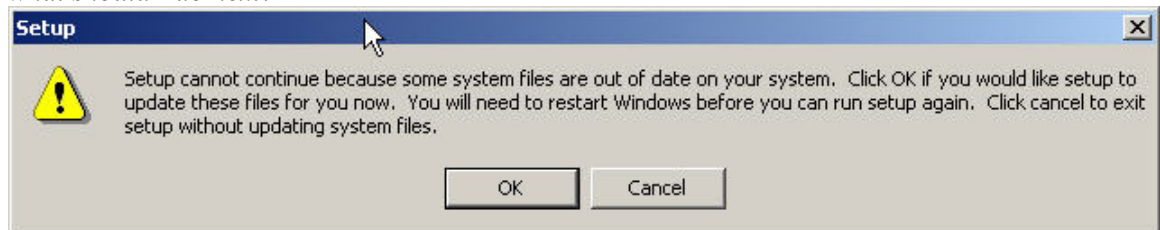


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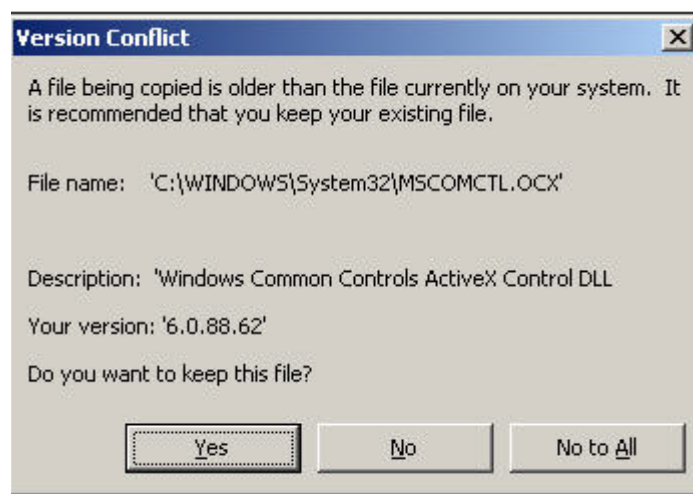
## Electronic Invoice Program(EIPARSE2K) FAQ's

Q *I received the following setup error when attempting to install the EIPARSE program, what should I do next?*



A First, click on the **Cancel** button to stop the installation and contact your network administrator to make certain that you have the proper rights to do installations on your PC. Second, after confirming that you do have these administrator rights, you should click on this [Windows Update Link](#) and follow the instructions on this Microsoft Web page to scan for and install all critical Windows updates, as well as other suggested updates, for your specific Windows operating system. After the updates are chosen and installed, you will be directed to **Restart** your PC to complete the process. At this point, you must go through the installation process again to install the program on your PC. Again, locate the **EIPARSE2K3** icon on this **web page** and double click on the **EIPARSE2K3 icon** to start the installation.

Q *What do I do if I receive the following Version Conflict message during installation?*





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A A *Version Conflict* message may appear if some of the files that the application is installing are older than the existing files on your PC. If this message appears, click on the *Yes* button.

Q *What operating system must I have to install the parse program?*

A You must have a PC running a Windows 95 operating system or higher.

Q *Why can't I select the Excel output tab when parsing my invoice?*

A It is necessary to have a version of Microsoft Excel 97 or later installed in order to extract the file into an Excel document.

Q *Why didn't my invoice headers appear?*

A During the open Parse window, you must select the check box that requests headers. This will allow the headers to appear in your output file.

Q *Why do I receive a message in Excel that not all data can be displayed?*

A If your invoice file contains more than the maximum number of lines(65,536) that Excel can display, you will receive this message.

Q *I want to keep my previous month's invoice files, but when I parse my most recent invoice, it indicates that these files will be overwritten. What do I do?*

A In order to save previous invoice files, you can create a separate folder on your C drive with a different folder name(Example: Old Invoices) and move the files you would like to keep to that folder.

Q *I can't find where the invoice file I just parsed is located.*

A The Invoice files will default to the following output location on your C drive;  
C:\Invoice

Q *I'm receiving an error indicating I require Administrator Privileges on my PC in order to install the Parse software. What should I do?*

A Please contact your system administrator to either provide you with the proper permissions to install the program or to have them download the program for you.

Q *I've selected the Parse button, but I receive a window requesting my password. How do I get my password?*

A Passwords are normally selected at the time of electronic invoice setup by the account administrator. If a unique password was not selected, the default password is MCCA(case sensitive). If you have forgotten your password, please contact your USA Mobility representative.



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- Q *When I parse my invoice, I receive a file/worksheet named Errors, but it is blank. Is this normal?*
- A Yes, this file/worksheet will only be populated if an error occurred within the data extraction.
- Q *The parse program is not on my diskette/CD. What do I do?*
- A Click the link to download the program <http://invoice.arch.com/EIPARSE2K3.zip>
- Q *Which version of Microsoft Excel or Microsoft Access must I have to extract the data into a Microsoft spreadsheet or database?*
- A In order to extract the invoice files into a Microsoft spreadsheet or Microsoft database, the 97 version of Microsoft Excel or Access is required.