

Country Setting

No.	Question	Version	By	On
C-1	What is Screen Picture in Country Setting?	9.1 (14/01/06) or after	NCK	03/06
C-2	Can you briefly describe the features in Country Setting Menu?	9.1 (12/04/06) or after	Cschan	05/06

General

No.	Question	Version	By	On
1-1	How to update budget when run year end processing?	9.1 (04/07/05) or after	NCK	03/06
1-2	In which report will the contract sum maintained in General→Maintain Project Titles appear?	All	NCK	03/06
1-3	What is the difference between Enter Opening Balances and Enter Last Year Figure ?	9.0 (14/10/04) or after	NCK	03/06
1-4	How to activate the Budget button (for Balance Sheet types of account) in <i>General→General Ledger A/C Maintenance</i> ?	9.0 (20/10/04) or after	NCK	04/06
1-5	How to unlock Opening Balance in <i>Enter Opening Balances</i> ?	All	Shir Lee	04/06
1-6	How to activate the checkbox of With Income & Expenses Account in <i>Enter Opening Balances</i> ?	All	NCK	05/06
1-7	Can I print Official Receipt for transaction (payment received) not involved debtor (e.g. Rental Received)?	All	SYLee	11/06
1-8	What is Account Code in <i>General Ledger A/C Maintenance</i> menu?	9.0 (19/05/03) or after	Janice	11/06

Debtors

No.	Question	Version	By	On
2-1	How to use Enter Customer Site/Agent Opening Balance ?	9.1 (24/01/06) or after	NCK	03/06
2-2	How to use Print By Group Account in <i>Debtors→Print Debtors Statement</i> ?	9.1 (06/03/06) or after	NCK	03/06
2-3	How to set Open Item Statement to display receipt number (e.g. OR1234) in the column of <i>Ref.No.</i> , instead of displaying PAYMENT : OR1234 in <i>Description</i> column?	All	NCK	04/06
2-4	How to use Generate group (company) aging in <i>Print Debtors Aging</i> ?	9.0 (15/07/03) or after	NCK	05/06
2-5	How to make Area & Agent viewable in debtor listing?	8.3 or after	NCK	06/06
2-6	How to use Update Aging.dbf in <i>Open Item Menu Debtors→Print 6 Months Aging</i> ?	8.3s (10/10/02) or after	NCK	07/06
2-7	What are options By Account , By Bill and By Payment in <i>Open Item Menu Debtors →Gain/Loss in Exchange Rate</i> ?	8.3s (23/04/03) or after	NCK	12/06

Creditors

No.	Question	Version	By	On
3-1	How to use Enter Supplier Site/Agent Opening Balance ?	9.1 (24/01/06) or after	NCK	05/06
3-2	How to use Print By Group Account in <i>Creditors→Print Remittance Advice</i> ?	9.1 (06/03/06) or after	NCK	05/06
3-3	How to set Open Item Remittance Advice to display voucher number (e.g. PV5678) in the column of <i>Ref.No.</i> instead of displaying PAYMENT: PV5678 in description column?	All	NCK	05/06
3-4	How to use Generate group (company) aging in <i>Print Creditors</i>	9.0 (15/07/03) or after	NCK	05/06

No.	Question	Version	By	On
	Aging?	after		
3-5	How to make Area & Agent viewable in creditor listing?	8.3 or after	NCK	06/06
3-6	What are options By Account, By Bill and By Payment in <i>Open Item Menu Creditors</i> →Gain/Loss in Exchange Rate?	8.3s (23/04/03) or after	NCK	12/06

Transactions

No.	Question	Version	By	On
4-1	What is Batch Type in Organize Batches?	9.0 (18/01/05) or after	NCK	03/06
4-2	How to set compulsory Project Code when key in transaction?	All	NCK	04/06
4-3	How to print Receipt or Payment Voucher instead of Transactions Voucher Listing in <i>Transactions File Maintenance</i> ?	9.0 (18/01/05) or after	NCK	04/06
4-4	How to delete a batch (with and without transactions)?	All	NCK	05/06
4-5	How to set A/C Description (2) viewable in account listing when search for account no. in <i>Transactions File Maintenance</i> ?	8.3 or after	NCK	06/06
4-6	I have keyed in the opening balance (period 1) of my Open Item Menu Debtors, how can I maintain each of last year's invoices amount , so that it can be shown in current year's statement?	All	CCY	06/06
4-7	How to insert transaction ?	All	Janice	11/06
4-8	How to insert a batch title ?	8.1 or after	NCK	12/06

Reports

No.	Question	Version	By	On
5-1	What is External Application ?	9.1 (17/11/05) or after	NCK	03/06
5-2	How can I print out the total amount of Debtors and Creditors control a/c ?	All	NCK	03/06
5-3	How to remove the -ve sign for Sales amount in <i>Reports</i> →Print A Group?	All	NCK	03/06
5-4	How to set Transactions Voucher Listing not follow by batch?	9.0 (20/10/04) or after	NCK	03/06
5-5	How to set Balance Sheet report to display This Year Profit figure?	All	NCK	04/06
5-6	What is Multi Column Report in <i>More Report (2)</i> ?	9.0 (18/01/05) or after	NCK	05/06
5-7	How to include 2nd description when sending ledgers to MS Excel ?	9.1 (03/06/06) or after	CS Chan	06/06
5-8	How to produce Profit & Loss Account report with the following format?	All	CCY	06/06
5-9	What is Consolidated Account ?	All	CCY	06/06
5-10	How to use Generate Upload File and Auto Marking in <i>Bank Reconciliation Statement</i> ?	9.1 (02/03/06) or after	NCK	09/06
5-11	How to set <i>Profit & Loss Account</i> to show report date from 21/06/2006 to 20/07/2006 ? Last accounting year closed on 20/06/2006.	All	NCK	10/06
5-12	What is the function of Mark Only in <i>Bank Reconciliation Statement</i> ?	All	Janice	11/06
5-13	How to view Report Column in <i>Check Transactions</i> ?	9.0 (11/03/04) or after	NCK	12/06
5-14	How to set monthly budget for project/job in <i>Profit & Loss Account</i> ?	8.3s (10/10/02) or after	NCK	12/06

Periodic

No.	Question	Version	By	On
6-1	How to use Preset Description Maintenance in Periodic menu?	9.0 (15/07/03) or after	NCK	04/06
6-2	How to transfer transactions from one batch to another in different pc?	All	Shir Lee	04/06
6-3	What is Periodic→Group to Alternate Account ?	All	CCY	06/06
6-4	How to view the transactions date and time ?	8.3, 9.0 and after	Janice	11/06

Housekeeping

No.	Question	Version	By	On
7-1	How to make the password screen prompted when changing password for Pin 0 in Housekeeping menu?	9.0 (11/03/04) or after	NCK	03/06
7-2	How to use Multi Currency ?	9.0 (11/03/04) or after	NCK	03/06
7-3	What is Prompt unpaid bill listing in General Setup?	9.0 (15/07/03) or after	NCK	03/06
7-4	When Print Ledgers , can I print each account on a new page?	All	NCK	03/06
7-5	How to show Page 1 of 1 instead of Page: 1 when printing transaction batches listing?	9.0 (15/07/03) or after	NCK	03/06
7-6	How to unlock the Debit side during Quick entry when Purchase Return Account was assigned as Master Account?	Dos/Windows Version until 9.1 (03/11/06)	NCK	03/06
7-7	When key-in one site entry and save, then click on cancel/accept all entries, it shows Total Debit & Total Credit not same, not allowed to accept.	9.1 (02/03/05) or after	CSY	05/06
7-8	What is Voucher Footer Remark in General Setup?	9.1 (08/05/06) or after	NCK	08/06
7-9	What is knock off by project in General Setup?	8.3s (10/10/02) or after	NCK	09/06
7-10	What is the difference between Only Credit Sales and Only Debit Cost Of Sales in General Setup?	9.1 (30/11/06) or after	NCK	12/06

Others

No.	Question	Version	By	On
Z-1	How to insert Microsoft Mail Merge Wizard to print Debtors Name and Address from UBS Debtor File Maintenance ?	9.1 (27/02/06) or after	Winnie	06/06
Z-2	In Report Designer, View→Report Controls Toolbar , what is the function of Button Lock ?	All	SYLee	07/06

Trouble Shooting

No.	Question	Version	By	On
Q-1	I have added an new user ID (CK Ng) in User ID Maintenance, when click on Exit, an error message prompted: Syntax error.	9.0 (11/03/04) or after	NCK	02/06
Q-2	How to enable Setting button in Select Company screen?	8.2 or after	NCK	02/06
Q-3	Having logged in as Pin 1, when I try to Print Ledgers, message prompted: Access Not Allowed.	All	NCK	02/06
Q-4	The checkbox of Include Zero Balance is disabled in <i>General</i> → <i>Enter Opening Balances</i> , how should I enable it?	All	NCK	02/06
Q-5	I tried to remove Batch No. 1 in <i>Dealers Setup</i> , message prompted: Batch Number 1 not allowed to remove?	All	NCK	03/06
Q-6	I logged in using User ID: Pin_4, when I tried to add transaction into Batch 2, message prompted: This batch is reserved for pin 0?	All	NCK	04/06
Q-7	Having unlocked Batch 3 in <i>Boss Menu</i> , I was still prompted with message: This transaction has been locked?	8.2 or after	NCK	04/06
Q-8	When run year end processing, message prompted: Numeric Overflow. Data was lost.	9.0 or after	Shir Lee	04/06
Q-9	When double click on shortcut icon on desktop, message appeared: Gldata found in c:\ubsacc90\.	All	Shir Lee	04/06
Q-10	In Select Company screen, I need to have my Company Name sorted in alphabetical order.	8.3 or after	NCK	05/06
Q-11	When logged in to program, message prompted: Table 'c:\ubsacc90\data\ GLPOST.DBF' has become corrupted. The table will need to be repaired before using.	9.0 (18/01/05) or after	NCK	05/06
Q-12	When backup/restore, message prompted: OLE exception error: Exception code c0000005. OLE object may be corrupt.	9.0 (18/01/05) or after	NCK	05/06
Q-13	When click on <i>General Ledger A/C Maintenance</i> , message prompted: Variable 'GLDATAI' is not found.	9.0 (11/03/04) or after	NCK	05/06
Q-14	Found duplicated Transaction No. in transactions batch listing?	All	NCK	05/06
Q-15	After year end processing, my last year's batches still appear?	All	OSK	05/06
Q-16	When and how to use the tool: Recover.exe ?	9.1 (02/03/06) or after	CsChan	05/06
Q-17	Retained Earnings shown in <i>Profit & Loss Account</i> does not tally with that of <i>Balance Sheet</i> ?	All	NCK	05/06
Q-18	When using Add method to add and save 1 or 2 debit entries, the Accept button was not activated. I then click on Exit to log out. After that, I found that the saved entries are disappeared?	9.0 (15/07/03) or after	NCK	05/06
Q-19	In <i>Fixed Assets</i> report, the value of Accumulated Depreciation does not appear?	9.0 (07/06/04) or after	NCK	05/06
Q-20	When preview <i>Profit & Loss Account</i> report by all project, the Stock Value displayed is incorrect?	9.0 (15/07/03) or after	NCK	05/06
Q-21	I have added a Retained Earning account with special account code PA , but the retained profits shown in Profit & Loss and Balance Sheet are incorrect?	All	SY Lee	05/06
Q-22	When preview a debtor's statement, the figure appears in wrong aging column?	All	NCK	05/06
Q-23	I can't preview Payment Voucher in <i>More Report (1)</i> ?	All	NCK	05/06
Q-24	I can't preview Receipt in <i>Debtors</i> → <i>Print Receipt</i> ?	All	NCK	05/06
Q-25	When tried to login (keyed in Password, clicked OK), message prompted: Housekeeping in progress, not allow to proceed?	9.1 (28/05/05) or after	NCK	05/06
Q-26	When adding transaction (received payment from debtor), I	All	NCK	05/06

No.	Question	Version	By	On
	keyed in bill type: P and pressed Enter, but the text fields for Payment For and Cheque No. were not displayed?			
Q-27	What should I do when prompted Amount Not Balance while accessing Trial Balance, Profit & Loss and Balance Sheet?	All	KLH	05/06
Q-28	What to do when bills appeared in ledger but not shown in Open Item Knock-Off Bills?	9.0 or after	KLH	05/06
Q-29	When restoring data, error message prompted: Variable Entry No. is not found.	8.3s (14/02/03) or after	Winnie	06/06
Q-30	I have renamed the program folder of version 9.0, uninstalled the UBS Accounting System (Add/Remove Program), and installed the version 9.1. When I tried to run the old version (version 9.0) it prompted: Cannot locate Microsoft Visual FoxPro Library.	9.1 (02/03/06) or after	Winnie	06/06
Q-31	I can't log on to the system, message prompted: Memory file is invalid, error 55.	9.1 (02/03/06) or after	Winnie	06/06
Q-32	How to remove (in Statements) the sentence: The Sum of Ringgit Malaysia but amount remains?	9.1 (02/03/06) or after	Winnie	06/06
Q-33	When printing report, I got this message: Details band is too large to fit on the page/Set your printer to custom mode (1298). I am using Windows XP (Home edition) operating system, paper size is 8.5 x 5.5 in. and printer model: Panasonic KX-P1624.	9.1 (22/02/06) or after	Winnie	06/06
Q-34	Why are the outstanding bills (yet to reconcile) not shown in Bank Reconciliation Statement after year-end processing?	All	KLH	06/06
Q-35	I can't proceed on Year End Processing? My accounting year closing period is 12 and I have transaction entries up to period 11 only (there is no transaction occurred in period 12).	All	KLH	06/06
Q-36	Why does the disposed asset show a value of -1 in Gain column? (Reports→Fixed Assets, Gain/Loss on Disposal of Assets).	All	SYLee	06/06
Q-37	How to change the period of a batch of transactions?	All	KLH	07/06
Q-38	When try to view ledger, I was prompted with: error code:1429; message: OLE IDispatch exception code from Microsoft Office Excel?	8.3s (23 April 2003)	SKOung	07/06
Q-39	After posting transactions from UBS Stock Control, in checking the listing of transactions by batch, I found that the period of imported transaction does not match with those created in Accounting system.	All	NCK	07/06
Q-40	Project-Job opening balances were keyed in <i>General</i> menu, but are not appeared in <i>Profit & Loss Account</i> by project-job ??	All	NCK	07/06
Q-41	When I click on → Excel and Send in <i>Periodic</i> → <i>View Audit Trail</i> → <i>Transactions Modified</i> , an error message prompted: Code 1426, OLE error code 0x800a03ec: Unknown COM status code ???	9.1 (02/03/06)	CSChan	07/06
Q-42	The value of Manufacturing Account in <i>Profit & Loss Account</i> is incorrect?	All	NCK	08/06
Q-43	After upgraded from version 8.3s to 9.1, the report in <i>More Report(1)</i> → <i>Print P & L for 12 months</i> shows zero figures??	9.1 (02/03/06) or after	NCK	08/06
Q-44	Error message prompted when go to <i>More Report (1)</i> → <i>View Graph</i> : Code 1436, Only insertable objects are allowed in General fields.	9.0 (15/07/03) or after	NCK	08/06
Q-45	When adding/editing entries in <i>Transactions File Maintenance</i> , Sub-Job is not displayed? (With Job Code has been activated)	9.0 (15/07/03) or after	NCK	08/06
Q-46	I have activated ' <i>with bill agent</i> ' in <i>General Setting</i> , but the	9.1 (02/03/06) or	NCK	09/06

No.	Question	Version	By	On
	Agent field was not displayed in <i>Transactions File Maintenance</i> ?	after		
Q-47	When go to View Ledger, message prompted: Either Files Corrupted (Run Recover) or New Record Was Just Added.	All	CCY	10/06
Q-48	Message prompted when tried to Print Report: There is not enough memory to complete the transaction	All	CCY	10/06
Q-49	How to show printed date and time in the report?	All	CCY	10/06
Q-50	The chart of account is missing , though transactions still can be viewed at Reports→View Ledger ??	All	CCY	10/06
Q-51	When go to <i>Transaction</i> → <i>Transaction File Maintenance</i> , message prompted: File in use ?	All	CCY	10/06
Q-52	When installing UBS Accounting , message prompted: Setup has encounter error in registry database	All	CCY	10/06
Q-53	I can only access to Housekeeping menu , no matter which pin number is used to login?	All	CCY	10/06
Q-54	Debtors & Creditors data is shown in GL Account maintenance.	All	CCY	10/06
Q-55	After clicked on OK button to view <i>Balance Sheet</i> report for <i>This Year – Last Year</i> , a blank screen was prompted?	8.1 or after	NCK	10/06
Q-56	<i>Profit & Loss Account</i> displays duplicated sales account after Gross Profit/(Loss)?	All	NCK	10/06
Q-57	Message: Record is out of range (1) prompted when try to view <i>Consolidated Account</i> ?	8.1 or after	NCK	10/06
Q-58	What to do if a user forgot his password and the Super Password was disabled in dealer Setup?	All	KLH	10/06
Q-59	When keyed in correct date in <i>Transaction File Maintenance</i> , message prompted: Date may be incorrect ?	All	KLH	10/06
Q-60	How to unmark all transactions in <i>Bank Reconciliation Statement</i> ?	All	KLH	10/06
Q-61	Error message: Memory File is Invalid is prompted when double-click on the icon to start UBS.	9.0 (18/01/05) or after	VWS	11/06
Q-62	I am using a licensed edition, but after keyed in the date in <i>Transactions File Maintenance</i> , message prompted: This is for evaluation only! (Code = 1)	All	SY Lee	11/06
Q-63	Why are the balances of expenses accounts still appear in <i>Enter Project-Job Opening Balance</i> after year end processing?	All	NCK	12/06
Q-64	Retained Profit/(Loss) B/F and C/F (Retained Earnings) appear in <i>Balance Sheet</i> but not in <i>Profit & Loss Account</i> ?	8.1 or after	NCK	12/06
Q-65	When preview <i>Profit & Loss Account</i> (print with %), zero percentage displayed?	All	NCK	12/06
Q-66	Why are post dated cheques not appeared when preview statement?	All	NCK	12/06
Q-67	Error message prompted when login to the system (after keying in password and click <i>OK</i>): Failed: Code13- GL_Batch is not found.	All	Janice	11/06
Q-68	Why I can't print cheque upon saving a transaction?	All	Janice	11/06
Q-69	After PC upgraded from Windows 98 to Windows XP, the system keeps showing a message: Educational Purpose in login page although the correct smartlock has been plugged onto the PC?	8.1a, 9.0 and after	Janice	11/06
Q-70	Why Bill Type and Bill Age are not displayed when adding or viewing debtors and creditors transaction?	All	NCK	12/06
Q-71	When run year end processing, an error message prompted: Code 39, Numeric overflow. Data was lost. I have tried Set	9.0 (18/01/05) or after	NCK	12/06

No.	Question	Version	By	On
	<i>Infinity Number To 0 under Housekeeping?</i>			
Q-72	The gain/Loss bills in <i>Open Item Menu Debtors/Creditors</i> → <i>Gain/Loss in Exchange Rate</i> is not shown after I have deleted the adjustment transaction in batch?	8.3s (10/10/02) or after	NCK	12/06
Q-73	Having imported gain/loss bills from <i>Open Item Menu Debtors/Creditors</i> → <i>Gain/Loss in Exchange Rate</i> to a batch, why is the gain/loss bill still displayed ?	8.3s (10/10/02) or after	NCK	12/06
Q-74	In <i>Transactions File Maintenance</i> , the Edit button is barred?	8.1 or after	NCK	12/06
Q-75	When I tried to remove a batch in <i>Dealers setup</i> , message prompted: Batch Number () not allowed to remove. (I had reversed all related bills that were knocked off earlier.)	9.0 (22/04/05) or after	TLY	12/06
Q-76	When posting (export/import) transaction, an error message prompted: Not enough room in batch?	All	TLY	12/06
Q-77	When click on <i>Transactions File Maintenance</i> , an error message prompted: Code 43: There is not enough memory to complete this operation.	All	TLY	12/06