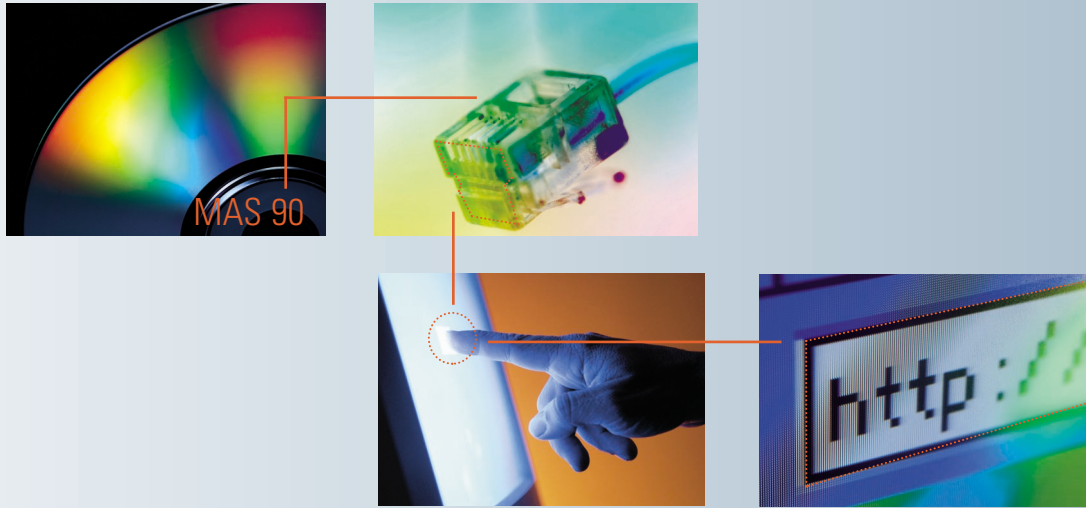


 HighTower



Welcome to the Professional Retainer Control Online Manual

How To Use This Guide

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How to Use This Guide



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..Text on page... Indicates a jump to a topic.

 Bookmarks appear in the overview window to the left of the document window. These bookmarks are similar to a table of contents.

Note: This manual is best viewed using Acrobat Reader 4.0, which can be installed from the CD-ROM. For best printing results, print to a PostScript printer.

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Introduction

The HighTower Ideal

At HighTower Incorporated, we are committed to delivering superior accounting, time management, manufacturing and distribution solutions to small and mid-sized businesses.

HighTower is a leader in MAS 90[®] accounting software development with titles such as List Mode Master, Timekeeper[®], TimeSlips[®] Import, Professional Retainer Control, Point of Sale[®], Time and Billing[®], and Multi-Bin[®] to our credit. Our unique Patch Installation methods make our products attractive to users installing solutions from multiple developers.

Our promise of exceptional technical products is only exceeded by our commitment to customer service. Our success is measured in customer satisfaction.



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How to Use This Manual

Professional Retainer Control is a concept we came up with to entice clients to pre-pay for service. Use the *Professional Retainer Control* manual as a guide when initially setting up Professional Retainer Control, and then as a resource for understanding features of the application. The manual contains overviews and samples of windows and menus. This manual should be used in conjunction with the Help system, which provides detailed information about fields, and selective procedures and processes. For more information, [see “How to Use the Help System” on page 9.](#)

Graphic Conventions

The following icons are used throughout this manual to indicate different types of information.



The **Note** symbol is followed by additional information about a topic.



The **Helpful Hint** symbol is located in a grey text box and followed by additional information about an option.



The **Warning** symbol is followed by information to help you avoid costly mistakes.



Text Conventions

The following table describes the text conventions used in all manuals.

Text Convention	Explanation
Field font	<p>Indicates a field name, list box name, options in a list, column name, or check box.</p> <p>Example: The Modes button is available only if Windows Printer Port or Physical Device is selected at the Device Type field.</p>
<i>Italic font</i>	<p>Indicates directory names or references to other manuals.</p> <p>Example: For more information about setting up and processing sales tax, refer to your <i>Accounts Receivable</i> or <i>Accounts Payable</i> manual.</p>



Getting Started

Professional Retainer Control is a concept we came up with to entice clients to pre-pay for service. Our rates are discounted in return for the prepayment of blocks of time. Professional Retainer Control is a separate MAS 90 module that has made our collection problems disappear and billing disputes easier to control, because we are holding the cash.

The Professional Retainer Control module tracks your clients prepaid hours like an Inventory Item. The detail file supports a Customer Tracking Report that details the customers purchased and used retained hours. The costing file handles retained hours cost variances in a FIFO like manner.

Retainer Control works with Accounts Receivable or Sales Order Invoicing. The sale of a block of time gets posted to a liability account in General Ledger and to the customer account in Retainer Control. When a client uses time, a calculation is made on the hours about to be billed on the invoice, then a correcting Retainer Control entry line is added to the invoice to credit it out. Invoice update posts the used retainer hours to Retainer Control. Retainer Control posts the General Ledger transactions to correct the Retainer Deposit liability and the Revenue account.

Optionally, Professional Retainer Control can be set up with our TimeSlips Import module to completely automate the time entry task. Time entries are entered by employees into TimeSlips, describing the type of work done for a customer or a project for a customer. Next, the TimeSlips Import module in MAS 90 imports data into Accounts Receivable or Sales Order Invoicing. Finally, apply the Retainer Control hours against that time. Finally, apply the Retainer Control hours against that time. Professional Retainer Control and TimeSlips import optimize billing for any type of consultant.

Installing Professional Retainer Control

Professional Retainer Control installs into your Best MAS 90 or MAS 200 software like and other module. To install Professional Retainer Control:



- 1 Close all programs.
- 2 Insert your HighTower Enhancements CD into your CD-ROM drive. If Autorun is enabled on your system, the installation starts automatically and you can skip steps 3 and 4.
- 3 From the Start menu, select Run.
- 4 Type E:\setup.exe (substitute the appropriate letter of your CD-ROM drive for E).
- 5 Click Install from the main welcome screen to begin installation.

Helpful Hints

Through the following example, we will demonstrate how Professional Retainer Control can put you in control of your business. Starting with a completely empty Retainer Control Customer Maintenance file, we will begin our example with the following setup as shown in the Retainer Control Options screen.

Retainer Control Option Maintenance

Apply Retainer Hours to Accounts Receivable Invoice Data Entry

Sales Code for A/R Retainer Purchases RETAIN

Misc Charge for S/D Retainer Purchases

Apply Retainer Hours to Invoices in Summary

Append Retainer Control Comments to Invoices

Enable Automatic Renewal of Retainer Hours

Renewal Description Automatic Renewal Description

Default Renewal Hours 10 Default Renewal Rate 85.00

Current Retainer Control Year 2001

Post to General Ledger in Detail

Integrate with TimeSlip Import

Accept [Printer Icon] [Help Icon]

DAV ABC 03/22/2001



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We are doing our invoicing through Accounts Receivable. We invoice blocks of time under the Sales Code 100-AA. We are going to credit hours back to the customer in summary and add the retainer comments. We will post to General Ledger in detail.

The screenshot displays the 'A/R Invoice Data Entry' window. At the top, the 'Invoice Number' is '0100047-IN'. Below this, there are tabs for '1. Header', '2. Lines', and '3. Totals'. The 'Header' tab is active, showing fields for 'Sales Code', 'Description', 'Tax Class', 'Commission', and 'Subject to Exemption'. Below these are fields for 'G/L Acct', 'Quantity', 'Price', 'Cost', and 'Amount'. A table with the following data is visible:

Line	Sales Cd	Description	Quantity	Price	Cost	Amount
1	RETAIN	Retainer Purchase	10.000	85.000	50.000	850.00

At the bottom right of the table area, 'Net Invoice' is listed as '850.00'. The status bar at the very bottom shows 'DAV ABC 01/16/2001'.

Avnet Processing Corp is purchasing a ten hour block of time. This customer is not setup as a Retainer Control Customer, but the invoice update will create the record automatically because the Sales Code RETAIN is being used.

Our standard rate is \$120 per hour, but in prepaid blocks of time we discount our services to \$85 per hour. This invoice will update to the system in the normal manner with only additional posting being the 10 hours posted to Retainer Control.



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After the invoice is updated, run the Retainer Transaction Register in Professional Retainer Control.

Run Date: 03/23/01	Point of Sale Demo Data	Page: 1	
R/C Date: 03/23/01	RETAINER TRANSACTION REGISTER	Time: 09:40 AM	
POSTINGS FOR: AR-0004			
CUSTOMER	INVOICE	USED	PURCHASED
01-AVNET Avnet Processing Corp	0000007-IN	-----	10.00
		.00	10.00
	AR-0004 TOTALS:	-----	-----
		.00	10.00
		=====	=====

The Retainer Transaction Register shows the ten hours purchased by Avnet Processing. When this register is updated, the Avnet customer record will be added to Retainer Control Customer Maintenance with a balance of ten hours. No further processing is required for a Retainer Purchase.



The following screen shows the results of the update.

Retainer Sales Code Maintenance

Customer Number 01-AVNET Avnet Processing Corp

1. Main 2. Summary 3. History 4. Costing

Currently on Retainer Program

Allow Negative Balance

Currently Retained Hours 10.00

Generate Automatic Renewals

Automatic Renewal Hours 0.00

Retainer Renewal Hourly Rate 85.00

Accept Cancel Delete ?

DAV UWI 03/23/2001

Retainer Sales Code Maintenance

Customer Number 01-AVNET Avnet Processing Corp

1. Main 2. Summary 3. History 4. Costing

Period Ending	Beginning Balance	Hours Purchased	Hours Used	Net Change	Ending Balance
01/31/01	0.00	0.00	0.00	0.00	0.00
02/28/01	0.00	0.00	0.00	0.00	0.00
03/31/01	0.00	0.00	0.00	0.00	0.00
04/30/01	0.00	0.00	0.00	0.00	0.00
05/31/01	0.00	10.00	0.00	10.00	10.00
06/30/01	10.00	0.00	0.00	0.00	10.00
07/31/01	10.00	0.00	0.00	0.00	10.00
08/31/01	10.00	0.00	0.00	0.00	10.00
09/30/01	10.00	0.00	0.00	0.00	10.00
10/31/01	10.00	0.00	0.00	0.00	10.00
11/30/01	10.00	0.00	0.00	0.00	10.00
12/31/01	10.00	0.00	0.00	0.00	10.00

Accept Cancel Delete ?

DAV UWI 03/23/2001

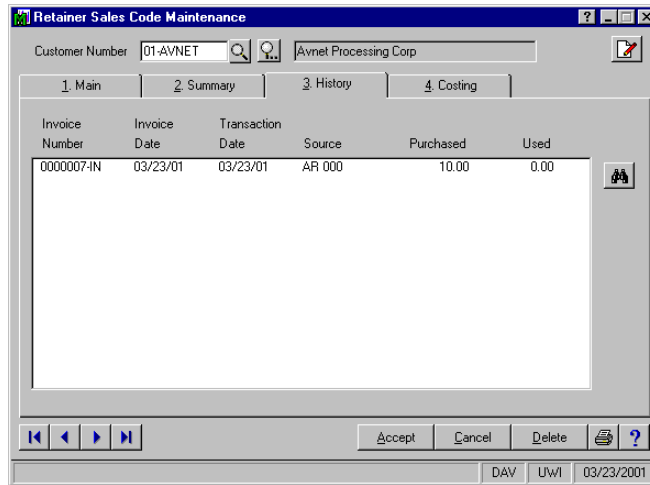


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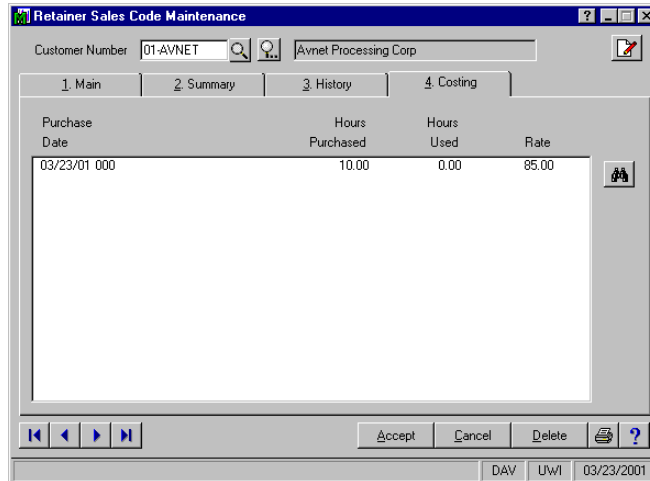
Customer Number 01-AVNET Avnet Processing Corp

1. Main 2. Summary 3. History 4. Costing

Invoice Number	Invoice Date	Transaction Date	Source	Purchased	Used
000007-IN	03/23/01	03/23/01	AR 000	10.00	0.00

Accept Cancel Delete ?

DAV LWI 03/23/2001



Customer Number 01-AVNET Avnet Processing Corp

1. Main 2. Summary 3. History 4. Costing

Purchase Date	Hours Purchased	Hours Used	Rate
03/23/01 000	10.00	0.00	85.00

Accept Cancel Delete ?

DAV LWI 03/23/2001

On the next invoicing batch (shown above), we find that Avnet Processing is being billed for 1.25 hours of service. In the Retainer Control we have enabled the Sales Code SERV, so they should not be charged for this time. Run the Apply Retainer to Invoices program in Retainer Control.



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The following page contains the printed invoice after applying retainer hours.

```

***** INVOICE *****                               PAGE: 1

Rightower Incorporated                               INVOICE NUMBER: 8188149-JR
                                                    INVOICE DATE: 05/07/15
                                                    SALES PERSON: 8188
                                                    SALES TAX CODE: 00

Avnet Processing Corp                               CUSTOMER NO: 81-AVNET
2101 W. Hamacha                                     CUSTOMER P.O.:
Power Building
Raleigh NC 27614                                  SALES VIA: OPS BUKE
CONTACT: Tony Scheidt                               TERMS:
                                                    Net. 30 Days

-----
SALES CD DESCRIPTION      QUANTITY      PRICE      AMOUNT
-----
SERV  Service            3.25@      46.45      151.46
R_SERV Retainer Credit For Service
Beginning Balance:      31.88
Hours Purchased:       8.88
Hours Used:             7.25
Ending Balance:        8.15
Retainer Program Savings:  $43.75

CALL NOW TO ORDER FOR OUR SPECIAL
MICROFILM VIEW SALE

NET INVOICE:      .88
FREIGHT:          .88
SALES TAX:        .88
INVOICE TOTAL:   .88
    
```

Retainer Control Enable Sales Codes links the Sales Code SERV to the Retainer Credit Sales Code R_SERV. The invoice is credited for the full \$150. Note the comments appearing after the credit line. An accounting of the hours used and remaining are printed, along with a savings line. The \$43.75 is calculated by taking the bill the customer would have paid had they not been on the retainer program (\$150) and subtracting the amount they did pay for those hours (\$106.25).

After updating the invoice, run Retainer Transaction Register in Professional Retainer Control.

```

Run Date: 05/22/15      Rightower Incorporated      PAGE: 1
P/C Date: 05/22/15      RETAINER TRANSACTION REGISTER      TIME: 11:34 AM

POSTINGS FOR: AP-8888

CUSTOMER                               INVOICE      QTY      PURCHASED
81-AVNET  Avnet Processing Corp         8188149-JR   3.25      .88
                                                    3.25      .88
AP-8888 TOTALS:      3.25      .88

END OF REPORT - PRESS <ENTER> TO CONTINUE. | 1
    
```

The Retainer Transaction Register shows the 1.25 hours used by Avnet.

The A/R Sales Journal did no postings to General Ledger for this invoice because it was credited to a zero balance.



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When these hours are updated in Retainer Control, the General Ledger Daily Transaction Register files will be updated with a debit to Customer Retainer Deposit and a credit to the Sales Account. Both specified in Retainer Credit Sales Codes.

This concludes the Getting Started chapter of the Professional Retainer Control manual. Using Professional Retainer Control is discussed in the next chapter.



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Using Professional Retainer Control

We have worked very hard to make Professional Retainer Control an independent MAS 90 module. While the module interfaces to Accounts Receivable or Sales Order, only one line in one program in each module was modified for this integration. That fact, in concert with our Patch Installation Process, allows you to upgrade your other modules with minimal (if any at all) modifications to Professional Retainer Control.

Professional Retainer Control starts after you have completed your Invoice Data Entry (in Accounts Receivable or Sales Order). You then go into Retainer Control and "Apply Retainer to Invoices". This program sweeps through your invoices looking for billing where the customer could use his prepaid hours. For every invoice line that qualifies, the program adds another invoice line crediting out the charge. By not removing the original charge line, the customer sees what he would have been charged had he not prepaid for time. Customizable comment lines can be automatically added by the program to point out the customers remaining balance and prepayment savings.

Invoice Update will post Retainer Credits and any Purchases to Professional Retainer Control where a register is printed to update to the Retainer Control Customer. A final General Ledger Detail Transaction Register is printed and updated to move the equivalent Deposit Dollars to the appropriate Sales Account.



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Retainer Control Options

Post To Accounts Receivable or Sales Order?: Professional Retainer Control can work in conjunction with Accounts Receivable (A) or Sales Order (S) Invoices. Enter the module you use to invoice customers.

Accounts Receivable Retainer Purchase Sales Code / Sales Order Retainer Purchase Misc Charge Code: Retainer Control needs to know the A/R Sales Code or S/O Misc Charge Code you use when you sell Retainer Hours. This Sales Code or Misc Charge Code can only be used for Retainer Purchases.

Apply Retained Hours Credits In Summary?: Retainer Control will credit out each line on an invoice individually, as long as the Customer has prepaid hours to cover it. In Detail mode, if you have three lines on an invoice, all using the same Sales Code (or Misc Charge Code), three credit lines will appear on the invoice to offset the charge to the Customer. In Summary mode, only one credit line would appear.

Add Retained Hours Comments To Invoices?: Retainer Control will add a series of comment lines to the end of the invoice being modified. These comments entered in Retainer Comment Maintenance.



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Post To General Ledger In Detail?: Retainer Control will always summarize the postings to the Retainer Deposit Account. The offset can be posted in Detail or Summary. The Summary method limits the number of transactions. The Detail method will add a comment to each posting with the Customer and Invoice Number.

Allow Automatic Renewal Or Retainer Hours: Retainer Control will automatically invoice a Customer for a block of time in the Customer is about to take their account negative.

Description For Automatic Renewals: When Retainer Control automatically invoices a Customer for a block of time the description on the line of the invoice might read "AUTO RENEWAL PER AGREEMENT". Enter the description you would like to use here.

Default Hours To Automatically Renew: Enter the number of hours to use when Retainer Control automatically invoices a Customer for a block of time.

Default Automatic Retainer Hourly Rate: Enter the price to use when Retainer Control automatically invoices a Customer for a block of time.

Retainer Credit Sales Codes

Retainer Credit Sales Code: This program will only be available if Retainer Control Options was setup to post to Accounts Receivable. Enter the Sales Code that Retainer Control will use for crediting out time billed on your Accounts Receivable invoices. The Sales Code must exist in Accounts Receivable. These Sales Codes cannot be used for anything except Retainer Credits.



Customer Deposit Account: Retainer Purchases are posted to a Deposit (liability) account. When the hours are used, the equivalent dollar value is moved from the Deposit Account to a Sales Account. Enter the General Ledger Deposit Account.

Offsetting Sales Account: Retainer Purchases are posted to a Deposit (liability) account. When the hours are used, the equivalent dollar value is moved from the Deposit Account to a Sales Account. Enter the General Ledger Sales Account.

Retainer Credit Misc Charge Codes

Retainer Misc Charge Maintenance	
Miscellaneous Charge Code	RC SERVICE
Customer Deposit Account	201-00-00
Offsetting Revenue Account	400-02-00

Retainer Credit Misc Charge Code: This program will only be available if Retainer Control Options was setup to post to Sales Orders. Enter the Misc Charge Code that Retainer Control will use for crediting our time billed on your Sales Order invoices. The Misc Charge Code must exist in Sales Order Processing. These Misc Charge Codes cannot be used for anything except Retainer Credits.

Customer Deposit Account: Retainer Purchases are posted to a Deposit (liability) account. When the hours are used, the equivalent dollar value is moved from the Deposit Account to a Sales Account. Enter the General Ledger Deposit Account.

Offsetting Sales Account: Retainer Purchases are posted to a Deposit (liability) account. When the hours are used, the equivalent dollar value is moved from the Deposit Account to a Sales Account. Enter the General Ledger Sales Account.



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Enable Sales Codes

Sales Code: This program will only be available if Retainer Control Options was setup to post to Accounts Receivable. Only enabled Sales Codes are eligible for credit by prepaid Retainer hours. For example, you may allow the discounted hours to be used for Phone and Field support, but not for Custom Programming.

Retainer Credit: Each Sales Code enabled for Retainer Hours must be linked to a Retainer Credit Sales Code previously entered. Enter the Retainer Credit Sales Code.

Enable Misc Charge Codes

Misc Charge Code: This program will only be available if Retainer Control Options was setup to post to Sales Orders. Only enabled Misc Charge Codes are eligible for credit by prepaid Retainer hours. For example, you may allows the discounted hours to be used for phone and field support, but not for custom programming. Enter the Misc Charge Codes you want to enable.

Retainer Credit: Each Misc Charge Code enabled for Retainer Hours must be linked to a Retainer Credit Misc Charge Code previously entered. Enter the Retainer Credit Misc Charge Code.



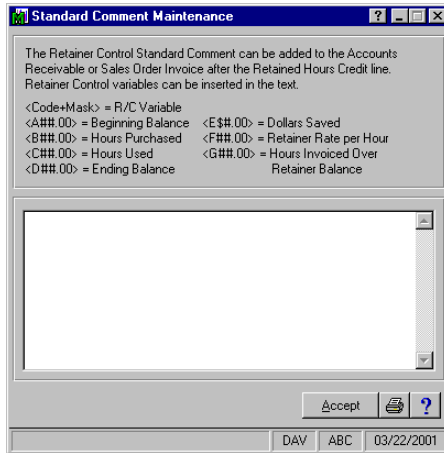
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Retainer Credit Comment Maintenance



The comments entered here will be transferred to bottom of the invoice being modified by Retainer Control. You can insert any of the variables listed on the right.

To insert a variable, all that is required in your text is the alpha designator surrounded by the greater than and less than symbols. The rest of the characters are the mask for the number.

For example: The mask <A###.00> would print the number 1.25 as 1.25 (two spaces in front) and the mask <A0.00> would print the number .5 as 0.50 (no spaces in the front).

This is only the default Comment Maintenance, a customer specific Comment Maintenance is available in Customer Maintenance.



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Customer Maintenance

Retainer Sales Code Maintenance

Customer Number 01-AVNET Avnet Processing Corp

1. Main 2. Summary 3. History 4. Costing

Currently on Retainer Program

Allow Negative Balance

Currently Retained Hours 0.00

Generate Automatic Renewals

Automatic Renewal Hours 0.00

Retainer Renewal Hourly Rate 0.00

Accept Cancel Delete ?

DAV ABC 03/22/2001

Retainer Control Customer Maintenance provides a place to enter additional customer data specific to the Retainer Control Module. It is not necessary to add Customers to Customer Maintenance. This will happen automatically when you invoice a block of time using the Sales Code specified in Retainer Control Options for Retainer Purchases. Customers may be added manually, but no retainer hours can be apportioned to the customer except through the update of an invoice.



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Constant Data

Retainer Sales Code Maintenance

Customer Number 01-AVNET Avnet Processing Corp

1. Main 2. Summary 3. History 4. Costing

Currently on Retainer Program

Allow Negative Balance

Currently Retained Hours 0.00

Generate Automatic Renewals

Automatic Renewal Hours 10.00

Retainer Renewal Hourly Rate 85.00

Accept Cancel Delete ?

DAV ABC 03/22/2001

Currently On Retainer Program?: This flag is provided so that you can remove a customer from the Retainer Control program and retain all the customer history.

Currently Retained Hours: This is a total of the hours the customer has available. The detail of the hours remaining on each purchase is in Retained Hours Costing.

Allow Balance To Go Negative?: You can allow a Customer to have a negative Retainer Hours balance.

Generate Renewal Automatically?: You can automatically invoice a Customer for a new block of hours when his account is about to go negative. For example, a Customer with 1.5 prepaid hours left has an invoice about to be posted for 2 hours of support. The system would automatically invoice him for another block of time.

Automatic Renewal Number of Hours: If you automatically invoice this Customer for a block of time when required, this is the number of hours you will automatically invoice.



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Retainer Renewal Hourly Rate: If you automatically invoice this Customer for a block of time the required, this is the number of hours you will automatically invoice.

Retainer Renewal Hourly Rate: If you automatically invoice this Customer for a block of time when required, this is the unit price of each hour automatically invoiced. This number is updated every time a block of hours is purchased.

Summary Transactions

Customer Number: 01-AVNET Avnet Processing Corp

1. Main | 2. Summary | 3. History | 4. Costing

Period Ending	Beginning Balance	Hours Purchased	Hours Used	Net Change	Ending Balance
01/31/01	0.00	0.00	0.00	0.00	0.00
02/28/01	0.00	0.00	0.00	0.00	0.00
03/31/01	0.00	0.00	0.00	0.00	0.00
04/30/01	0.00	0.00	0.00	0.00	0.00
05/31/01	0.00	0.00	0.00	0.00	0.00
06/30/01	0.00	0.00	0.00	0.00	0.00
07/31/01	0.00	0.00	0.00	0.00	0.00
08/31/01	0.00	0.00	0.00	0.00	0.00
09/30/01	0.00	0.00	0.00	0.00	0.00
10/31/01	0.00	0.00	0.00	0.00	0.00
11/30/01	0.00	0.00	0.00	0.00	0.00
12/31/01	0.00	0.00	0.00	0.00	0.00

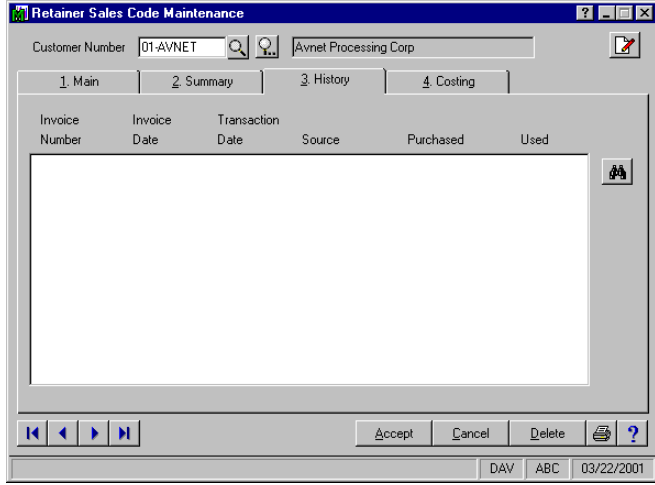
Buttons: Accept, Cancel, Delete, ?

DAV ABC 03/22/2001

The hours displayed here are summary transactions for each period.



Transaction History



Professional Retainer Control Transactions are displayed here. You can search for specific transactions by Invoice Number.



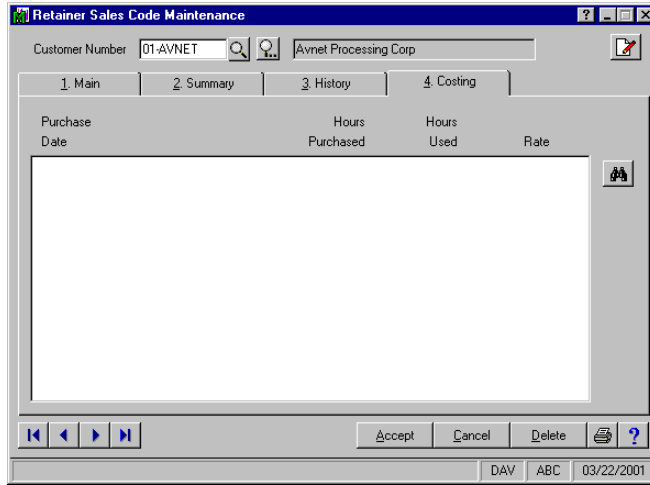
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Retained Hours Costing



Professional Retainer Control Purchased are displayed here by purchase date. You can search for a specific purchase by purchase date.



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Customer Comment Lines

The Retainer Control Standard Comment can be added to the Accounts Receivable or Sales Order Invoice after the Retained Hours Credit line. Retainer Control variables can be inserted in the text.

<Code+Mask> = R/C Variable
 <A###.00> = Beginning Balance <E\$.00> = Dollars Saved
 <B###.00> = Hours Purchased <F###.00> = Retainer Rate per Hour
 <C###.00> = Hours Used <G###.00> = Hours Invoiced Over
 Retainer Balance
 <D###.00> = Ending Balance

Accept [Printer Icon] [Help Icon]

DAV ABC 03/22/2001

The comments entered here will be transferred to the bottom of the invoice modified by Retainer Control. You can insert any of the variables listed on the right.

To insert a variable, all that is required in your text is the alpha designator surrounded by the greater than and less than symbols. The rest of the characters are the mask for the number.

For example: The mask <A###.00> would print the number 1.25 as 1.25 (two spaces in front) and the mask <A0.00> would print the number .5 as 0.50 (no spaces in front).



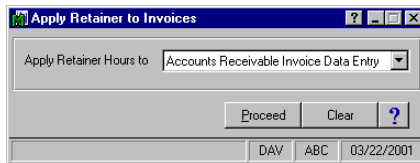
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Apply Retainer to Invoices



This program will only be available if Retainer Control Options was setup to post to Accounts Receivable. If Sales Order was specified, the only visual change would be the reference to S/O instead of A/R above. Three options are available at the prompt for either program.

The Yes option will search through the Invoice Data Entry data, looking for hours being billed to customers who have Retained Hours available. When a qualifying invoice line is found the program adds a line to that invoice crediting out the charge.

For example, a customer being billed for an hour of support has 7.5 in Retainer Control. The program will add another line to that invoice crediting out that hour. The customer will see the charges that have been billed if they weren't on the Retainer Control program. Optional comment lines are added at this point may itemize the customers Retained Hours balance or savings on this invoice for participating in the Retainer Control Program.

Retainer Control is not updated during this posting. Retainer Control only posted information to the invoice batch entry file. If adjustments have to be made to invoicing, you can make those adjustments and run this program again and again. The update will finally process the Retainer Hours used back to Retainer Control.

The Clear option will remove all Retainer Control posted lines from Invoice Data Entry.

The No option will exit the program.



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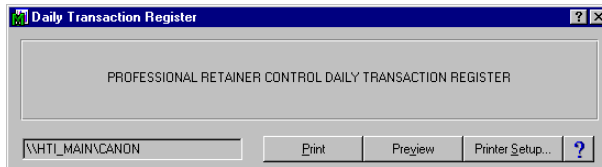
Retainer Transaction Register



When you update your invoices, from Accounts Receivable or Sales Order, a posting file is created in Retainer Control. This posting file is printed and then updated in Retainer Control.

The Retainer Control hours that were purchased and used in that invoice batch are updated to the Retainer Control Customer Summary Transactions, Detailed Transactions and Retainer Costing files. This update posts the dollar equivalence of those hours to a General Ledger Daily Transaction Register. The dollars are pulled from the Deposit Account to the Sales Accounts specified in Retainer Credit Maintenance.

Daily Transaction Register



The Retainer Transaction Register update posts the dollar equivalence of those hours to a General Ledger Daily Transaction Register. The dollars are pulled from the Deposit Account to the Sales Accounts specified in Retainer Credit Maintenance.



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Current Hourly Retainer Balance

CURRENT HOURLY RETAINER BALANCE		Point of Sale Demo Data			
CUSTOMER		CUSTOMER ENABLED?	ALLOW NEGATIVE	AUTO RENEWAL	CURRENT BALANCE
00-ARNET	Gilbert Arnet	Y	N	N	1.00
01-AVNET	Avnet Processing Corp	Y	N	N	11.25
01-JIA	Karen Jia	Y	N	N	10.00
					22.25

The Current Hourly Retainer Balance Report prints the hours from the Customer Maintenance Constant Data screen.

Current Costed Retainer Balance

CURRENT COSTED RETAINER BALANCE		Point of Sale Demo Data				
CUSTOMER		PURCHASE DATE	RETAINER BALANCE	RETAINER PRICE	RETAINER EXTENSION	
00-ARNET	Gilbert Arnet	03/23/01	1.00	85.00	85.00	
			1.00		85.00	
01-AVNET	Avnet Processing Corp	03/23/01	10.00	85.00	850.00	
			1.25		120.00	150.00
			11.25		1000.00	
01-JIA	Karen Jia	03/23/01	10.00	85.00	850.00	
			10.00		850.00	
REPORT TOTALS:			22.25		1935.00	

The Current Costed Retainer Balance prints a detailed account of the hours available with their associated costs. This report is necessary because the prepaid hours can be purchased at different rates (possible a greater discount for a greater number of hours purchased).

The Retainer Extension Report Total should tie out to the General Ledgers Customer Deposit Account(s).



Invoiced Over Balance

The Over Balance Report compares the available Retainer hours to what is going to be used in Invoice Data Entry. A customer who is not on automatic renewals and not allowed to take the retained hours account negative might be using more hours than available. It might be worth a call to the client before invoices are finalized to see if the customer is interested in purchasing a block of time.

Detailed Transaction Report



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RETAINER DETAIL TRANSACTION REPORT						Point of Sale Demo Data
CUSTOMER	INVOICE	DATE	RETAINER PURCHASE	RETAINER USED	BALANCES	
00-ARNET Gilbert Arnet			Beginning Balance:		.00	
	0000005-IN	03/23/01	1.00	.00		
	0000009-IN	03/23/01	1000.00	.00		
			Ending Balance:		1001.00	
01-AVNET Avnet Processing Corp			Beginning Balance:		.00	
	0000007-IN	03/23/01	10.00	.00		
	0000008-IN	03/23/01	1.25	.00		
			Ending Balance:		11.25	
01-JIA Karen Jia			Beginning Balance:		.00	
	0000006-IN	03/23/01	10.00	.00		
			Ending Balance:		10.00	

The Detailed Transaction Report can be limited by customer and period. This report provides documentation to the customer on how a block of time was spent.

This concludes the chapter on Using Professional Retainer Control.

Patch Installation Concept

HighTower Incorporated, one of the oldest developers of MAS 90 and MAS 200 enhancements in the country, has developed a new standard for enhancement installation: the Patch Installation Program.

Typically, a developer modifies Best's original program by adding lines to that program starting at line 30,000. This is a Best standard. In order to protect their investment, they protect that entire program from other developers by saving it in an encrypted format. The developer places that modified program on an installation disk, which will overwrite the original on your system.

HighTower believes that developers should not protect Best original programs. In our development process, we target the crucial insertion points for our enhancements and make calls to our original programs. We protect our programs, not Best's.

When you install a HighTower enhancement, you only install HighTower programs, never a modified Best program. Through the installation process, you will run the Patch Installation Program, which will modify your copy of Best's original programs. You can run Patch Installation Programs for all installed enhancements. Two or more enhancements may modify the same original Best program.

The benefit to the end user is the ability to install multiple enhancements without the associated costs of paying a developer to merge two (or more) enhancements together. These enhancements can even be from different developers, as long as they follow the HighTower principles.

HighTower also provides end users with a Patch Removal Program, which removes the enhancement from your system completely, without compromising your other installed enhancements.



Appendix B

Registering HighTower Enhancements

HighTower Enhancements must be registered. The registration procedures are the same as any other MAS 90 or MAS 200 application, but we do not provide the Unlocking Key on your packing list.

Please call us at (847) 674-0081 or visit our website at www.hightowerinc.com/unlock for the Unlocking Key. Until you enter the Unlocking Key, you will only have 40 accesses to the enhancement.



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