

FREQUENTLY ASKED QUESTIONS & TIPS

HCA Client Accounting Software

"Client Accounting Made Simple With Powerful Report Capabilities"



My Income Statement and Balance Sheet won't print, or they stop printing.

75% of our support calls are easily solved by checking your Chart of Accounts and verifying they are setup correctly – If you choose to just Duplicate an existing sample Client we provide everything is formatted and setup correctly for you.

Any time reports are not printing or stop printing too soon, look at the Chart of Accounts for an incorrect identified G/L account assignment (Balance Sheet or Income Statement) or normal balance (Debit or Credit), Make any corrections needed and rerun your report.

The Income Statement ratios are incorrect.

When the system first prepares to print an Income Statement, it reads the Chart of Accounts looking for the first Income Statement account. Once the first Income Statement account is found, the system accumulates amounts until it reaches the first account designated as a normal debit balance.

Once a normal debit balance account is encountered, the system assumes it has reached the end of the sales accounts, and the accumulated amount becomes the basis for rationing.

The most common error is with the Returns and Allowances account. Returns and Allowances should be a normal credit balance so it will print with a minus sign (or brackets) on the Income Statement and will not stop the accumulation of sales.

Same with a Balance Sheet Account like Accumulated Depreciation, you should flag it as a Normal Balance debit.

The totals are incorrect.

HCA allows for three total level 9's in the normal Chart of Accounts. Total Assets, Total Liabilities and Equity, and Net Income or Loss are the only totals that MUST be a level 9.

If you have an extra level 9, the amount carried to Current Earnings will be incorrect.

Special Accounts reports will not run.

HCA finds the start of the Special Accounts section by searching for the third total level 9. If you do not have three total level 9's, the system will never find that section. If you have an extra total level 9 before the end of the Income Statement, the system will start the Special Accounts report too soon, and encounter an account that does not have a report type of SPECIAL and then stop processing. This is a nice feature if you want Job Costing

The double line is not being drawn at a total account.

HCA only draws double underlines at all total level 9's. If the total level is other than a 9, the underline is a single line. Before any line is drawn, the line flag must be set as described in File Maintenance.

Consolidate reports will print, but departments and divisions do not or The Reports Menu and/or Auto-Reports Menu does not display a department option for either Balance Sheet or Income Statement.

Because HCA is so flexible in allowing you to define departments/divisions, you have to define exactly the numbering scheme for the department / division. All departments must have a master and related sub-accounts and in the Client General Information file you have to define the length for the G/L account and the G/L sub-account length. The total of the two cannot exceed 8 .Let's assume you have designated 4 for G/L account length and 3 for subs, see screen shot next page

Client General Information

Owner's Name:	HCA Client for Training			Rates	
Company Name:	HCA Inc.			Monthly Charge:	300.00
Address:	374 MORNING GLORY DR			Per G/L Account:	0.00
City, State, Zip:	LAKE MARY	FL	32746	Per Transaction:	0.00
Phone:	(407)323-1983			After Base Transactions:	0
Fax:	(407)323-3892			Settings	
E-Mail:	support@howellsoftware.com			G/L Account Length:	4
Contact Name:	DON ROBERTS			G/L Sub Account Length:	3
Organization:	Sub S Corporation			<input type="checkbox"/> Reconcile Retained Earnings	
Fiscal Year End:	12	Periods in Year:	12	<input type="checkbox"/> Assign Dollar Signs	
Federal ID#:	59-2534567			<input checked="" type="checkbox"/> Brackets in Statements	
Head Disclaimer:	UNAUDITED			<input type="checkbox"/> Dates in Caps	
Foot Disclaimer:	For Management Purposes Only			<input type="checkbox"/> Skip Lines on Transaction Listings	
				<input type="checkbox"/> No Decimals in Financial Statements	
				Security	
				Password:	
				Repeat:	
				<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

When the system asks for the departmental number when printing, your reply must match the numbering scheme reading from right to left. If your master department sales account is 3010 then the division/department code for department 100 would be 3010100 (4 & 3) You can have up to 999 departments with this setup – Sample Client FOOD is a good example to follow

Net Income or Loss is not transferring to the Balance Sheet.

To automatically transfer Net Income or Loss to the Balance Sheet, there must be a single account type 5 in the equity section of the Balance Sheet. On the Income Statement the Net Income or Loss total must be a total level 9. Remember you must have a total level 9 at Total Assets, Total Liabilities and Equity, and Net Profit or Loss - and there can be no other total level 9's in either the Balance Sheet or Income Statement.

After restoring a client - be sure to reload the client to insure that the proper period ending date is set and the new files are loaded properly.

When entering after the fact payroll checks – you can add new employees on the fly but do not add new payroll accounts on the fly.

Make sure after you have installed any new updates or patches to check your system information from your system menu option in client accounting. It should agree to the version posted on the update page.

NEW SPECIAL FORMATTING CODES

There is an additional method of formatting your financial statements. With Title, Heading and Total accounts you can start the description line with @ this will insert special control codes, then end the code with another @ This is done in your general ledger file maintenance routine.

The Special codes are:

B = Bold I = Italics

C = Center U = Underline

R = RED - Prints a loss in Red with a color printer

1 to 9 will increase or decrease the size of the font

The code must be in caps, and the @ must be the first character in the description field and after your account number it must end with the @ For example a Title may normally be: ASSETS but using special codes the Title could be: ASSETS The special code would be @BIU2@ = Bold, Italics, Underline, 2 point font increase. Centering is automatic for Title Accounts. If the special code has an effect on the report heading, you should start the report with a Title account with no description and no special codes. This account will print a blank line.

How do I change the page printing?

In your chart of accounts set-up from file maintenance - In the field for extra lines if you put a 9 in this field it will tell the software to start a new page after that account has printed.

How do I set-up a small client that I am only doing on a quarterly basis?

In your client general information screen there is a field that asks for the number of periods in year. Change this to a 4 and the software will create statements based on a quarter.

The screenshot shows a software window titled "Client General Information" with the following fields and sections:

- Owner's Name:** HCA Client for Training
- Company Name:** HCA Inc.
- Address:** 374 MORNING GLORY DR
- City, State, Zip:** LAKE MARY, FL, 32746
- Phone:** (407)323-1983
- Fax:** (407)323-3892
- E-Mail:** support@howellsoftware.com
- Contact Name:** DON ROBERTS
- Organization:** Sub S Corporation
- Fiscal Year End:** 12 **Periods in Year:** 4
- Federal ID#:** 59-2534567
- Head Disclaimer:** UNAUDITED
- Foot Disclaimer:** For Management Purposes Only

Rates Section:

- Monthly Charge:** 300.00
- Per G/L Account:** 0.00
- Per Transaction:** 0.00
- After Base Transactions:** 0

Settings Section:

- G/L Account Length:** 4
- G/L Sub Account Length:** 4
- Reconcile Retained Earnings
- Assign Dollar Signs
- Brackets in Statements
- Dates in Caps
- Skip Lines on Transaction Listings
- No Decimals in Financial Statements

Security Section:

- Password:** [Empty field]
- Repeat:** [Empty field]

Buttons: Save, Cancel

How do I print the year to year financial reports comparison?

From your FINANCIAL REPORTS menu you should see an option for Prior Period / Year Comparisons. This option will allow you to print comparative balance sheets and financial statements. These are great tools for your client. If this is a new client, unfortunately you will not have any history files to print these reports. You can rebuild all the history amounts through the general ledger file maintenance routine, but this is a lot of work even if you have the information.

NEW KEYING ROUTINES IN CLIENT ACCOUTING

When a field is marked with ↑ the up arrow is active and ↓ means the down arrow is active to display a file just as the [F10] key does. In transaction entry at the reference ↑↓ represents a choice of ↑ payroll records and ↓ vendors codes. [ESC] will exit any displayed file.



NOTES: