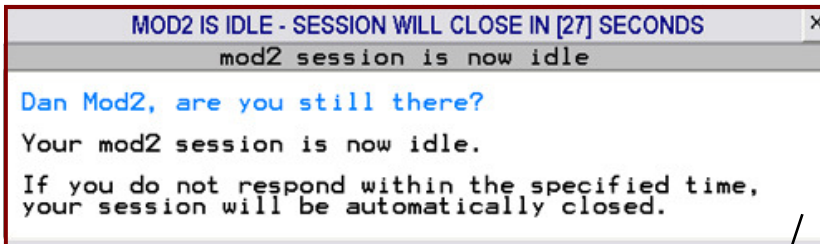


Questions and Answers for July '06

MOD2 Software Related Questions & Answers

Q1: I was working on MOD2 prior to lunch and when I came back, MOD2 was closed. I have noticed that when I take long lunches, MOD2 closes. Why is that?

A1: Well, MOD2 has a built-in timer with a default value of 120 minutes. If you do not use the system for two hours, the system gives you a warning and then it closes. We did this because many users leave their workstations on when they leave for the day and often times during late office hours, the backup would start to run and workstations left in MOD2 would interfere with the backup. We estimated that in most cases, a user who has been idle for 120 minutes is probably gone and it is safe to log him or her out to allow backup programs to run reliably. Your system administrator can change the default 120 minutes to a longer time if needed. Now at least you know that MOD2 is not picky on your lunch breaks!



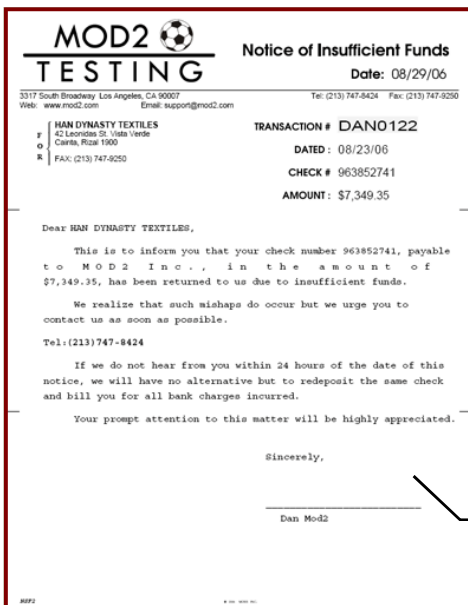
This is the message that will pop-up if you do not use your MOD2 for a long time and will automatically log you out of the system. However, you may not see this message because it only lasts for 30 seconds.

July 2006 Edition



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www.mod2.com

MOD2 Inc. Readers Write Q&A



Q2: One of our customers paid a check for one of their invoices last week which we deposited to our bank. For some reason, the check that they issued to us bounced. We have already entered their check payment in MOD2. Now, how can we reflect the bounced check in MOD2?

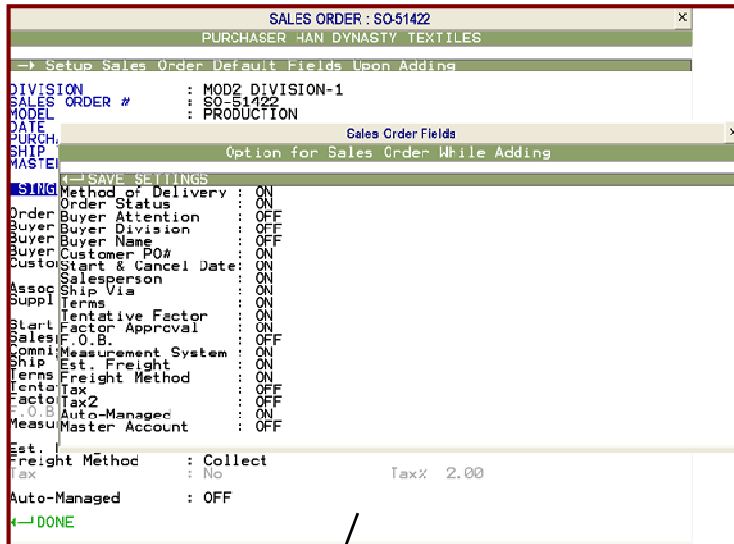
A2: For you to reflect your client's bounced check in MOD2, you have to go to the Transactions Menu, go and Add a transaction, and then choose by Invoice number. On the list of transactions, choose Bounce Payment. After you enter the details about the check that bounced, it will reflect on your customer's invoice. Also, MOD2 will generate a document which you can send to your customer notifying him or her about their bounced check.

MOD2 automatically makes you a document that you can give to your customer which you just have to sign afterwards. Also, the title on the top right part can be set to either NSF (Notice of Insufficient Funds), Stop Payment, or Uncollected.

Frequently Asked Questions (continued...)

Q3: Whenever we create a purchase contract, a sales order, or a packing list in MOD2, there are certain lines/fields that our company does not really need. For example, we seldom fill up the information for Buyer Attention, Buyer Division, and Buyer Name on the Sales Order. Is there a way we can take those lines out and somehow be able to set those fields in the few cases we need them?

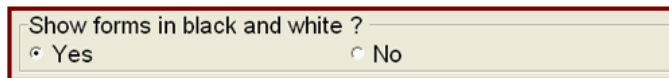
A3: Of course! These fields can be disabled anytime you want. To take out those lines, go to the add screen where you enter the general information for that transaction. On the top part of that screen, highlight the option where it says “Setup Default Fields Upon Adding”, and then press enter on it. Now, to turn on/off a field, just highlight the field and then press enter. After turning on/off those fields that you want, save the settings, and then you are done. You can see the changes after you go back to the general information screen. You should notice that those fields that you turned off are now dimmed in light gray. So whenever you make a new purchase contract, sales order, or packing list, MOD2 will automatically skip any dimmed fields and just go to the ones that you need. However, in case you do need to enter information on a field that you turned off, you may without editing the on/off settings again. Just manually highlight the field and press enter to set its value.



You can edit the Information Fields on a Purchase Contract, Sales Order, and Packing List. Remember that those fields that are turned off will show as a grayed area and will be skipped when you are entering information. Even though those fields are skipped, you can still set them when necessary. Just highlight the field that you want to set and then press enter.

Q4: We have a color printer in our company which is the one we use to print documents from MOD2. Right now, we are trying to save the color toner for some other documents. Can we set MOD2 to print only in black and white?

A4: Yes you can. You simply need to go to the Options menu, Installation, and then click on the Forms Related Settings & Options button. On that menu, there is an option there where you can set the forms to print in black and white only. Turn on that feature and then save it. If you do not have the rights to go to the Options menu, ask your System Administrator to turn on that feature for you or call MOD2’s technical support team.



Q5: I have recently voided a purchase contract because I was informed that the order for the items on that contract was cancelled by the customer. Later on, I was informed that the customer wanted to push through with the order. I would like to know if I can “un-void” this purchase contract to make it live again. How will I go about doing that?

A5: You cannot UN-VOID a contract once it is voided. By design, purchase contracts, invoices, transactions, receivings, and any other voidable transactions cannot be unvoided. This is to keep your company’s data as clean as possible because undoing voids creates a disharmony among the data and could lead to inconsistencies, or even worse, data corruption. The only solution with your issue would be to create a new one to replace the particular voided transaction.

Frequently Asked Questions (continued...)

Q6: In MOD2, on the right hand side of the Inventory Screen where there is a column for STYLE#, COLOR, STOCK, and OPEN-TO-SELL, we do not want to show a negative value for our OPEN-TO-SELL if our items are out of stock. Is there a way that MOD2 could show something else?

A6: Yes, there is a way. If your items are out of stock, instead of MOD2 showing you a negative value on your OPEN-TO-SELL column, MOD2 can actually replace it with a text saying "OVERBKD". This option can be set in the Security Manager of MOD2. Ask your company's System Administrator to turn on this option for you or have them call our Technical Support Staff.

Here is a screen shot of the Inventory Screen showing a negative value once your items are out of stock and has sales orders on them.

This one shows OVERBKD instead of a negative value.

Q7: Most of our customer sales orders are factored and of course require factor credit approvals. In order for us to generate a list of those sales orders pending for approval, we make a report in MOD2 filtered by pending credit approval. I would like to know if there is an easier way to keep track of our sales orders pending for credit approval.

A7: Yes there is a way. MOD2 actually has an option under the Sales Order Menu called *Pending Credit Approval* that will give you the list of all the factored sales orders pending for credit approval. In addition to the list, whenever you are on the Pending Credit Approval screen, just press enter on a sales order and you will be able to apply the credit approval number for it. But in order for you to have this option, you must be a member of the *Sales Order Credit Managers* group which can be set in the *WGO Members Manager*. To have this option available for you, ask your System Administrator to include you as one of the credit managers or call us at MOD2 and our Technical Support Staff will help you set this up.

Once the option is activated for your user account, you will have the Pending Credit Approval option under the Sales Order Menu.

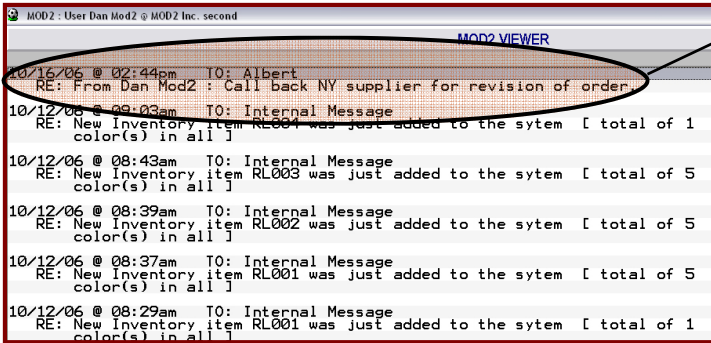
This is a sample screen shot of Sales Orders Pending Credit Approval. Press "enter" on any sales order to be given the option to set the credit approval number.

Sales Orders Pending Credit Approval [7]									
DIVISION	MODEL	NUMBER	CLIENT	CITY	STATE	TERMS	AMOUNT	DATE	CUST
MOD2 Div	Production	MZD004	HAN DYNASTY TEXTILES			net 60	14.65	05/01/06	05/02/06
MOD2 Div	Production	MZD008	Cindy Fabrics			PDC Net 30	4,806.55	05/08/06	05/09/06
MOD2 Div	Production	MZD009	Byer Of California	SF	CA	Net 90	42,513.00	04/24/06	06/01/06
MOD2 Div	Production	SE8890	Dj Collection	Los Angeles	CA	Net 10 EOM 30DY	1,730.80	06/15/06	06/30/06
MOD2 Div	Production	DAN0123	Calvin Hilfiger			CREDIT CARD	7,890.72	08/09/06	08/16/06
MOD2 Div	Production	TEST7401980-691	Amboy Enterprise	United States	Of America	Net 10	406,087.50	10/10/06	10/11/06
MOD2 Div	Production	TEST7401980-692	HAN DYNASTY TEXTILES			Net 60	10,200.00	10/16/06	10/17/06

Frequently Asked Questions (continued...)

Q8: A MOD2 pop-up message from a colleague came up on my screen just moments ago but I was not able to write down the information before I pressed the OK button and it disappeared. How can I view this information again as it seemed very important?

A8: Under the Options Menu (F8), there is a menu for looking at the message logs in the MOD2 environment named *View Message Log*. Press enter and choose “All messages and events”. You can then choose to have this list printed, emailed, faxed, or simply viewed right there and then. You will now have all the messages sent in MOD2 arranged according to the time they were sent.

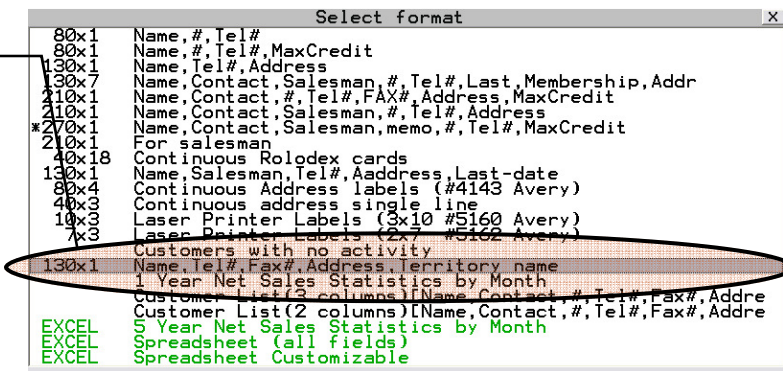


The option View Message Log will display all the messages including internal messages. By pressing “P” you have the option to print, fax, or email the document. You may even save the document to a file.

Q9: We have a new salesperson assigned in LA and we want to give him a list of all the names and telephone numbers of our clients in LA. Is there a way to print an account list with client names, contact numbers, as well as address for a specific territory?

A9: Yes there is. Go to the Client Menu and choose the option *List*. On the Client Membership List, tag/check the Normal Active Account group only and then press enter. MOD2 will present you with a list of print format options. Choose the format that reads *Name, Tel#, Fax#, Address, Territory name*. Next you will be shown a list of territories to choose from. Select LA, or whichever territory you want, and a report will be generated listing all the clients assigned to that territory.

Here is a screen shot of the Format Options under the Client>List menu. You can also choose the EXCEL Spreadsheet Customizable format to generate the list of your clients.



Q10: I sent a couple of faxes in MOD2 yesterday and received the confirmation notices that those documents have been faxed. Two days have passed but still there has been no reply from the fax recipient. However, when I called the recipient of the fax, he claims he did not receive any fax from me. I want to verify in MOD2 if I my fax went out or not. What is the quickest way to view my recently faxed documents?

A10: To see the history of the faxes that you have sent using MOD2, go to Client Menu and then type in your username to display it. At the bottom of the display screen for your user account, there is an option called *Fax/Email History* that displays all the faxes and emails you created whether it was sent out or cancelled. On that screen, you also have the option to re-send those documents again, cancel the fax/email, or even edit the fax# or email address of the recipient.