look at a much faster and more useful way to pay your checks, computer check runs.

Check Runs

Check runs usually have four steps:

1) Print the Cash Requirements report, or manually select invoices to be paid. Both do the same thing, that is they identify which invoices will be paid, and consequently, how much the checks will be. The cash requirements report, known as automatic payment selection, asks you what due date to use when it reviews your invoice file. Any invoice which isn't on hold, and which is due by your selected due date, will be

chosen for payment. A report is printed showing you what it chose, and how much cash you will need to pay these invoices.

If you generally pay bills based on due dates (or some function thereof) this is the easiest way to take care of them. It requires very little work on your behalf, and you never forget your obligations to your suppliers, as long as you get their invoices on your computer.

2) Modify the outstanding invoices if you don't wish to pay them as the computer selected. This is necessary only if you disagree with the selection made by the computer. It is also not necessary if you are doing a manual check run, because you choose exactly which invoices to pay. Typical examples of the need for a change are as follows:

- you entered an invoice incorrectly, and didn't catch the mistake until now.
- you note a deficiency in the product and refuse to pay the full amount now (i.e. you are willing to make a partial payment now) or want to delay payment completely for a month, or want to delay it permanently.
- you don't have enough money to pay all the bills.
- you have forgotten to enter a few other invoices.

These and many others are common reasons why you need to modify the automatic payment selection's cash requirements report.

The important thing to remember is that whatever came out on the latest cash requirements report is what will be printed on the check run. Why is this important? Because if you find you want to change an invoice so it doesn't get paid, you must reprint the cash requirements report, i.e., redo the automatic payment selection process, so that the computer can create a new file of payments to make. It is during the printing of the cash requirements report that the file is created, and when reprinted, the file is changed. If you don't reprint the report after making changes, the checks will be printed based on the original cash requirements report. The Five Star system notifies you if you are about to print checks without having first reprinted the cash requirements report.

How do you make changes if you find you need to? There are a number of ways:

- 1) Enter invoices in the invoice entry screen, if you find you have missed one or more.

2) Enter credit notes in the invoice entry screen, if you have recorded an invoice in the wrong amount, or the amount has changed. This is different from a partial payment. Partial payments happen when you wish to pay only part of an invoice now, and intend to pay the balance later.

3) Enter a partial payment in the edit invoices screen.

4) Enter a due date which is after the due date you are presently writing checks for. This has the effect of delaying payment for a month, or until your next check run. Do this in the edit invoices screen.

5) Put an invoice on hold using the edit invoices screen. An invoice on hold stays that way until you return to the edit invoices screen and take the invoice off hold. The computer will not pay any invoice on hold.

6) Put a supplier on hold using the setup suppliers screen. The computer will not pay any invoice for a supplier on hold. The cash requirements report does show you invoices and suppliers which are on hold, just to remind you of this status. You will see this at the bottom of the report.

7) Record manual checks using the manual checks/quick checks screen. This is sometimes necessary if you wrote a check by hand for an invoice on the computer, but forgot to enter it in the manual checks screen. This mistake usually turns up when you print your next cash requirements report. You know you paid the invoice but the computer doesn't yet, so it tries to. You should watch carefully for this error. It will result in double payment of your bills, and your bank won't reconcile. Suppliers really appreciate this kind of mistake, but rarely express that appreciation!

You already know how to make these changes except for numbers 3, 4, 5, and 7. They are discussed below under the section called Editing Payment Amounts, Dates, Putting Invoices on Hold.

Automatic Payment Selection

This task is really just the printing of the cash requirements report, although there are a few important options to be considered. To start, think of any changes you know of that must be changed before you can print checks. (If you get the cash requirements list right the first time, you don't need to reprint it.) A good habit to get in to is making changes as they come up rather than waiting until you have to pay invoices. This way your day to day inquiries and reports will be more accurate, and you might get away with not having to reprint the cash requirements list twice.

When you have made any changes you know about select the Cash Requirements List menu option in accounts payable (see Figure - Cash Requirements Lists)

Cash Requirement Lists

Company: 50 Five Star Hotel Systems Corporation

Sub-Ledger: AP Accounts Payable

Invoices Payable On/Before: 19970109 Jan 09, 1997

Automatic/Manual: Automatic - computer picks invoices to pay

Selection: Look at ALL Invoices for Payment

Which Purchase Categories?:

Which Job(s)?

Jobs From:

Jobs To:

OK Exit

Figure - Cash Requirements Lists

Using the Screen:

Pick Up Invoices payable On or Before: Enter a 'due' date here. For example if it is August now and you want to pay all invoices which are due on or before August 25, enter August 25th in this date field. Any invoice with a due date of August 25 or earlier will be printed on the report and selected for payment on the check run.

A few points may be made here. First, an invoice whose due date is August 20 would also be selected for payment on this check run, because it has a due date before August 25. So it is not necessary to always enter

all invoices with a due date of, say, August 25, if you want to pay invoices on the 25th. For this reason, using terms like 30 days as you enter invoices works fine. If you do one check run each month, that check run will pick up all invoices that came due during the month, as long as the due date is on or before the 25th (in this example).

You might want to fine tune your use of the automatic check run. For example, say you do a large check run on the 25th of each month, and a smaller run on the 15th each month for discounts, special suppliers and the Receiver General. If you specify a due date on all invoices for the big check run after the 15th but before the 25, and if you specify the discounts, specials and receiver general as having a due date before the 15th, then you could do both as automatic check runs. The discount check run would be given a date of August 15th (for example).

This would automatically select invoices whose due dates are before the 15th, but would skip over the rest, because they have due dates of after the 15th. When you print the checks for the 15th they are all marked as paid. Then if you do a cash requirements report with a due date of the 25th, the previously paid invoices don't show up, but the ones not paid on that run which are due before the 25th will show up to be paid. This way you can do both runs as automatic runs, instead of hand picking invoices to be paid under the manual check run selection.

The 'pay invoices due on or before' date is not necessarily the date the checks can be cashed, or today's date either. For example, suppose on the 16th you want to print the checks which are due on the 25th, and have them cashable (i.e. the date on the face of the check) on the 30th. You can do it. The date you enter here would be the 25th, even if today is only the 18th. When you print the checks, the program will ask you what date you want to see on the face of the checks.

Automatic/Manual: Highlight and select the automatic choice. Manual payment selection will be discussed in the next section.

Select Printer: Choose the printer you want to send the report to. All your invoices will be reviewed by the program, and the ones which are due by your selected date will be listed on the report. Check the report very carefully, as this is a list of checks that will be printed. Notice also that invoices you have placed on hold are shown at the bottom of the report as a reminder that they need to be dealt with at some time.

If the report is correct, and no changes are necessary, file it in the accounts payable audit trail binder. This is a useful list if you need to determine later how a check came out as it did. You can skip the edit invoices section next, and go straight to the print checks section. If you need to make changes to the checks before they are printed, don't save this report in the audit trail binder. You must reprint it in order for your changes to be reflected on the checks, so you would save only the final, correct one.

See the list of types of corrections above if you aren't sure you have thought of all the things you need to fix before printing the checks.

Manual Selection of Invoices to Pay

When you have made any changes you know about select the Cash Requirements List menu option in accounts payable (see Figure - Cash Requirements Lists, above)

Using the screen:

Pick Up Invoices payable On or Before: Enter a 'due' date here. For example if it is August now and you want to pay all invoices which are due on or before August 25, enter August 25th in this date field. Any invoice with a due date of August 25 or earlier will be printed on the report and selected for payment on the check run.

Automatic/Manual: Highlight and select the manual choice. The screen changes to allow you to enter suppliers and/or invoices to be paid on your check run. This pick and choose method is why it is called manual selection. (See Figure - Manual Selection of Invoices to be Paid).

Manual Cash Requirements

Supplier: FORE01 Foresters Insurance Ltd.

Invoice #: 023423001

Done

Exit

Supplier	Invoice #	Amount	
FORE01	Foresters Insurance	023423001	333.84

Invoices that were selected:

Figure - Manual Selection of Invoices to be Paid

Using the screen:

Supplier: Enter the supplier code for whom you wish to select invoices to be paid.

Invoice: You have two choices here. You can enter an invoice number, or select from the F2 pop up list that appears. This list shows you all invoices outstanding for the supplier you have chosen. The second choice is to press F9 and all invoices for the supplier will be selected for payment.

You can select as many suppliers and invoices as you want. Continue on the screen selecting suppliers and invoices to pay. When you are done press F4 from the supplier field and you will be moved to the selection buttons. Choose proceed, and you will be asked to select a printer. Pick the one you want and your cash requirements report will be printed. You must print the report in order for checks to be printed.

Editing Payment Amounts, Dates, Putting Invoices on Hold

If the cash requirements report you print is wrong, you need to make corrections. They are not made to the cash requirements report, but to the invoice file on which the report is based. Then reprint the report, and it will reflect your changes. See below for a complete list of the types of changes you may need to make. You have already learned how to make most of them, except for the ones covered in this section.

Again, we must distinguish between changing the payment amount and entering a credit against an invoice. In this section you will learn how to change the payment amount. This has no effect on the total amount outstanding, it simply affects the amount of the invoice which will be paid now. To edit an invoice, select the Edit Invoice Information option of accounts payable. (See Figure - Edit Invoice Information).

Field	Value
Company	50 Five Star Hotel Systems Corporation
Sub-Ledger	AP Accounts Payable
Supplier	FORE01 Foresters Insurance Ltd. 145 Sminth St Yakama, WA
Invoice #	023423
Inv. Date	19970109
Date of Record	19970109
Due Date	19970208 - Feb 08/97
Purchase Amount	312.00
Disc. Earned	0.00
Holdback	
G.S.T. Amount	21.84
A/P Amount	333.84
P.O. #	N/A
Our Ref.	
Amount to Pay	333.84

Figure - Edit Invoice Information

Using the Screen:

Supplier: Pick the supplier from the F2 pop up list or type the supplier code.

Invoice Number: Pick the invoice you want to edit from the F2 pop up list or type the invoice number you want to edit. You will be brought to the selection buttons.

Select Modify at the selection buttons. You can change the invoice date, due date, purchase order numbers, or amount to pay.

Put an invoice on hold by changing the due date field from a date to one of the 'five' hold options. Use the right one (you should have decided what each hold means to your company) or you can take an invoice off a previous hold by changing the due date from a hold to a date. If you want to pay the invoice in the upcoming check run, be sure to enter a due date on or before the due date of the check run, don't just hit enter and let the computer calculate the due date, because it calculates it based on the standard terms in the supplier file.

Make a partial payment by changing the payment amount. The balance of the invoice will be still due on the next check run.

Ok the screen and continue with others as needed. When you are done, you must print a posting report. This report should be kept in the accounts payable audit trail binder.

When you are finished making changes reprint the cash requirements report and save it in the audit trail binder. When you reprint a cash requirements report you are greeted by a message:

A previous cash requirements report exists

and you are given three choices. Normally you would select 'Replace the old one with the new one.'

Printing Checks

The last and simplest step is the printing of the checks. All the work leading up to now makes this step very easy. Select Print Checks from the accounts payable menu (See Figure - Print Checks).

Print Cheques

Company: 50 Five Star Hotel Systems Corporation

Sub-Ledger: AP Accounts Payable

Re-Start:

Re-Start at Cheque No.:

Date on Cheques: 19970109 Jan 09, 1997

Enter the period or date desired

OK Exit

Figure - Print Checks

Using the screen:

Before you start we recommend that you load your checks in the printer if you haven't already. The program reminds you when to put checks in and when to take them back out for the posting report, but doing it now doesn't hurt.

Is this a Restart?: This field is skipped automatically, unless you have previously aborted a check printing.

Restart at Check No: This field is skipped automatically, unless you have previously aborted a check printing.

Date to print on checks: Enter the date the checks are cashable, i.e. the date on the face of the check. This does not need to be today's date or the due date. This is one way to create post dated checks. Be sure that the date on the face of the check is in the same month as the check posting date. Otherwise your bank

account might clear the check before the computer's general ledger does. This could cause the bank reconciliation to be difficult.

Where would you like it Printed: Be sure to select the printer with the checks on it.

Print a test Pattern: Select no if you are using a laser printer to print checks, or if you leave your checks in the printer all the time. Laser printers always line up exactly, and if you never remove checks from your dot matrix printer they are probably lined up correctly already. If you use a dot matrix printer and you have to put checks in each time, or if this is your first attempt to line up and print checks, select yes.

A test pattern prints on your first check in dummy format with x's in the places where text would normally go. This shows you if you have mounted the forms in the right place. Make any adjustments necessary, and ask for another test pattern. You may need to do a number of patterns before you have the alignment perfected. Make a mental note of the position of the form relative to the printer or make a mark on the printer, and use this positioning next time you try to align them. After you have printed one test pattern which is correctly aligned, you can answer no to the test pattern question, and the checks begin printing.

The first time you print checks you may have both a vertical and a horizontal adjustment to make. You must release the brakes on the tractors (the brakes are the little levers on each pin wheel which holds them in place. They must be flipped outwards, or released, in order to move the paper sideways. Once you have found the right horizontal position you will be able to leave that adjustment, because all the Five Star form-printing programs are set to use the same left margin.

Many people have trouble, with check forms in particular, with jamming. Here is the secret to never jamming your forms. Leave the right tractor brake off all the time. This lets the right hand tractor always find its best position automatically relative to the right edge of your paper. Many people try to tension the paper between the tractors by putting the paper in them and then pulling the right hand tractor to the right. This puts tension on the paper. Eventually the paper will jump out of the tractor and you will have a jam.

The reason is a little like a bicycle. If you ride it with the gear changer a little out of alignment, so that it is rubbing on the chain, eventually it will push the chain off the gear. This is what happens to the paper when you make the tractor pull the paper tight. Leaving the brake off the right hand tractor is the surest way to apply no tension at all to the paper.

Starting check number: Enter the number appearing on the first check you will be using. This allows you to match up the computer generated number with the one already printed on your check.

Did they Print OK?: This question may appear before your checks are fully printed, which is usually because you have a print spooler which delays printing. Don't answer this question until after the printing

has stopped. How else would you know if they were printed okay? If no jamming occurred, and they did print properly, answer yes. You will be asked to change the forms back to regular paper and select the printer, or if you leave the check forms in the printer all the time just select the printer that has paper in it. A check register will be printed, which lists checks and amounts. It must be kept in the accounts payable audit trail binder.

If the checks did not print completely because you ran out of checks or a jam occurred, answer no to the question. You will be immediately returned to the Restart at which Check' question. Enter the check number where the problem occurred, and the check printing cycle will repeat, from that check. All checks following the one you enter here, it included, will be reprinted.

It is not possible to reprint one check only, in the middle of the run. Also, it is not possible to reprint checks after you have answered yes to the question 'did they print OK'. Once you have printed the posting report you cannot return to the check printing program and reprint the same checks. If you discover a problem after you post, the only recourse is to cancel the checks which are wrong (see next section). You would then do manual checks or a check run for the ones that were wrong. This subsequent check run would not be related to the first one, you are starting a completely new run at this point.

If you find in practice that the check printing program does not match your checks, it may be because the wrong check printing program was set up for you by your dealer when your software was delivered. Check the accounts payable Select Check Design program. It shows you which program is being used when you print checks. If you select modify from the selection buttons of the select check design screen, and at the program name field press F2, you will see the description of the current check printing program.

Scrolling through the list may help you determine if you have been using the wrong program. If you find that you have been, highlight and select the correct program. Then try printing more sample checks to see if the new program matches your check form better.

Canceling Checks

If the computer prints a check and posts it, or if you enter a manual check, but you never issue the check, you must tell the computer that you want to cancel the check. Canceled checks are quick and easy with the Five Star system. Using the canceled checks program can cut down greatly on the time it takes to do your bank reconciliation, because it cuts down on the number of errors you make in handling canceled checks manually.

When you cancel a check, the invoice that was paid is left as outstanding again. You can issue another check for the invoice. If you intend to never pay the invoice, you will have to issue a credit note against the invoice in the invoice entry screen. If you cancel a manually issued check for an invoice not previously entered on the accounts payable invoice screen, the computer creates an invoice record for the item that was paid. You will have to enter a credit against this 'invoice' as it makes no sense to leave it outstanding.

In case you are unsure of the difference between a canceled check and a reconciled check, here is an explanation. A reconciled check is one that you have printed, issued to the supplier, he has cashed it, and it is returned to you with your bank statement. You reconciled it using the accounts payable reconciled checks program. A canceled check is one you printed, but did not issue to the supplier. You tore it up or destroyed it. Because the computer thinks that you issued a check, it recorded a credit to your bank account (as well as other entries). So you must cancel the check to reverse its effects on your bank account and supplier balances.

To cancel a check, select Canceled Checks' from the accounts payable menu (See Figure - Canceled Checks).

Cancel Previously Issued Cheques

Company: 50 Five Star Hotel Systems Corporation

Cheque File: Company Cheque File

Date of Record: 19970109 Jan 09/97

Cheque Number: 003234

Action: Cancel It

Chk #	Chk Date	Supplier	Amount	Status	Action
003234	Jan 09/97	Foresters Insurance	251.82	O/S	

Buttons: OK, Exit

Figure - Canceled Checks

Using the Screen:

Check file: if you have only one bank account this field is skipped, and 'Company File' is filled in for you.

Date of Record: Enter the date you cancel the check. Be aware that if you write or record the check one month and then cancel it in the next month, it will appear as an outstanding check as of the first month end. It will show as a canceled check as of the second month end. This is important, because it often happens that you don't cancel a check until the next month. You don't normally re-open the prior period to record the cancellation; this is more work than it is worth.

Check number: Enter the number of the check you wish to cancel, or select from the check list using the F2 pop up window. The pop up list shows you all checks on the system but you cannot cancel a check that shows as reconciled, i.e. has cleared the bank. If you enter the check number correctly, all details of the check including supplier, amount, date etc. are shown as confirmation that you have the right check.

Action: Press enter to cancel the check. If you have called up the wrong check number you can highlight and select 'no change' to skip past this check.

If you have more than one check to cancel, you can continue on the second line with the second and subsequent checks. When you have entered all checks to be canceled press F4 from the check number field, and you will be brought to the selection buttons. Ok your entry and post it. File the posting report in the accounts payable audit trail binder.

When done check the supplier inquiry carefully to see that you understand how a canceled check appears on the screen. The original invoice record is shown, as paid, in the payments section. On the second line the a canceled check record is shown, bringing the balance of the records to zero. Then in the outstanding invoices section of the inquiry, a new invoice record has been created which is left outstanding.

Supplier Inquiries

The most useful tool in your accounts payable system is the supplier inquiry. When you are first learning to use the system, the most common mistake is to think you have entered a transaction correctly but not confirm this. The supplier inquiry is the best way to make your confirmation.

Many people appreciate this, but make the further mistake of entering a big list of invoices, credits etc., and then check the inquiries to see what they did. The problem with this approach is that if you enter more than one transaction at a time, you may not be able to tell the effects of each one. When you are learning to read

the supplier inquiries, enter and post one transaction at a time. Look at it in the inquiries and see exactly what that one transaction does to the inquiry. This is the technique software professionals use when they are testing or learning, and it is the only way to be sure of what you are seeing and doing. The importance of this cannot be over-emphasized.

As an exercise, enter and review, in all of the inquiries, the following transactions:

- a credit note
- a manual check against an invoice already on file
- a manual check for an expense not to be recorded on the invoice file
- a manual deposit check, i.e. ONACCT
- a computer check for one invoice
- a computer check for many invoices
- a reconciled check
- a canceled check
- a canceled check which is subsequently paid

If you do them one at a time and then print the supplier inquiry and label each example, you will have an excellent reference for when you are using the system for the high volume of your daily entries.

Reports

After you have entered a good list of invoices, and have tried a number of checks, you should look at the reporting capabilities of the Five Star system. Most important are the aged accounts payable reports. Use the aged report to balance to the general ledger each month or to evaluate your current liabilities. It should be saved at month end as part of the audit trail.

The GST report for Canadian users is notable, and is identical to the accounts receivable GST report in this respect, in that if you print the report for a given month and then add more transactions to the accounts payable system for that month later, the transaction will appear in your next GST report. This insures that you never miss reporting on the GST for a transaction. To see this for yourself, try this:

- enter invoices for a given month
- print the GST report for that month
- enter more invoices for the same month
- try to reprint the GST report for the same month (you get exactly the same report as you did the first time, with the subsequent transaction missing)
- print the next period's report. The subsequent transaction is included on this report.

Using Accounts Receivable

This section deals with the handling of accounts receivable, namely customer statements, collections, aged reports and cash receipts, and also with the creation of accounts receivable, namely manual invoices. The creation of invoices will be discussed first.

While accounts payable tends to be oriented towards batches of invoices, checks etc., accounts receivable is usually done one at a time or in small batches. It makes more sense to process a progress draw as soon as you can, rather than wait for a batch to develop. Cash receipts should also be processed as they come in. This way you can rely on your computer's records of cash to make investment and cash disbursement decisions.

There are two ways to record invoices in the Five Star system: manual invoices in accounts receivable, and from the front office module.

Manual Invoices and Credit Notes

This program is essential because you may not use the front office module for all your invoice preparation. Use it as little as possible though, because you should use the invoice printing programs as much as possible! You will use this program to enter your starting balances, and any time you type an invoice or make an internal adjustment. To record a manual invoice, credit, or holdback change select the Manual Invoices and Credit Notes menu option in accounts receivable (see Figure - Manual Invoices and Credit Notes).

Manual Invoice & Credit Notes

Company: 50 Five Star Hotel Systems Corporation

Sub-Ledger: SJ Sales Journal

Date of Record: 19970110 Jan 10/97

Customer: JONA01

Gary Jonas Computing Ltd.
235 Yorkland Blvd. #220
North York, ON

M2J 4Y8

Invoice #	970776	Sales Amount	245.43
Invoice Date	19970110 Jan 10/97	Holdback	
Sls Cat.	MISC	G.S.T.	C 17.18
Job/Ref#		Sales Tax	C 19.63
Our Ref.	din rm bil	Net A/R	Value or F9+Per 282.24

OK
Delete
Undo
Exit

Figure - Manual Invoices and Credit Notes

Using the Screen:

Date of Record: Enter the date for which the invoiced services were provided. This is usually the month just finished. You should enter a date of record of the last day of the month in which the work was completed.

Only one date of record is required at the beginning of the batch. The day of the month is not as important as the right month, so you can usually just enter the last day of the month and post all invoices for the month in one batch.

Customer: Use the F2 pop up window to find the customer for this invoice, or if you know the code, just key it in and press <enter>. Don't forget the speed search feature to quickly find the code, and the text search feature if you don't know the code. If you don't find the code, use the F7 global program to set up a new customer.

Invoice Number: Enter the invoice number from your manual invoice.

Invoice Date: Enter the date of the invoice using the format shown in the field, like YYMMDD, MMDDYY or DDMMYY.

If you find that you don't like the date format, when you have finished the batch go to the administration menu's user preferences option. There you can change the date format for all subsequent batches. Note that what you create in the user preferences screen applies only to your user ID, so if you use more than one, or if other people in your office use different ID's, the date format change won't apply to them.

Sales Category: Press <enter> to skip this field (if you are at the expert help level you will have to press F2 and then press <enter>).

Our Reference: This is a descriptive field that can be used for a number of functions.

Sales Amount: Enter the amount before taxes. When entering dollar amounts, don't enter the \$ sign or commas. Use the period and enter the pennies if any, or skip the period and pennies, if none. It is not necessary to type .00 if the invoice is only in even dollars. If the purchase amount is negative (i.e. a credit note) you can enter the minus sign before or after the amount.

The F8 Tools - calculator feature can be very useful when entering invoices. For example, if you want to calculate the sales amount, pop up the calculator when you are in the sales amount field. Make your calculation and press the T (to transfer) key. The calculated amount appears in the sales amount field.

GST Amount: This field appears only for Canadian users. Press F9 or enter the GST amount and press <enter>. The amount you enter here is added to the account receivable amount, and debited to the accounts receivable general ledger account accordingly, and credited to the GST payable account. All debits and credits are made based on the accounts that you entered when you set up the accounts receivable sub-ledger.

Sales Tax Amount: Press F9 to have the computer fill in the sales tax amount for this customer. The rate is determined by your state or province. If you want an alternate rate calculated, enter the rate, like 9 for 9% and press F9. The amount at that rate will be entered in the field for you. or enter the sales tax dollar amount as shown and press <enter>. Or skip the field if sales tax does not apply. Leave it blank and press enter to move to the next field.

Selection buttons: Ok the screen and you are moved to the distribution screen. (See Figure - Distribution).

Account Distribution				
Co	Distribution	Reference	Description	Amount
50	400 0	inv#970776	J	245.43
50	400 0		<— = inv#970776	
REVENUE - software sales			Balance	0.00

Figure - Accounts Receivable Invoice Distribution Screen

In the distribution screen you will complete the entry to general ledger. To explain the distribution screen let's use an example. Suppose you enter the following invoice:

Sales amount:	\$10000.00
sales tax amount	0.00
GST	700.00
Account payable	10700.00

The following general ledger entry is made automatically:

Debit Accounts receivable	10700.00	
Credit ???		10000.00
Credit GST payable		700.00

The computer does not know what to post the \$10000.00 credit to yet. You tell it in the distribution screen. You can post the amount to one or more general ledger accounts. Most invoices are posted all to one account.

Using the Screen:

Distribution: Enter a general ledger account number for your revenue account. You can enter the number or press F2 to pop up the list of accounts.

Distributions are the same in all modules. A general ledger distribution consists of an account and a division. If you have only one division the computer enters a 0 in the division field and skips past it.

Reference, Description: These two fields are filled in automatically for you with the invoice number and the customer name. We suggest you simply press <enter> to move past them. The information shown is sent to general ledger as a way of identifying the nature of the transaction at a glance. Any detailed inquiry will show this information.

Amount: You have two options in filling in the amount field. The total that you enter on all distribution lines must equal the sale amount from the first screen you filled in for this invoice. You cannot exit this screen without balancing. The balance figure at the bottom right of the screen tells you how much more you have to distribute to complete the entry. Your first choice here is to press enter, which puts the complete expense amount to the first distribution line and takes you to the selection buttons to ok the entry. This is a typical one-line distribution.

Your second choice is to enter a distribution amount less than the total to be entered. This amount will be posted to the account on this line, and you are taken to the next distribution line to allocate the rest of the expense. You can continue entering partial amounts as long as you like, there is no limit to the number of distributions you can make. Continue to distribute the rest of the sale in any manner.

Selection buttons: Ok the distribution and you are returned to the first of the two screens, ready for the next invoice. Notice that you are returned to the customer field after the first invoice, not the three fields above. The information in the company, sub-ledger and date of record fields is the same for the entire batch.

Continue entering invoices until you have completed the batch. On the last invoice, at the customer field, press F4 and you see the posting screen. This screen appears at the completion of any batch you post in all modules. (See Figure - Post Batch)

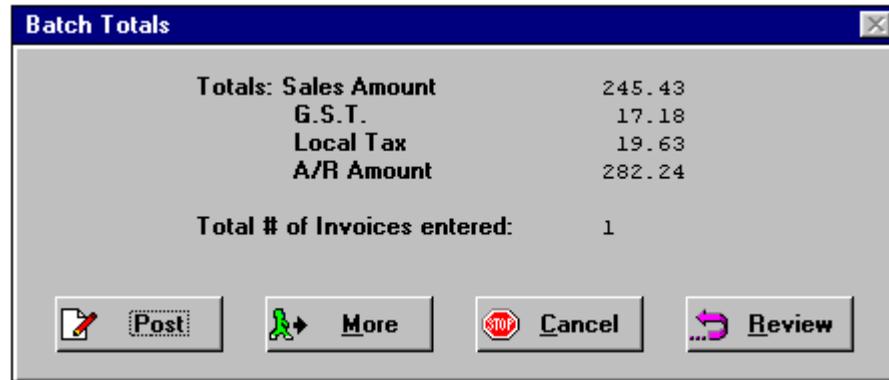


Figure - Post Batch

From this little screen you have three options. You should start by counting the number of invoices you think you have entered. If the number does not match the number on the screen, select the More option. You will be returned to the invoice entry screen to enter the missing invoices.

If the invoice count is correct, add the net amount of the invoices on your desk adding machine. If the total does not equal the net total on the screen, choose Review, to see the net total of each invoice. Compare the net amounts on the review screen to the net amounts on the adding machine tape to find the error. Highlight and select the invoice in error and you will be returned to the invoice entry screen with the selected invoice displayed, ready for your corrections. Be sure to change the distribution screen too if you change the invoice amount.

When the corrections are made press F4 from the customer field again and recheck the batch. When all is balanced, select Post. A posting report will be printed so you will be asked to select a printer.

Print posting reports on the same width paper every time, as you must save them in an audit trail binder. When the posting is completed you should check the report carefully to be sure you understand the report.

Cash Receipts

All cash receipts can be recorded in the accounts receivable cash receipts screen, whether they are receipts for sales invoices or for things like a telephone rebate. Anything you put in your bank deposit book should be recorded through the accounts receivable cash receipts screen.

The Five Star programs uses an open item accounts receivable system, which means that you should apply payments to invoices when they are received. Only when an invoice is fully paid, will it be transferred to history, and eventually removed from the history files. You can let the computer apply payments to the oldest invoice first etc. but you should still apply payments to invoices.

To record cash receipts select the Cash and Customer Receipts program from accounts receivable (see Figure - Cash and Customer Receipts).

Invoice #	Inv.Date	Orig. Amount	Balance O/S	Amt to Apply
J000543	Oct 23/96	\$1,551.50	\$551.50	\$551.50
Unapplied	Jan 10/97	\$0.00	\$0.00	

Auto-Apply Balance to Apply 0.00

Figure - Cash and Customer Receipts

Using the Screen:

Date of Record: Enter the date you received the cash. You should enter cash receipts daily if you can. If you prefer to enter them weekly or monthly, remember that the date of record must be the same month that you deposited the cash in your bank. If you don't, you will find it hard to balance your bank account.

Customer: Select the customer who made the payment. If the cash receipt is not a customer receipt, that is it is not being applied to an account receivable, highlight and select the first option on the F2 pop up window list, ** Miscellaneous Receipt **. You will be taken to the distribution screen instead of the main screen on which you can apply invoices to accounts receivable or holdback receivable.

Amount Received: Enter the amount of the payment here.

Check Number: Enter the check number if you want to. This is optional information. If you are posting from your deposit book you probably won't have the check number available. That's all right, there is little to be gained in recording your customer's check number.

Apply to A/R: If this is a payment of an account receivable, find the invoice or invoices you wish to apply it to. Position the cursor on the row with the first invoice using the arrow up or down keys, or the <enter> key. Type the amount of the payment to be applied to the invoice as a positive. That is, a payment of \$100 is entered as 100 not -100. Continue to apply the payment to as many invoices as were covered by the payment.

If you have a large number of invoices outstanding and you receive a payment with no remittance advice, you can use the F9 feature. Simply press the F9 key from the first invoice as many times as is needed for the payment to be fully applied. The computer will start with the oldest invoice first, and work down the list. You should do this only when you have no other choice, because the computer will not make informed choices about which invoice to apply the payment to. It simply starts with the oldest. This might result in a discrepancy between you and your customer over which invoices were paid. Over the course of a year or two your differences may become irreconcilable.

You can leave a payment unapplied too. This is done by applying the payment to a line which says 'unapplied' rather than a line with an invoice number on it. This records the payment so that it will be seen in the customer inquiry. It is usually used as a temporary way to record a payment which you can't apply for some reason. For example, you have received a deposit on an invoice which you have not issued yet.

The amount you distribute to invoices or unapplied must total the payment amount you entered in the amount filed at the top of the screen.

When you record a payment against invoices, or against the unapplied status, the accounts receivable sub-ledger is affected, and so is the general ledger. A payment of \$1000 creates the following entry:

Debit Bank	\$1000	
Credit Accounts Receivable		\$1000.

It is also possible to enter a payment for a customer but not to record it on the accounts receivable sub-ledger. A payment like this is treated the same as a miscellaneous receipt. That is the credit is not made to the accounts receivable account nor to the accounts receivable sub-ledger. Instead you select the credit account from the general ledger chart of accounts and the credit is made directly to it. For example a telephone rebate would be credited to the telephone expense account, thereby reducing the expense.

Selection buttons: Ok the payment application and the screen is ready for the next one. When you are finished with the batch, you complete and post it like any other kind of batch. The posting report should be checked carefully and filed in the accounts receivable audit trail binder.

The Distribute option allows you to go to the distribution screen to credit an account in the general ledger. Use this screen to apply a miscellaneous receipt as well. You distribute a payment to any general ledger account using the distribution screen.

Inquiries and Reports

Accounts receivable management is facilitated through a number of reports and inquiries. This section lists the management functions and the Five Star tools that facilitate these functions.

Customer statements: use the Print Customer Statements program. You can print statements on the standard continuous form letterhead.

Delinquent Accounts: You can review on screen or make a list on paper of your delinquent accounts. These are the ones to work on. You specify the delinquency period, that is 30 days past due, 45 days, etc. You can also print delinquency letters.

Customer inquiries: Use these when you are making collection calls. They provide you with full details of your client's account. The standard customer inquiry shows you full details of the account. The customer inquiry can be printed or displayed on the screen. It can be printed after you look at it on the screen too. This is useful if you find the inquiry is too long to understand on screen.

Aged report: this is another useful tool for making collections and planning cash disbursements. It represents 100% of your customer accounts so a weekly or biweekly review of it will give you the big picture of where your money will be coming from. It can be printed in summary or detailed form. The summary report is much shorter, and gives you one line per customer. The detailed version shows one line per invoice. It makes an excellent report for those collection calls.

Quick Management Summary Report: This is similar to the summary aged report. It contains less information about your customer, so it is better for the bank if you are required to report your accounts receivable status to them. It gives them what they need without giving them any more than they need.

GST Billing report: Canadian's use the GST report to prepare your GST remittance. The accounts receivable GST report will show you all GST collected from your customers, which represents GST payable by you. The GST report is notable, and is identical to the accounts payable GST report, in one respect, that if you print the report for a given month and then add more transactions to the receivable system for that month later, the transaction will appear in your next GST report. This insures that you never miss reporting on the GST for a transaction. To see this for yourself, try this:

- enter invoices for a given month
- print the GST report for that month
- enter more invoices for the same month
- try to reprint the GST report for the same month (you get exactly the same report as you did the first time, with the subsequent transaction missing)
- print the next period's report. The subsequent transaction is included on this report.

Try all the choices in the accounts receivable reporting and inquiries features. Get to know them now before you begin to use the system for your real company.

Using General Ledger

The general ledger module is also an information collection and reporting module, rather than a creation or processing module. So this last lesson in the Using Section is short and easy. The journal entry screens are the only processing features in general ledger.

Use the journal entry screen for entries made directly to your bank account by your bank (i.e. any entry not shown in your bank deposit book or paid by a check. When you do your bank reconciliation, these entries must be made. Typically they would include bank charges and interest, loan advances and payments, and automatic withdrawals like insurance or leases.

The Five Star system automatically makes closing entries at year end. Closing entries bring all the income and expense account balances to zero, and post the balancing entry to your retained earnings or income current period account. This is done automatically every time you post any entry to the general ledger. It means that you can do any number of entries for the current year and for next year without any year end procedure, and without any errors.

Try this: print a trial balance as of the last month in your year. Notice the revenue and expense account all have balances. Now print the trial balance for the first period of the next fiscal year. The revenue and expense accounts are brought to zero, and the retained earnings account has the net income posted to it. Now go back to the current year and post another invoice. Then look at the trial balance for next year again. The balances are always correct. In addition to the basic functions you see when you log on using the TUTORIAL user ID, the general ledger also has budgeting capabilities, and a financial statement printer.

Posting Journal Entries

To make a journal entry select Journal Entries from the general ledger menu (see Figure - Journal Entries).

The screenshot shows a software window titled "G/L Journal Entry". It has a grey background and a blue title bar. On the left, there are three labels: "Company", "Date of Record", and "Journal". Each label is followed by an input field. The "Company" field is a dropdown menu with "50 Five Star Hotel Systems Corporation" selected. The "Date of Record" field consists of a text box with "19970112" and the text "Jan 12, 1997" to its right. The "Journal" field is a dropdown menu with "CD - Cash Disbursements" selected. On the right side of the window, there are two buttons: "OK" with a green checkmark icon and "Exit" with a red stop sign icon.

Figure - Journal Entries

Using the screen:

Date of Record: If you haven't yet completed the period in which the error was made, use the date of record of the original entry. If you have closed that period, use a more recent one.

Journal: Use the general journal for all entries you make in this screen. The other journals are used for special entries which add to existing entries when a mistake has been made by the computer. When you select the journal you are taken to the distribution screen. This screen is similar to other distribution screens you have used with two exceptions. First, you enter both sides of the entry, with debits and credits. The entry must balance on this screen. Second, you must fill in the reference and distribution fields. Other aspects of the screen are the same. This is a matrix type screen so you can move back up the list of journal entries to make corrections using the arrow keys.

When you have filled in this screen press enter until the Account Distribution screen appears:

Co Distribution	Reference	Description	[Units/Hrs]	Amount	
50 104 0	page 13	Bank Reconcilliation		-54.34	
50 145 0	page 13	Bank Reconcilliation		10.34	
50 510 0	page 13	B		44.00	
50 510 0		<— = page 13			
INTEREST & BANK CHARGES				Balance	0.00

Figure - Account Distribution

Using the screen:

Distribution: Enter a general ledger account number and a department, if you have more than one.

Reference: Use the reference number to identify the source document from which the entry came. For example, if you maintain a manual journal for these entries, use an identifying reference number from the journal. If you don't, use the batch number from the batch in which the original mistake was made. The reference number is copied to subsequent lines if you press <enter> next time you come to the field.

Description: Enter a short description of the nature of the entry, like 'reverse original entry to wrong job. This field will also repeat from the previous line.

Amount: Enter the dollar amount of the transaction. Debits are entered as a positive number, credits are entered as a negative. Notice in the bottom right corner of the screen the balance readout. This keeps a running total of your entry. As each disposition is made you see the total of the entry change. In order to complete the entry it must balance, so the balance readout must be zero. You can't normally post an unbalanced entry. However, if you have to, in order to correct and imbalance, press the * key when the computer warns you of an imbalance.

Continue making dispositions until the entry is completed. When done, press F4 to advance to the selection buttons. If your entry is in balance you can post it. If not, a warning message warns that the batch must be corrected before it can be posted. If this is the result, instead of posting, select the review mode at the posting window, or select modify at the selection buttons and you will be returned to your entry to change it. Using the arrow keys, scan up or down the list of entries to find your error. You can make a correction by changing the existing entry, you don't have to add new lines to reverse the original and enter a new one.

When the batch is posted a posting report is printed which should be saved in the general ledger audit trail binder.

Post Accruals

Use the Post Accruals program to post journal entries that should be reversed on the first day of the following month. Such entries are used to increase the accuracy of your financial statements by better matching the timing of revenue recording and of expense recording. For example, if you have a bi-weekly payroll that ends on the 7th of July, half of the expense should be for June and half for July. Use the accrual program to post half of the expense for June. At year end many such entries, called accruals by accountants, can be made to increase the accuracy of your statements.

Most accruals are posted as of the last day of the month or year. Five Star will automatically post an entry which reverses the accrual entry, typically on the first day of the following month. To post accrual entries that automatically reverse themselves in the following period, select the Post Accruals program from the general ledger processing menu:

Figure - Post Accruals

Using the screen:

Date of Record: Enter the date the accrual entry will be posted. This is usually the last day of the month.

Post Offset to: Enter the date the program will post a reversing entry. This is usually the first day of the following month. The net effect on your general ledger over the two periods will, of course, be nil, because the second posting will be exactly the reverse of the first.

Journal: Select the general ledger journal you wish this transaction to be posted to.

When you have filled in the screen, choose OK, and the disposition screen will appear. Enter the transaction to be posted in the first period. You don't have to enter the second reversing entry, Five Star does that automatically:

Account Distribution					
Co	Distribution	Reference	Description	[Units/Hrs]	Amount
50	104 0	page 13	Bank Reconcilliation		-54.34
50	145 0	page 13	Bank Reconcilliation		10.34
50	510 0	page 13	B	on	44.00
50	510 0		<— = page 13		
INTEREST & BANK CHARGES				Balance	0.00

Distribution: Enter a general ledger account number and a department, if you have more than one.

Reference: Use the reference number to identify the source document from which the entry came. For example, if you maintain a manual journal for these entries, use an identifying reference number from the journal. If you don't, use the batch number from the batch in which the original mistake was made. The reference number is copied to subsequent lines if you press <enter> next time you come to the field.

Description: Enter a short description of the nature of the entry, like 'reverse original entry to wrong job. This field will also repeat from the previous line.

Amount: Enter the dollar amount of the transaction. Debits are entered as a positive number, credits are entered as a negative. Notice in the bottom right corner of the screen the balance readout. This keeps a running total of your entry. As each disposition is made you see the total of the entry change. In order to complete the entry it must balance, so the balance readout must be zero. You can't normally post an unbalanced entry. However, if you have to, in order to correct and imbalance, press the * key when the computer warns you of an imbalance.

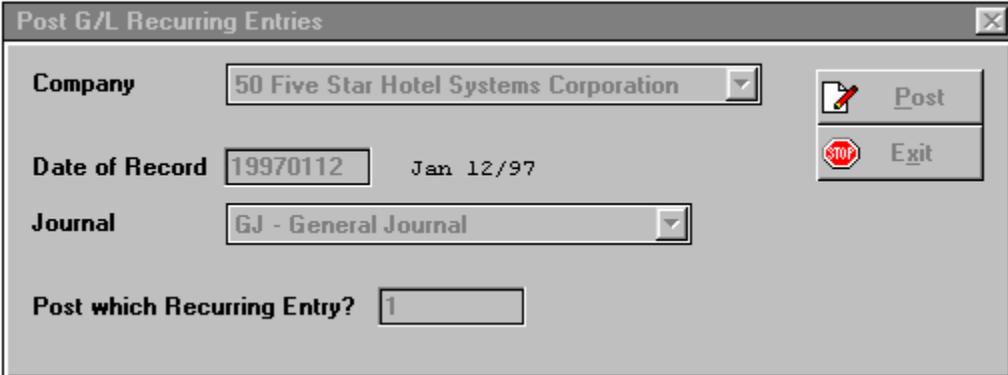
Continue making dispositions until the entry is completed. When done, press F4 to advance to the selection buttons. If your entry is in balance you can post it. If not, a warning message warns that the batch must be corrected before it can be posted. If this is the result, instead of posting, select the review mode at the posting window, or select modify at the selection buttons and you will be returned to your entry to change it. Using the arrow keys, scan up or down the list of entries to find your error. You can make a correction by changing the existing entry, you don't have to add new lines to reverse the original and enter a new one.

When the batch is posted a posting report is printed which should be saved in the general ledger audit trail binder.

Post Recurring Entries

Use this program to very quickly post entries that happen identically every month. Use the Setup Recurring Entries program described in the General Ledger part of the Setting up Your Master Files section of the manual. Entries must be set up there before the Post Recurring Entries program can post them.

Hint: Activate all the 12 periods of your new fiscal year, run the post recurring entries program once for each month of the year, then deactivate all the periods. Presto, you've got all your hard-to-remember-to-do-work done for a whole year! To post recurring entries, select the program from the general ledger menu:



The screenshot shows a software dialog box titled "Post G/L Recurring Entries". It has a standard Windows-style title bar with a close button. The dialog contains the following elements:

- Company:** A dropdown menu currently displaying "50 Five Star Hotel Systems Corporation".
- Date of Record:** A text input field containing "19970112", followed by the text "Jan 12/97".
- Journal:** A dropdown menu currently displaying "GJ - General Journal".
- Post which Recurring Entry?:** A text input field containing the number "1".
- Buttons:** On the right side, there are two buttons: "Post" (with a pencil icon) and "Exit" (with a red stop sign icon).

Figure - Post Recurring Entries

Simply select the company, the date the entry is to be posted (i.e. the period in your general ledger the entry is to appear under), and the journal the entry is to be posted to. Then use the F2 lookup window to find the entry you set up in the Setup Recurring Entries program. Select it and choose the Post button. Your entry will be posted, and a posting report printed.

Transferring General Ledger Detail to Head Office

This capability permits owners of properties to transfer the general ledger transactions that accumulate on the computer at the property from the property to the office where the accounting is done, even if the main office is thousands of miles away. The property must have the front office module, and the remote office must have the back office module. It is not necessary for the property to have the back office module, because the front office module automatically creates general ledger transactions. The property may have the back office module as well, and the transfer may still be used exactly the same way.

Choosing the company number and account structure carefully is essential if you want to use this capability. For example, if you have chosen company #01 at the head office, and the property is owned by this company, be sure to use company #01 at the property. Set this up in the General Hotel Profile program on the setup menu of the hotel management menu. The number of digits in the general ledger account numbers must be the same at the head office and at the property, as must the number of digits in the department code. You must have exactly the same account numbers and department codes at the property and at the head office.

If you manage or own more than one property, and they are all owned by the same company, e.g. company #01, then all the properties must be linked to company #01. On the other hand, if you have more than one company, say one for each property, you must have each company set up in the head office general ledger, like companies #01, 02, 03 etc. And you must have each property linked in the General Hotel Profile program to the correct company number. Remember, if you change the linkage of the property to a new company after the initial setup, you also have to re-link EVERY billing and receipt code in the billing and receipt codes program on the hotel setup menu of the hotel management menu.

BE SURE YOU HAVE THE ABOVE RULES COMPLETELY SET UP BEFORE USING THE GENERAL LEDGER OR THE FRONT OFFICE PROGRAM, OR YOUR GENERAL LEDGER WILL BE WRONG!

If you plan to use this feature you will likely also need a very high speed modem at the property and at the office. You can use the Windows 95 Dial Up Networking feature to transfer the file to the office. Either the property can send the file this way, or the office can take the file this way. We recommend the fastest modem on the market. At the time of writing, that is a 33,400 baud modem. Expect to pay about \$230 for each modem, one at the office and one at the property. The extra speed will pay off in lower long distance phone bills. For example a 33,400 baud modem can transfer in less than half the time a 14,400 modem takes. The price is about \$200 different or \$16 per month in one year. You will easily save that on long distance bills.

The capture, transfer and retrieve task is performed as follows:

1) Each month, your property manager or accountant runs the Capture G/L Detail program from the Administration menu. This program creates a file that contains only the transactions created during the period for which the program was run. This program puts the file on a diskette. If you want to simply deliver the diskette to the head office you can, and save the expense and technicalities of modems. If you do this you can skip step 2 below and go straight to step 3. Or you can copy the file from the diskette to your hard disk and use the modem to transfer the file over the phone line.

2) Use the Windows 95 Dial Up Networking feature to transfer the file to the head office computer. The head office will then have to copy the file to a diskette so the Capture G/L Detail program can use it. If you want the property to perform the transfer, the computer at the head office must be prepared by selecting the Dial Up Networking program from the start menu (choose Programs, then Accessories, then Dial Up Networking). If this option is missing, you must have your Windows 95 installation person add it to your system). Then click on the Connections option on the top menu, and select Dial up Server. From this screen change the status to Allow Caller Access. Use the Windows Help screens for complete information on using the Dial Up Networking program.

3) When the file has been brought to the head office by diskette or by modem, use the Capture G/L Details program on the general ledger menu to merge the data with your head office files. This program reads the diskette on which the captured file has been placed (if you use the modem to move the file to head office you must copy it to a diskette for this program to read it). It merges the transactions to the main general ledger files.

4) Print a detailed source journal of the night audit journal to ensure the integrity of the data you have just added. Save the report in your audit trail binder.

The following explains these steps in detail:

1) Capture G/L Detail:

From the administration menu, select the Capture G/L Detail program:



Simply select the company to be transferred and the month to be moved. Put a blank diskette in the drive and click on the drive, A or B, the disk is in. Click on OK and the program moves all transactions to the diskette. The file is named GJLXFER (with no file extension). It requires just over 1 megabyte of free disk space so you probably will have to delete all previous files on the disk. You can take this disk to your head office and use it to put the transactions on your head office computer, or you can copy the file to your hard disk and use a modem to transfer it to the head office computer. From there you must copy the file to a diskette to merge it with your head office transactions.

2) Transfer the file to head office using the Windows 95 Dial up Networking program:

If you will be using a modem, you should create a directory on your hard disk and use it every time you perform a transfer. To create a directory follow these steps:

Click on the Windows Explorer program on the Program menu of the Windows 95 Start menu. On the left side of the screen, click on the C: drive icon. Click on the File menu at the top of the screen, and choose New and then Folder. Name the new folder TRANSFER.

Use the Windows Explorer to copy the file GJLXFER to the directory. Be sure the diskette is in the drive. Double click on the 3 1/2" Floppy (A:) icon in the left side of the Windows Explorer screen. You will see the file GJLXFER on the right side of the screen. Click on it. Then click in the Edit menu at the top of the screen and choose COPY. Then click on the C: icon and double click on the new TRANSFER folder. Click on the Edit menu, and choose Paste. The file can now be sent by modem to the head office.

To perform the transfer from the property, the head office must be set up as a Dial up Server. To perform the transfer from the Head office instead (we recommend this choice) the property computer must be set up as a Dial up Server.

Management Views

Management Views is a simple tool that can show you instantly on your screen a summarized financial statement. This is an excellent tool for the owner of the business if he is not interested in learning how to use the computer. A financial statement can be viewed on screen very simply. It also calculates and displays some key financial ratios, including debt to equity and the working capital ratio.

To use the management views feature select it from the general ledger menu. Pick the company and period. Select the printer, or your screen, and the information is immediately displayed.

Trial Balance

The trial balance is the most useful report in general ledger. It should be printed at least once a month and reviewed. Look at each account and ask yourself if it looks correct. Use the account inquiry program to analyze accounts that might be wrong. If you want to save some big money over the years that you use the Five Star system learn how to do this. If you don't your monthly statements will never be accurate, and your accountant will have to do it for you at year end, at his rates. It is even worth the time and money to do the review with your accountant once or twice because he is trained to be able to scan a trial balance and spot errors and he can show you how. Keeping your general ledger accurate will help you spot many errors you might otherwise miss in the sub-ledgers too.

To print the trial balance select it from the general ledger menu. Pick the company and date. For the choices of type of report, data desired and presentation, just pick the first one on each list. You can also experiment with the other choices, they offer different formats of the same basic information, the trial balance.

General Ledger Report

This report is sorted by account and shows you an opening balance, all transactions and a closing balance for each account. If you prepare your own financial statements this is a good tool for correcting account balances. It should be printed at year end as an audit trail report. The history general ledger report is the same except that it can print starting at any date and ending at any date.

*Loading your Company's
Opening Balances*

Preparing for Going Live

AT LAST! The next steps bring all your hard work to life, in a surprisingly short time. Going live is best done in a short time, because your accounting records change every day, and if you take a long time to load your live balances you will find them to be like hitting a moving target. That's why so much effort and attention has been paid to the steps preceding this one; in order to make the job of going live quick and easy.

There are four steps to go live. First you bring your existing accounting records to a close at the end of a recent accounting period. This includes a general ledger trial balance, accounts payable list of invoices, outstanding check list, and the accounts receivable list of outstanding invoices. All must be in balance. That is, the accounts payable account in general ledger must agree with the outstanding invoices on the accounts payable list, to name one of the many balancing points.

You will not be entering history. For example, many people set out to record all invoices for the current fiscal year. We find this to be a waste of time. It requires much work, and little is learned, because the information is no longer current, so there is little incentive to make it 'exactly right'. The process of making your accounting records 'exactly right' on the computer is where most of your real, long term learning will take place, the kind which you remember for as long as you use the system.

The second step in going live is to create the real company from the test company. This is an easy step, because the computer does all the work for you. There is a feature called Copy a Company in the administration menu which will, before your eyes, copy all the 'structural' information you created in the test company. Structural information means things like suppliers, but not invoices, general ledger accounts but not transactions etc. There is a complete list of what is copied in the section below which describes copying the test company.

You only get one chance at copying a company. That is, if you copy the company and then discover something that you didn't set up in the test company, you cannot add to the real company by reusing the copy a company feature. You must enter the left-out information in the real company just as you would have in the test company. This is why we have cautioned you to work exclusively in the test company until now. If you have already set up a company number for the real company and want to remove it now so you can copy the test company, call your dealer. He has a special utility which can get rid of the partial information you may already have in the real company, so you can copy the test company cleanly, and with complete confidence in what you will be left with after the copy is done.

The third step in going live is to enter your live data. This is a little like entering a few big batches of regular information. For example, when you enter the general ledger trial balance, you enter it like one big journal entry. When you enter the outstanding accounts payable list, it is like entering one or more batches of invoices. There are a few twists to the way you enter the batches though, so follow this section carefully.

The fourth step in going live is to prove that the new information you entered is identical to your existing system's records. And once this is done you must file the old and new records in such a way that you or your auditor can clearly see that the new system is in balance with your existing system, and that there is perfect continuity from the old to the new system.

If you haven't completed the practice work or the setup of your company in the test company, stop now and finish those tasks.

Information to Prepare - Overview

All information should be prepared as of a specific month end. Pick one you are about to close or have just closed. You are typically ready by the 20th of the month following, because you need the bank reconciliation done in order to produce a correct trial balance. So, for example, if today is March 10th, and you want to go live soon, pick February 28th as the date to go live as of. You will typically be ready for this around March 20th or so.

You will need to prepare the following lists:

- 1) General ledger trial balance.
- 2) Accounts payable invoices outstanding.
- 3) Accounts receivable invoices outstanding.
- 4) Outstanding checks.

Note that it is quicker to enter outstanding checks than it is to enter outstanding accounts payable, so you might print checks for all accounts payable by the date you plan to go live, and then just hang on to the checks if you aren't ready to release them. This can save a little time in going live.

All of the above should be balanced as follows:

- 1) The bank account in general ledger must balance to the bank statement, i.e. the bank reconciliation must be complete.
- 2) The outstanding check list must be correct, and balance to the bank reconciliation.
- 3) The accounts payable, and accounts receivable list totals must equal the accounts payable account, etc. in general ledger.

In order to produce an accurate general ledger trial balance you may need to consult your accountant. We recommend that you consult with him anyway at this point. Issues like shareholder loans, prepaid expenses, taxes etc. can be dealt with at this point to produce a more accurate financial statement.

Print out the above lists. You will need them to enter the identical information on the Five Star system. You will also need them to file in the Five Star binders immediately before the identical reports from the Five Star system. By filing the final reports from your existing system and then filing the first set of reports from the Five Star system right on top and in the same binder, you have a perfect record of the transition.

Get binders now. You will need three per company per year; one each for general ledger, accounts receivable, and accounts payable. Label them with the module, the company name, and the fiscal year. The Five Star system can print all reports on 8 1/2" x 11' paper, so if you like the narrow paper, get narrow binders. If you don't like small dot matrix print, get big binders. By preparing binders before you get started, you start off on the right foot, by saving all audit trail reports immediately, and without losing any at the start.

Creating the Real Company

Before you create your real company, check that you have completed the following:

- 1) Set up company profile (administration menu)
- 2) Set up departments, if any (administration menu).
- 3) Set up chart of accounts (general ledger menu).
- 4) Set up financial statement design - lines (general ledger menu, financial statement design sub menu). This step is optional.

5) Set up financial statement design - headings and totals (general ledger menu, financial statement design sub menu). This step is optional.

12) Set up suppliers (accounts payable menu).

15) Set up customers (accounts receivable menu).

Go down the checklist and select each program to be sure all is ready.

When all of the above is complete, you are ready to copy the test company to the real one. Select the administration menu, system administration sub menu, Copy a Company (see Figure - Copy a Company).



Copy a Company

Copy from Co. 99 Five Star Test Company

Create Co. Code 01

Company Name XYZ Worldwide Inc.

Copy A/P Suppliers

Copy A/R Customers

Copy Jobs ?

Copy Employees ?

Copy Subs_PO's

Copy G/L Budgets

Copy Job C/O's

OK Exit

Figure - Copy a Company

Using the Screen:

Copy from Company Number: Your test company is filled in for you as 99.

Create Company Number: Type 01 if you want your main company to be #1. If this number is not accepted it is because you have already set up a company under that number. You must use F4 to exit the screen and call Five Star support to delete the existing number.

Company Name: Type your real company name.

Copy AP suppliers?: Answer Y to this and all subsequent questions. This question will copy the sub-ledger set up screen, and your suppliers. Invoices and checks will not be copied.

Please note that general ledger accounts and company profile etc. are automatically copied, along with all financial statement setup.

Copy AR customers?: Answer Y to this question. Your sub-ledger rules, and customers will be copied. Customer invoices and payments will not be copied.

Okay to Proceed?: Answer Y to this question and go get your coffee. When you come back you will have your real company ready to go! Congratulations.

Check everything over carefully to see that you got what you expected in the real company.

Loading Live Company Balances

Opening the First Period

Select Activate/Deactivate Periods from the administration menu. Activate the period you wish to go live in. For example if you have closed your existing books on June 30, open only June. Don't open July yet, it is important that you put all transactions in the right period when you start. Note that if you plan to go live as of, for example, June 30, don't enter opening balances as of July 1, they should be entered as of June 30.

Loading General Ledger Balances

This is the first step in going live. It is quick because all you need to enter is your trial balance as of the period you are going live. If you have 50 accounts with balances you will make fifty debits or credits.

Loading general ledger balances is done in the general ledger menu, Journal Entries feature. You enter your balances just like one big journal entry. Of course your trial balance must balance before the computer will accept it.

There is one twist. You have created a few control accounts, like accounts payable, etc. to which you cannot post directly. For each control account you should have an account called 'startup and year end' which you will use to enter balances to your control accounts. Check that you have the following control accounts and associated start-up accounts:

accounts receivable
accounts payable

If you don't, refer to section 2.2.1 to set them up. By using the start up accounts instead of the control accounts, the Five Star system can ensure that your accounts payable and receivable sub-ledgers are in balance with the general ledger right from the beginning.

How does this work? When you enter your outstanding invoices in accounts receivable, the computer automatically debits the accounts receivable account in the general ledger and credits the accounts payable control account when you post a payable invoice. So if you have \$100,000 in accounts receivable to post to

the accounts receivable sub-ledger, by the time you are finished, you will have posted \$100,000 to the accounts receivable control account. Thus, the general ledger control account is correct at that point.

But what about the \$100,000 you posted to the start up account when you enter the general ledger trial balance? When you enter each invoice in the accounts receivable sub-ledger, normally you post the invoice to a general ledger revenue account. Instead, when you load the accounts receivable sub-ledger, you will post the invoices to the accounts receivable start up account. This entry is a credit. Thus, if your general ledger showed \$100,000 in the accounts receivable account, and you key in \$100,000 in accounts receivable invoices to the accounts receivable sub-ledger. The start up account will get a \$100,000 debit when you load the general ledger trial balance and it gets a \$100,000 credit when you load the accounts receivable sub-ledger. So the net result is the start up account has a balance of zero when you are done both ledgers.

The accounts payable system is treated exactly the same way.

If you end up with a balance in either the accounts payable or accounts receivable start up accounts it is because your general ledger did not agree with your accounts payable or receivable sub-ledger, or you made a keying error, most likely in entering invoices. Use the batch posting control totals feature on every batch, and keep them to about 25 invoices each batch. You will post to the start up accounts and not to the control accounts for each of the above.

Now that you understand the process and are ready to begin, select the journal entry feature from the general ledger menu (see Figure - Loading the General Ledger Trial Balance).

Account Distribution						
Co	Distribution	Reference	Description	[Units/Hrs]	Amount	
50	104 0	Jan 31, 97	Load Opening Balances		23234.00	
50	107 0	Jan 31, 97	Load Opening Balances		12443.00	
50	130 0	Jan 31, 97	Load Opening Balances		1235.44	
50	145 0	Jan 31, 97	Load Opening Balances		26000.00	
50	150 0	Jan 31, 97	Load Opening Balances		5000.00	
50	155 0	Jan 31, 97	Load Opening Balances		-2321.45	
50	203 0	Jan 31, 97	Load Opening Balances		-23443.00	
50	300 0	Jan 31, 97	L		-5432.00	
50	300 0		<— = Jan 31, 97			
RETAINED EARNINGS					Balance	36,715.99

Figure - Loading the General Ledger Trial Balance

Using the screen:

Company: Now you have two companies, so you must select company one, or the one you set up as the real company. To save time, go to the administration menu's User Preferences feature and set company 01 as the default company, and set the period end date as the default date. This makes it easier and cuts down on errors.

Date of Record: Enter the date of record as the period end for which you are going live. If you are closing your existing books as of January 31, for example, enter January 31, and not February 1. This way you can balance the opening balances just like a normal month end.

Journal: Highlight and select General Journal. You will load all general ledger opening balances in the general journal. You are taken directly to the detail screen

Company: This field is skipped. You don't need it to enter the opening balances.

Distribution: Enter the first general ledger account number with a balance (probably petty cash).

Reference: If the trial balance from your existing system has a reference number or batch number, enter it here. Otherwise, just enter the date of record you entered on the previous screen.

Description: Type 'Load Opening Balances'. After you enter this and the reference number on the first line you don't need to enter them again. By pressing <enter> in these fields hereafter, the same reference and description will appear.

Amount: Enter the debit or credit amount here. Remember, credits are entered as a negative. When you are finished in this field the cursor moves to the next line to enter the next debit or credit. Continue this way until you have entered all lines for the trial balance.

You can use the arrow keys, F3, and the <enter> to move around the screen. This is called a matrix screen because on it you can move up and down or sideways, you are not restricted by the flow of the screen. This is useful if you notice an error on a previous line. You can go straight back to it and correct it, and then return to the line you were working on.

Notice that the balance field at the bottom right of the screen keeps track of the total of your entry. Only when the balance returns to zero can you post the entry. When all lines are entered and the balance is zero, press F4 to exit the screen and post the entry. If the balance is not zero use the review mode to find the error. Compare the Five Star posting report to the trial balance from your existing system. If you notice differences, you can post an additional adjusting entry. When the two are the same, store the reports from Five Star and from your existing system together in the general ledger audit trail binder.

Loading Accounts Payable Outstanding Invoices

This is one of the bigger jobs. We recommend that you enter each invoice outstanding rather than grouping all invoices for each supplier and entering them as one 'invoice' or balance. You will find it hard to keep your record straight concerning what has been paid in a month or two if you do it the quick way. Use small batches of 50 invoices per batch or less.

You enter the outstanding invoices in the Invoice Entry feature of accounts payable. A few differences occur in entering opening balances, compared to normal invoice entry. They are:

a) On the invoice sub-ledger screen (the first one) enter the outstanding amount, which includes taxes, all in the Purchase Amount field. Don't put anything in the GST, sales tax or discount fields. This is because as you enter invoices, you are crediting the accounts the sub-ledger is linked to. Since the general ledger already reflects sales tax etc., there is no need to post to them again separately.

b) The distribution is not posted to an expense account as is normally the case. Instead the distribution is sent to the start up account in the general ledger. Again, two examples will illustrate:

Example: Payable amount \$1000 including taxes

On the first of the two invoice entry screens you would record a \$1000 purchase amount and no taxes, or discount. You would record the invoice number, purchase order number, reference and due date as you normally would.

On the second (distribution) screen, instead of sending the debit to an expense account, enter the start up general ledger account, and the amount is \$1000. Simply press enter through the reference, and description fields.

Why post to the start up account? When you entered the general ledger trial balance you sent the accounts payable net total to the start up account, as a credit. As you enter your accounts payable invoices in the sub-

ledger you will be debiting the start up account on the distribution screen. If the general ledger reflects the same amount payable as the total of the invoices you enter, then the start up account balance will be reduced to zero. At the same time, as you enter invoices, you will be crediting the accounts payable control account in the general ledger. Thus the control account starts out in balance with the sub-ledger.

If you are left with a balance in the startup account, then your general ledger control account did not equal the total of your outstanding invoices, or you have made a keying error as you entered the invoices. Check the posting batches carefully for mistakes, and check your existing records to ensure that the general ledger balances to the sub-ledger. You may have to enter adjusting invoice amounts or if the error was in the general ledger you may have to enter an adjusting journal entry.

When you have entered all invoices, and determined that all is correct, print a detailed aged accounts payable report, and compare totals with your existing records. They should balance, and if not, you must find and correct the mistake. When all is correct, save the Five Star report in the audit trail binder, next to the equivalent report from your existing system. This way, your auditor will be able to easily see the continuity from the old to the Five Star system.

Loading Accounts Receivable Outstanding Invoices

Loading accounts receivable is identical to loading accounts payable balances, described in the previous section. If you had no trouble entering your accounts payable, you can skip the reading of this section, and go ahead and record your accounts receivable. If you need help, follow this section.

We recommend that you enter each invoice outstanding rather than grouping all invoices for each customer and entering them as one 'invoice' or balance. you will find it hard to keep your record straight concerning what has been paid in a month or two. Use small batches. If you have 100 invoices outstanding, enter them in two or more batches.

Enter the outstanding invoices in the Manual Invoices and Credit Notes feature of accounts receivable. A few differences occur in entering opening balances, compared to normal invoice entry. They are:

a) On the invoice sub-ledger screen (the first one) enter the outstanding amount which includes taxes, all in the Sales Amount field. Don't put anything in the taxes or discount fields. This is because as you enter invoices, you are crediting the accounts the sub-ledger is linked to. Since the general ledger already reflects taxes etc., there is no need to post to them again.

b) The distribution is not posted to a revenue account as is normally the case, instead the distribution is sent to the start up account in the general ledger. Again, an example will illustrate:

Example: Receivable amount \$1000 including taxes

On the first of the two invoice entry screens you would record a \$1000 sales amount and no taxes or discount. You would record the invoice number, reference and due date as you normally would.

On the second (distribution) screen, instead of sending the credit to a revenue account, enter the start up general ledger account, and the amount is \$1000. Simply press enter through the reference, description and units fields.

Why post to the start up account? When you entered the general ledger trial balance you sent the accounts receivable net total to the start up account, as a debit. As you enter your accounts receivable invoices in the sub-ledger you will be crediting the start up account on the distribution screen. If the general ledger reflects the same amount receivable as the total of the invoices you enter, then the start up account balance will be reduced to zero. At the same time, as you enter invoices, you will be debiting the accounts receivable control account in the general ledger. Thus the control account starts out in balance with the sub-ledger.

If you are left with a balance in the start up account, then your general ledger control account does not equal the total of your outstanding invoices, or you have made a keying error as you entered the invoices. Check the posting batches carefully for mistakes, and check your existing records to ensure that the general ledger balances to the sub-ledger. You may have to post additional or adjusting invoices in accounts receivable, or you may have to adjust the balances in the general ledger trial balance.

When you have entered all invoices, and determined that all is correct, print a detailed aged accounts receivable report, and compare totals with your existing records. They should balance, and if not, you must find and correct the mistakes. When all is correct, save the corrected Five Star report in the accounts receivable audit trail binder, next to the equivalent report from your existing system. This way, your auditor will be able to easily see the continuity from the old to the Five Star system.

Loading Accounts Payable Outstanding Checks

This step is necessary to start bank reconciliation's immediately. Since some accounts payable checks can remain outstanding for 6 months or more, you must enter outstanding checks now in order to begin the process and do it entirely on the Five Star system.

If you have one bank account for accounts payable and payroll you will enter both groups of outstanding checks in the same program, Load In O/S AP Checks. If you have different bank accounts for accounts payable and payroll, enter only the accounts payable outstanding checks in the Load In O/S AP Checks screen. This program is found in the accounts payable menu.

Using the screen:

Check Number: Enter check numbers from your existing system.

Date: Record the check date.

Supplier: Enter the supplier code.

Check Amount: Enter the dollar amount of the outstanding check.

Continue to enter all checks. As you enter them, they are immediately recorded, there is no posting step at the end of the batch. If you spot an error on a previous line, you cannot go back to it. Simply enter the same check number again, with the correct information. The new line will be saved right over the first line, just as if the original line did not exist. If you enter an incorrect check number, you cannot fix it in this screen. You can correct the problem by reconciling the check in the accounts payable system.

When you have entered all your outstanding checks, you can print the list using the accounts payable program's outstanding check list feature. Save the final, correct list in your accounts payable audit trail binder, immediately after the outstanding check listing from your existing system.

Proving Opening Balances

As a final step in going live you should prove that all ledgers in the Five Star system are in balance, and that all balance to your existing system records. You should also ensure that you have a report for each ledger, saved in the appropriate audit trail binder. Here is a list of reports to print. All reports must be printed as of the date you loaded your live balances:

- 1) Detailed aged report, accounts payable. Check that the total accounts payable equals the total from your existing system. Check that the accounts payable total equals the balance in your accounts payable control account.

2) Detailed aged report, accounts receivable. Check that the total accounts receivable equals the total from your existing system. Check that the accounts receivable total equals the balance in your accounts receivable control account.

3) General ledger account inquiry, printed, for the accounts for accounts payable control, and accounts receivable control. Use these to compare to the totals from the accounts payable and receivable detailed reports. Save them with the respective reports in your accounts payable and accounts receivable audit trail binders.

4) General ledger trial balance. Check the start up account balances for accounts payable, and accounts receivable are zero. Check that the suspense account balance is zero. Check each account balance to confirm that the figure makes sense. Looking at account balances every month (including the first one) is the simplest way to keep your general ledger accurate, but it is very often overlooked. Many people assume that the computer takes care of the general ledger automatically, so it will always be right. But if mistakes are made in setting up your system, or in using it, the general ledger will be wrong. The general ledger is usually the easiest place to spot mistakes elsewhere in the system.

5) Accounts payable outstanding check listing. Compare this list to your existing outstanding check list.

If you can't balance at any of the above points, and don't know what to do to solve the problem, you must contact your Five Star support or accountant. Don't proceed with incorrect information, it rarely works itself out. If you don't understand how to prove a balance at any of the above points, you may be out of balance, and should contact your support or accountant.

If you are in balance, congratulations, you have an excellent understanding of the Five Star system, and are well on your way to a satisfactory installation.

Saving Opening Balance Reports

Just as important as using the system well, is storing audit trail and management information reports properly. We have encountered a lodging company who was prepared to spend about \$15,000 on new upgraded hardware. We showed them a more efficient way to store reports, and there was no need for the big investment. This is an unusual example, but the problem is common: store the printouts wrong, and you may not be able to use them.

There are three types of reports generated by the system, audit trail reports, management information reports and edit listings. Audit trail reports must be printed and saved. Audit trail reports are used for two very important reasons. First, if your computer loses information because of a system failure, you may need

audit trail reports to correct your files. Second, your auditors may request these reports to prove your company records.

A computer is like a 'black box'. That is, if it were not for reports, you would have no idea what is inside of it. And if the computer changed that information you would have no idea how, without reports. Because of the 'black box' syndrome, you need a report when you enter information, when you or the computer changes it (like at month end) and when you remove information (like when you delete invoices). Audit trail reports perform these functions.

Management information reports present your company's information in a format you can use to manage your business. For example, an aged report is used to collect accounts receivable, or a revenue and statistics report to analyze your hotel. You can keep these reports, or discard them when you are finished with them. Do not store them or any other reports with your audit trail. Management tends to find it very hard to find management reports buried amongst the audit trail, and the audit trail takes far longer to understand if diluted with management information reports.

Some reports function as both management information and as part of the audit trail. For example, the accounts receivable aged report is very useful for collections, and acts as a management information report for this use. At month end, it functions as an audit trail report to prove that your accounts receivable sub-ledger is in balance with your general ledger. Thus it needs to be printed and stored for the audit trail, and you may want to print it when you are in a collecting mood.

Edit listings and inquiries printed on paper should not be saved, particularly in the audit trail binders.

As soon as an audit trail report is printed, get in the habit of putting it in the audit trail binder immediately. There are two reasons for this. First, you reduce the chances of losing a needed report. Second, if some of your audit trail is in the binder and some is in a pile elsewhere, others in your office may be hindered from doing their jobs, because they don't know where the information is to be found. Save the following reports in the audit trail:

1) General ledger audit trail binder: keep the trial balance posting report(s), a trial balance from your existing system, and a final trial balance from Five Star.

2) Accounts receivable audit trail binder: keep the posting reports for invoices, and any adjustments you needed to make, the aged list from your existing system, the aged detail list from Five Star, and the general ledger inquiries on the accounts receivable control account.

3) Accounts payable audit trail binder: keep the posting reports for invoices, and any adjustments you needed to make, the aged list from your existing system, the aged detail list from Five Star, and the general ledger inquiries on the accounts payable control account.

Wrapping up the First Period

When you have proven the balance between the existing system, and within the Five Star system, close the period you have just completed using the activate/deactivate periods feature in the administration menu. Get into this habit now and it will save you an incorrect posting some time in the future. This is an easy step to forget, and many people accidentally enter transactions to previous periods when they do.

Catching Up - Invoices, Payments, Etc.

This lesson deals with the task of getting caught up on your regular work with the Five Star system. In Section 6 it was explained that your live balances are typically not entered until the period you are loading up is fully closed and balanced. That can take up to three weeks to prepare for, because your bank statement must be balanced, and many banks can't get statements out before the middle of the following month. Then it will probably take you another week or so to balance. We recommended a schedule like that in order to get the job done without losing another month.

We are assuming then, that you are about three to four weeks behind in your data entry at this point. That means you have probably created some manual accounts payable checks, typed some more accounts receivable invoices and processed a few payroll periods. Because you have already done these things in the period after the one for which you loaded balances on the Five Star system, you will have to record these things first before you use the Five Star system to process new invoices and payments. This is the focus of attention of this lesson. It is important to understand how to do this, in order to ensure that you don't double count or skip any transactions.

Many people wonder about how long they should maintain their existing system. We recommend that you keep your existing system for at least one full month (i.e., one full accounting cycle). If you are confident at the end of the month, and if you balanced the Five Star system at all points to your existing system, you can cease to maintain your existing system. If you feel a lack of confidence in your understanding of the results you are getting, or if the results are wrong, keep your existing system in operation for one more month. Re-evaluate this question at the end of the next month.

Opening the New Period

The first step is to activate the first period. Do this in the activate/deactivate periods program of the administration menu.

Accounts Payable Checks, Invoices

You may have written checks in the month after the month in which you loaded your balances. For example if you loaded your balances as of June 30, and you wrote some checks using your existing system, (or if you wrote some manual checks) after July 1, these checks are transactions which have not been loaded into the

Five Star system yet. They should be entered as manual checks. You could not enter them by doing a check run because of the chance that they might be printed slightly differently. Theoretically, if you loaded all your opening balances without a single mistake, you could do a check run using Five Star and it would come out with checks identical to the ones you have already written. However, the sure way to enter these checks is by using the manual checks screen.

Checks that you have written by hand or on your existing system against invoices you have entered on the Five Star system would be recorded as manual checks against invoices on file. Checks that you have written against invoices you have not yet entered on the Five Star system would be recorded as manual checks against invoices not yet on file. Be sure you understand the difference between the two methods of entry, and why each is used. We suggest you follow the instructions suggested to ensure checks are entered correctly.

Manual checks for invoices not yet on file require that you fill in the distribution screen, the second one in the manual check entry program. You should enter a normal distribution now, do not use the start up accounts as you did when you loaded the opening balances. That is, expenses will now be posted to expense accounts etc. This rule is true throughout the entire system.

All checks should be recorded with a date of record in the first live period, July in the example given just above. Be sure to save all audit trail reports, and compare them to the check posting reports from your existing system. While you are working on these checks you may incur more to be entered or printed. These checks can be recorded directly on the Five Star system.

When you have used the manual checks program to record all the checks you wrote in the first live period, you can move on to invoices. Recording invoices happens normally. That is, since you always enter invoices in accounts payable after they are received anyway, you are only a little further behind than you normally are. Invoices that you post to the period you are presently working should be posted with a date of record of the current period. Note that many of the invoices for the current period arrive in the mail after the current period, so much of this work will get done towards the end of the month and into the beginning of the next month.

You may also have to cancel checks you recorded in the previous month or checks from the present month. To cancel checks from the very first month (i.e. the ones entered as outstanding checks) you must reconcile the check using the reconcile checks feature on the accounts payable menu. The date of the reconciliation must fall in the current month, not the month you entered the opening balances. Use the reconcile checks program not the cancel checks program for checks paid on your existing system and entered only as outstanding checks.

If the check you are canceling was from your previous system and was for an invoice that should be reinstated, you must enter an invoice in the invoice entry screen in the amount you are reinstating. Enter it like a normal invoice except for the distribution screen. Post the debit to the bank. This is because you are effectively putting the money back in the bank when you cancel the check. If the check you are canceling does not reinstate an invoice, that is if it was a manual check for a quick disbursement like a tender deposit, you should go to the general ledger journal entry screen and make an entry that debits the bank for the amount of the check and credits whatever accounts the check was posted to originally.

You would cancel a check recorded using the Five Star manual checks program or the Five Star check run in the first month after the load in date the normal way using the cancel checks program, not the reconcile checks program.

These are the day to day functions of accounts payable in the first month. Other functions, like GST reporting (Canadian users), aged reports and transfers to history of records, are month end operations and are dealt with in the next lesson.

Accounts Receivable Invoices & Payments

Timing on accounts receivable invoices is important too. You probably try to get invoices out as soon as possible, you can't make them wait until the Five Star system is ready, i.e.. in your first month.

Cash receipts can be handled very expediently by simply working from the bank deposit book. If you loaded your live balances as of, for example, June 30, start entering bank deposits made on July 1, and all subsequent deposits. Use the date of the deposit as the date of record, or use the week of the deposit as the date of record. That way you can enter a week of deposits in one batch. Aged reporting, GST reporting (for Canadian users), and transfers to history are part of the month end procedures and are dealt with in the next lesson.

Journal Entries, Bank Reconciliation

The most important balance point is the bank reconciliation. If the Five Star general ledger account for your bank balances to your bank statement each month it means that the accounts payable, and accounts receivable are very likely correct. It means that as of one accounting period ago, if you pay all bills each month and collect all receipts each month, your records must have been correct. There are a number of steps to balancing your bank account:

1) Finish all accounts payable and payroll check posting. Finish all accounts receivable bank deposit posting.

2) Get your bank statement. Highlight any debit or credit that does not come from your bank deposit book and that is not a check that you issued. These transactions are not yet recorded in your accounting records and must be posted as journal entries in the general ledger. You should highlight entries like bank charges and interest, direct withdrawals like leases, loan payments, insurance payments, etc., as well as automatic deposits, like advances on a line of credit etc.

In other words, highlight anything that has not already been recorded via the accounts payable sub-ledger (checks and canceled checks) or accounts receivable (cash and customer receipts). You may recall that we suggest that all checks be processed through accounts payable whether for a supplier or not, and that all cash receipts be handled through accounts receivable whether for a customer or not. Doing the checks and receipts this way will keep your records more current during the month and it will make the bank reconciliation easier to understand and do accurately.

Enter the highlighted bank statement transactions as one general ledger journal entry. Use the general journal, and use the last day of the month of the statement as the date of record. Check that you have the debits and credits right. An example will illustrate.

Here is a sample page from a typical bank statement:

	Debits	Credits	Balance	\$10000
Check	100			9900
Deposit		1000		10900
Loan advance		5000		15900
Bank interest	100			15800
Bank charges	200			15600
Car Lease	500			15100.

The check and deposit were previously recorded in accounts payable and accounts receivable respectively. You must enter the loan advance, bank interest, bank charges and car lease in a journal entry as follows:

Credit loans payable	\$5000
Debit bank charges expense	100
Debit bank charges expense	100
Debit car lease expense	500
Debit cash in bank	4300

Make the 'debit cash in bank' entry last. It is the net total of all the other entries, so let the computer balance readout tell you how much the entry should be. Post and print the batch report, and save it in the general ledger audit trail binder.

3) Reconcile the checks using the reconcile checks program in the accounts payable program (see Figure - Reconcile Checks).

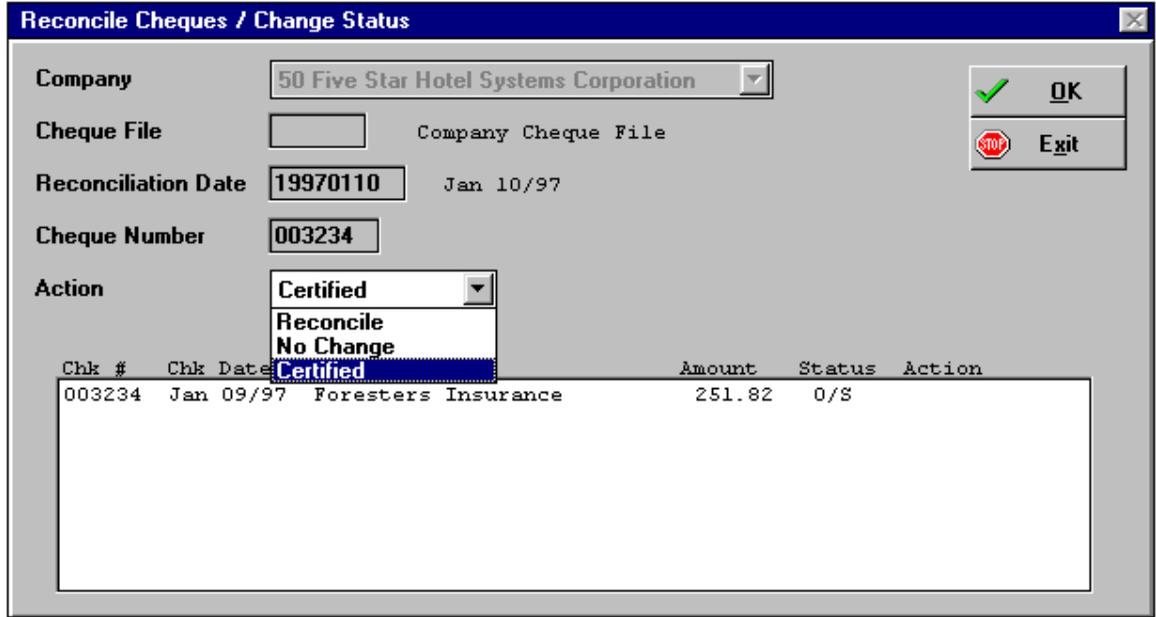


Figure - Reconcile Checks

Using the Screen:

Company: This field is filled in for you if you have only one.

Reconciliation Date: Enter the last day of the month you are reconciling. For example if your bank statement is up to March 31st, enter March 31st as the date of record. Don't enter the date you sit down to do the work.

Check Number: Starting with the first check on the top of the pile in your bank statement, enter the check number. If you enter the right number the supplier name, date and check amount will appear on the screen. There is no need to sort the checks anymore. This eliminates half of the work of a bank reconciliation, namely, sorting the checks first.

Action: Just press enter to reconcile the check. If you reconcile a check by accident that has not cleared, enter the check number again and select 'Reinstate'. If you ever write a certified check you can use this screen to select the certified option in this field. This immediately marks the check as having come out of your bank balance.

Selection buttons: When you have entered all the checks, press F4 from the check number field, print the reconciled checks report and save it in the general ledger audit trail binder attached to the other audit trail components of the bank reconciliation.

It often happens when you do your first few bank reconciliation's that you find a check returned to you in the statement that you don't find on the screen when you reconcile checks. This is because it has been reconciled in error, or that it has been canceled in error, or that it was never recorded on the computer. If it is a computer generated check, the error must be amongst the first two. If the check was written by hand, chances are the error is the third option. If so, go back to accounts payable or payroll and enter the check as a manual check. If the error was due to an incorrectly reconciled or canceled check, confirm this using the accounts payable inquiry.

4) Print the outstanding check listing. (see Figure - Outstanding Check List).

Outstanding Ck List & Bank Rec

Company: 50 Five Star Hotel Systems Corporation

Cheque File: Company Cheque File

Pickup cheques outstanding as of: 19970131 Jan 31, 1997

Delete Reconciled Cheques?

Show the Reconciled Cheques?

Report(s) desired: Full Report: O/S list and Cks in Drawer

Do A Bank Reconciliation ?

NOTE: If you plan to print the Month End Cheque Register, you should NOT delete Reconciled cheques yet.

Figure - Outstanding Check List

Using the Screen:

Pick up Checks Outstanding as of: Use the same date as you did when you reconciled checks, that is the last day of the month of the bank statement.

Delete Reconciled Checks: For the first six months of use of the Five Star system answer no to this question. After six months or so, delete the reconciled checks of six months prior. For example if you start using the Five Star system as of June 30, then on December 31, you would rerun the outstanding check listing using a date of June 30 with the delete reconciled checks option set to yes. Checks reconciled on or before June 30 would be deleted. Note that an un-reconciled check will stay on the system until you reconcile it or cancel it.

Show Reconciled Checks: Normally you would answer no to this question. The need to show reconciled checks on the outstanding check list happens only when you are trying to analyze a problem.

Save the outstanding check list in the general ledger audit trail binder along with the other audit trail components for the bank reconciliation.

4) Reconcile the bank account to the bank statement. Use a standard form like this one:

Bank Reconciliation as of June 30, 1994

Opening balance as of June 1, 1994	10000
Add: Deposits	1000
Less: Accounts payable checks	(2000)
Less: Payroll checks	(1500)
Add: Canceled checks	100
Bank adjustments	(200)

Closing balance as of June 30, 1994	7400
Less: Outstanding bank deposits	0
Add: Outstanding Checks	2500

Balance per books	9900
Balance per bank statement	9900

Outstanding bank deposits happen when you record a bank deposit as of the last day of the month but your bank doesn't post it until the first day of the following month. This is relatively rare.

All figures from the top down to the closing balance as of ... row can be taken from the general ledger account inquiry for the bank account. Print it out, and save it as part of the bank reconciliation.

If the last two lines don't balance do the following checks:

- check the addition on the bank reconciliation.

- check canceled checks. If you entered any checks on the computer during the month that will never be issued, you must cancel the check. Even if you issued a check by hand for a different amount, or wrote over the amount by hand and initialed the change, you must cancel the check.

- check the general ledger account inquiry for missed deposits. You should be able to match the deposits showing on the statement to deposits on the general ledger account inquiry.

- is the opening balance in the general ledger account inquiry the same as the closing balance was in the inquiry last month, and as shown on last month's bank reconciliation sheet?

- look for manual checks in accounts payable and in payroll and note whether they were reconciled, or if they show up on the outstanding check list.

If you still can't find the error, or if you don't know how to correct it, speak to your accountant or Five Star support soon.

When you are done, save the bank reconciliation sheet and the general ledger account inquiry for the bank together with the reconciled check list and the outstanding check list, in the general ledger audit trail binder.

Month End Routines, Saving Reports

This section describes steps you should take each month to maintain accurate, auditable accounting records. The only step needed to keep the computer records in order is the transfer of history to the history files for general ledger, accounts receivable and accounts payable. You should do this monthly for accounts payable, when a job is complete for accounts receivable and once a year for general ledger. All other month end procedures given here are necessary only for your satisfaction that your records are accurate.

Make a copy of the steps and tape them inside the cover of one of your audit trail binders. That way it can be referred-to as needed, and won't get lost.

Accounts Payable

Regular Operations

- enter invoices.
- enter/print manual checks.
- cancel previous checks.
- cash requirements report/print checks.

Month End Operations

- complete all regular operations.
- print accounts payable month end report summary version. Balance accounts payable on the report to the accounts in general ledger.
- make corrections as necessary, reprint and save (or save the first one if correct)
- print GST report (Canadian users).
- print summary aged accounts payable listing (if you report to the bank). Print twice if you want a copy for yourself.
- transfer paid invoices to history. Do this as of one or two months prior.
- key in checks which have cleared the bank and reconcile totals to the bank statement.
- print the outstanding check list and reconcile to the bank statement along with balances from the general ledger.

Accounts Receivable

Regular Operations

- enter manual invoices.
- process adjustments.
- enter cash receipts/deposit slips, daily, if possible.
- list of delinquent accounts weekly (optional).

Month End Operations

- print aged receivable list (summary version) and balance to the accounts receivable account in general ledger.
- make any account adjustments needed and reprint the aged accounts receivable list if changes were necessary.
- print corporate summary report for the bank if they require monthly reporting. Print a copy for yourself.
- print GST billings report (Canadian users).

General Ledger

- print trial balance and assess the accuracy of all accounts.
- post accruals and month end entries.
- print financial statements (optional).

Administration

- update active period.

Year End Procedures

- complete all regular and month end procedures.
- enter all journal entries and accruals in general ledger.
- print a detailed general ledger report for the whole year.
- print a trial balance.
- set up new budgets in general ledger (optional).
- clear accounts payable and receivable history. This step may be skipped for the first few years. If you wish to retain history for five years, for example, skip this step for five years.

Storing Reports

- all reports for these operations must be retained for a complete audit trail.
- prepare one binder for each module (general ledger, accounts payable, accounts receivable i.e.. 3 binders)

- place a tab marked with the period e.g. Aug/92 in each binder after you close the period.

- start a new binder at the start of each new fiscal year.