

Web-Based Support — 24 hours a day, seven days a week.

It's a weekend and you need help with MAS 90 or MAS 200. Or, maybe you need some information in a hurry and you don't want to wait in a telephone queue. And, if you're like most customers, you want to be self-sufficient from a support standpoint. Where can you turn for a quick answer?

Whatever your question or problem — for almost any support issue — Best Online Support and Services (BOSS) can provide the help you need. And as a registered Best customer with a current subscription plan, you can receive this service free of charge!

If you prefer, you can sign up on the Web.

Just follow these seven easy steps:

1. Go to the Best Web site at www.bestsoftware.com
2. Click on the Support link.
3. Click on Best Software Mid Market Division.
4. Click on Best Online Support and Services (BOSS).
5. Click on Register.
6. Type in the eight required fields of information.
Please NOTE: the fields for Account Number, Company Name, Registration ID Number, Contact Last Name, and Contact First Name must exactly match the same information in our database.
7. Select your own e-mail address.
8. Click on the Register icon.
9. Watch your e-mail inbox for your confirmation (e-mail confirmations are sent at the top of each hour).

Once you gain access, you can instantly connect to Best's internal research database. In fact, you can quickly and easily get all the same information used by Best's own support analysts. For example, using the "Locator," you can do your own searches for reported issues and workarounds in the Best knowledge base.

Here are just a few of the other resources you can access:

- Latest product and technical bulletins
- Installation tips
- Troubleshooting tips organized by module
- Product release information
- Current tax tables
- Troubleshooting templates
- Downloads for fixes to known issues





Best Software, Inc.
56 Technology Drive
Irvine, CA 92618
Tel: 877.541.1681
Fax: 949.753.0374

Please find listed below some of the resources available on our Best Software Web site. Go to our home page at <http://www.bestsoftware.com> and after you click the "Support" button, you will see the link to register. The process takes about 2 minutes and then you will have full access to our knowledgebase. This access is available at no cost, and is one of the many benefits of maintaining your Basic subscription.

Best Software Home Page:

www.bestsoftware.com

If you have not registered for Best Online Service and Support (BOSS) access:

1. At the home page, please click "Support"
2. On the top right of resulting page, click "Register" and enter the following information:
 - **Account #:**
 - **Reg I.D. #:**
 - **Registered as:**
 - **Your name as registered:**
 - **Registered email address:**

To get to BOSS:

After you have registered, you can return to BOSS by using the following directions:

At the Home Page, click the following links:

1. Click "Support"
2. Login entry
 - a. Username:
 - b. Password:
3. Under "Support" heading, click "Customer Support Pages"
4. Click "MAS 90 and MAS 200" to find a vast resource center of MAS 90 support information

TIP 1: (Search an error code or other issue)

To search for a specific error code or issue, under Knowledgebase Articles click "Locator". This will allow you run a general or narrowly defined search and list possible causes and fixes to related subjects.

TIP 2: (to open online Technical Reference and Support Guide (TRSG) or download TRSG file)

1. Find the support page for MAS 90 and MAS 200
2. Under heading Technical Reference and Support Guide, click "TRSG on the Web"
3. Click "MAS 90 TRSG" (This will open TRSG from Web)

NOTE: To save the entire TRSG file to disk, right-click the "MAS 90 TRSG" link, choose "Save Target As" then save to a drive on your system)

TIP 3: (to open online "Installation guides and User's Manuals" for MAS 90 or download file)

1. Find the support page for MAS 90 and MAS 200
2. Under heading "Knowledgebase Articles", click "Online Manuals"
3. Click you current version of MAS 90 or MAS 200 (This will open the file from Web)

NOTE: To save the entire file to disk, right-click the proper version link, choose "Save Target As" then save to a drive on your system)

TIP 4: (to open online manuals and information for Crystal Reports)

1. Find the support page for MAS 90 and MAS 200
2. Under heading "Third Party Applications", click "Tools Tips" (Also review Crystal Reports Position Statement)
3. The resulting page contains many links to Crystal Reports tips and functions

TIP 5: (to open online manuals and information for FRx standard v.6.0)

1. Find the support page for MAS 90 and MAS 200
2. Under heading "Knowledgebase Articles", click "Online Manuals"
3. Click the FRx link (This will open the file from Web)

NOTE: To save the entire file to disk, right-click the FRx link, choose "Save Target As" then save to a drive on your system)

TIP 6: (to edit customer contact profiles for your company)

Did you know that you can add or remove authorized contacts for your Best account? Click the link "Profile Management" under the Contacts menu bar at the left of the Welcome page. Click "Contact Management". You may now add a new contact or make an existing contact inactive. List only those employees' names to whom you wish to grant permission to contact us to gain and/or change information regarding your account with Best Software. Also be sure to give each contact the appropriate access level. i.e. check the "Support" box if they should be able to call in for support if they have a plan or want to purchase a case.

TIP 7: (to make product suggestions)

You can make a suggestion for an enhancement to be included in future updates. Best incorporates new technological enhancements as well as customer suggestions into each upgrade, so your suggestions count!. Click the link "Contact Best" under the Contacts menu bar at the left of the Welcome page. This will open up a new site page titled "Customer Support Suggestion Box".

TIP 8: (Downloading Updated Tax Tables for your Payroll module)

1. Click "Product Support Pages"
2. Click "MAS 90 and MAS 200"
3. Click "Tax Table Update"
4. Click "Windows TTU File - Download the TTU"
5. Follow the detailed instructions on "downloading" and "installation of the Tax Tables"

MAS 90 Training Information Source

At the Home Page, click the following link:

1. Click "Training" and choose from searching Authorized Training Centers to Computer and Web Based Training solutions:
 - Links to instructor-led classroom training (see box labeled "Quick Links")
 - Computer Based Training on CD-ROM (Including MAS 90 Data File Structure, and General Ledger)
 - New self-study workbooks for Accounts Payable, Accounts Receivable, and General Ledger modules

TIP 9:

Beginning with MAS 90 v3.51, there is a tutorial section on the "Installation Guide and Manual" CD-ROM. This will explain the main procedures that you would need to know to use your core MAS 90 modules effectively. This refers to the package of upgrade CDs for the "Installation Guide and Manual" CD-ROM.

MAS 90 Module Information

At the Home Page, click the following link:

1. Click "Products"
2. Click "MAS 90"
3. Click "Documents"

(This page contains a complete list of modules and their descriptions)

MAS 90 Support Plans

Click the following link:

<http://www.bestsoftware.com/clientcare/MAS90overview.htm>