

# Debunking the Myths of the Original Dealer

Recent claims with the original dealer of the ACS Master System have caused us to present this growing list of debunked myths and untruths. Check back often as we continue to update this list.

**Myth**  
**BUSTED**

**Debunked Myth #1: The original dealer is the only company providing support for the ACS Master System v9.0 and below.**

This is a blatant scare tactic to get current system owners of the Master System to convert to an expensive software product. This myth and untruth is officially debunked! Our company started immediately following the acquisition of the original dealer in 2013. We have been quietly supporting the ACS Master System v9.0 and below, but recent claims by the original dealer have prompted us to get a little louder and bust this myth. Check out our [webpage](#) for more information.

**Myth**  
**BUSTED**

**Debunked Myth #2: Some versions of the ACS Master System are outdated or obsolete.**

The original dealer recently labeled older versions of the Master System as outdated or obsolete. This myth is officially debunked! Your system is not outdated or obsolete to our team. If another company can provide support, our own updates, and customer modifications, how can your system be labeled as outdated or obsolete? See our article on [obsolete software](#).

**Myth**  
**BUSTED**

**Debunked Myth #3: Integrating older or current versions of the ACS Master System with Microsoft products will get more expensive as time goes on.**

The original dealer recently claimed it will get "...very expensive..." to integrate current or older versions of the ACS Master System with Microsoft products, such as MasterForms (a process of printing forms in MS-Word) or Excel reporting. This myth is officially debunked! While there is an expensive route with the original dealer, the term expensive is relative to whomever is providing support for your system. Our team includes the original programmer for the MasterForms product and recently released a new forms product in Excel, called [ExForms](#). These products are written with a macro within Word or Excel, which is in the VBA (Visual Basic Application) language. Our team has extensive experience writing in VBA and creating VBA applications to run independent of the Master System for special apps! We have clients running Windows XP through Windows 365, including older versions of Office up through Office 365, and our applications all work within their same network. Want your forms or system reports exported to Excel? Call us! We provide solutions which aren't "very expensive". Working on an older version of the Master System? No problem! We can integrate [Exforms](#) and Excel reporting on Master System versions 9.0 and below (running on a Windows server or with network communications to a Windows server). Solutions do not have to be expensive!

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## **Debunked Myth #4: You can save a huge amount of money if you convert your system before the end of the year!**

A recent mailing by the original dealer of the ACS Master System proclaimed a huge savings if you convert to their flagship system before the end of the year. Their claim included a 30% price break on their already overpriced system; ever wonder why they just don't price their system more reasonably instead of playing the "mark it up to mark it down" game?

We're busting this myth with knowledge of their past practice to decrease the product price while increasing training, custom modifications, and conversion pricing. Sure, knock 30% off the system price, but add it back to all the other services required for a complete integration! The last quote a client shared with us offered a \$60k "teaser" price for the system, but the entire conversion price exceeded \$150k with all the extras!

We encourage you to read the fine print, folks! Bust the myth hidden in the price.

**Myth**  
**BUSTED**

## **Debunked Myth #5: It takes an hour to update your Basis License Manager.**

A shared client was recently quoted and billed one hour of service to update their Basis License Manager. This myth is busted!

We timed a same download and update for another client. Five minutes to access their server, five minutes on the download, and five minutes to configure and restart the license services. Our invoice shows a 15 minute task; that's it, no inflating the time or charges.

Are you being over-charged for Basis SAM Plans, license manager updates, or other services? You have options. Contact us for a free quote and switch your Basis License to a company without inflated invoices.

**Myth**  
**BUSTED**

## **Debunked Myth #6: The original dealer invoicing Retail Price for Basis SAM Plans and Basis Licenses**

A client shared the original dealer's invoices for Basis SAM Plan renewals for past years compared to this year, noting a significant drop. When calculating the actual retail price of the Basis SAM Plan, we noted even the recent drop was still inflated/marked up. This myth is busted!

Basis International recommends resellers sell their Basis License and Basis SAM Plans at the retail price set by Basis, one which Admin Resource and Services follows. Unfortunately, not all resellers follow those recommendations.

Tired of paying a marked-up price for your Basis Licenses or Basis SAM Plan? You have options. Contact us for a free quote and switch your Basis License or Basis SAM Plan to a company without the over-priced retail mark-up.

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## **Debunked Myth #7: We're sorry, that is a Win 10 issue and has nothing to do with the Master System.**

A new client reported some problems with Win 10 workstations interacting with the Master System. Some of the troubles were job folders being created at job entry, accessing the job folders, and print preview not working. Still another new client reported troubles with accessing their archive folders and attachments. The original dealer's response was those were Win 10 issues and had nothing to do with the Master System. This myth is busted!

A quick review and discussion with Basis, we learned the original dealer installed the VPRO5 programs with the wrong permissions. We reinstalled VPRO5 and this corrected the print preview problem. This is the advantage of having a qualified, service oriented Basis Reseller supporting your system!

Our team was able to correct the other problems with slight program changes. All of these issues were resolved by changing system installation or program files. All of these problems were directly related to the Master System. All of these problems were resolved by our tenacious team at ARS!

We find solutions!

**Myth**  
**BUSTED**

## **Debunked Myth #8: There is no way of doing that in your version of the Master System.**

A new client printed an Open Order Detail report with over 1,000 pages of mostly aged and expired sales quotes. They wanted all sales quotes over 12 months old purged from their system. When asking the original dealer about options, they were told there was no way to purge the quotes from their system (version 6.05) and the only way to completely this was to manually open and delete each quote individually. This myth is busted!

There is always a way! In less than two hours, our team wrote a utility program to clean up our new client's quote and order list. The cost of our two hours saved them... well, we're not quite sure how long it would have taken to manually delete all the quotes required... a few weeks? A few months?

Our team understands the end-user experience because we have industry experience. Suggesting a client manually open and delete more than a few dozen files would never be considered a solution (more like torture!).

When we bust the original dealer's myths, we save you time and headaches! Do you have a torturous myth told to you by the original dealer that you would like busted?