

# The Write-Up Solution II to Write-Up CS Conversion Guide

---

The **Utilities / Data Conversion / Write-Up Solution II** command in Creative Solutions Accounting™ (CSA) is provided to convert data files from The Write-Up Solution® II (WS2, DOS) into the Write-Up CS™ software within CSA. This conversion guide explains where the information converts to within CSA, as well as the necessary procedures to convert the data files.

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

## Conversion program overview

---

The overall objective of the WS2 to Write-Up CS conversion utility is to provide a comprehensive conversion of your client data to CSA. Due to differences in data structures between WS2 and CSA, however, some WS2 data cannot be converted. The specific items that cannot be converted are listed below.

- Payroll checks
- Text variables
- Financial statements
- Transmittal letters
- Graphs

---

**Note:** Payroll check transactions are not converted from WS2 to CSA.

---

---

**Important!** You should convert your client data **at the beginning of a new quarter or new year**. Some payroll check based reports may not calculate correctly if you convert the client data in the middle of a quarter.

---

---

**Important!** There are additional steps to complete and special situations to consider if you are converting a Client Bookkeeping Solution® (CBS) from WS2 to Write-Up CS. In addition to reviewing this guide, prior to beginning the conversion process please refer to the conversion instructions for CBS clients found in the CSA and Accountant's Assistant® help topics. Search on **CBS** from the index of the CSA help browser and then click the index subentry called **Conversion of existing CBS clients from WS2 to CSA**.

---

---

**Important!** If you use The Payroll Solution® (PRS, DOS) as well as WS2 for the client you are converting, **first** convert the data from PRS (DOS) to Payroll CS™ in CSA before completing the steps listed in the following section. For additional information, search on **Converting client data** from the index of the CSA help browser and then click the index subentry called **from Payroll Solution for DOS**.

---

## Converting WS2 data files into CSA

---

Use the following steps to convert existing WS2 client files into CSA.

1. Start the CSA program by clicking the desktop icon for Creative Solutions Accounting.
2. From the CSA main window, choose **Utilities / Data Conversion / Write-Up Solution II**.
3. In the **Location of WS2 system** field, enter the drive and folder where your WS2 program files are currently installed, or click the Browse button to search for the correct folder.
4. In the **Location of WS2 data** field, specify the drive and folder where your WS2 data files are currently located.
5. In the **WS2 client to convert** field, choose the client you want to convert by selecting it from the drop-down list.
6. You may mark one or more of the following checkboxes, as appropriate for the selected client:
  - **Convert account groups.** (The converted account groups are added to the default account groups provided with your Write-Up CS software.)
  - **Convert after-the-fact payroll and vendor date.** (Converts employee data other than earnings, plus all vendor data including 1099 types and amounts.)
  - **Convert employee earnings** (Creates global payroll items based on the tax ID codes entered in WS2 and converts any monthly, quarterly, and annual earnings amounts for each employee.)
  - **Include payroll items with zero amounts.** (Converts all payroll items for an employee. If not marked, only the payroll items with year-to-date earnings for an employee are converted.)
  - **Convert Accountant's Utilities data.** (Converts data for a Client Bookkeeping Solution client from CBS Accountant's Utilities and WS2 to the format used by Accountant's Assistant and Write-Up CS in CSA.)
7. Choose one of the following options:
  - **Create new CSA client.** Also enter a unique ID for the new CSA client.
  - **Convert into current client.** (The client must already be open in CSA.)

---

**Note:** If you convert into an existing CSA client, no payroll information is converted and only information on the General Ledger tab of the File / Client Properties dialog is overwritten. This option is meant to be used for an existing Payroll CS client to which you're adding GL data converted from WS2.

---

8. Click the Convert button. The data are converted as described in the remaining sections of this guide.

---

## Converting WS2 data files into an existing Payroll CS client in CSA

---

Before starting this procedure, be sure to back up your existing Payroll CS client data and also back up your CSA global data.

1. Open the existing Payroll CS client in CSA.
2. Choose File / Client Properties.
3. In the General Information tab of the Client Properties dialog, click the Add/Remove Module(s) button.
4. In the Add/Remove Module(s) dialog, mark the General Ledger module checkbox and then click OK.
5. In the Client Properties dialog, click the General Ledger tab, complete the fields as appropriate for the client, and then click OK.
6. Choose Utilities / Data Conversion / Write-Up Solution II.
7. In the Write-Up Solution II Conversion dialog, specify the locations for the WS2 program and data files and the WS2 ID of the client to convert.
8. Mark the **Convert into existing client** checkbox.
9. If appropriate for the selected client, mark the **Convert account groups** checkbox.
10. Click the Convert button. The GL information from WS2 will be added to the existing client database in CSA. Note that the Payroll CS client's existing Chart of Accounts will be overwritten by the balances and accounts from the Chart of Accounts in WS2, but no payroll data will be overwritten.
11. Verify all GL data to ensure that it converted correctly.

---

## Items transferred during data conversion from WS2

---

The following tables are provided to identify WS2 fields that will be converted to Write-Up CS in CSA. The tables are organized by WS2 and CSA screens and denote the necessary screen navigation.

## Client information

WS2 navigation WS2 field name	CSA menu navigation CSA field name	Comments and additional information
<b>Display CC</b>	<b>File / Client Properties / General Information tab</b>	
Name – Financial Reports	Client name	
Name – Payroll Reports	Payroll name	
Salutation	Advanced Properties button Salutation: Dear	
Street #1	Address line 1	
Street #2	Address line 2	
City	City	
State	State	
Zip	Zip	
Telephone #	Telephone #	
Number Of Periods To Be Processed (4 / 12 / 13)	Periods	
Date Of Current Fiscal Year-End (MMDDYY)	Current fiscal year end	
Months In Current Year	Number of periods in current year	
Chart Of Accounts "Mask"	Chart of accounts mask	
EIN	EIN	
(I)1040 (P)1065 (C)1120 (S)1120S (O)Other	Entity Type	
	<b>File / Client Properties / General Ledger tab</b>	
Current General Ledger Period	Current period ending date	
	<b>File / Client Properties / Payroll tab</b>	
Current Month-End Payroll Period	Current period ending date	
Withholdings State and I.D. Number	State tax information / ST and Withholding ID	
SUTA Information State, I.D. Number, Rate, and Limit	State tax information / ST, SUTA ID, Rate, and Wage Limit	

## Chart of Accounts information

***For all regular accounts (Type R, E, A, and L)***

WS2 navigation WS2 field name	CSA menu navigation CSA field name	Comments and additional information
Display CG series	<b>Setup / Chart of Accounts</b>	
A/C #	Acct #	
Type	Type	
Account Description	Description	
T.L.G.	Tax Code	For tax line groupings (TLGs) to convert to CSA, the TLG year in WS2 Display CGu must be 1998 or later.
Current Year Beginning and Period 1-13 Balances	Balance	
Current Year Budget	Budget	
Prior Year Beginning and Period 1-13 Balances	19xx or 20xx Balance	
2 Years Ago Beginning and Period 1-13 Balances	19xx or 20xx Balance	
3 Years Ago Beginning and Period 1-13 Balances	19xx or 20xx Balance	

---

**Note:** The client's .1 and .2 accounts (for example acquisition and disposal accounts for a fixed asset used in the WS2 Cash Flow Statement formatting) are converted. In CSA, general ledger account balances are stored as separate debit and credit amounts. Therefore, these types of accounts are no longer necessary for cash flow reporting. If you no longer want to use these accounts in CSA, there is a way to merge these accounts into your main fixed asset account. After you have completed the WS2 conversion for the client, open the client and choose Setup / Chart of Accounts, and then choose Edit / Merge Accounts. In the Accounts to Merge From fields, select your .1 and .2 accounts. For example, if the client's fixed asset account is 150, the acquisition account is 150.1, and the disposal account is 150.2, you would enter 150.1 to 150.2 in the Accounts to Merge From fields, and you would enter 150 in the Into Account field. When you click OK, the balances from account 150.1 and 150.2 are added to the existing balances in account 150. CSA also renumbers any existing transactions posted to account 150.1 or 150.2 to reference account 150. You can also merge one account at a time if the .1 and .2 accounts are not continuous.

---

**For all combining accounts (Type I, C, B, and M)**

<b>WS2 navigation WS2 field name</b>	<b>CSA menu navigation CSA field name</b>	<b>Comments and additional information</b>
Display CG series	<b>Setup / Chart of Accounts / Enter Combining Accounts</b>	
A/C #	Acct #	
Type	Type	
Account Description	Description	
T.L.G.	Tax Code	
Current Year Beginning and Period 1-13 Balances	[Not applicable]	CSA does not store account balances for combining accounts. Therefore, these balances are not converted from WS2.  CSA calculates the necessary combining account balances based on the corresponding location and/or department account balances as necessary for reports and financial statements
Current Year Budget Amounts	[Not applicable]	
Prior Year Beginning and Period 1-13 Balances	[Not applicable]	
2 Years Ago Beginning and Period 1-13 Balances	[Not applicable]	
3 Years Ago Beginning and Period 1-13 Balances	[Not applicable]	

**Automatic journal entries information**

<b>WS2 navigation WS2 field name</b>	<b>CSA menu navigation CSA field name</b>	<b>Comments and additional information</b>
Display CA	<b>Setup / Automatic Journal Entries</b>	
Ref. #	Reference	
Description	Description	
	<b>Setup / Automatic Journal Entries / Percentage tab</b>	
Entry Based Upon Percentage First Account #	Calculate from / From Account	
Entry Based Upon Percentage Last Account #	Calculate from / To Account	
Entry Based Upon Percentage D/C	Calculate from / Debit or Credit option	
Entry Based Upon Percentage C/Y	Calculate from / YTD/Current	

<b>WS2 navigation WS2 field name</b>	<b>CSA menu navigation CSA field name</b>	<b>Comments and additional information</b>
Entry Based Upon Percentage D/C	Distribute to / Debit/Credit	
Entry Based Upon Percentage Account #	Distribute to / Account	
Entry Based Upon Percentage Percent	Distribute to / Percentage	
Actual Inventory Entry Ending Inventory Amount	[Not applicable]	Actual inventory automatic journal entries are not converted from WS2 to CSA.
Actual Inventory Entry Inventory Account #	[Not applicable]	
Actual Inventory Entry Changes In Inventory A/C #	[Not applicable]	
<b>Setup / Automatic Journal Entries / Income Tax tab</b>		
Income Tax Entry State Table or Federal (FN, FO, FC)	Table	
Income Tax Entry Lowest Profit & Loss A/C #	Profit/Loss accounts	
Income Tax Entry Highest Profit & Loss A/C #	Profit/Loss accounts	
Income Tax Entry Tax Liability Account #	Tax liability account	
Income Tax Entry Tax Expense Account #	Federal tax expense account or State tax expense account [depending on type of Automatic Journal Entry]	For the Federal income tax entry, both Federal and State tax expense accounts will be filled. For the State income tax entry, only the State tax expense account is necessary.
Income Tax Entry Taxable Income Adjustment	Taxable income adjustment	
Income Tax Entry Tax Amount Adjustment	Tax amount adjustment	
State/Local Tax Tables General Ledger Corporate State Income Tax (Display UWS) Code and Rate	Tables button Description and Fixed percentage	CSA includes a federal corporate income tax table. Corporate state income tax tables are also converted from WS2 Display UWS.

## General ledger transaction information

All GL transactions convert from WS2 into CSA as cleared transactions for the bank reconciliation. Therefore, if any transactions are still outstanding at the time of conversion, you will need to enter them in CSA as initial open items (by choosing Edit / Initial Open Items from the Tasks / Bank Reconciliation window).

WS2 navigation WS2 field name	CSA menu navigation CSA field name	Comments and additional information
Display E	<b>Tasks / Transaction Entry</b>	
Reference	Reference	
Date	Date	
Account	Account/Vendor	
Amount	Amount	
Description	Description	

## Account group information

This information is converted if the option to convert account groups was marked during the data conversion.

WS2 navigation WS2 field name	CSA menu navigation CSA field name	Comments and additional information
Display CFA	<b>Setup / Account Groups</b>	
Account Group Name	Description	
Accounts	Account #	

## Payroll department information

WS2 navigation WS2 field name	CSA menu navigation CSA field name	Comments and additional information
Display CD series	<b>Setup / Payroll Departments</b>	
Department	[Not applicable]	CSA does not use department numbers; only the department description is converted.
Payroll Department Description	Description and Default employee template	
	<b>Setup / Employee Templates / Earnings tab</b>	
Payroll Department Description	Description	
Gross Pay Items	Pay Items	
Tax I.D. and G/L Account	Description and GL Acct	



<b>WS2 navigation WS2 field name</b>	<b>CSA menu navigation CSA field name</b>	<b>Comments and additional information</b>
	<b>Setup / Employee Templates / Tax Withholdings and Deductions tab</b>	
FICA-SS W/H Tax I.D. and G/L Account	FICA-SS W/H Description and GL Acct	
	<b>Setup / Employee Templates / Other tab</b>	
FICA-SS W/H Tax I.D. and G/L Account	FICA SS Liab. GL Account	
	<b>Setup / Employee Templates / Tax Withholdings and Deductions tab</b>	
FICA-Med W/H Tax I.D. and G/L Account	FICA-Med W/H Description and GL Acct	
	<b>Setup / Employee Templates / Other tab</b>	
FICA-Med W/H Tax I.D. and G/L Account	FICA Med Liab. GL Account	
	<b>Setup / Employee Templates / Tax Withholdings and Deductions tab</b>	
Fed. W/H Tax I.D. and G/L Account	Federal W/H Description and GL Acct	
State W/H Tax I.D. and G/L Account	State W/H Description and GL Acct	
Deduction and Withholding Items Tax I.D. and G/L Account	Deduction Items and Withholding Items Description and GL Acct	
Net Pay G/L Account	[Not applicable]	
	<b>Setup / Employee Templates / Other tab</b>	
General Ledger FUTA liability account	FUTA Liab. GL Account	
General Ledger SUTA liability account	SUTA GL accounts / Liability	
General Ledger FICA-SS expense account	FICA SS Exp. GL Account	
General Ledger FICA-Med expense account	FICA Med Exp. GL Account	
General Ledger FUTA expense account	FUTA Exp. GL Account	
General Ledger SUTA expense account	SUTA GL accounts / Expense	

## Employee information

If the WS2 client includes linked employees, **only the first link is converted**. CSA can handle employees with multiple departments, multiple states, and multiple localities for a single employee, while WS2 could not.

WS2 navigation WS2 field name	CSA menu navigation CSA field name	Comments and additional information
Display CE series	<b>Setup / Employees / General tab</b>	
Number	ID	
First Name	First	
Middle Initial	MI	
Last Name	Last	
SSN/EIN	SSN/EIN	
Telephone #	Telephone #	
Street	Street	
City	City	
State	State	
Zip Code	Zip	
	<b>Setup / Employees / Personal/W-2 tab</b>	
Date Of Hire	Date of hire	
Date Of Birth	Date of birth	
	<b>Setup / Employees / Tax Withholdings and Deductions tab</b>	
Employee's State W/H	State W/H Properties button State	
Employee's Local W/H	Local W/H properties button Locality	
	<b>Setup / Employees / Personal/W-2 tab</b>	
Other W-2 Items To Be Printed	[Not applicable]	
	<b>Setup / Employees / Other tab</b>	
Hrs/Days/Weeks Worked/Paycheck	[Not applicable]	
	<b>Setup / Employees / Earnings History</b>	
Units Worked In Current Quarter	Units	
	<b>Setup / Employees / Other tab</b>	
Employee's SUTA State	SUTA GL accounts / State	

<b>WS2 navigation WS2 field name</b>	<b>CSA menu navigation CSA field name</b>	<b>Comments and additional information</b>
	<b>Setup / Employees / General tab</b>	
Department Number	Department(s)	
Link Data For Employee Number	[Not applicable]	If the WS2 client includes linked employees, only the <b>first</b> link is converted.
	<b>Setup / Employees / Earnings tab</b>	
Gross Pay Items Tax ID Code Description, Account, Current, Quarterly, and Year-To- Date	Pay Items Description, GL Acct, Month to Date, Quarter to Date, and Year to Date	
	<b>Setup / Employees / Tax Withholdings and Deductions tab</b>	
FICA-SS W/H Tax ID Code Description, Account, Current, Quarterly, and Year-To- Date	FICA-SS W/H Description, GL Acct, Month to Date, Quarter to Date, and Year to Date	
FICA-Med W/H Tax ID Code Description, Account, Current, Quarterly, and Year-To- Date	FICA-Med W/H Description, GL Acct, Month to Date, Quarter to Date, and Year to Date	
Federal W/H Tax ID Code Description, Account, Current, Quarterly, and Year-To- Date	Federal W/H Description, GL Acct, Month to Date, Quarter to Date, and Year to Date	
State W/H Tax ID Code Description, Account, Current, Quarterly, and Year-To- Date	State W/H Description, GL Acct, Month to Date, Quarter to Date, and Year to Date	
Deduction and Withholding Items Tax ID Code Description, Account, Current, Quarterly, and Year-To- Date	Deduction and Withholding Items Description, GL Acct, Month to Date, Quarter to Date, and Year to Date	
Mark W-2/1099 boxes	[Not applicable]	

## Vendor information

In WS2, the unique identifier was the vendor ID. In CSA, the unique identifier for a vendor is the name. If the WS2 client includes multiple vendors with the same name, the first vendor converts as is and subsequent ones convert with a numeric suffix. The original vendor name converts to the Name field on the Alternate Address tab of the Setup / Vendors window in CSA.

WS2 navigation WS2 field name	CSA menu navigation CSA field name	Comments and additional information
Display CV series	<b>Setup / Vendors / General tab</b>	
Vendor I.D.	Vendor ID	
Name	Name	
Street	Street #1	
City	City	
State	State	
Zip Code	Zip	
E.I.N./SS#	EIN	
	<b>Setup / Vendors / Distributions tab</b>	
Tax I.D. Code	1099 distributions / 1099 Item	<b>Important!</b> For the 1099 Amount Distributed field to convert correctly from WS2 to CSA, the Tax Code ID in WS2 Display CV must exist in the global data (WS2 Display UWT). If the Tax ID Code is not selected in Display CV or is not listed in Display UWT, the 1099 amount does <b>not</b> convert into CSA.
Check Description	[Not applicable]	
G/L Account	Standard check / Account #	
Current Amount	Standard Check/Amount	
YTD Amount	Year to date checks	
Mark 1099 boxes	[Not applicable]	

## Tax ID code classification information

Only the Tax ID codes that have actually been set up for a client's employees or vendors are converted.

WS2 navigation WS2 field name	CSA menu navigation CSA field name	Comments and additional information
Display UWT	<b>Setup / System Configuration / &lt;Pay Items or Deduction Items or Withholding Items&gt; / Description and W-2 Info tab</b>	
I.D. Code	[Not applicable]	<b>Important!</b> For the 1099 Amount Distributed field to convert correctly from WS2 to CSA, the Tax Code ID in WS2 Display CV must exist in the global data (WS2 Display UWT). If the Tax ID Code is not selected in Display CV or is not listed in Display UWT, the 1099 amount does <b>not</b> convert into CSA.
Memo Description	Description and Report description	
	<b>Setup / System Configuration / 1099 Items</b>	
Memo Description	Description	
W-2 Boxes	W-2 box selection	
1099 Type	1099 Type	
1099 Boxes	Boxes	
941 L2	[Not applicable]	
	<b>Setup / System Configuration / &lt;Pay Items or Deduction Items&gt; / Tax Treatment tab</b>	
FICA	FICA-Social Security and FICA-Medicare	
FUTA	Federal unemployment	
SUTA	State taxes	
W/H #1	Local withholdings	
W/H #2	Local withholdings	

## Message prompts that could appear at the end of a WS2 conversion

Message Prompt	Meaning / Action
TLG numbers did not convert. The TLG year in WS2 must be 1998 or later.	<p>If the TLG year at the top of WS2 Display CGu is before 1998, TLGs from WS2 are not converted into Tax Codes in CSA.</p> <p>To advance the TLG year in WS2 Display CGu, choose <b>Begin new TLG year</b> from the F3 Command Menu.</p>
The Chart of Accounts from 2 and 3 years ago is different than the current Chart of Accounts, therefore the balances from 2 and 3 years ago did not convert.	<p>If the Chart of Accounts file from 2 and 3 years ago is different from the current WS2 Chart of Accounts file, the balances from 2 and 3 years ago are not converted.</p> <p>For example, if the 2 and 3 years ago file has combining accounts in the chart and the current file does not, this is considered a difference.</p> <p>To view your Chart of Accounts file from 2 and 3 years ago in WS2 Display CGe, press F3 and choose Switch Current/Historical Balances. You will see the word Historical next to the GL period end date in the top-left corner of your screen. Press ESC and you will now see the Chart of Accounts from 2 and 3 years ago on Display CG.</p>
Future period transactions were converted for the following periods...	<p>Transaction files exist in WS2 for periods beyond the current GL period. If these transactions are actually prior-year transactions, you can delete them in CSA.</p> <p>From the CSA main window, choose Utilities / Balance and Transaction Utilities. In the dialog that opens, do the following:</p> <p>Mark the Balances checkbox and the Transactions checkbox (in the Data section)</p> <p>Select the Delete option (in the Action section).</p> <p>Specify the period to delete.</p>
WS2 General Ledger Transaction Extended Descriptions not converted due to the absence of file Gxxxx.GTD.	<p>The Gxxxx.GTD file (where xxxxx represents the WS2 client ID) contains all transaction descriptions greater than 20 characters for the entire year. If none of your transaction descriptions exceed 20 characters, this file does not exist in WS2.</p>
WS2 General Ledger not converted due to the absence of file Gxxxx.GLD.	<p>The Gxxxx.GLD file (where xxxxx represents the WS2 client ID) contains the Chart of Accounts and balances for the current and prior year in WS2. If this file does not exist in WS2, the Chart of Accounts is not converted.</p> <p>Open WS2 Display CG to verify the accounts information for the client.</p>
WS2 General Ledger Balances from 2 and 3 years ago not converted due to the absence of file Gxxxx.GLO.	<p>The Gxxxx.GLO file (where xxxxx represents the WS2 client ID) contains the Chart of Accounts and balances for 2 and 3 years ago in WS2. If this file does not exist in WS2, the balances for 2 and 3 years ago are not converted. This file does not exist in WS2 if you have elected to not save balances for 2 and 3 years ago in when advancing to a new year or if the client has been processed in WS2 for fewer than 2 years.</p>

Message Prompt	Meaning / Action
WS2 Employee data not converted due to the absence of file Gxxxxx.EPD.	The Gxxxxx.EPD file (where xxxxx represents the WS2 client ID) contains the employee and earnings information. If this file does not exist in WS2, employee information is not converted. Open WS2 Display CE to verify the employee information for the client.
WS2 Department data not converted due to the absence of file Gxxxxx.DEP.	The Gxxxxx.DEP file (where xxxxx represents the WS2 client ID) contains the payroll department information. If this file does not exist in WS2, payroll departments are not converted. Open WS2 Display CD to verify the payroll department information for the client.
CBS/W general data not converted due to the absence of file Axxxxx.GEN.	The Axxxxx.GEN file (where xxxxx represents the WS2 client ID) contains the general information for Utilities for Client Bookkeeping Solution. If this file does not exist in CBS/W Accountant's Utilities, the CBS/W AU general information is not converted into Accountant's Assistant within CSA. Open WS2 Display UAUSCM to verify the information recorded for the client.
CBS/W checkbooks not converted due to the absence of file Axxxxx.CBK.	The Axxxxx.CBK file (where xxxxx represents the WS2 client ID) contains checkbooks for Utilities for Client Bookkeeping Solution. If this file does not exist in CBS/W Accountant's Utilities, the CBS/W AU checkbooks are not converted into CSA. Open WS2 Display UAUSCS to verify the checkbook information for the client.
Accountant web address not converted due to the absence of file WACCINFO.DAT.	The WACCINFO.DAT file contains accountant Internet information for Utilities for Client Bookkeeping Solution. If this file does not exist in CBS/W Accountant's Utilities, the CBS/W AU accountant web address is not converted into Accountant's Assistant. Open WS2 Display UAUSCI to verify the accountant web page location.

## Support

---

### CSA Help

For step-by-step procedures, refer to the CSA help. To learn how to use the help, choose **Help / CSA Help Topics**.

### Website

If you have questions or need assistance, you can visit our website at [CS.Thomson.com](http://CS.Thomson.com) or [Go.Thomson.com](http://Go.Thomson.com) 24 hours a day for access to our support knowledgebase and for the latest information on current issues and processing tips. To take advantage of this convenient means of accessing information, choose **On the Web** from the CSA Help menu, and then choose **Product Support and Service**.

## **Product Support**

To speak with a Product Support Representative, please call CS Support at (800) 968-0600, press **2** for Product Support, and then listen to the available options. Normal weekday support is available from 9:00 a.m. to 8:00 p.m. eastern time. For details on our Support hours for other CS Professional Suite™ applications, please visit our website.