

Frequently Asked Questions

General Software Questions for all Big E-Z Spreadsheets

Q: Do you offer email and phone support for the BIG E-Z Software?

A: Yes. We offer free email support at support@bigez.com and phone support at 734-462-2727.

Q: What versions of Microsoft Excel will the BIG E-Z Software work on?

A: BIG E-Z works on Excel 2003 and newer.

Q: What is the most recent version of Big E-Z Software?

A: Our version 3.1.

Q: The tabs are missing on the bottom of the worksheet; how can I view them?

A: The spreadsheet most likely opened in Read-Only view due to the Excel macro security level set on High.

To CHANGE YOUR EXCEL MACRO SECURITY LEVEL:

In Excel 2003 go to Tools, Macro, Macro Security and change to MEDIUM.

In Excel 2007 click on the MS Office Button (icon), Excel Options, #
Trust Center, Trust Center settings, Macro settings #
choose one of the following: #
* Disable all macros with notification #
* Disable all macros except digitally signed macros #
* Enable all macros (We do not recommend this #
option for it could allow potentially dangerous #
code to run within Excel)

Q: Which Operating Systems does the BIG E-Z Software work on?

A: BIG E-Z works on Windows XP and VISTA.

Q: Why did I get an Excel Run-Time error?

A: There are a few causes....one may be that you have opened the same file more than once. If you get this error again do the following....close out of all the Big E-Z spreadsheets (saving your work if needed) and reopen. This should clear the error.

Q: Does the software work with Microsoft Works?

A: No, Microsoft Works is not the same as an Excel program.

Q: I installed the program but how do I run it?

A: Go to Start, Programs, Big E-Z to run the program. You will get a security warning asking if you want to Disable or Enable macros. You must choose ENABLE to run the Big E-Z software. Then you will be prompted to enter a License Key (or Serial Number if downloaded) Code.

Q: I am having trouble opening the Big E-Z program. I have both Excel and Works installed on my computer.

A: The Big E-Z Software may be trying to load from your Works program. You will need to set Excel (not Works) as your default program for your XLS files.

Q: How can I back up my files?

A: Right click on Start, Explore, right click on the Big E-Z files, Send to the location of your choice. The small flash drives work great and since the Big E-Z files are generally small files you can fit many years on one flash drive.

Q: Does the Big E-Z Software print checks and invoices?

A: No, not at this time.

Q: What are comments boxes?

A: Comment boxes are located throughout the software to provide helpful getting started instructions for new users. You may hide them by right clicking in the cell and click Hide comment.

Big E-Z Monthly Bookkeeping Questions

Q: Can I make changes to the software?

A: You may only change category titles on the Checks and Deposits tabs. Other than that, this program is locked due of its many built in formulas.

Q: To use Big E-Z Monthly Bookkeeping is there a monthly fee?

A: No. It is a one year license fee of \$34.95.

Q: Can I use Big E-Z Monthly Bookkeeping for more than one company?

A: Yes. Since this is an Excel template you may open and save it many times as you wish and using various company names.

Q: How can I use the Check Listing worksheet for payroll purposes?

A: Use some of the blank columns to set up categories for Gross Pay, Payroll taxes, and Other Deductions.

Q: Can I input an entire year's worth of checks in one Check Listing worksheet?

A: Only if you write an average of 5 checks (or 12 with the Bigger Big E-Z Bookkeeping) per month. Otherwise, you will want to open a new worksheet for each month.

Q: Is the Big E-Z Monthly Bookkeeping based on the cash or accrual method of accounting?

A: The Cash Method

Q: Can I email this information to my accountant?

A: Yes, if your accountant also uses BIG E-Z software.

Q: How often should I enter data into the software?

A: We recommend entering data on a daily basis or whenever transactions occur.

Q: Can I place the template in a different location other than the one you advise?

A: You may, but we neither recommend it nor support it.

Q: Where should I store the BIG E-Z Monthly Bookkeeping worksheets?

A: This is your choice. One suggestion would be to name a folder My Bookkeeping, then create folders for each year inside it, then save the monthly worksheets within their respective year.

Q: Can I write checks from the BIG E-Z Bookkeeping Software?

A: No. The software is used to enter data after you write manual or one-write checks.

Q: How can I limit the number of pages that print?

A: Click on Print Report, Print, under Page Range put the number of the first page you want printed in the From box and the last page you want printed in the To box.

Q: My checkbook balance doesn't compute; why is this happening?

A: You must have a name or description entered in column "B" for the Check Listing tab to compute your checkbook balance.

Q: The tabs are missing on the bottom of the worksheet; how can I view them?

A: The spreadsheet most likely opened in Read-Only view due to the Excel macro security level setting on High.

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Q: Can I add more Rows and Columns to the Worksheets?

A: No, the worksheet is locked.

Q: How can I add another file for another month?

A: Go to File, Save As and save it with a new month's name.

Q: How can I see totals for an entire year?

A: Click on the Show Help button on the Profit&Loss tab for detailed instructions on how to link your monthly totals to a summary workbook.

Big E-Z Payroll

Q: Can I make changes to the Big E-Z Payroll software?

A: The Big E-Z Payroll program is not locked so you may add as many rows as are needed. PLEASE NOTE: The flexibility of Microsoft Excel allows the experienced user to create formulas that add further automation and functionality. Big E-Z Bookkeeping does not provide customer support in regards to adding, deleting, or changing formulas, or returning the program to original form as a result of added formulas or program modifications.

Q: How do I change the column width?

A: Click on Format, Column, Width on the Excel toolbar and increase the number.

Q: How do I copy down the formulas?

A: To add more rows highlight the additional rows needed and use the Edit, Fill, Down commands.

Q: How do I sort my payroll information by date?

A: View instructions starting on page 9 of the Big E-Z Payroll Manual found at this site <http://www.bigez.com/bigezpr.pdf>

Big E-Z Receivables & Payables

Q: How do I change the column width?

A: Click on Format, Column, Width on the Excel toolbar and increase the number.

Q: How do I copy down the formulas?

A: To add more rows highlight the additional rows needed and use the Edit, Fill, Down commands.

Q: How I can identify my records as Accounts Receivable on my reports?

A: Click on the settings tab and change the CompanyName to My Company-Receivables

Q: Can I make changes to the Big E-Z Receivables & Payables software?

A: The Big E-Z Receivables & Payables program is not locked so you may add as many rows as are needed. PLEASE NOTE: The flexibility of Microsoft Excel allows the experienced user to create formulas that add further automation and functionality. Big E-Z Bookkeeping does not provide customer support in regards to adding, deleting, or changing formulas, or returning the program to original form as a result of added formulas or program modifications.

Bigger Big E-Z Bookkeeping

Q: What is the difference between Big E-Z Monthly Bookkeeping and Bigger Big E-Z Bookkeeping?

A: Bigger Big E-Z allows you to record up to 150 checks, 150 deposits, 150 cash & charge card transactions each month whereas Big E-Z Monthly Bookkeeping tracks 65 checks, deposits and cash & charge card transaction. The columns are wider (to accommodate larger numbers) too.