Microtique CLASS 2nd Edition to Creative Solutions Accounting Conversion Guide

The **Utilities / Data Conversion / CLASS** command in *Creative Solutions Accounting (CSA)* is provided to convert data files from *Microtique Client Ledger Accounting Support System 2nd Edition* (*CLASS2*) into the *Write-Up Solution for Windows* bundle of modules within *CSA*. This conversion guide explains the necessary steps to convert your data, to identify the fields that will not be converted, and to document exceptions that you may encounter during the conversion process. The last section of this document explains the steps you should take to verify that the converted data is correct.

Please review this document in its entirety before actually beginning the conversion process for a client.

CONVERSION PROGRAM OVERVIEW

The overall objective of the *CLASS* to *CSA* conversion utility is to provide a comprehensive conversion of your *CLASS2* data to *CSA*. However, due to differences in processing calculations and data structures between *CLASS2* and *CSA*, some *CLASS2* data cannot be converted. **Therefore, you should not expect to exactly duplicate results from *CLASS2* using the converted data without adding or modifying the appropriate data in *CSA*. The specific items that cannot be converted and conversion exceptions are listed in the section in this document entitled "Conversion Notes and Exceptions."**

Note: Payroll check information is not converted from *CLASS2* to *CSA*. It is recommended that you convert your client data at the beginning of a new quarter or year, as some reports my not calculate correctly if you convert the client data in the middle of a quarter. Also, some manipulation of your data in *CLASS2* may be required prior to conversion. For more information, please refer to the section of this document entitled "Processing Steps Required for Each Client Prior to Running the Conversion Program."

PROCESSING STEPS REQUIRED FOR EACH CLIENT PRIOR TO RUNNING THE CONVERSION PROGRAM

➢ We recommend that you review the *CLASS2* addition/deduction codes and their associated descriptions for each client prior to running the conversion. A **Transfer of Miscellaneous Additions/Deductions** dialog is provided during the conversion so you can translate the client's *CLASS2* additions and deduction codes (MD1-MD11) to the allowable *CSA* earnings and deduction codes. The dialog will present the code, GL account, and description as entered in *CLASS2*. If the description does not adequately identify what the code is used for, you should modify the description to specifically identify the purpose of each code.

➢ The conversion process includes only transactions that have been posted to the general ledger. Unposted transactions are not converted. Before you begin the conversion of any client, you should verify in *CLASS2* that all transactions have been properly posted by running any Post and Print/Display option. Make sure the posting process is completed without errors.

CONVERTING AND IMPORTING A CLIENT INTO CSA

Use the following steps to convert and import a *CLASS2* client into *CSA*. You may refer to this document for all information regarding this conversion.

1. Start the *CSA* program by clicking the desktop icon for *Creative Solutions Accounting*.
2. Create a new client in *CSA* by choosing **New Client** from the File menu. (For more information on creating a new client, choose **CSA Help Topics** from the Help menu and then; in the Index tab of the Help dialog, choose **New Client [File menu]**.

> *Note:* When adding the client to *CSA*, you must complete the current period end date, current fiscal year end, and current payroll end date exactly as they appear in the *CLASS2* system. If you are converting general ledger and payroll information, you will also need to use the *General Ledger Solution* and *Payroll Compliance Solution* modules when adding the client.

3. From the Utilities menu, point *to* **Data Conversions** and then choose **CLASS**.
4. In the first field of the Microtique CLASS Conversion dialog, enter the location of the *CLASS2* data files that you wish to import into *CSA*.
    Example: If your *CLASS2* data files are on drive C, you would enter **C:\Class2**. You can locate this information in the *CLASS2* program by selecting *Special* from the menu toolbar and pressing **S** for *System Initialization*. The paths for the Clients will be listed on this screen.
5. Enter the location of your *CLASS2* archive data path.
    Example: If your *CLASS2* archive data path is set up to be drive A, you would type **A:**. You can locate this information in the *CLASS2* program by selecting *Special* from the menu toolbar and pressing **S** for *System Initialization*. The path for the Archive will be listed on this screen.
6. In the **Client to import** field, enter the company ID you want to import. It may be useful to print a list of clients from the *CLASS2* program before beginning. The Print List of Clients report will show the company ID and the company name.
7. If you wish to convert the employee earnings totals, mark the **Convert Employee Earnings** checkbox.
8. Click the **Import** button.
9. If any employees have balances for miscellaneous additions/deductions, the **Transfer of Miscellaneous Additions/Deductions** dialog will open automatically. This dialog is used to translate the employer additions and deductions codes from *CLASS2* (MD1-MD11) into the accepted *CSA* payroll item codes. After entering the necessary information, press F10 to continue. For more details, see the section in this document entitled "Conversion Notes and Exceptions."
10. You will be prompted to insert the archive diskette into the archive path. If the archive path is a hard drive, press **ENTER**. If you use a floppy for the archive drive, after each archive disk has been completed you will see a prompt asking if there are any more archive disks to load.
    *   You should only use **archive** diskettes, which contain data within the current fiscal year. No archive data prior to the current fiscal year can be imported.
    *   If you choose to convert transactions only for the current period of the current fiscal year, you may press **ESC** when prompted to load the next archive diskette.
11. Once the import has finished, you should make the necessary changes or corrections to the converted data as specified in the sections of this document entitled "Items Transferred During Conversion of CLASS2 Data" and "Conversion Notes and Exceptions."

ITEMS TRANSFERRED DURING CONVERSION OF CLASS2 DATA

The following tables are provided to identify *CLASS2* fields that will be converted to the *CSA* program. The tables are organized by *CLASS2* and *CSA* screens and denote the necessary *CSA* screen navigation.

(Continued)

CLASS2 General Ledger Account Information

MICROTIQUE CLASS 2ND EDITION Field Name	Creative Solutions Accounting Menu Navigation Creative Solutions Accounting Field Name	Comments and additional information
Account	Setup | Chart of Accounts Acct#	See *Conversion Notes and Exceptions* for more information on the conversion of the account numbers
Chart Section - Starting Account Number	Setup | Chart of Accounts Type	This code determines whether the account is marked as an asset, liability, equity, revenue or expense account. The conversion uses the chart of accounts section identifiers to determine the account type.
Description	Setup | Chart of Accounts Description	The description in *CLASS2* is 30 characters long and the description in *CSA* is 29 characters long. Only the 1st 29 characters of the *CLASS2* description will be converted
Current Year Balances	Setup | Chart of Accounts 19yy or 20yy Balance	See *Conversion Notes and Exceptions* for more information regarding processing clients using a number of periods not supported by *CSA*

CLASS2 General Ledger Transactions

MICROTIQUE CLASS 2ND EDITION Field Name	Creative Solutions Accounting Menu Navigation Creative Solutions Accounting Field Name	Comments and additional information
Ref	Tasks | Transaction Entry Reference	See Conversion Notes and Exceptions for more information on the conversion of the Ref numbers.
MM DD	Tasks | Transaction Entry Transaction Date	CSA requires a year to be entered for any transaction date. MTQ only requires the period and day to be entered. The conversion has placed the appropriate year on each transaction converted, based on the clients' Previous and Current Period Ended dates.
Account	Tasks | Transaction Entry Account Number	See *Conversion Notes and Exceptions* for more information on the conversion of the account numbers
Description	Tasks | Transaction Entry Description	
Amount	Tasks | Transaction Entry Amount	

CLASS2 Employee Information

MICROTIQUE CLASS 2ND EDITION Field Name	Creative Solutions Accounting Menu Navigation Creative Solutions Accounting tab Creative Solutions Accounting Field Name	Comments and additional information
Emp/Vendor#	Setup | Employees General tab ID	
Name	Setup | Employees General tab First	*CLASS2* stores the entire name in a single field. The conversion will parse the field in the same manner *CLASS2* parses for payroll reports.
Name	Setup | Employees General tab MI	*CLASS2* stores the entire name in a single field. The conversion will parse the field in the same manner *CLASS2* parses for payroll reports.
Name	Setup | Employees General tab Last	*CLASS2* stores the entire name in a single field. The conversion will parse the field in the same manner *CLASS2* parses for payroll reports.
Street	Setup | Employees General tab Street	
City,St,Zip	Setup | Employees General tab City	*CLASS2* stores the city, state and zip in a single field. The conversion will parse the field in the same manner *CLASS2* parses for payroll reports.
City,St,Zip	Setup | Employees General tab State	*CLASS2* stores the city, state and zip in a single field. The conversion will parse the field in the same manner *CLASS2* parses for payroll reports
City,St,Zip	Setup | Employees General tab Zip	*CLASS2* stores the city, state and zip in a single field. The conversion will parse the field in the same manner *CLASS2* parses for payroll reports
Soc. Sec#	Setup | Employees General tab SSN/EIN	
State Code	Setup | Employees Tax Withholding and Deduction tab State W/H Properties button State	
Local Code	Setup | Employees Tax Withholding and Deduction tab Local W/H properties button Locality	
State Code	Setup | Employees Other tab | SUTA G/L Accounts State	

CLASS2 Employee Earnings Balances

MICROTIQUE CLASS 2ND EDITION Field Name	Creative Solutions Accounting Menu Navigation Creative Solutions Accounting tab Creative Solutions Accounting Field Name	Comments and additional information
Current Quarter Year to Date GROSS	Setup | Employees Earnings tab Wages	See Conversion Notes and Exceptions for more information on the conversion of the earnings code GROSS.
Current Quarter Year to Date GROSS	Setup | Employees Earnings tab Salaried Wages	See Conversion Notes and Exceptions for more information on the conversion of the earnings code GROSS
Current Quarter Year to Date MD1-MD11	Setup | Employees Earnings tab Overtime	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 3 Overtime in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field.
Current Quarter Year to Date MD1-MD11	Setup | Employees Earnings tab Commissions	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 4 Commissions in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Earnings tab Bonus	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 5 Bonus in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Earnings tab Sick Pay	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 6 Sick Pay in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Earnings tab Vacation	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 7 Vacation Pay in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Earnings tab Reported Tips	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 8 Tips in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field

Tips in *CLASS2* are included in gross pay and as a deduction for proper inclusion on the W2. If tips exist in this field, the gross pay field has been reduced by the amount in this field automatically. |
Current Quarter Year to Date MD1-MD11	Setup | Employees Earnings tab EIC Advance	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 9 EIC in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Earnings tab Other Wages	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 10 Other Wages in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date SOC	Setup | Employees Tax Withholdings and Deductions tab FICA-SS	Amounts in the *CLASS2* code SOC field will be converted to this field.

MICROTIQUE CLASS 2ND EDITION Field Name	Creative Solutions Accounting Menu Navigation Creative Solutions Accounting tab Creative Solutions Accounting Field Name	Comments and additional information
Current Quarter Year to Date MED	Setup | Employees Tax Withholdings and Deductions tab FICA-Med	Amounts in the *CLASS2* code MED field will be converted to this field.
Current Quarter Year to Date FWH	Setup | Employees Tax Withholdings and Deductions tab Federal W/H	Amounts in the *CLASS2* code FWH field will be converted to this field.
Current Quarter Year to Date STE	Setup | Employees Tax Withholdings and Deductions tab State W/H	Amounts in the *CLASS2* code field STE will be converted to this field.
Current Quarter Year to Date SDI	Setup | Employees Tax Withholdings and Deductions tab Local W/H	Amounts in the *CLASS2* code field SDI will be converted to this field.
Current Quarter Year to Date MD1-MD11	Setup | Employees Tax Withholdings and Deductions tab 401K % of Gross	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 11 401k Contributions in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Tax Withholdings and Deductions tab Cafe % of Gross	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 12 Cafeteria Plan in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Tax Withholdings and Deductions tab Loan Repayment	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 13 Loan Repayment in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Tax Withholdings and Deductions tab Medical Insurance	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 14 Medical Insurance in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Tax Withholdings and Deductions tab Life Insurance	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 15 life Insurance in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Tax Withholdings and Deductions tab Meals/Lodging	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 16 Meals and Housing in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Tax Withholdings and Deductions tab Uniforms	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 17 Uniforms in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Tax Withholdings and Deductions tab Union Dues	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 18 Union Dues in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field

(Continued)

MICROTIQUE CLASS 2ND EDITION Field Name	Creative Solutions Accounting Menu Navigation Creative Solutions Accounting tab Creative Solutions Accounting Field Name	Comments and additional information
Current Quarter Year to Date MD1-MD11	Setup | Employees Direct Deposit tab Amount	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 19 Direct Deposit in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field
Current Quarter Year to Date MD1-MD11	Setup | Employees Tax Withholdings and Deductions tab Other Deductions	Any *CLASS2* payroll code (MD1-MD11) which was translated to CSI# 20 Other Withholdings in the Transfer of Miscellaneous Additions/Deductions screen will be converted to this field

CLASS2 Vendor Information

MICROTIQUE CLASS 2ND EDITION Field Name	Creative Solutions Accounting Menu Navigation Creative Solutions Accounting tab Creative Solutions Accounting Field Name	Comments and additional information
Emp/Vendor#	Setup | Vendors General tab Vendor ID	
Name	Setup | Vendors General tab Name	The *CLASS2* Name field is 25 characters long. The *CSA* Name field is 15 characters long. Only the 1st 15 characters of the name will be converted
Street	Setup | Vendors General tab Street	
City,St,Zip	Setup | Vendors General tab City	*CLASS2* allows the city, state and zip to be entered as 1 field. The conversion will parse the city, state and zip code from the *CLASS2* field and convert to the appropriate CSA field the same way it is done for the *CLASS2* payroll reports.
City,St,Zip	Setup | Vendors General tab State	*CLASS2* allows the city, state and zip to be entered as 1 field. The conversion will parse the city, state and zip code from the *CLASS2* field and convert to the appropriate CSA field the same way it is done for the *CLASS2* payroll reports.
City,St,Zip	Setup | Vendors General tab Zip	*CLASS2* allows the city, state and zip to be entered as 1 field. The conversion will parse the city, state and zip code from the *CLASS2* field and convert to the appropriate CSA field the same way it is done for the *CLASS2* payroll reports.
SSN/Federal ID	Setup | Vendors General tab SSN/Federal ID	The SSN or FEIN will be converted based upon the formatting entered in *CLASS2*.
Amount	Setup | Vendors Distributions tab Year to date checks	This amount represents the year-to-date checks paid to the vendor. It does not break the amounts up into 1099 type. If there are multiple 1099 type payments, you will need to break this information apart in *CSA* upon the completion of the conversion

(Over)

ITEMS NOT TRANSFERRED DURING CONVERSION OF CLASS2 DATA

Although most *CLASS2* data is converted, some data cannot be converted due to differences in program features and data structures between *CLASS2* and *CSA*. If an item below is denoted with an asterisk (*), it is further explained in the "Conversion Notes and Exceptions" section of this document. The following items, which cannot be converted, are organized by *CLASS2* screen.

General Client Information

Company ID, name 1 and 2, address, city, state, zip code, phone number, GL chart of accounts mask information.* All of this information should be set up while adding the client to *CSA*, or you can add it later in the File / Client Properties dialog.

Client Documents Financial Statements and Reports

General ledger reports, payroll reports, standard reports (including financial statements), other standard reports, comparative reports, cumulative reports, client letters, and report options cannot be converted.

Prior Period G/L and Budget Balances

The History Change amounts for the previous 12 months are converted. GL balances from periods prior to these history change amounts, as well as budget amounts, cannot be converted.

Journal Entry Information

Journal numbers and journal descriptions are not converted. Recurring and reversing journal entries are converted only as current-period transactions.

Departmental Information

Department name cannot be converted.

Employee Information

Status, comments, FICA/FUTA/SUTA exemption markers, termination date, last check date, and amount cannot be converted.

Payroll Transactions / Prior Earnings Balances

Check number, transaction date, employee name and amounts for the current year as well as prior years cannot be converted. Earnings for quarters other than the current quarter in the current fiscal year end cannot be converted.

Additionally, earnings for the current period as well as prior years cannot be converted. Only the earnings for current quarter and year-to-date can be converted to enable you to process W-2s and current-quarter payroll reports.

Vendor Information

1099 type, division, direct sales marker, last check number and date, 1099-R Distribution Code, 1099-R Total Distribution marker, and 1099-R IRA/SEP/Simple marker cannot be converted.

Tax Line Grouping Codes

Because *CLASS2* allows you to enter tax line grouping codes for a number of different tax products, it is impossible to determine that the tax line grouping code entered is for *UltraTax* (DOS) or *UltraTax for Windows*. The tax line codes will therefore need to be manually entered once the conversion has been completed.

(Continued)

Other Information

Bank reconciliation information, loan amortization information, data connection information, employer/vendor information such as Federal and State ID#, state tax code, first vendor number, employer SUI rate, dependent care exemption amount, and employer tax accrual GL account numbers cannot be converted.

CONVERSION NOTES AND EXCEPTIONS

The following section details all known conversion exceptions between *CLASS2* data and the converted *CSA* data. Conversion exceptions may include differences in field lengths between *CLASS2* and *CSA*, required parsing of information from one field in *CLASS2* to multiple fields in *CSA*, and manipulation of *CLASS2* data to conform with *CSA* requirements, and so forth.

GL Transactions – Blank Reference Numbers

Transactions that did not contain a reference in *CLASS2* are converted using the reference NONE.

GL Transactions – Current Period vs Prior Periods in the Current Fiscal Year

GL transactions will be automatically converted for the current period within the current fiscal year. In order for transactions to convert for other periods within the current fiscal year end, you will need to convert the transactions directly from the archive path setup in *CLASS2*.

Note: Transactions for periods prior to the current fiscal year cannot be converted.

Chart of Accounts Mask

The *CSA* Chart of Account Mask is similar in structure to the general ledger account mask in *CLASS2*. However, there are a few minor differences that need to be accounted for prior to converting your clients.

- *CSA* does not require you to include zeros to the right of the decimal point in an account number (sub-accounts). **Example:** An account in *CSA* might read 635 while the same account in *CLASS2* would read 635.00. If the *CLASS2* client being converted does not use the digits to the right of the decimal point in any account numbers (if all accounts are .00), the conversion will eliminate the zeros to the right of the decimal point.

- *CSA* does not recognize a department 00, which is used in *CLASS2* for the consolidation accounts. **Example:** A *CLASS2* consolidating account of 111100.00 will convert to *CSA* as 1111, thus eliminating the 00 for the department. All other departments (01-99) will still be converted.

- *CSA* requires that department numbers be located to the left of the core account number. Therefore, if a *CLASS2* client's account mask is XXXXDD.SS, where X is the core account number, D is the division and S is the sub-account number, it will be converted as a DDXXX.SS format in *CSA*. It should be noted that only the account numbers convert. The conversion utility does not convert the actual mask. The Chart of Account Mask should be entered when you add each new client **prior to** importing the converted file.

CSA Combining Accounts

CLASS2 departments are functionally similar to *CSA* departments, with one significant difference. *CSA* allows you to define "combining" accounts, which link individual department accounts and combine their amounts for reporting purposes. No transactions can be posted to a combining account and no balances need to be entered. These accounts are simply used to combine general balances for accounts that have already been posted to. The combining accounts in *CLASS2* are converted but must be identified in *CSA* as combining accounts. For more information about setting up and using combining accounts, start the *CSA* program, choose Help / CSA Help Topics, click the Index tab in the Help dialog, and type **Combining accounts setup**.

Clients Using Processing Periods Other Than Annual, Quarterly, or Monthly

CSA allows you to process clients using Annual, Quarterly, Monthly, 13 periods (not available in *CLASS2*), or weekly (not available in *CLASS2*). *CLASS2* allows for the processing of clients using 2, 3, 5, 6, 7, 8, and 11 periods.

Example: If you convert a client that is a two-period processor, balances are converted to the second- and fourth-quarter balance fields in CSA. You would need to add this client to *CSA* as a quarterly processor and only use the second and fourth quarters for processing.

All *CLASS2* companies with 3,5,6,7,8,10, or 11 periods will be converted as annual clients in *CSA*. Therefore, when adding such a client to *CSA*, you will need to add it as an annual client.

Conversion of Earnings Code GROSS

The *CLASS2* to *CSA* conversion utility converts all occurrences of the *CLASS2* earnings code GROSS to the *CSA* earnings code Hourly.

VERIFYING YOUR CONVERTED DATA

Although the conversion utility has been designed to convert your data as accurately as possible, there may be some instances when not all data converts correctly due to *CLASS2* data corruption and other anomalies within the *CLASS2* data. You should follow the steps below to verify that your *CLASS2* data has been converted correctly.

1. Start *Creative Solutions Accounting* and open to the new client that was created. From the File menu, choose Open Client. In the Open Client dialog, double-click the appropriate Client ID.
2. From *CLASS2,* print the *GL at Page/Account Number* and *Trial Balance* reports.
3. From *CSA,* print the *General Ledger* and *Trial Balance* reports.
4. Compare the two sets of reports. If the information contained on the *CLASS2* reports does not match the *CSA* reports, you will need to determine which transaction(s) are invalid or missing and manually enter those transactions into *CSA*. Other reports are available in both systems if you cannot determine the discrepancy using the above-listed reports.
5. From *CLASS2*, print the *Quarterly P/R Report* and *Cumulative Payroll Journal* report.
6. From *CSA*, print the *Payroll Tax Summary* Report.
7. Compare the amounts on the *CLASS2* and *CSA* payroll reports and note any discrepancies. You may make manual changes to any payroll amount in the *CSA* program.

If problems are encountered

If problems are encountered during the conversion of your *Microtique CLASS 2nd Edition to Creative Solutions Accounting* and you are unable to reconcile the data using the various reports and tools in *CSA*, contact CSI Product Support.

SUPPORT

Web Site

If you have questions or need assistance, you can visit our Web site at www.CreativeSolutions.com 24 hours a day for the latest information on current issues and processing tips. To take advantage of this convenient means of accessing information, choose **CSI on the Web** from the *CSA* Help menu, and then click Product Support and Service.

Product Support

To speak with a Product Support Representative, please call the CSI HelpLine at 800-968-0600, press **3** for accounting support, and then listen to the options available before pressing the number for *Creative Solutions Accounting*. Normal weekday support is from 9:00 AM to 8:00 PM Eastern Time.