ADDITIONAL CARS FAQS (Frequently Asked Questions)
(See also FAQS section in Online Help Manual)

'Not my data'

If you're a single user (i.e. Only 1 computer using CARS) then:
- Enter a password of 3 or demo
- Go to 'File Menu' and select 'File Open'
- Navigate to CARS folder and select your company data file
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  For Multi-user:
- Enter a password of 3 or demo
- If this is for a new installation (installing CARS on a new computer) you must setup a mapped network drive – See help – networking in CARS user manual
- Go to 'File Menu' and select 'File Open'
- Navigate to mapped network drive for CARS and select your company data file

' File>File open is greyed out'
- This can mean that you have an invalid serial # - especially if you are are opening the Test Data File and have entered a password of '3' or 'DEMO'.
- Go to System Preferences>Control menu>Licensee Information.This will give you the key # for this installation.
- Enter this key # into the serial generator together with the number of users to create the serial #

'After opening your data file gets stuck on "Building Category List" '

- This means you have opened the data file via the network drive instead of the mapped network drive (see above)
- Exit CARS using Task Manager (Ctrl+Alt+Delete keys)
- Using Windows Explorer locate your local CARS folder on the 'C' drive. In there you will see a file called 'carsprefs'. Right click on it and delete.
- Restart CARS – you will have to re-enter your licensee info – select your data file as in above section

'Changing an invoice after printing'

- If the invoice was printed today, just change invoice
- Otherwise, go to 'Invoice Menu' and select 'Change Invoice Date'
- Select 'Today'
- Select 'No' to 'Change Work Order Date' pop-up
- Make changes to invoice as required
- Change invoice date back to original

' Merging'

- Customers – From 'Customer Menu' (within Customer window)
- Vehicles – From 'Vehicle Menu' (within Vehicle window)
- Accounting Categories – From 'System Preferences' window > Accounting Tab

'Customer/Supplier Balance Incorrect'

- Use 'Serial Calculator' to determine todays password
- Enter this password (use 'Ctrl +Y' to go to the password screen)
- Enter your password
- Open the appropriate Customer/Supplier window
- From the 'Development Menu' select 'Modify Files>Data>Modify Customer'
- A window will open with the selected customer/supplier showing
- To edit the balance, double click on 'Edit'
- You can now edit the 'Balance'
- Click on 'OK' or press 'Enter/Return' on the keyboard to Save your changes

'Bank deposits not all deposited (some items disappear)'

- To recover 'lost' deposits – use 'Serial Calculator' to determine todays password
- Enter this password (use 'Ctrl +Y' to go to the password screen)
- Enter your password
- If there are any payments showing in the 'Already deposited' box, undeposit them in the normal way
- From the 'Development Menu' select 'Modify Files>Data>Modify Customer Payments'
- Double click on 'Find', enter date of missing payments, press 'OK' or hit Enter/Return on the keyboard
- For each payment (Type = 'D') – if this is a missing payment, double click on 'Edit' and change 'D' to 'P'. Press 'OK' or hit Enter/Return on the keyboard
- Keep pressing 'Next' until date changes or you have corrected all missing payments