Support Document

Frequently Asked Questions





Contents

Q1 How do I reverse a receipt in error?	3
Q2 How do I create a Customer GL or Inventory Account?	4
Q3 Crystal Reports error when printing an Invoice/ Sales Order/ Purchase Invoice etc?	6
Q4 How do I install Palladium on a standalone machine only?	6
Q5 I just ran a software update, now I can't open my Palladium, what is the issue?	7
Q6 I can't find my user when I'm trying to log into Palladium, where did it go?	9
Q7 Why can't I see my Inventory when doing an Invoice or looking in Account Enquiries?	12
Q8 I can't see all my Customers / Suppliers	14
Q9 How do I process a Customer / Supplier Journal?	15
Q10 I can't change the settings on Point of Sale, it is greyed out.	18
Q11 I am changing PCs and need to deactivate my current machine's license, how do I do this?	20
Q12 How do I create an Account Set for a Service Item?	21
Q13 How do I setup Purchase Order Approvals?	23
Q14 How do I copy Sales Documents?	27
Q15 How do I save a Sales Invoice for Recall later?	29



Q1 How do I reverse a receipt in error?

1. Click Accounts Receivable.

	Accounts Payable	Accounts Enquiries	Sales Invoices	Sales Orders	
2. Click Receipts.		Credit Notes	Creat Requests	Keceipts	
	Accounts Receivable	Credit Notes Cr	edit Requests	Receipts	¢
3. Click Open.					

🔤 Receipts		
File Edit Navigate	Report	
🔆 🍚 New 🕌 Open 🛛 🗙	Reverse 🔋 Attach Files	
Customer Detail		Ban
Customer:	60	To:
	24	By:

4. Select the receipt that you want to reverse.

Select Receipt		
Search:	🔞 Customer: 🤱 Sort: Source	✓ Account: 8400-0000 - FNB 620314

5. Select Reverse.

Receipts							
File Edit Navigate Report							
😳 New 📸 Open 🗙 Reverse 🕕 Attach Files							
Customer Detail							



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.,

	Acce					U			
Account									>
2	Number:	-		E	Build	Edit Accou	* Nu Int Segments	mber Rec	lnired
Account	Departments	Reconcil	iation Budget	Security	Optio	nal Fields	Files		
	Delete Segment	Name: Ma	in Account No		:h:				
	Account	Type:S	elect	- Acco	unt Class:	Select		-	
	Code		Description		Account	Class	Account G	roup	
*			Add New A	ccount Seg	ment Here	2			
• 1	1250		Transport Recoveries	Amazon	Other Rev	venue	Sub Accou	nt (A)	
	1051		Incurance recoveries	Evenete	Other Rev	/eniie	Full Accourt	nt (G)	



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

GL Accoun	t Segment Setup								
🗙 Delete	Segment Name:	Main Account No	✓ Searce	h:					
	Account Type:	Select	- Accou	int Class:	Select	*			
Code		Description		Account	Class	Account Group			
*	* Add New Account Segment Here								
▶ 1250		Amazon	Other Re	venue	Sub Account (A)	4			

6. Select Generate.

ieg	men	t Name: Main Account No	
ieg	men	t Codes: 1250	T
		Account Number	Description
Þ	\checkmark	1250-0100	Transport Recoveries Amazone
		1250-0000	Transport Recoveries Amazone
		1250-1000	Transport Recoveries Amazone
		1250-1010	Transport Recoveries Amazone
		1250-1020	Transport Recoveries Amazone
		1250-1030	Transport Recoveries Amazone
		1250-1040	Transport Recoveries Amazone
		1250-3000	Transport Recoveries Amazone
		1250-3010	Transport Recoveries Amazone
		1250-3020	Transport Recoveries Amazone

7. Build a sub account to the main account and save the account accordingly or alternatively click onto the following hyperlink, <u>SUP105 - Segmented General ledger version1.pdf.</u>



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

An Error h	as been Detected	
PALLA EN		
	General Error The type initializer for 'CrystalDecisions.CrystalReports.Engine.ReportDocument' exception.	threw an 1
More	W Report Error to Palladium Software	Continue

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: <u>http://www.palladium.co.za/?ddownload=5620</u>



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.

R	egistered Servers		
	Server Name	Server Location	Status
	226 Mobile Test	129.232.223.226\hostedsql	Saved
	Palladium Live	129.232.160.242\hostedsql	Saved
	SQL2012	.\SQL2012	Saved
	SQL2016	.\SQL2016	Active
	SQL2017	.\SQL2017	Saved
	New Edit	Remove Activate	OK Cancel

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.



3. Double click on the Services App.

≡	А	II Apps	Documents	Settings	Email	Mor	re 🔻	Feedback	
ŵ	Best	t match							
	q	Services App			\rightarrow		<u></u>		
	Арр)S					Services		
	52	Microsoft S Studio 17	GQL Ser ver Ma	inagement	>		Арр		
	ø	Palladium S	Server V10		>		📑 Open		
	۵.	Componen	t Services		>		🕞 Run as administrator		
	8	SQL Ser ver	Installation C	enter (64-	>		Den file location		
	Fold Sett	ders (6+) tings (4+)					-⊨ Pin to Start -⊨ Pin to taskbar		
© •									
	Q	ser							

- 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.

🌼 Services					- 🗆	\times							
File Action View	Help												
(← →) 📰 🖾													
Services (Local)													
	SQL Server (SQL2016)	Name	Description	Status	Startup Type	Lo ^							
C 3	Start the service Description: Provides storage, processing and controlled access of data, and rapid transaction processing.	Sensor Data Service Sensor Monitoring Service Sensor Service Server Shell Hardware Detection Smart Card Smart Card Device Enumera Smart Card Device Enumera Smart Card Device Enumera Software Protection Software Software Soft	Delivers dat Monitors va A service fo Supports fil Manages pr Provides no Manages ac Creates soft Creates soft Allows the s Receives tra Enables the This service to la Service to la Service to la Provides sto Provides sto Provides sto Executes jo Executes jo	Running Running Running Running Running Running	Manual (Trig Manual (Trig Automatic (T Disabled Automatic Manual (Trig Manual (Trig Manual (Trig Manual Manual Manual Automatic (D Manual Manual Automatic Automatic Automatic Automatic Automatic Automatic Automatic Automatic Automatic Automatic Automatic Automatic	Lo Lo Lo Lo Lo Lo Lo Lo Lo Lo Lo Lo Lo							
	Extended Standard	、 、				,							



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.





User Name	Name	Last Login	^
🏖 Carike	Carike Pretorius	2019/04/30 12:45:34	
🖧 Carol	Carol Lings	2019/06/10 06:54:52	
餐 Cathy	Cathy Kruger	2019/06/10 10:46:26	
餐 Chelsea	Chelsea Timm	2019/06/10 15:41:23	
餐 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	
餐 Goodman	Goodman Dube	2019/06/10 12:13:33	
餐 Indreshni	Indreshni Pather	2018/08/23	
餐 Jackie	Jackie Crewe	2019/06/10 10:26:38	
餐 John	John Hawes	2018/08/23	
餐 Jonty	Jonty Van Rensberg	2018/08/23	
餐 Kavier	Kavier Haripersad	2019/05/29 07:17:28	
🖧 Leisa	Leisa Naidoo	2019/06/10 12:18:39	~

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

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

	System User	×
er y	User Name: Dennis	
c	User Information Access Rights Document Numbers GL Security Login History	Statistics
	Full Name: Dennis Doo	
	Mobile:	
	Email Address:	
n	Password: (5 char)	
e	Again:	
	Default Location Default Sales Person O11 None - V	
e	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.	
2	Must Change Password 🔽 Account Locked Out 🗌 User is Administrator	OK Cancel



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

Login.				×
	PALLADIUM ACCOUNTING	V10		2
Use Der	r Name: nnis	2	Cathy Kruger Last Login: 2019/06/10 10:46:26 Status: Active	^
Pass	sword:	22	Chelsea Chelsea Timm Last Login: 2019/06/10 15:41:23 Status: Active	
Sup	port Palladium Website Palladium Helpdesk	22	Daniel Daniel Chaane Last Login: 2019/06/10 09:44:43 Status: Active	
? Versi	Online Documentation ion: 18.4.410.58 (41)	Password	Dennis Dennis Doo Last Login: 2019/03/29 09:05:26 Status: Change Password on Login	~



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

elect Item									
🔴 New Search: 🛛 🔞	Single Select • 🔍 🔍 < <a< th=""><th>LL Categories>></th><th>- Locatio</th><th>n DEFAULT</th><th>-</th><th>View</th><th>Images</th><th></th><th></th></a<>	LL Categories>>	- Locatio	n DEFAULT	-	View	Images		
. A Part Number	Description	Barcode	Pricelist	Category	Available	Allocated	On Hand	Purchase O	Inventory Value
								04	
Inventory, Serv 🔻 Sales Decimal Quantity	y 4 Decimals V << <	Page 0	of 0	> >>				OK	Cancel

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.

	Palladium Enterprice	Processing
	General Ledger	💕 🐲 🔲 📅 🚙 🗳 📍 🄗 🐚 🚺 🔈 🎍
2	Accounts Payable	Inventory Adjustments Issue Internal Transfer Stock Count Stock Count PDT Inventory Barcode Loader Item Cost Bulk Label Repackaging Enquiries Requisition Requisition
8	Accounts Receivable	Assembly
Ŷ	Inventory	
B	Warehouse	Assembly Works Order Production Work Centres
	Manufacturing	Maintenance New / Edit / Delete / Copy / Set Pricing Search 00 57
-	Point Of Sale	San Sans
-13	Business	Inventory a Default Processor Contract Pricing Price Document Locations C
P	SMS	
	Fixed Assets	
2	Summary	
	Control Panel	
2	Help	
		€ Sample Company
		Inventory Menu Inventory Reports Inventory Transactions Inventory Sales Dachboard

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



Pricelist: Descriptio	REGULAR On: Default Pricelist														In Ta	Excluding		
Save 🗙 Cancel t: Saturday , 01	March V End:	Thu	sday ,	, 28 F	ebrua	ı r ∨ 2010												
Pricing Fixed Price Markup on Co	Increasing	Sun 27 3 10 5 17	Mon 28 4 11 18	Tue 29 5 12 19	Wed 30 6 13 20	2019 Thu 31 7 14 21	Fri 1 8 15 22	Sat 2 9 16 23	•	.01	0	.0001		Calculate				
Search:		24 3	25 4	26 5	27 6 oday:	28 7 14 Jun	1 8 2019	2 9			Ca	tegory:	AL	L		~		
Number	Description					Last R	eceiv	ed Cos	t	Pric	te (St	ock Unit	:)	Price (Sell Unit)	Estimate	Local Cost	Estimate Import Cost	^
bom1	bom1							R 0.0	0			0.00	0	0.00		0.00	0.00	
inv2	inv2							R 0.0	0			0.00	0	0.00		0.00	0.00	
Inv5	Invo							R 0.0	0			200.00	0	0.00		0.00	0.00	
s1020	Draffing							R 25.0	, ,			175.00	0	200.00		0.00	0.00	
51040	Engineering Consu	Itina						P 90.0	2			50.50	0	50.50		0.00	0.00	
51060	Estimating Consult	ina					F	122.00	5			170.00	0	170.00		0.00	0.00	
51080	Surveying							R 0.0	0			55.29	5	55.25		0.00	0.00	
\$2015	Service Call							R 0.0	0			165.00	0	165.00		0.00	0.00	
\$2016	Service Call - Overt	ime Ch	arge					R 0.0	0.00		60.10		60.10 60.10		0.00		0.00	
\$3020	Change Orders - D	rafting	-					R 0.0	0			160.00	0	160.00		0.00	0.00	
\$3040	Change Orders - Er	ngineer	ing Co	nsult				R 0.0	0			65.75	5	65.75		0.00	0.00	
S4025	Warranty Work							R 0.0	0			155.00	0	155.00		0.00	0.00	
S4045	Repairs & Adjustm	ents						R 0.0	0			70.70	D	70.70		0.00	0.00	۷

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



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				×
1 🔶 N	New Search:	💷 🔬 🔒 All	Orders Balances Doc S	Search	
	Number	Name	▲ City	Phone	Due
٠ 8	TST002	Askew Shopping Center		852 2755-5551	R 139.08
			Dama de la stat		
		<< <	rage 1 - Of 1	> >>	OK Cancel

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

	Number	Name	▲ City	Phone	D
8	TST001	Ashburton Reinforcing	Perth	61 8 9555 2188	R 1944.8
8	TST002	Askew Shopping Center		852 2755-5551	R 139.0
8	TST003	Bayswater Institute	Brest	33 2 98 55 55 41	R -46081.7
8	TST004	Belvedere Nursing Home	London	0208 555 7140	R 0.0
8	TST005	Brown, Jerome B.	Johannesburg	011 466-0152	R 1272.2
8	TST006	Cavendish, Peter S.		65.555.8348	R 855.8
8	TST007	Construction Concrete Corp	Canberra	61 3 7672 0284	R 273.6
8	TST008	DAB Collision Ltd	Durban	27 31 555 1247	R 0.0
8	TST009	Derby City Council	Derby	01332 293111	R 0.0
8	TST010	Fogarty Motors	Shepparton	(03) 5483 7292	R 741.8
8	TST011	Garry College	Sydney	(02) 4358 3900	R 0.0
9	TST012	Gigi's Pasta & Pizza	Paris	01 48 74 55 56	R 0.0



Q9 How do I process a Customer / Supplier Journal?

- Palladium Accounting Enterprise V10 ٥ . D **ENTERPRISE | V10** 🙀 New 奯 Open | 🛫 Copy 🎉 Delete | 📓 Backup 🦉 Restore 🆓 Restore As | 🛕 VPN Refresh | 😻 📓 Calculator | 🕁 Close Windows | 🕌 Dashboards 🗸 -Palladium Enterprise Reconciliation Account Open Subsidiary Merge Account Ledger Deposit Slips 1 Ink Transfer Q Accounts Receivable Mainten and a **:** venton Contract Real Point Of Sale **.** 23 rofit Cent ACUO 🤭 SMS Fixed Assets PLEOO ACCOD1 ING001 HET001 SAICA FFF ... SAG002 - Sage 18/06/19 14/06/19 14/06/19 11/06/19 05/06/19 1000 - ADVANCE F 1002 - ALLIED PAC 1001 - ADVANCE F #1P001 - #1 Prop Palladium Helpdesk RECOO ABAOO 5 Online Doo 51058 9-000104453 MINT002 - M b Eed Labeed 05/06/19 CASH# - CASH VENDOR Staff w NET SOI Ser
- 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.





3. Double click the Account field to select your Customer or Vendor.

Monday, February 29, Vorum Please Select Customer Vorum				GL Journal Only					Reversing										
omment: Number Name Other Balance Doc Search methadatory for AP and AR journal. Image: Normal and Ar journal. Methadatory for AP and AR journal. Image: Normal and Ar journal. Methadatory for AP and AR journal. Image: Normal and Ar journal. Methadatory for AP and AR journal. Image: Normal and journal. Image: Normal and journan	e: 🛛 🕅	1onday , February 29, ∨ Docu	me Please Select Customer										×						
Module Account Description Number Name City Phone Field1 Field2 Field4	iment:		🔆 🧼 New 🛛 Search:	60 &	All O	rders Ba	lances	Doc Sea	ch					re Man	datory for AF	and AR Jour	nals	📀 Ver	ify All
AR TST001 Ashburton Rein Perth 618 9 R 139.08 R 139.08 R 139.08 R 157003 Bayswater Insts. Iordon D0208 R 157004 Belvedere Nutrs. Iordon D0208 R 190.08 R 47994 R 1000 R 157004 R 157005 Brown, Jerome B. Johan D14 R 0.00 R 157007 Construction C Carrendidy, Pet G 55.55 R 0.00 R 0.00 R 157007 Construction C Carrendidy, Pet G 55.55 R 0.00 R 0.00 R 157007 Construction C Carrendidy, Pet G 513 7 R 0.00 R 0.00	Iodule Accou	unt Description	Number	Name	City	Phone	Field 1	Field2	Field3	Field4	Fie +	Du	ie	de	Amount Exc	Tax Amoun	D	Ve	rify
IFST002 Adkew Shoppin 852 2 R 139.08 8 IFST003 Baywater Inst Brest 33 29 R -47994 8 IFST004 Belvedere Nurs andon 0200 R -47994 8 IFST005 Brown, Jerome B. Johan 0114 R 0.00 8 IFST006 Cavendsh, Pet 65.55 R 0.00 8 IFST007 Construction C 613 7 R 0.00 8 IFST009 Derby City Cou Brown Jarome B. Johan R 0.00 8 IFST009 Derby City Cou Berby 1 R 0.00 8 IFST010 Fogarty Motors Shepp (3) 5 R 0.00 8 IFST011 Garry College Sydney (02) 4 R 0.00 8 IFST012 Gig's Pasta & P Paris 0143 R 0.00 8 IFST012 Gig's Pasta & P Paris 0143 >>> OK Cancel	R		, TST001	Ashburton Rein	Perth	6189						R 1545.8	4 🤱					. [5
TST003 Bayswater Inst Brest 33 2 9 Image: State inst Reverse inst R			TST002	Askew Shoppin		852 2						R 139.0	8 🤱						
TST004 Belvedere Nurs London 0208 R R 0.00 & TST005 Brown, Jerome B. Johan 0114 R R 0.00 & TST006 Cavendsh, Pet 65.55 R R R 0.00 & TST007 Construction C. Canbe 65.55 R R R 0.00 & TST008 DAB Collsion Ltd Durban 2731 R R R 0.00 & TST009 Derby City Cou Derby 0132 R R R 0.00 & TST010 Fogarty Motors Stepp (035 R R R 0.00 & TST011 Garry College Sydpe (024 R R 0.00 & TST012 Gigi's Pasta & P Paris 0149 S N NOV &			TST003	Bayswater Inst	Brest	33 2 9						R -47994.	🤱						
TST005 Brown, Jerome B. Johan 011 4 R 0.00 & TST006 Cavendish, Pet 65.55 R 0.00 & TST007 Construction C Carbo R 0.00 & TST008 DAB Collision Ltd Durban 27 31 R 0.00 & TST009 Derby City Cou Derby 0132 R 0.00 & TST010 Fogarty Motors Shepp 03 5 R 0.00 & TST011 Garry College Sydney 02 4 R 0.00 & TST012 Gigf's Pasta & P Paris 014 8 R 0.00 & R 0.00 & R 0.00 &			TST004	Belvedere Nurs	London	0208						R 0.0	0 🤱						
TST006 Cavendsh, Pet 65.55 R.0.00 & TST007 Construction C Cahbe 613.7 R.0.00 & TST008 DA6 Collision Life 2731 R.0.00 & TST009 Derby City Cou Derby 0132 R.0.00 & TST010 Fogarty Motors Shepp 033 5 R.0.00 & TST011 Garry College Sydney 02.4 R.0.00 & TST012 Gig's Pasta & P Paris 01.48 R.0.00 & R.0.00 & R.0.00 & R.0.00 & R.0.00 &			TST005	Brown, Jerome B.	Johan	011 4						R 0.0	0 🤱						
TST007 Construction C Canbe 61 3 7 R 0.00 R TST008 DAB Collision Ltd Durban 27 31 R 0.00 R TST009 Derby City Cou Derby 01332 R 0.00 R TST010 Fogarty Motors Shepp 03 5 R 0.00 R TST011 Garry College Sydney 002 4 R 0.00 R TST012 Gigi's Pasta & P Paris 0 148 R 0.00 R R 0.00 R R 0.00 R Sydney 002 4 R 0.00 R Sigi's Pasta & P Paris 0 148 R 0.00 R			TST006	Cavendish, Pet		65.55						R 0.0	0 🤱						
TST008 DAB Collaion Ltd Durban 27 31 R 0.00 27 TST009 Derby Chy Cou Derby 01332 R 0.00 26 TST010 Fogarty Motors Shepu R 0.00 26 TST011 Garry College Sydney 012 4 R 0.00 26 TST012 Gig's Pasta & P Paris 014 8 R 0.00 26 C Page 1			TST007	Construction C	Canbe	. 6137						R 0.0	0 🤱						
TST009 Derby City Cou Derby 01332 R 0.00 R TST010 Fogarty Motors Shepp (03) 5 R 0.00 R TST011 Garry College Sydney (02) 4 R 0.00 R TST012 Gigi's Pasta & P Paris R 0.00 R <			TST008	DAB Collision Ltd	Durban	27 31						R 0.0	0 🤱						
TST010 Fogarty Motors Shepp (03) 5 R 0.00 2 TST011 Garry College Sydney (02) 4 R 0.00 2 TST012 Gig's Pasta & P Paris 01 48 R 0.00 2 <			TST009	Derby City Cou	Derby	01332						R 0.0	0 🤱						
TST011 Garry College Sydney (02) 4 R 0.00 R TST012 Gig's Pasta & P Paris 01 48 R 0.00 R			TST010	Fogarty Motors	Shepp	. (03) 5						R 0.0	0 🧟						
TST012 Gig/s Pasta & P Paris 01 48 R 0.00 Image: Control of a c			TST011	Garry College	Sydney	(02) 4						R 0.0	0 🧕						
<< < Page 1 ÷ of 3 > >> OK Cancel			TST012	Gigi's Pasta & P	Paris	01 48						R 0.0	0 🧕						
<< < Page 1 + of 3 > >> OK Cancel				· _				1											
				<	< <	Page	1 🜲	of 3	>	>>		OK	Cancel						
						_													

- 4. Next add enter your Debit or credit values.
- 5. Select your Contra Account. The Contra Account is the account that you want to credit (if you are debiting your customer) or the account want to debit (if you are crediting your customer).

📝 Journa	I Entry									_		×
File Ec	lit Naviga	e Entry Report				_						
; 🤤 New	🎽 Open 🛛	🗶 ≫ 🖓 Adjust 🛛 拱 Save	🔁 Recall 💮 Do	c Info denters	s 👝 Project 🛛 🕕 /	Attach Files 🛛 🕦 Revalu	Jation Process Revers	sing 👑 Preview Financials 👻	Reco	ord Trint	- 🔛 🝇	
Date:	Mond	y, February 29, V Documer	nt: JE-000000003	Cu	urrency: South Afr	rican Rand 🛛 🗸	Date: Monday	, February 29, V				
Comment											Narify	All
Modul	Account	Description	Reference	Line Comment	Apply	Formula	Debits	Credits GL Contra Account	Code Amount Excl Ta	a An Journais	Verif	fv 1
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AR								······				
									000 000 000			
								GL Debits:	0.00 GL Credit	s:	0.	00
										🈭 Samp	le Compa	ny:



6. Select your Tax Code.

6	lournal	ntn/													_	- г	
	, souther																1 1
	rile Edit	Navigate	Entry Report	<u>.</u>													
	New ₽	Open 🔍 🔍	Nave 🕞 Adjust	Recall 2 Do	c Info 🛄 Ce	enters 💮 F	roject [] /	Attach Files 🏪 Revalua	ition 📋 Process Reve	rsing 🐠 Pre	view Financials	•		ا ک	ecord 📄 P	rint 🕶 🛛	📕 🥸 🗖
				. [GL Journ	al Only		Reversing								
1	ate:	Monday ,	February 29, V Documer	IE-00000003		Currency	South Afr	rican Rand 🛛 🗸	Date: Monday	/ , February	29, ~						
(omment:										GL Contra	Account	are Manda	tory for AP	and AR Journ	als 【	Verify All
	Module	Account	Description	Reference	Line Commer	nt	Apply	Formula	Debits	Credits	GL Contra Acco	unt Tax	Code A	mount Excl	Tax Amount	0	Verify
	AR	TST001	Ashburton Reinforcing	JE-000000003					1 000.00	0.00	5440-0000	04		1 000.00	0.00		
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7. Press Record.



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

ompany General Payables Rec	eivables Inventory & Services Warehouse Manufactur	ring Deposit Slips SMS POS POS - Barcode Form Numbers Ema
	POS Price Change Options No Changes Allowed Require POS Manager Override Require Admin Override Use Irem Definition Use POS Pricelist Pricelist: Customer Processing Cash Sales Customer's Account	Offline Processing Activate ERP Integration Accounts Receivable POS Settings ERP System: URL / IP Address: ERP Account No: ERP Password: Only allow Processing within • • • hours from last sync, for
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Reference Number S Allow Warning Blank Authorization Reason Code Allow Warning Blank Credit Note Reason Allow Warning	Block Enable Warning at: Cash: 10.00 + Block Require Drop at: Cash: 20.00 +	Enable Related Items Returns Require Invoice Invoke Touchscreen Keyboard

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

POS Cash Drawers						- 🗆	×
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					fi li	🖥 Sample Compa	ny:



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

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

ompany Ge	neral Payables	Receivables Inventor	y & Services Warehouse Manufactu	uring Deposit Slips SMS POS POS - Barcode Form Numbers Em
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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.





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.

Account Set	\times
Code: Description: Type: O Inventory Service O Buyout	
Linked Accounts Revenue: Expense:	670 670
Inactive	OK Cancel





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



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

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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.

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- 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.

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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.

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

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4. Click OK.



5. Record your document.

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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.

ayment: On Account *	🥼 Split Payment 📝 Docu	ument Info 🛛 📸 Price & Stock C	Check								
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Cavendish, Peter S.	Cavendish, Pete	er S. 🤎	Open Orders:		R 0.00		Required:	Monday	, March	n 7, 201	6
123 Iras Street	123 Iras Street		Open Quotes:		R 0.00		Reference #:				
079007 UK	079007 UK		Available Credit:		N/A		Additional Info:				
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3. Give the Invoice a name and click Ok to save it.





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

Sales Invoice									_	□ ×
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5. Select your saved invoice.

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6. Record the Invoice.

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Cavendish, Peter S.	Cavendish, Peter S.	۶	Open Orders:		R 0.00	Required:	Monday ,	, March	7, 2016
123 Iras Street	123 Iras Street		Open Quotes:		R 0.00	Reference #:			
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