



Support Document

Frequently Asked Questions

palladium
ACCOUNTING

Frequently Asked Questions



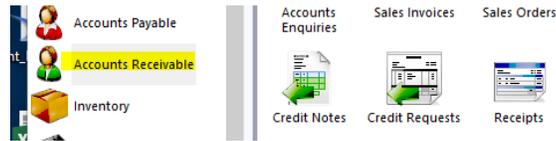
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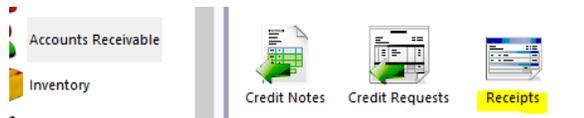
Frequently Asked Questions

Q1 How do I reverse a receipt in error?

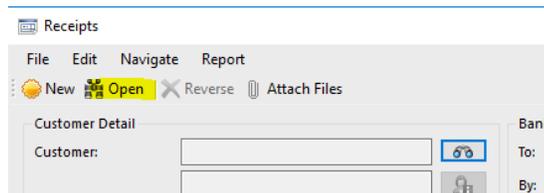
1. Click Accounts Receivable.



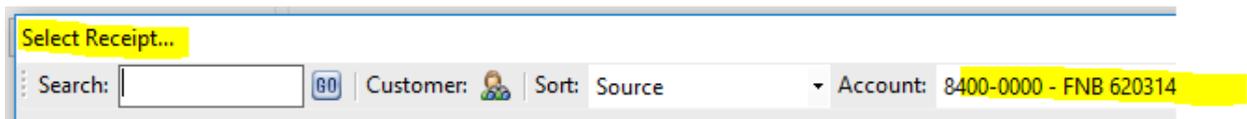
2. Click Receipts.



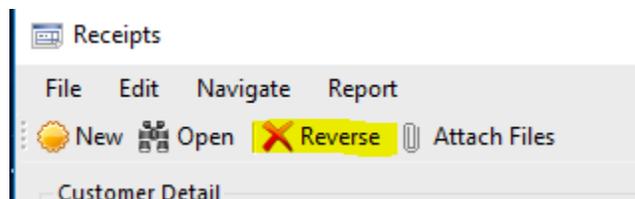
3. Click Open.



4. Select the receipt that you want to reverse.



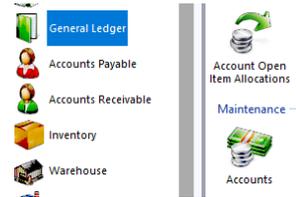
5. Select Reverse.



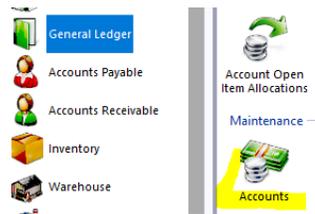
Frequently Asked Questions

Q2 How do I create a Customer GL or Inventory Account?

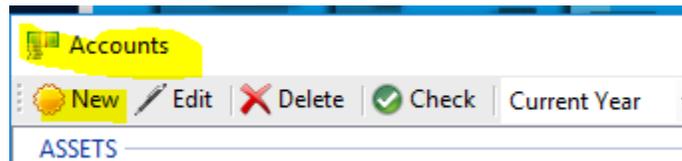
1. Select General Ledger, from the menu on the left



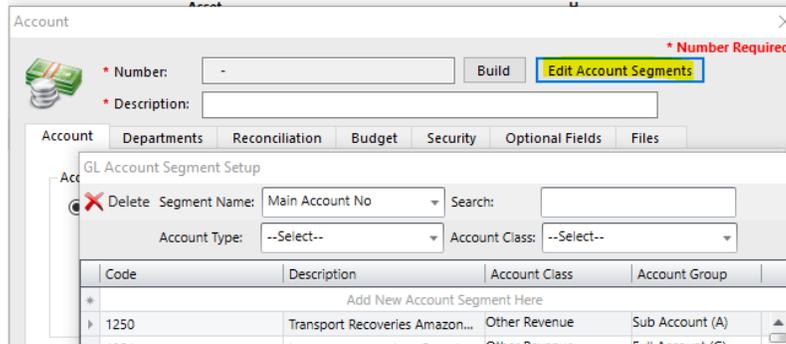
2. Click Accounts.



3. Select New.



4. To view the codes legend for the relevant accounts click Edit Account Segments.,



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- Input the Account Code \ Description \ Account Class\ Account Group, click Create Account.

GL Account Segment Setup

Delete Segment Name: Main Account No Search:
 Account Type: --Select-- Account Class: --Select--

Code	Description	Account Class	Account Group
Add New Account Segment Here			
1250	Transport Recoveries Amazon...	Other Revenue	Sub Account (A)

- Select Generate.

Mass build New Ledger Accounts per Segment

Segment Name: Main Account No

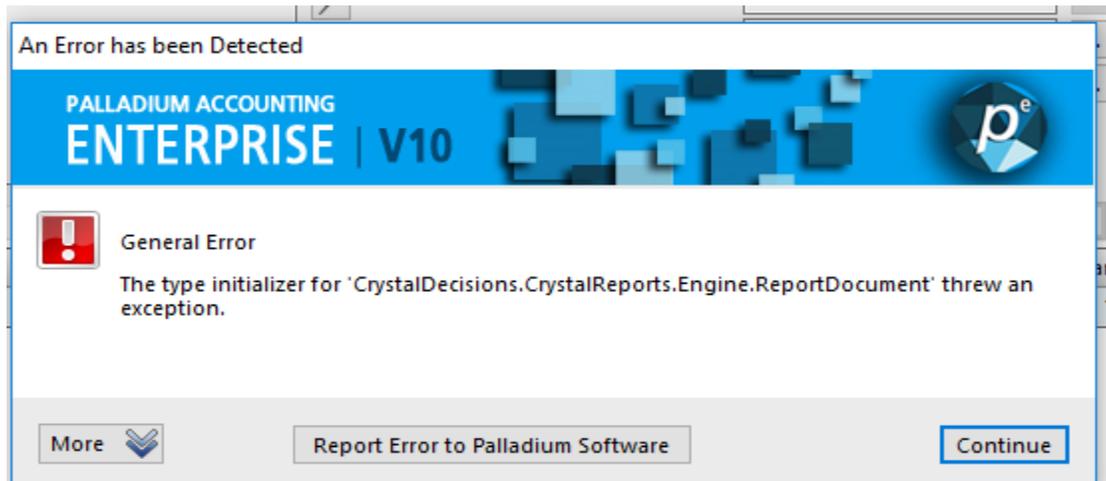
Segment Codes: 1250

Account Number	Description
<input checked="" type="checkbox"/> 1250-0100	Transport Recoveries Amazon...
<input type="checkbox"/> 1250-0000	Transport Recoveries Amazon...
<input type="checkbox"/> 1250-1000	Transport Recoveries Amazon...
<input type="checkbox"/> 1250-1010	Transport Recoveries Amazon...
<input type="checkbox"/> 1250-1020	Transport Recoveries Amazon...
<input type="checkbox"/> 1250-1030	Transport Recoveries Amazon...
<input type="checkbox"/> 1250-1040	Transport Recoveries Amazon...
<input type="checkbox"/> 1250-3000	Transport Recoveries Amazon...
<input type="checkbox"/> 1250-3010	Transport Recoveries Amazon...
<input type="checkbox"/> 1250-3020	Transport Recoveries Amazon...

- Build a sub account to the main account and save the account accordingly or alternatively click onto the following hyperlink, [SUP105 - Segmented General ledger version1.pdf](#).

Frequently Asked Questions

Q3 Crystal Reports error when printing an Invoice/ Sales Order/ Purchase Invoice etc?



This error usually occurs when an incorrect version of Crystal Reports has been installed or alternatively the relevant forms on the Local / global setup have not been set respectively. In order to resolve this, you will first need to check that your Crystal Reports version corresponds with your operating system version. Secondly you will need to check that your forms have been set by going to Forms Setup in the Control Panel.

(Please note if the database is hosted on our server you will have to view your computers local cache form setup, however if you host your own database you will view the global cache settings or both if necessary).

Q4 How do I install Palladium on a standalone machine only?

To download the Palladium Installation Guide, click:
<http://www.palladium.co.za/?ddownload=5620>

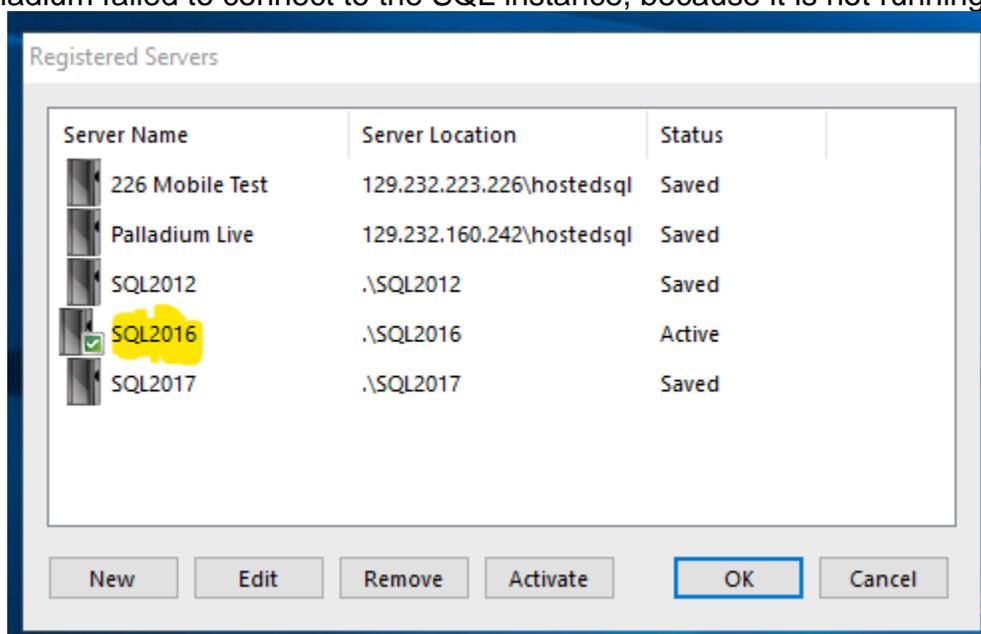
Frequently Asked Questions

Q5 I just ran a software update, now I can't open my Palladium, what is the issue?

This is an issue caused by the SQL instance not automatically starting after a Windows update has taken place on the system. In these cases, SQL will need to be restarted manually.

If your SQL is experiencing this problem you will encounter the following:

1. Palladium will not open, instead the server connection screen will appear. This indicates that Palladium failed to connect to the SQL instance, because it is not running.

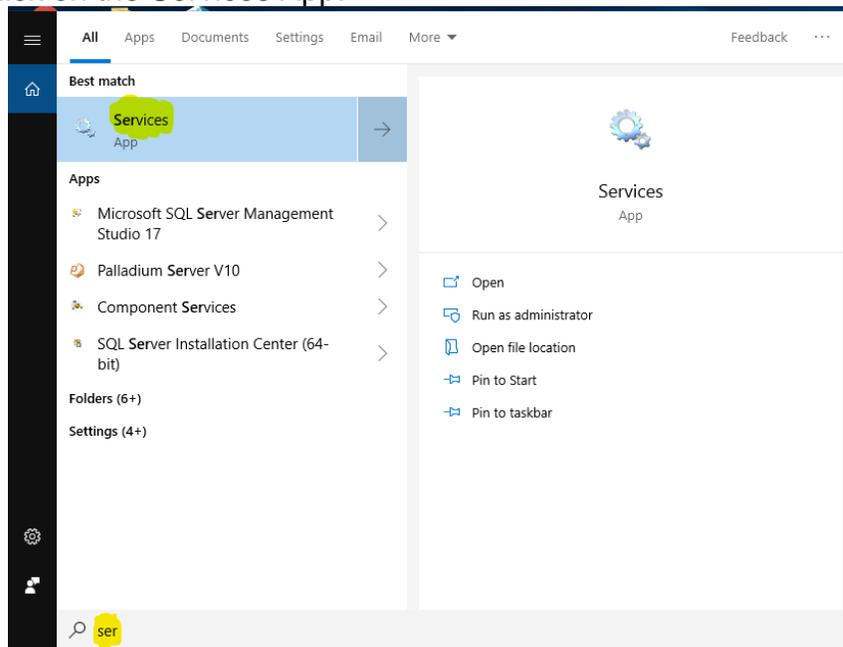


To restart SQL open Services follow these steps:

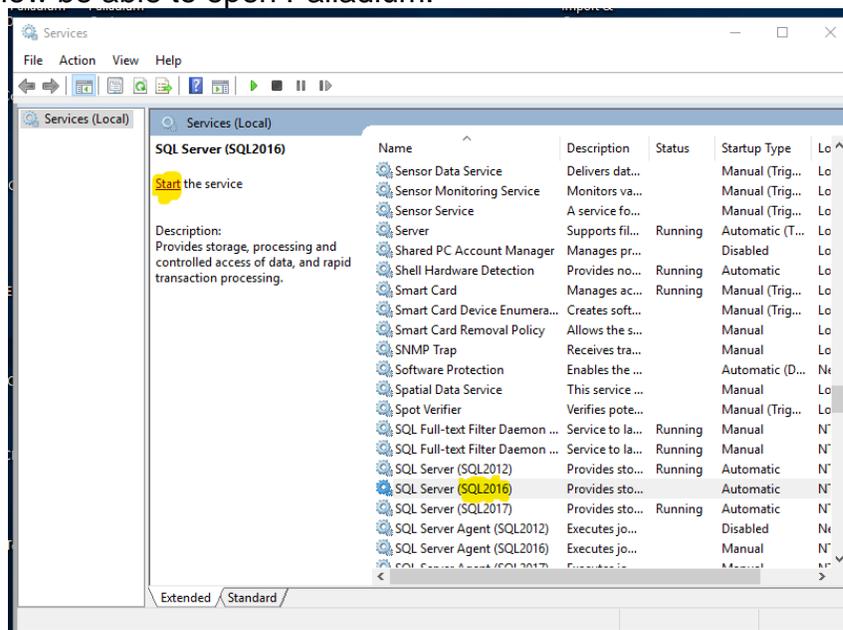
1. Go to the Task Bar and click on the search icon
2. Type in Services. The Services App will appear at the top of the screen.

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3. Double click on the Services App.



4. In the Services App find and click on the SQL service that you use to connect to Palladium.
5. Click Start.
6. You will now be able to open Palladium.



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Q6 I can't find my user when I'm trying to log into Palladium, where did it go?

This issue is caused by the system locking out a User due to incorrectly entering a password too many times.

To unblock a User follow this procedure:

1. Go to the Control Panel
2. Click the Users icon
3. Click on the Show Inactive Users icon.

The screenshot displays the Palladium Accounting Enterprise V10 interface. A 'User Manager' window is open, showing a list of users categorized into Administrators and Users. The 'Users' list includes names like Adele Nel, Andre Swanepoel, and Babette Mackintosh, along with their last login times. The background shows the main dashboard with various financial reports and a navigation menu on the left.

User Name	Name	Last Login
Administrators		
Stienie	Stienie	2019/06/10 08:55:51
Zadmin	Adam	2019/06/05 16:37:00
Users		
Adele	Adele Nel	2019/06/10 09:13:59
Andre	Andre Swanepoel	2019/06/10 13:25:30
Babette	Babette Mackintosh	2019/06/10 09:04:46
Bongi	Bongi Chonco	2019/05/30 07:51:01
Carike	Carike Pretorius	2019/04/30 12:45:34
Carol	Carol Lings	2019/06/10 06:54:52
Cathy	Cathy Kruger	2019/06/10 10:46:26
Chelsea	Chelsea Timm	2019/06/10 15:41:23
Daniel	Daniel Chaane	2019/06/10 09:44:43
Gershwin	Gershwin Conrad	2019/06/10 07:25:07
Gesina	Gesina Griffin	2019/06/10 07:37:12
Goodman	Goodman Dube	2019/06/10 12:12:22

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- Find the locked-out User and click to open the User.

User Name	Name	Last Login
Carike	Carike Pretorius	2019/04/30 12:45:34
Carol	Carol Lings	2019/06/10 06:54:52
Cathy	Cathy Kruger	2019/06/10 10:46:26
Chelsea	Chelsea Timm	2019/06/10 15:41:23
Daniel	Daniel Chaane	2019/06/10 09:44:43
Dennis	Dennis Doo	2019/03/29 09:05:26
Dewaldt	Dewaldt Wessels	2019/03/08 07:46:17
Gershwin	Gershwin Conrad	2019/06/10 07:25:07
Gesina	Gesina Griffin	2019/06/10 07:37:12
Goodman	Goodman Dube	2019/06/10 12:13:33
Indreshni	Indreshni Pather	2018/08/23
Jackie	Jackie Crewe	2019/06/10 10:26:38
John	John Hawes	2018/08/23
Jonty	Jonty Van Rensberg	2018/08/23
Kavier	Kavier Haripersad	2019/05/29 07:17:28
Leisa	Leisa Naidoo	2019/06/10 12:18:39

- To unblock, uncheck the Account Locked Out box.
- Next, reset the password by entering a temporary password in to both the Password and Again fields and press OK.

System User

User Name:

Full Name:
 Mobile:
 Email Address:
 Password: (5 char)
 Again:

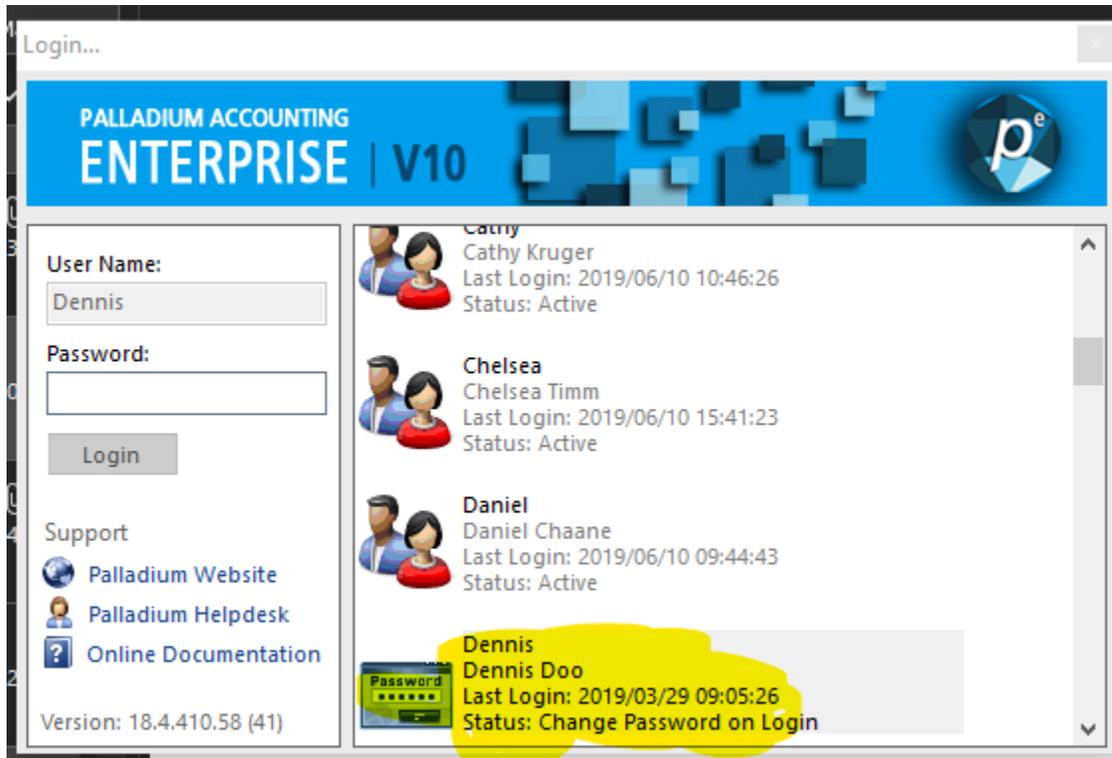
Default Location:
 Default Sales Person:

A username, full name, password(s), and at least one permission assignment are required to setup a user. To promote system security, each user will be required to change their password whenever you modify it (or first assign it). If the account is marked as locked out, the user will not be able to gain access to the system until it is unlocked by an administrator. Administrative users cannot be locked out. Administrative users cannot demote their own accounts to non-administrative levels.

Must Change Password
 Account Locked Out
 User is Administrator

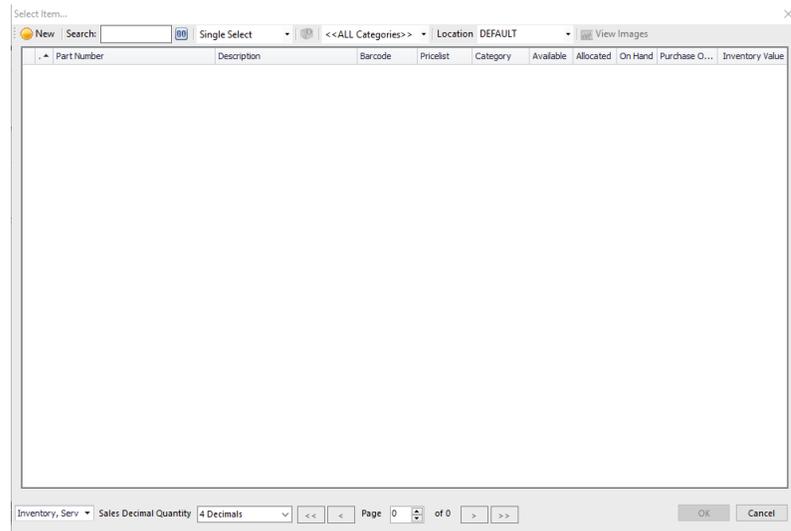
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- The User is now unblocked and will be available again in the list of users on the login screen.



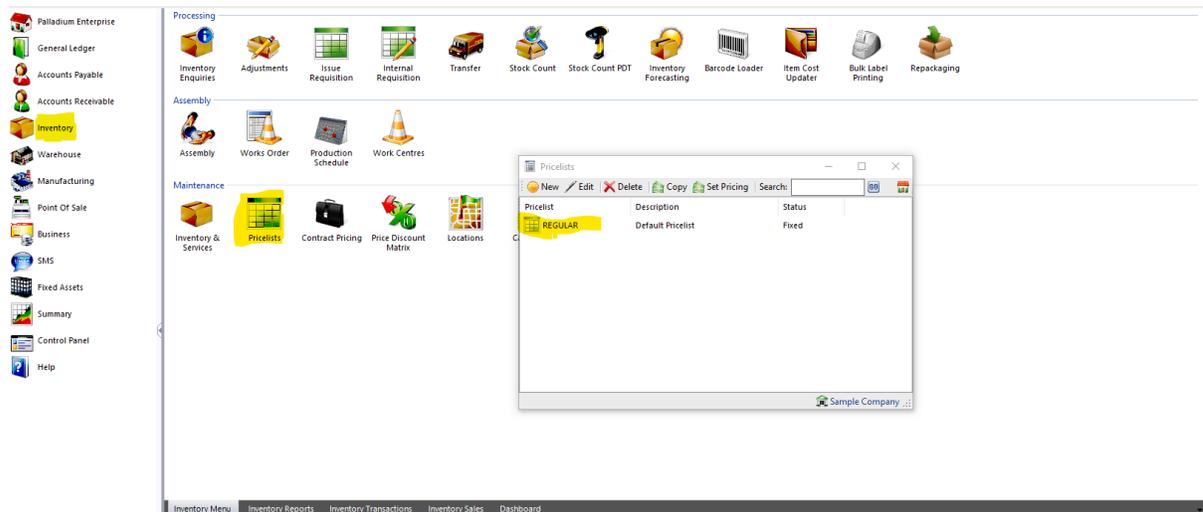
Frequently Asked Questions

Q7 Why can't I see my Inventory when doing an Invoice or looking in Account Enquiries?



The most common cause for this issue is that your Pricelist has expired. You will need to do the following to fix it:

1. Go to the Inventory module and select Pricelists.



2. Select the relevant Pricelist and click Edit.
3. Select the End Date and click Edit.

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4. Change the End Date of your Pricelist and click OK.

Pricelist

Pricelist: REGULAR
Description: Default Pricelist

Pricelist Excluding / Including Tax
 Excluding Including
 Tax Code: [dropdown]

Save Cancel

Start: Saturday , 01 March End: Thursday , 28 February

Pricing

Fixed Price Markup on Cost
 Increasing Round prices

Search: [input] Today: 14 Jun 2019

.01 .0001 Calculate
 Category: ALL

Number	Description	Last Received Cost	Price (Stock Unit)	Price (Sell Unit)	Estimate Local Cost	Estimate Import Cost
bom1	bom1	R 0.00	0.00	0.00	0.00	0.00
inv2	inv2	R 0.00	0.00	0.00	0.00	0.00
inv3	inv3	R 0.00	0.00	0.00	0.00	0.00
Invitem	Inventory Item	R 23.00	200.00	200.00	0.00	0.00
S1020	Drafting	R 122.00	175.00	175.00	0.00	0.00
S1040	Engineering Consulting	R 90.00	50.50	50.50	0.00	0.00
S1060	Estimating Consulting	R 122.00	170.00	170.00	0.00	0.00
S1080	Surveying	R 0.00	55.25	55.25	0.00	0.00
S2015	Service Call	R 0.00	165.00	165.00	0.00	0.00
S2016	Service Call - Overtime Charge	R 0.00	60.10	60.10	0.00	0.00
S3020	Change Orders - Drafting	R 0.00	160.00	160.00	0.00	0.00
S3040	Change Orders - Engineering Consult	R 0.00	65.75	65.75	0.00	0.00
S4025	Warranty Work	R 0.00	155.00	155.00	0.00	0.00
S4045	Repairs & Adjustments	R 0.00	70.70	70.70	0.00	0.00

Inactive If a Pricelist gets Saved with a Gap between Date Ranges, when the System Date falls within this Gap, then the Inventory Picker Screen won't Display any items.

OK Cancel

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Q8 I can't see all my Customers / Suppliers.

1. The most likely reason for this issue is that the Orders or Balances filter is currently selected instead of the All filter.

Please Select Customer...

New Search: All **Orders** Balances Doc Search

	Number	Name	City	Phone	Due
▶	TST002	Askew Shopping Center		852 2755-5551	R 139.08

<< < Page 1 of 1 > >>

2. To view all Customers / Suppliers click on All.

Please Select Customer...

New Search: **All** Orders Balances Doc Search

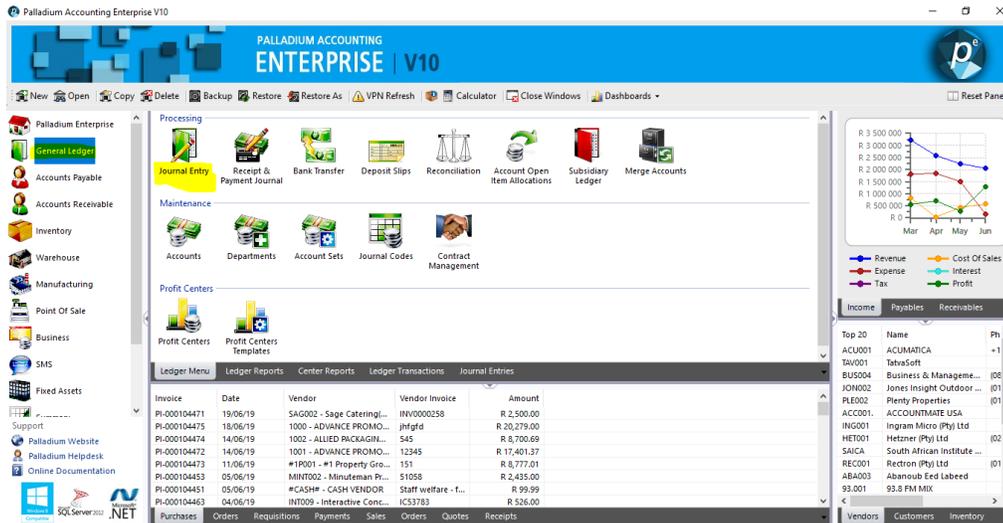
	Number	Name	City	Phone	Due
▶	TST001	Ashburton Reinforcing	Perth	61 8 9555 2188	R 1944.84
	TST002	Askew Shopping Center		852 2755-5551	R 139.08
	TST003	Bayswater Institute	Brest	33 2 98 55 55 41	R -46081.71
	TST004	Belvedere Nursing Home	London	0208 555 7140	R 0.00
	TST005	Brown, Jerome B.	Johannesburg	011 466-0152	R 1272.29
	TST006	Cavendish, Peter S.		65.555.8348	R 855.80
	TST007	Construction Concrete Corp	Canberra	61 3 7672 0284	R 273.60
	TST008	DAB Collision Ltd	Durban	27 31 555 1247	R 0.00
	TST009	Derby City Council	Derby	01332 293111	R 0.00
	TST010	Fogarty Motors	Shepparton	(03) 5483 7292	R 741.86
	TST011	Garry College	Sydney	(02) 4358 3900	R 0.00
	TST012	Gigi's Pasta & Pizza	Paris	01 48 74 55 56	R 0.00

<< < Page 1 of 3 > >>

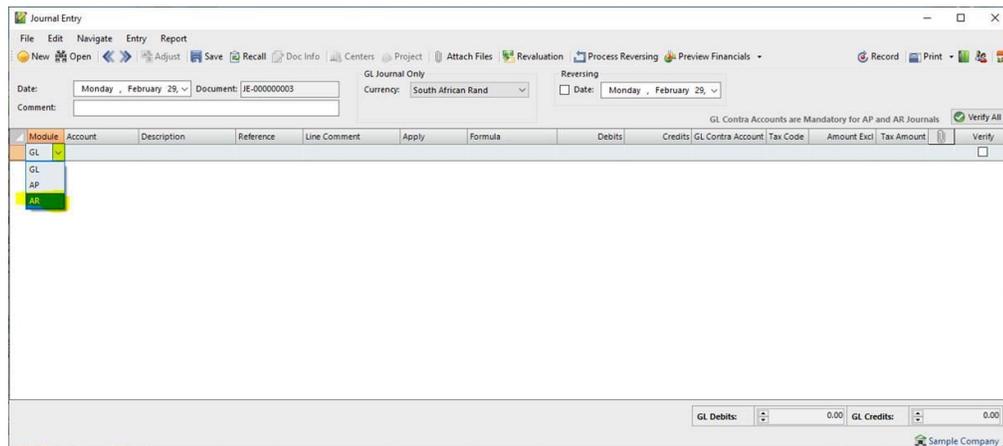
Frequently Asked Questions

Q9 How do I process a Customer / Supplier Journal?

1. In the General Ledger module click on Journal Entry.



2. Click on the down arrow under Module. Select AR or AP depending on whether you would like to process Accounts Receivable or Accounts Payable.



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6. Select your Tax Code.

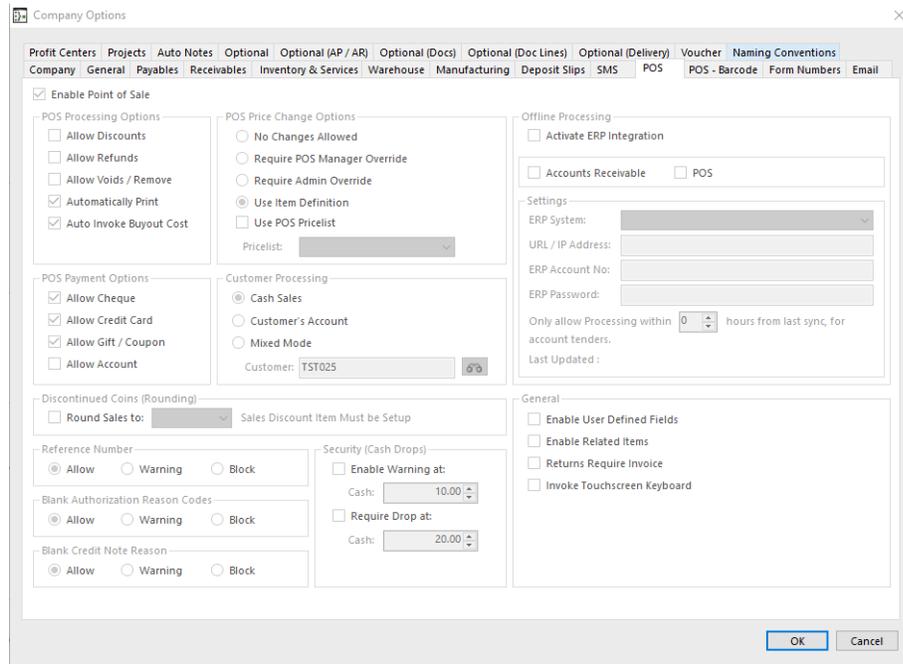
The screenshot shows the 'Journal Entry' window in the Palladium Accounting software. The interface includes a menu bar (File, Edit, Navigate, Entry, Report) and a toolbar with various icons. The main area contains a form for entering journal entry details, including Date (Monday, February 29), Document (JE-000000003), Currency (South African Rand), and a Reversing checkbox. Below the form is a table with columns: Module, Account, Description, Reference, Line Comment, Apply, Formula, Debits, Credits, GL Contra Account, Tax Code, Amount Excl, Tax Amount, and Verify. The table contains one entry with a Tax Code of '04'. At the bottom, there are fields for 'GL Debits' and 'GL Credits', both showing 0.00, and a 'Sample Company' label.

Module	Account	Description	Reference	Line Comment	Apply	Formula	Debits	Credits	GL Contra Account	Tax Code	Amount Excl	Tax Amount	Verify
AR	TST001	Ashburton Reinforcing	JE-000000003				1 000.00	0.00	5440-0000	04	1 000.00	0.00	<input checked="" type="checkbox"/>
AR													<input type="checkbox"/>

7. Press Record.

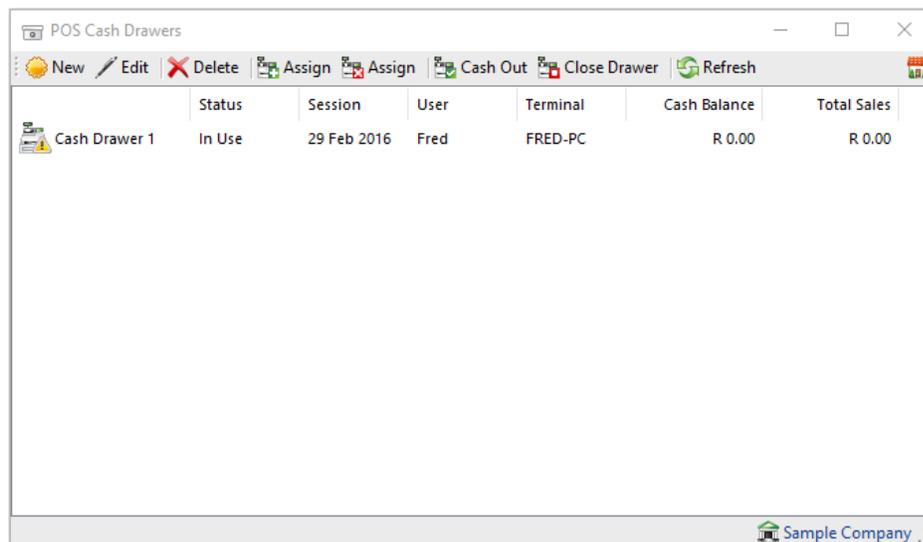
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Q10 I can't change the settings on Point of Sale, it is greyed out.



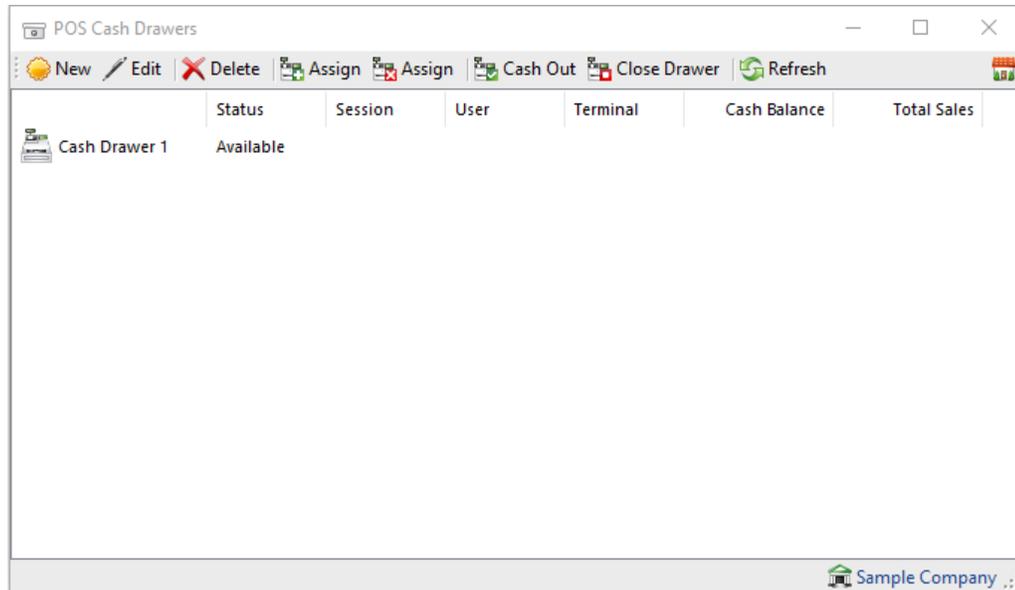
The most likely reason for this issue is that there is a Cash Drawer that is opened or assigned to a user. To resolve this problem, make sure that you close all the drawers.

1. Go to Point of Sale and double click on Cash Drawers

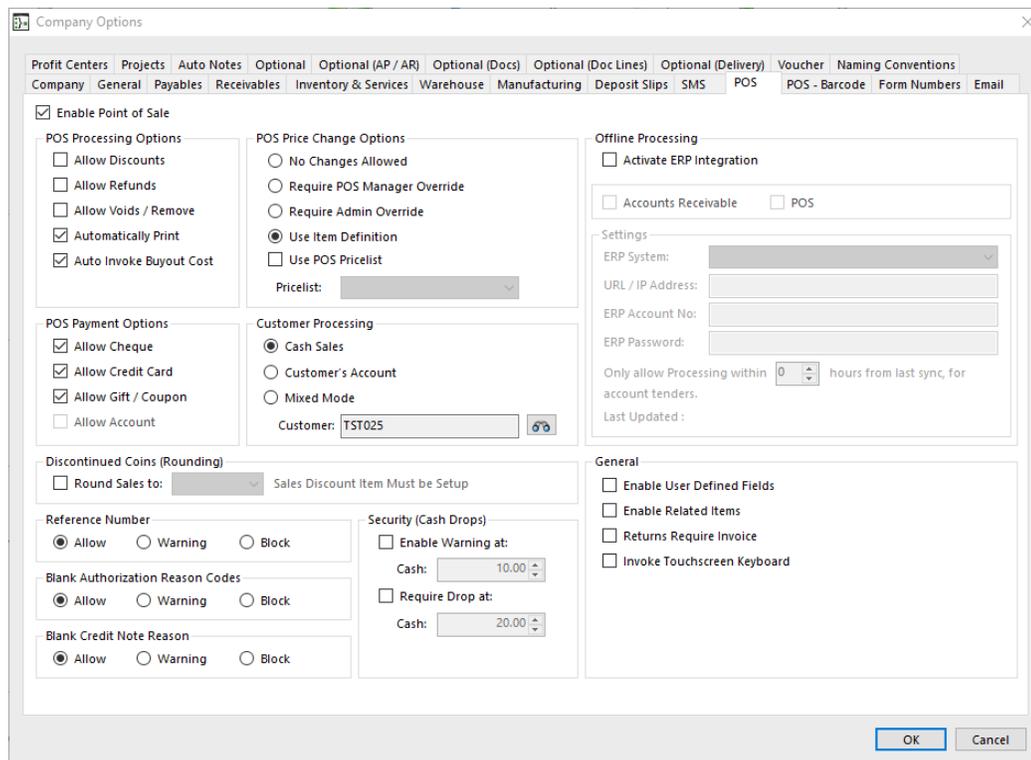


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2. Select the Cash Drawer that is open and click on Cash Out.
3. Click on Close Drawer.



4. You will now be able to access the settings for POS in the Control Panel.



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Q11 I am changing PCs and need to deactivate my current machine's license, how do I do this?

This can be done from within Palladium on the machine that you would like to deactivate.

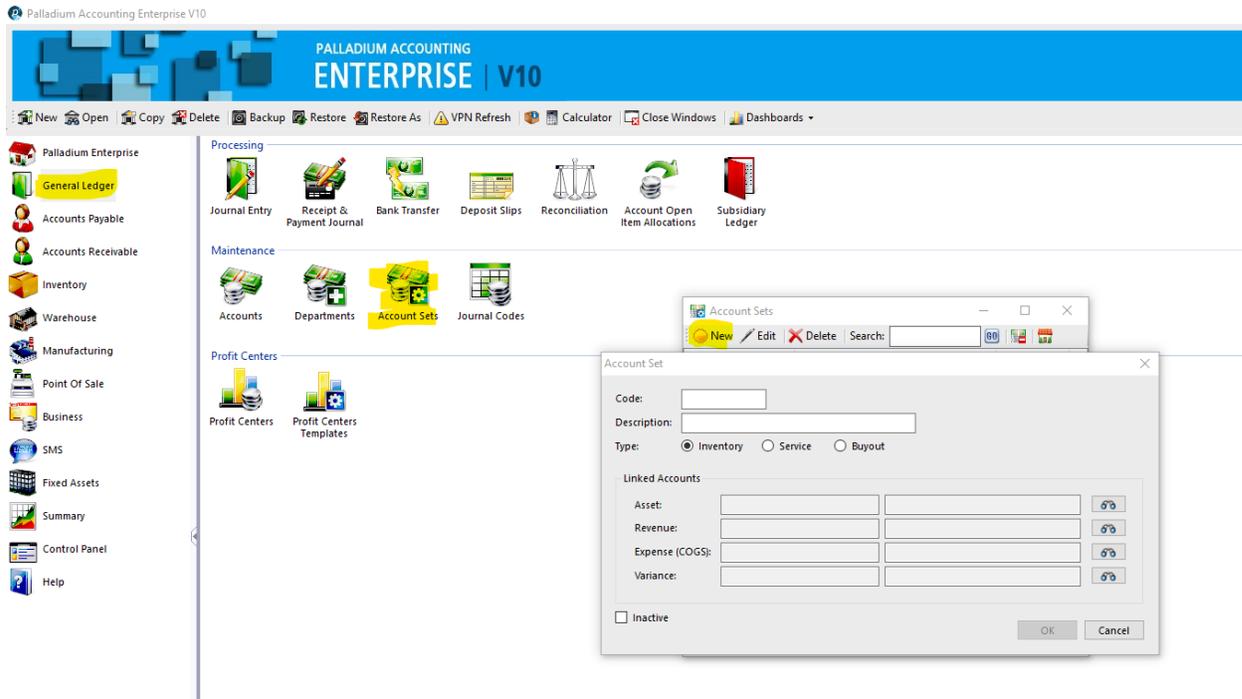
1. Select Help.
2. Go to the Deactivate Software icon and then select Ok.



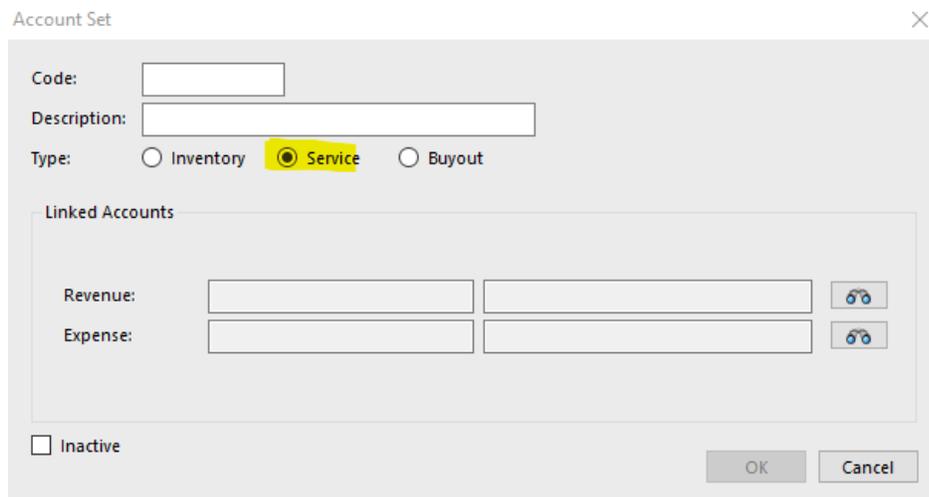
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Q12 How do I create an Account Set for a Service Item?

1. Go to the General Ledger module
2. Click on Account Sets
3. Click New.



4. Enter your Code and a Description.
5. Select Service.



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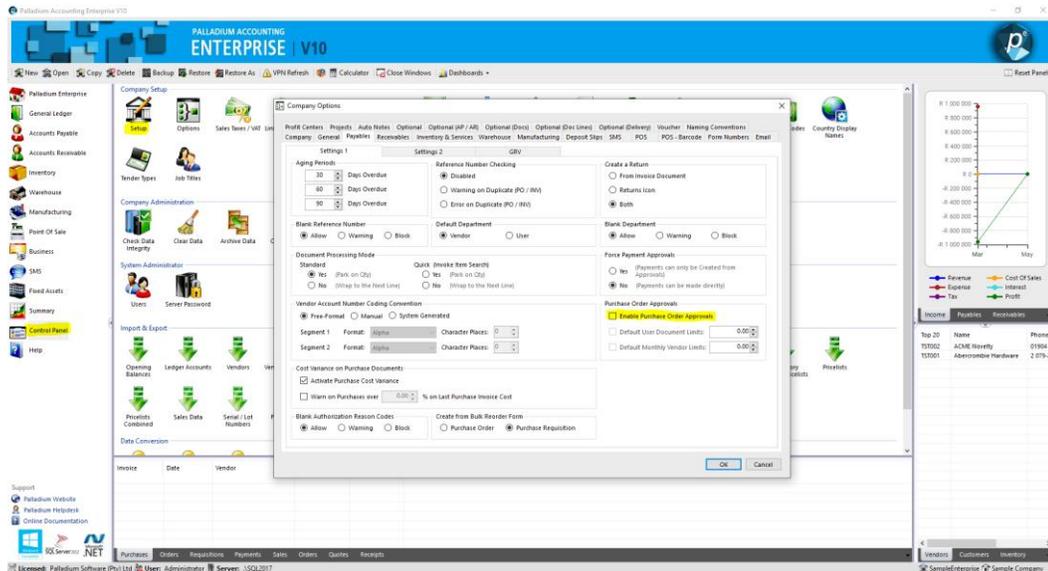
6. Add the Revenue and Expense Accounts.
7. Click OK.

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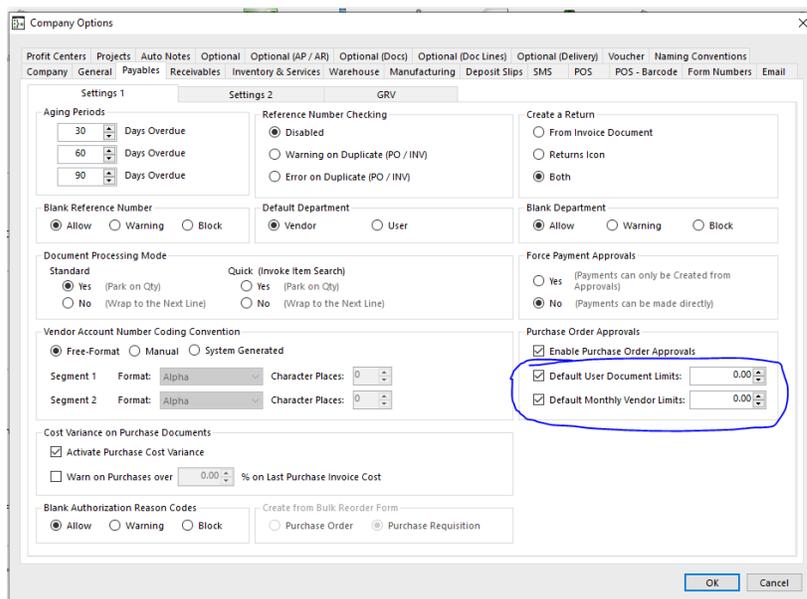
Q13 How do I setup Purchase Order Approvals?

To use Purchase Order Approvals, you will need to activate the functionality as well as setup approvers. The following step-by-step process describes how to do this.

1. Open the Control Panel.
2. Click on Options
3. Under Payables Check the Enable Purchase Order Approvals

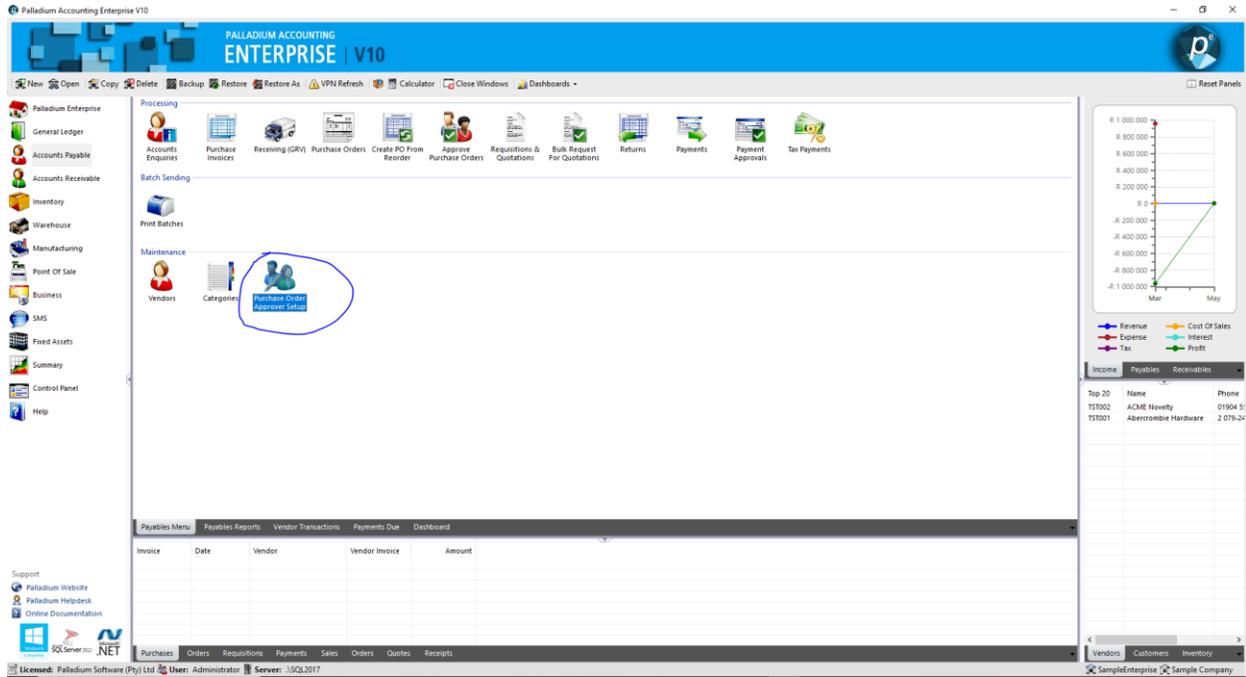


4. Enter the default limits and click Ok.

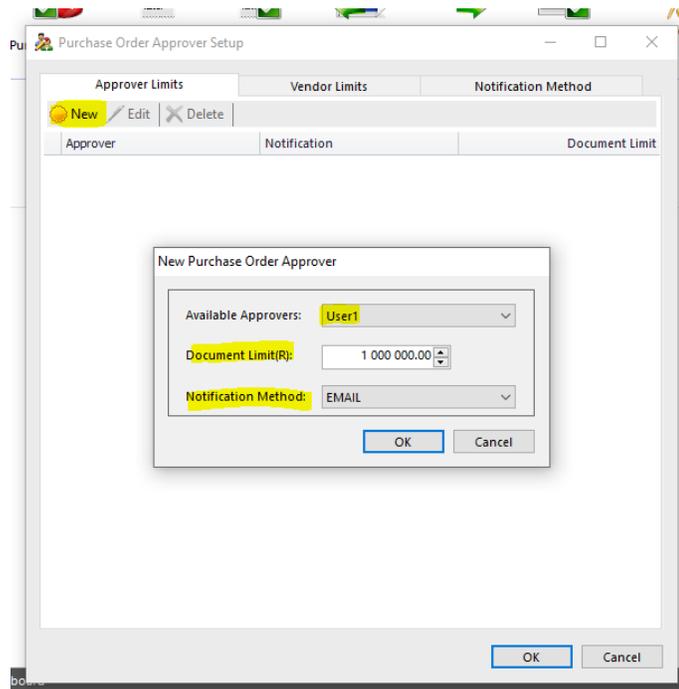


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5. To set up Approvers go to Accounts Payable.
6. Click on Purchase Order Approver Setup.

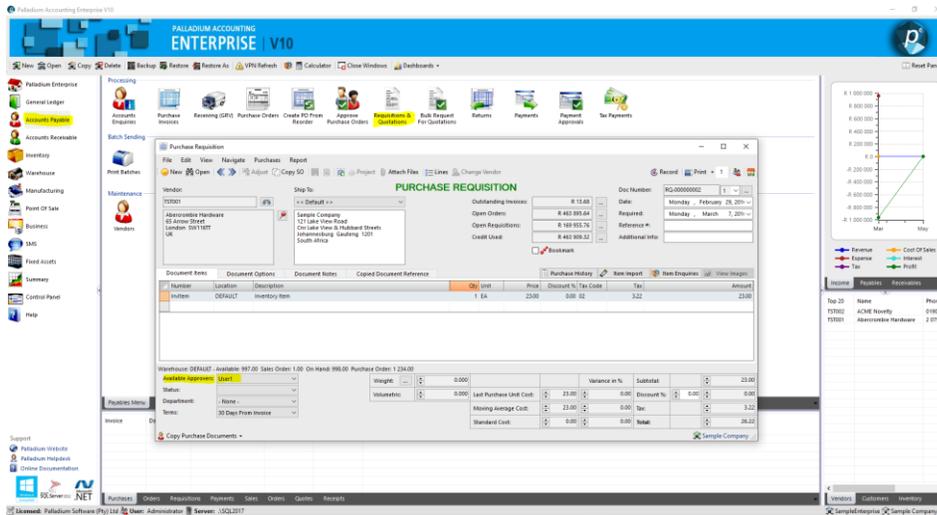


7. Click New.
8. Select a User and add in the Document Limit and the preferred Notification Method.

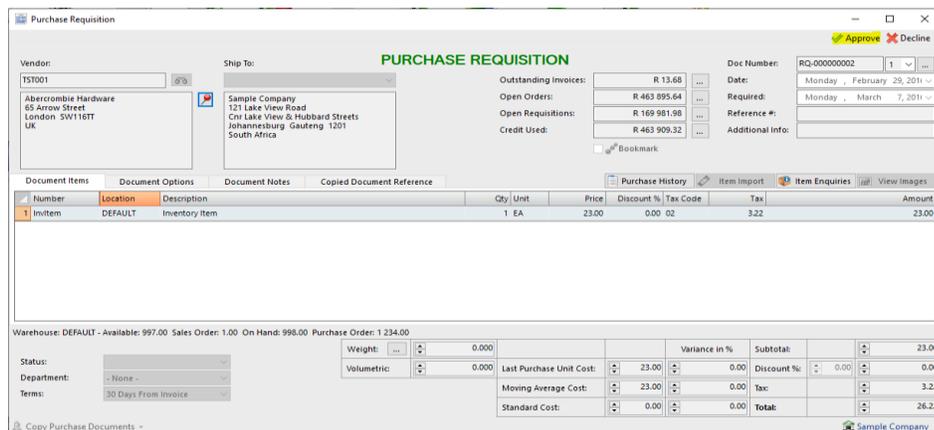
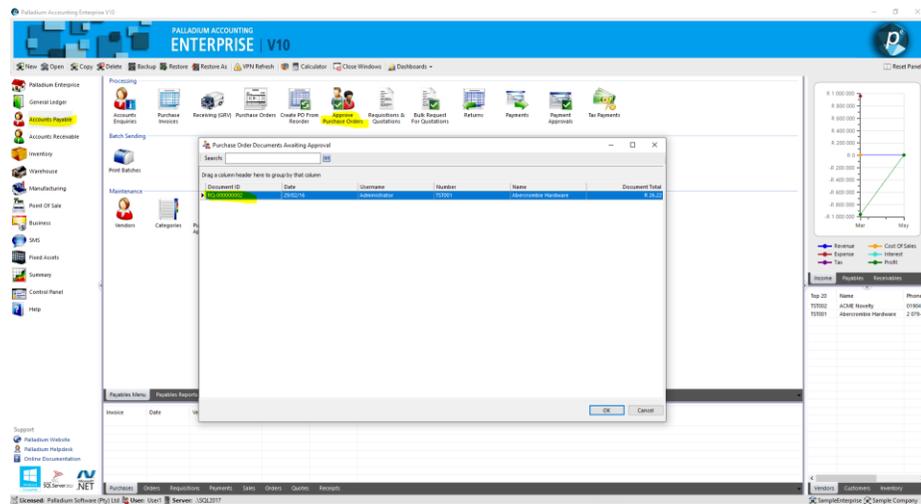


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9. You can now process a Requisition and select an Approver.



10. The user can now approve the Requisition to convert it to a Purchase Order.



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11. The Purchase Order is now generated.

Purchase Order

File Edit View Navigate Purchases Report

New Open Adjust Convert Copy SO Project Attach Files Lines e-Submit Change Vendor Record Print 1

PURCHASE ORDER

Vendor: TST001
 Abercrombie Hardware
 65 Arrow Street
 London SW116TT
 UK

Ship To: Sample Company
 121 Lake View Road
 Cnr Lake View & Hubbard Streets
 Johannesburg Gauteng 1201
 South Africa

Outstanding Invoices: R 13.68
 Open Orders: R 463 921.86
 Open Requisitions: R 169 955.76
 Credit Used: R 463 935.54

Doc Number: PO-00000003
 Date: Monday, February 29, 2011
 Required: Monday, March 7, 2011
 Reference #: RQ-000000002

Document Items | Document Options | Document Notes | Copied Document Reference | Purchase History | Item Import | Item Enquiries | View Images

Number	Location	Description	Qty	Remain Qty	Unit	Price	Discount %	Tax Code	Tax	Amount	
1	Invitem	DEFAULT	Inventory Item	1	1	EA	23.00	0.00	02	3.22	23.00

Status:
 Department: - None -
 Terms: 30 Days From Invoice

Weight:	0.000	Variance in %		Subtotal:	23.00
Volumetric:	0.000	Last Purchase Unit Cost:	23.00	Discount %:	0.00
		Moving Average Cost:	23.00	Tax:	3.22
		Standard Cost:	0.00	Total:	26.22

Copy Purchase Documents | Sample Company

Frequently Asked Questions

Q14 How do I copy Sales Documents?

1. Open the Sales Quote or Order that you would like to copy.
2. Click on Copy Sales Documents.

3. Select the lines you would like to copy from your Sales Document.

Document	Doc Date	Customer Name	Reference	Select	Part Number	Part Description	Project Number	Avail Qty	Qty	Price	Discount %	Tax Code	Tax
Total QU-									2.00				42.00
QU-000000003	29/02/16	Construction Concrete		<input checked="" type="checkbox"/>	InvItem	Inventory Item		920.00	1.00	200.00	0.00	01	28.00
QU-000000003	29/02/16	Construction Concrete		<input checked="" type="checkbox"/>	p1	01		-10.00	1.00	100.00	0.00	01	14.00

4. Click OK.

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5. Record your document.

Sales Quote

File Edit View Navigate Sales Report

New Open Adjust Project Attach Files Lines Remove Related Change Customer Container Record Print 1

Customer: TST001 Ship To: << Default >>

Ashburton Reinforcing
Level 2, 24 Richardson St.
Perth Western Australia
WA6872
UK

Ashburton Reinforcing
Level 2, 24 Richardson St.
Perth Western Australia
WA6872
UK

SALES QUOTE

Doc Number: QU-00000004

Account Balance: R 1 830.84 Date: Monday, February 29, 2016

Open Orders: R 17 556.00 Required: Monday, March 7, 2016

Open Quotes: R 139.08 Reference #:

Available Credit: N/A Additional Info:

Bookmark

Document Items Document Options Document Notes

Buyout Cost Item Import Item Enquiries View Images

Number	Location	Description	Qty	Unit	Price	Discount %	Margin %	Tax Code	Tax	Amount
1	invitem	Inventory Item	1	EA	200.00	0.00	88.50	01	28.00	200.00
2	01	01	1	EA	0.00	0.00	0.00	01	0.00	0.00

Warehouse: DEFAULT - Available: 920.00 Sales Order: 78.00 On Hand: 998.00 Purchase Order: 1 234.00

Department: - None - Status:

Terms: 30 Days From Invoice Sales Person:

Total Margin %:	88.50	Subtotal:	200.00
Weight:	0.000	Discount %:	0.00
Delivery Method:		Delivery Cost:	0.00
Volumetric:	0.000	Tax:	28.00
		Total:	228.00

Copy Sales Documents - Sample Company

Frequently Asked Questions

Q15 How do I save a Sales Invoice for Recall later?

This feature works well for Invoices that you know will recur often.

1. Click Record on the Invoice that you would like to Recall Later.
2. Click on Save for Recall Later.

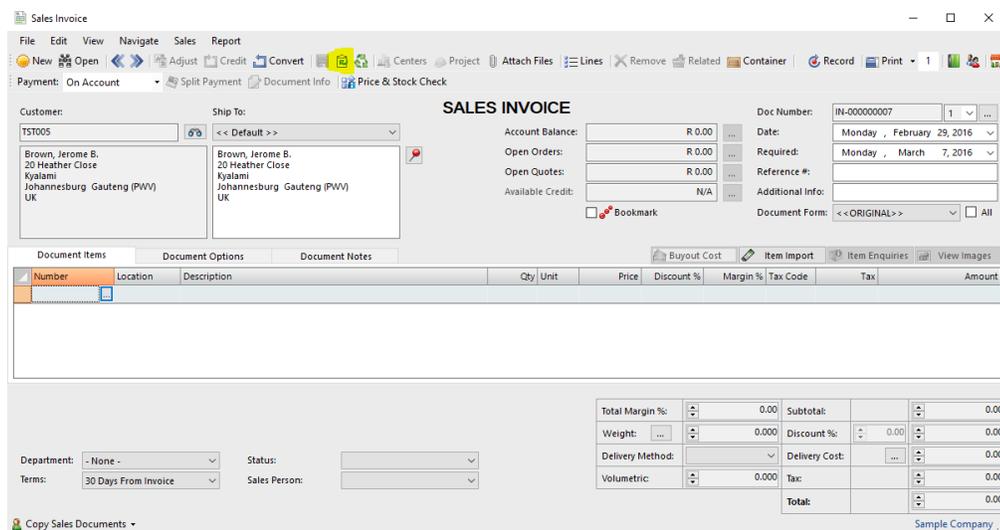
The screenshot shows the 'Sales Invoice' window. The 'Customer' field is set to 'TST006' and 'Cavendish, Peter S., 123 Tras Street, 079007, UK'. The 'Ship To' field is also set to 'Cavendish, Peter S., 123 Tras Street, 079007, UK'. The 'SALES INVOICE' title is centered. The 'Doc Number' is 'IN-00000006', the 'Date' is 'Monday, February 29, 2016', and the 'Required' date is 'Monday, March 7, 2016'. The 'Account Balance' is 'R 57.00', 'Open Orders' is 'R 0.00', and 'Open Quotes' is 'R 0.00'. The 'Available Credit' is 'N/A'. The 'Document Form' is set to '<< ORIGINAL >>'. Below the invoice details is a table with columns: Number, Location, Description, Qty, Unit, Price, Discount %, Margin %, Tax Code, Tax, and Amount. The table contains one row: 1, 04, 04, 1, EA, 50.00, 0.00, 60.00, 01, 7.00, 50.00. At the bottom right, there is a summary section with fields for Total Margin %, Weight, Delivery Method, Volumetric, Subtotal, Discount %, Delivery Cost, Tax, and Total. The Total is 57.00. The bottom left shows 'Warehouse: DEFAULT - Available: 0.00 Sales Order: 0.00 On Hand: 0.00 Purchase Order: 0.00'. The bottom right shows 'Department: - None -', 'Status:', 'Terms: 30 Days From Invoice', and 'Sales Person:'. The bottom left has a 'Copy Sales Documents' button and the bottom right has a 'Sample Company' field.

3. Give the Invoice a name and click Ok to save it.

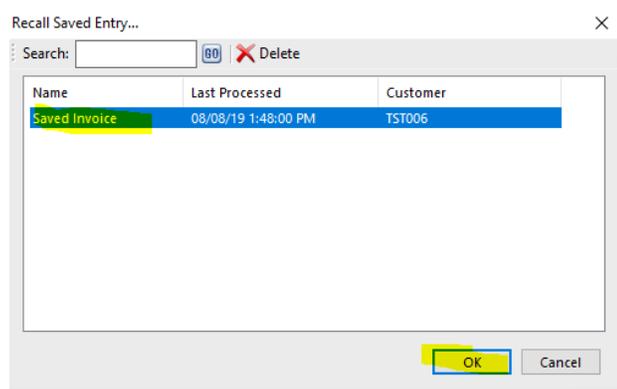
The screenshot shows the 'Save Entry...' dialog box. It has a search field with a magnifying glass icon and a 'Delete' button. Below the search field is a table with columns 'Name', 'Last Processed', and 'Customer'. The table is currently empty. At the bottom of the dialog box, there is a 'Name' field with the text 'Saved Invoice' and 'OK' and 'Cancel' buttons.

Frequently Asked Questions

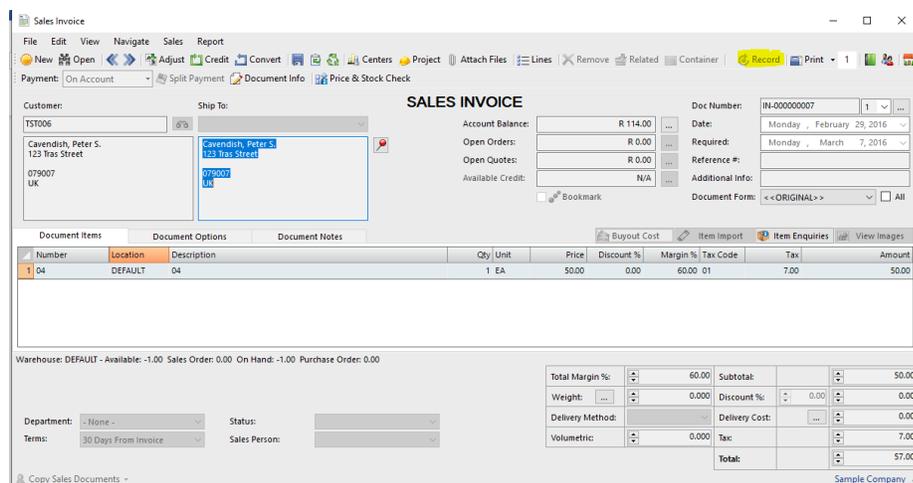
- To Recall your saved Invoice when creating a new Invoice, click Recall a Saved Transaction.



- Select your saved invoice.



- Record the Invoice.



Frequently Asked Questions

