Support Document

Frequently Asked Questions

palladium
ACCOUNTING

Frequently Asked Questions

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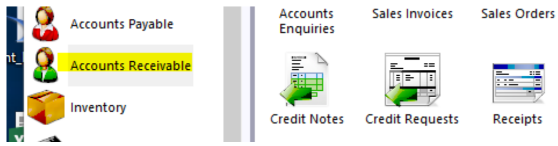
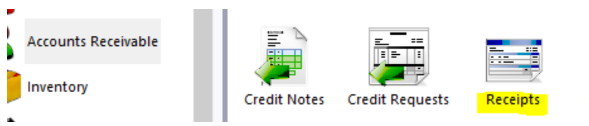
Q1 How do I reverse a receipt in error?

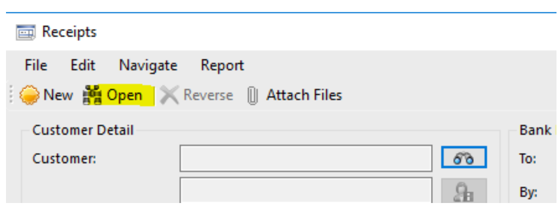
1. Click Accounts Receivable.



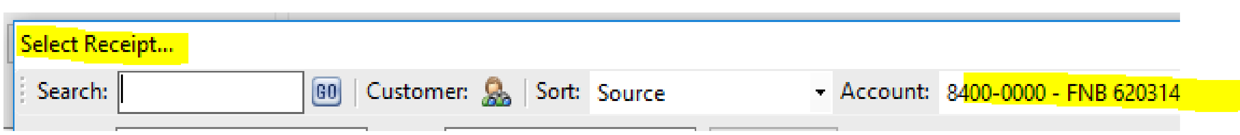
2. Click Receipts.



3. Click Open.



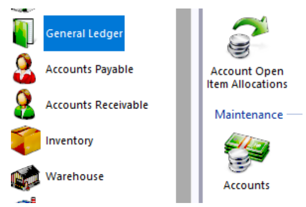
4. Select the receipt that you want to reverse.



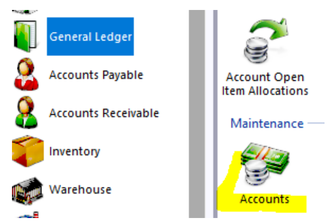
5. Select Reverse.

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

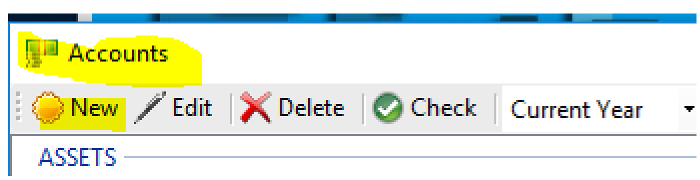
1. Select General Ledger, from the menu on the left



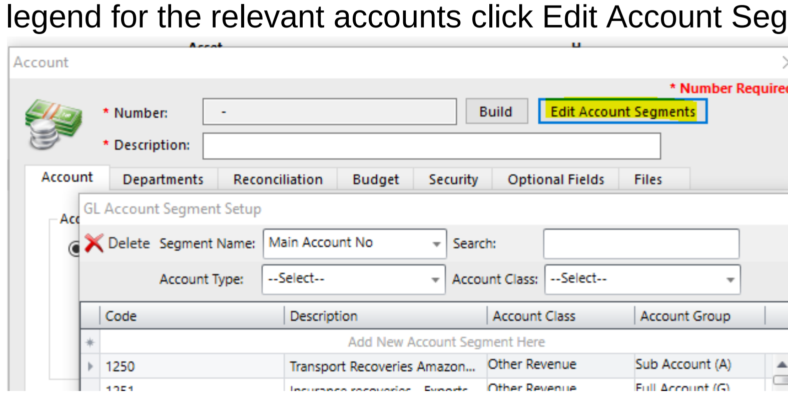
2. Click Accounts.



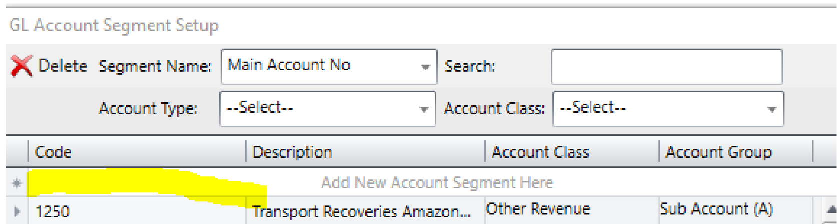
3. Select New.



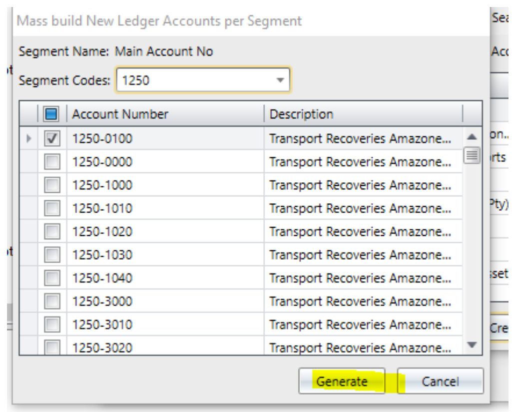
4. To view the codes legend for the relevant accounts click Edit Account Segments.,



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

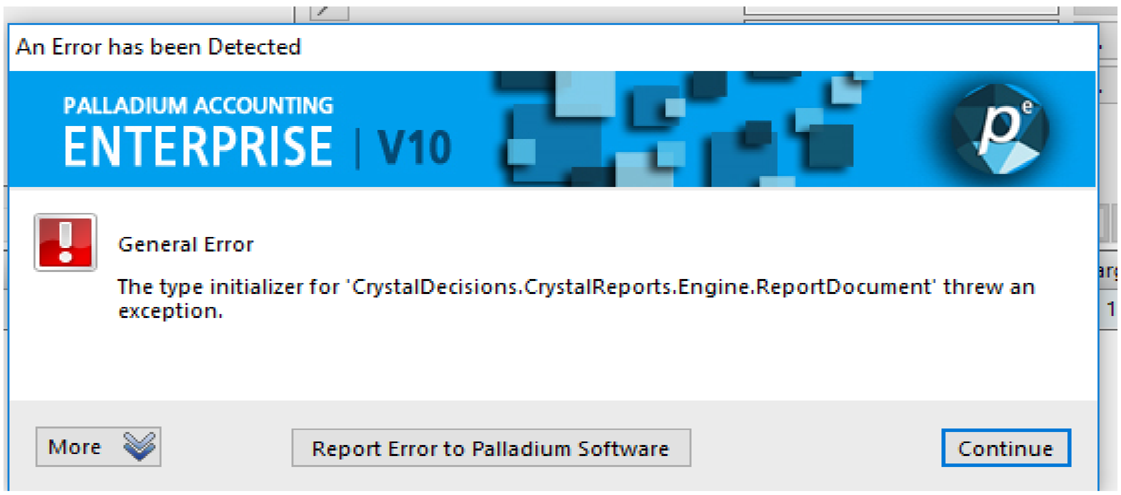


6. Select Generate.



7. 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.

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?

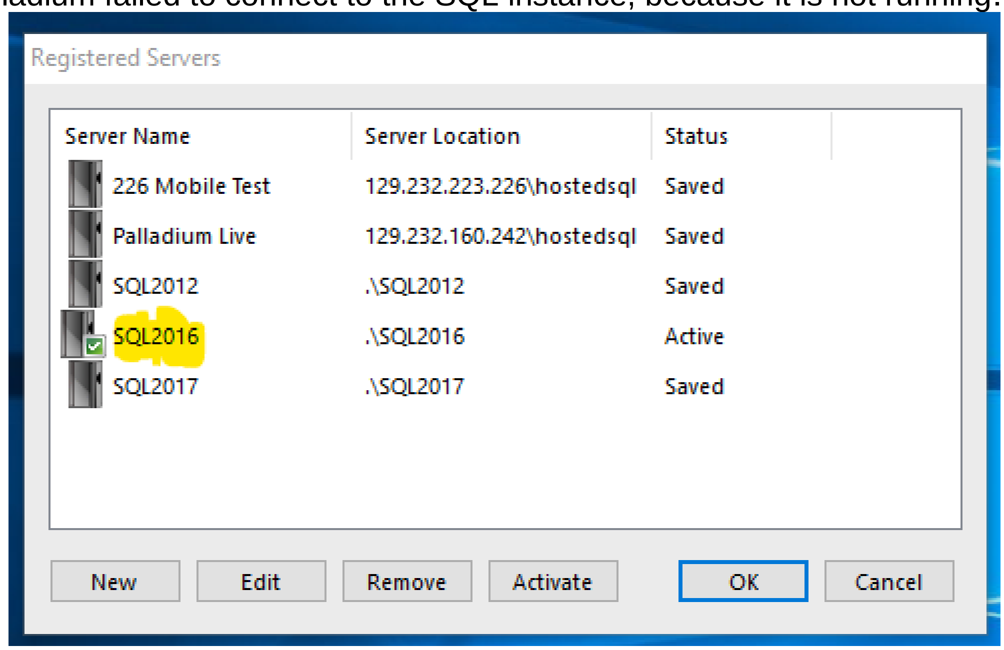
To download the Palladium Installation Guide, click:
http://www.palladium.co.za/?ddownload=5620

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:

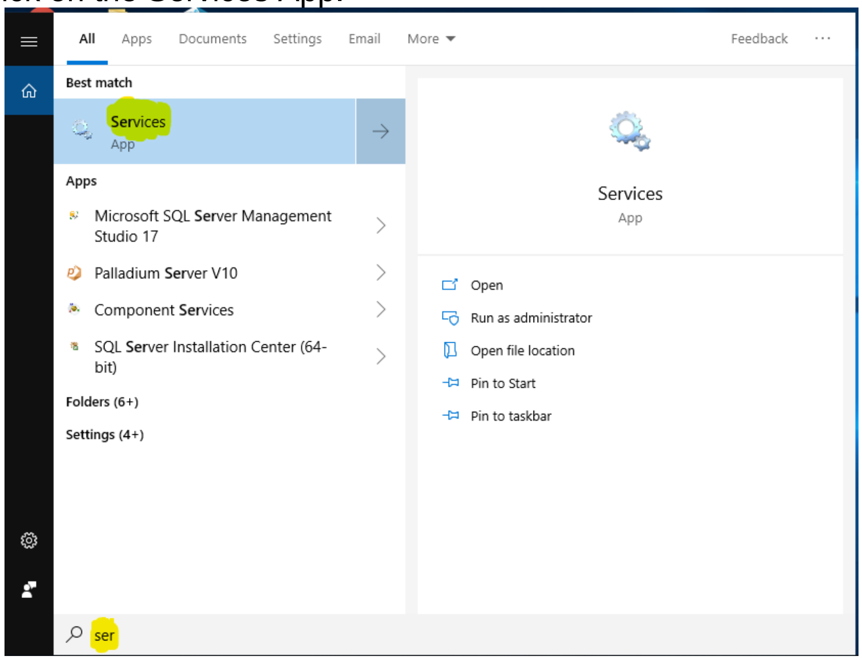
1. Palladium will not open, instead the server connection screen will appear. This indicates that Palladium failed to connect to the SQL instance, because it is not running.



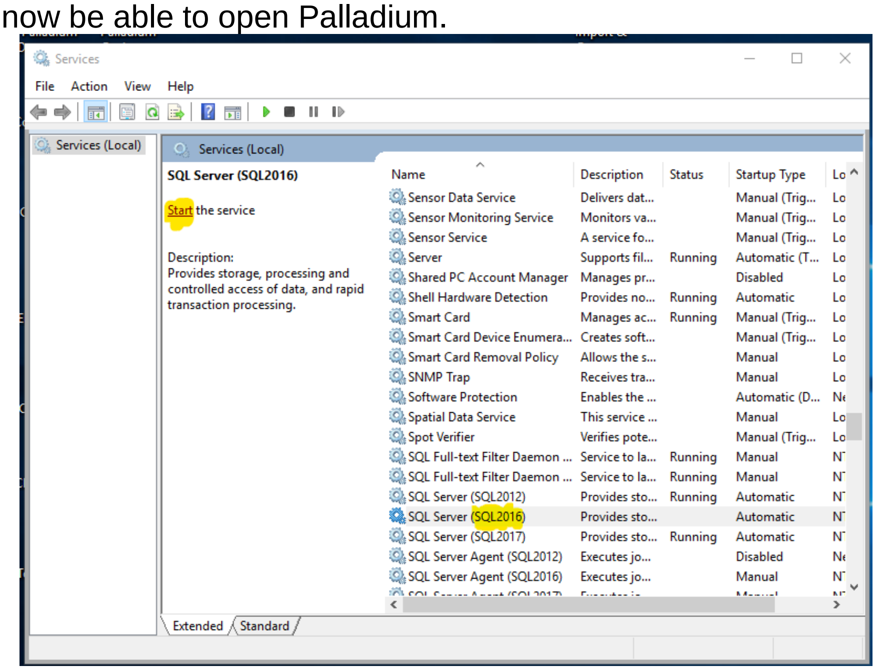
To restart SQL open Services follow these steps:

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.

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.

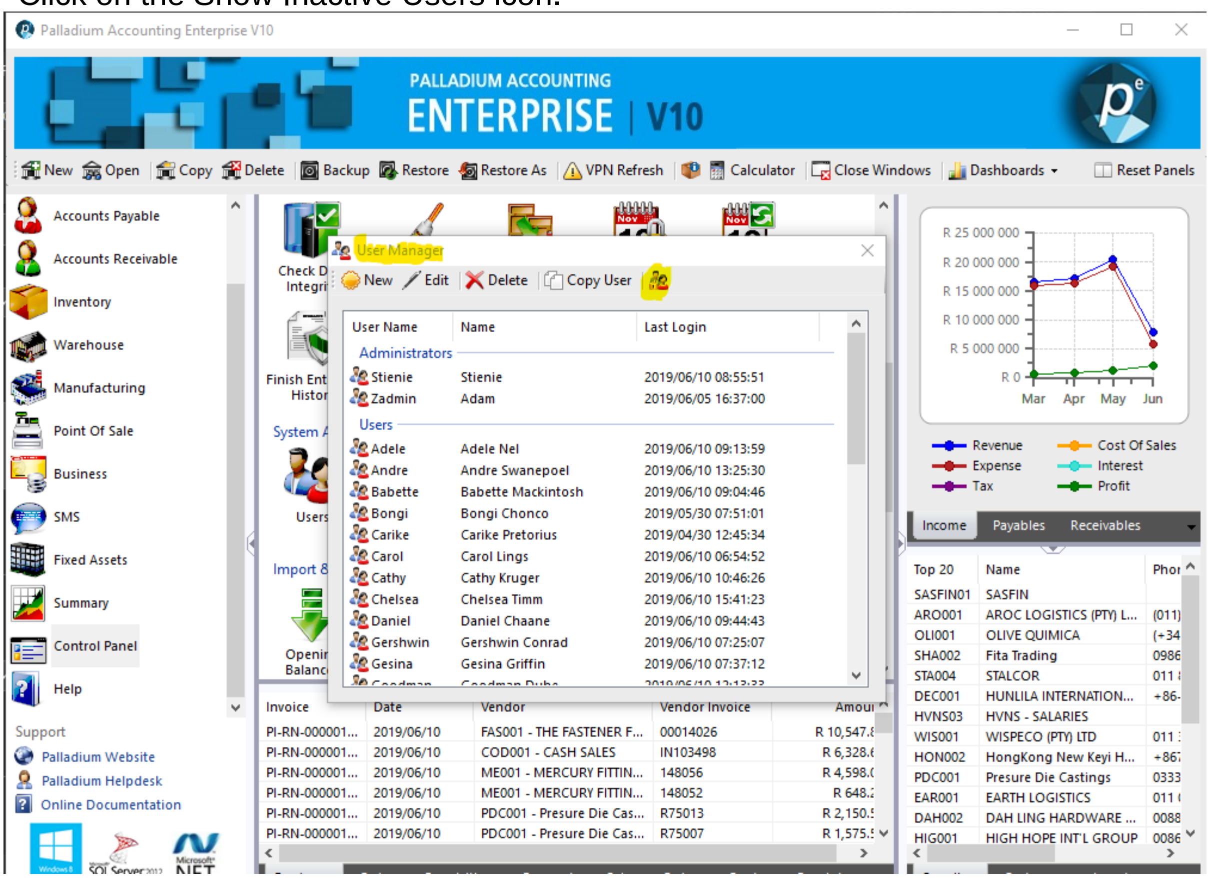


Q6 I can’t find my user when I’m trying to log into Palladium, where did it go?

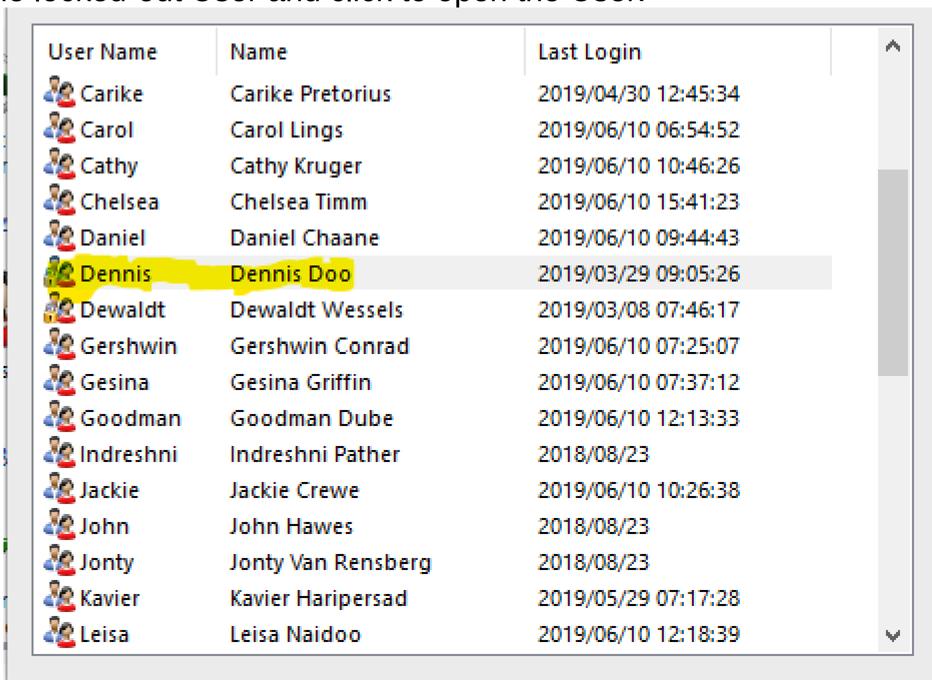
This issue is caused by the system locking out a User due to incorrectly entering a password too many times.

To unblock a User follow this procedure:

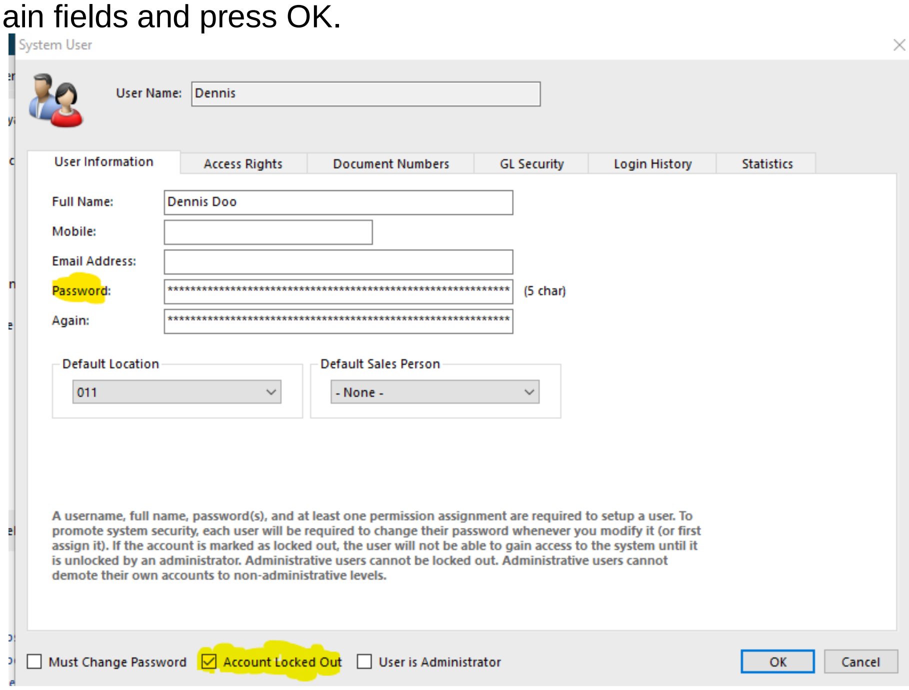
1. Go to the Control Panel
2. Click the Users icon
3. Click on the Show Inactive Users icon.



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

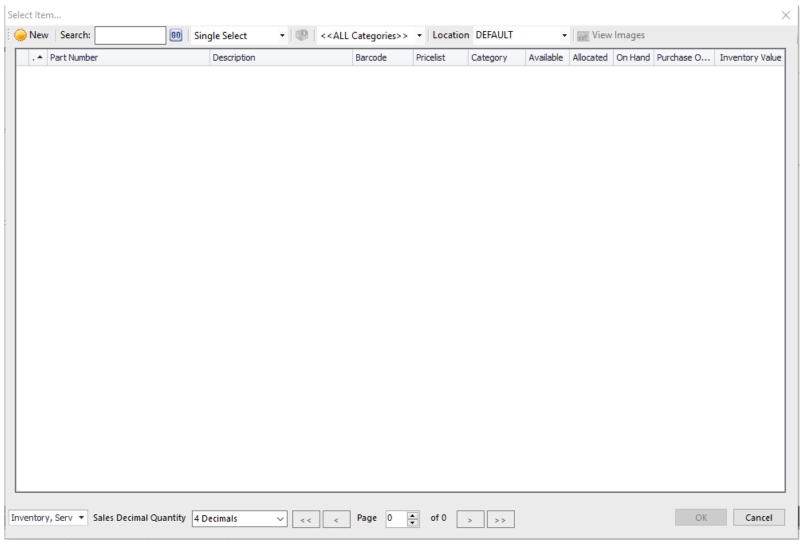


5. To unblock, uncheck the Account Locked Out box.
6. Next, reset the password by entering a temporary password in to both the Password and Again fields and press OK.



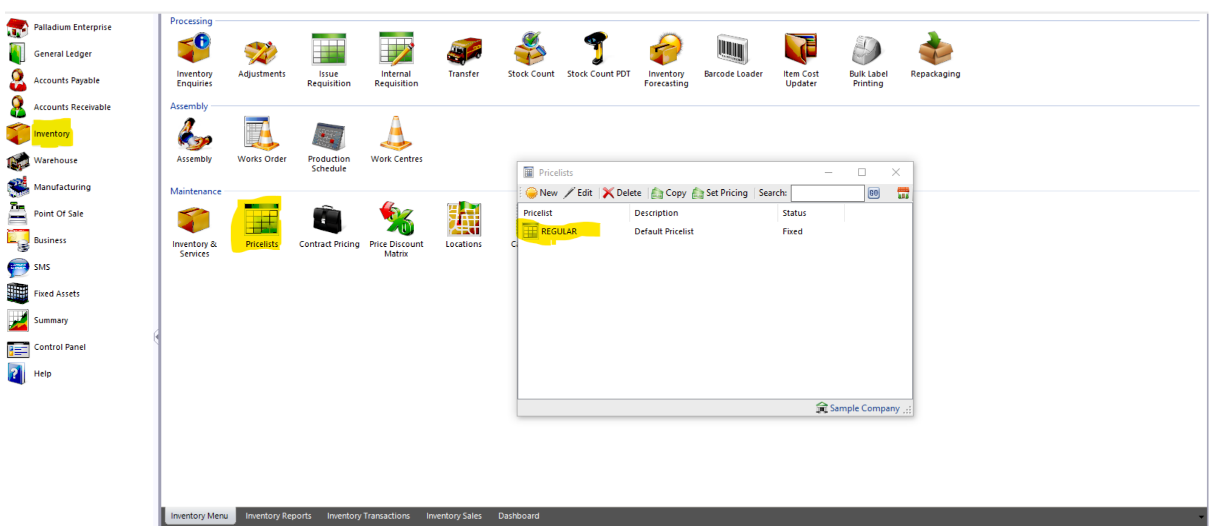
7. The User is now unblocked and will be available again in the list of users on the login screen.

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



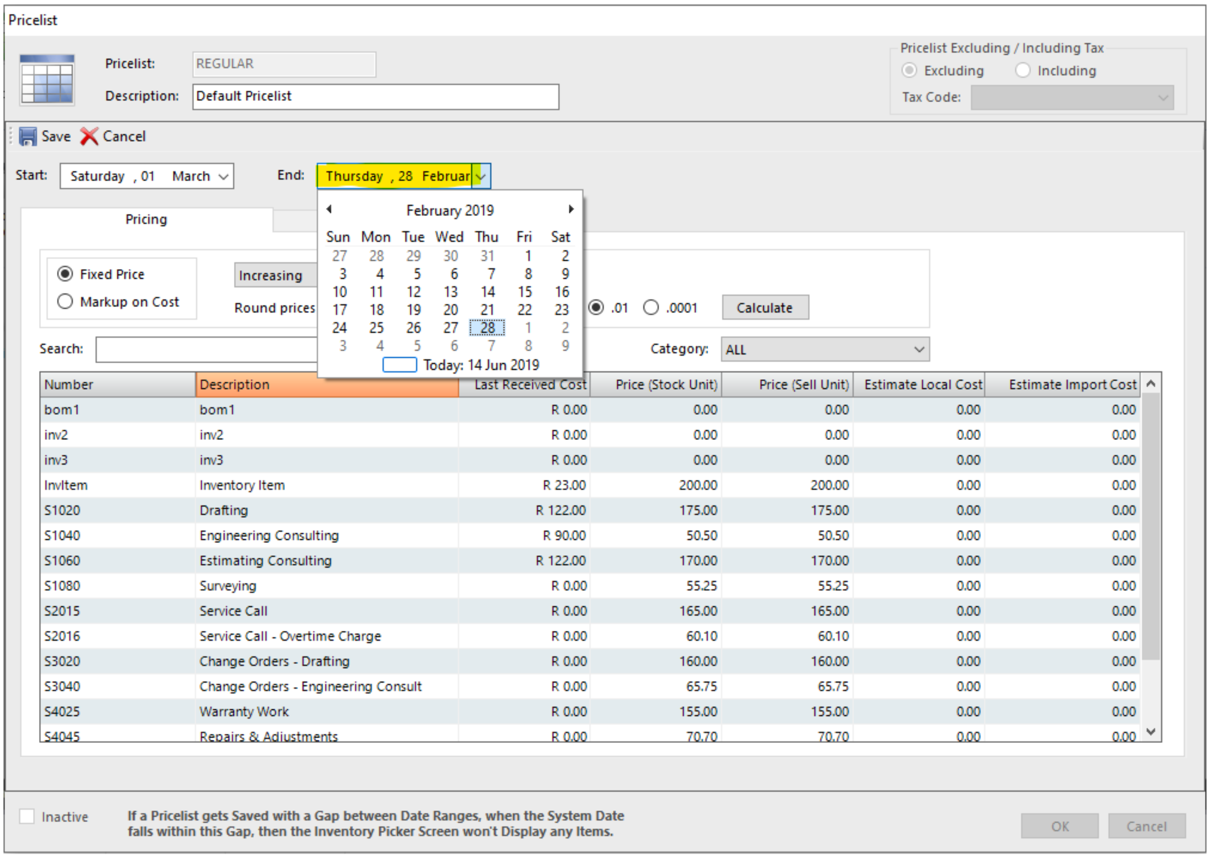
The most common cause for this issue is that your Pricelist has expired. You will need to do the following to fix it:

1. Go to the Inventory module and select Pricelists.



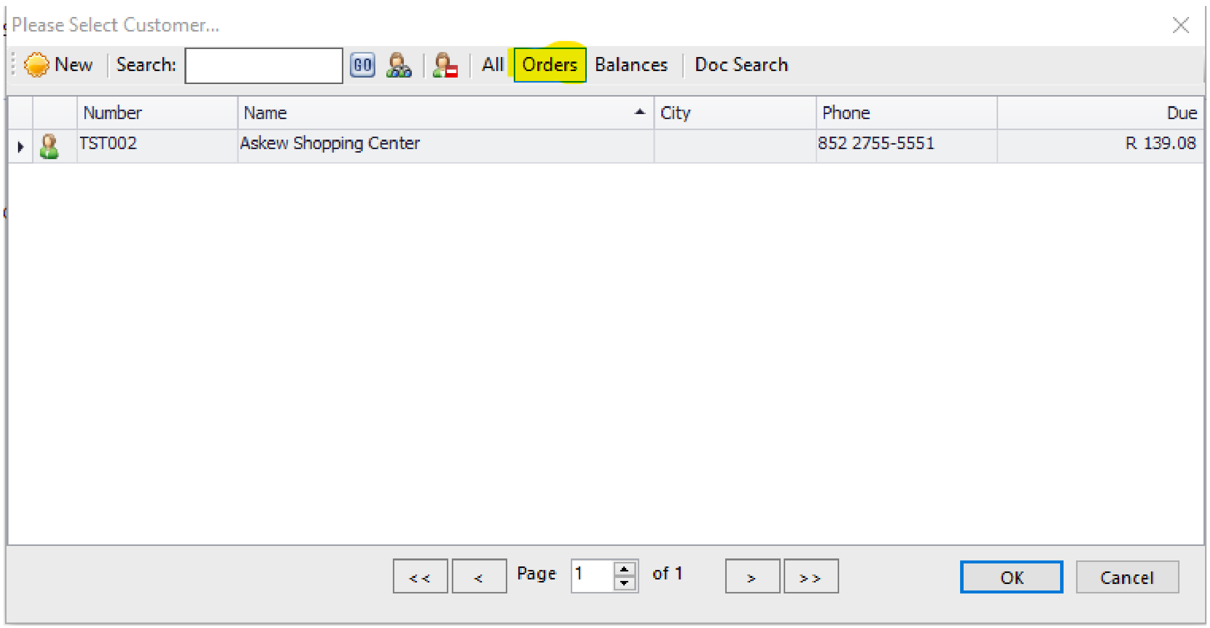
2. Select the relevant Pricelist and click Edit.
3. Select the End Date and click Edit.

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

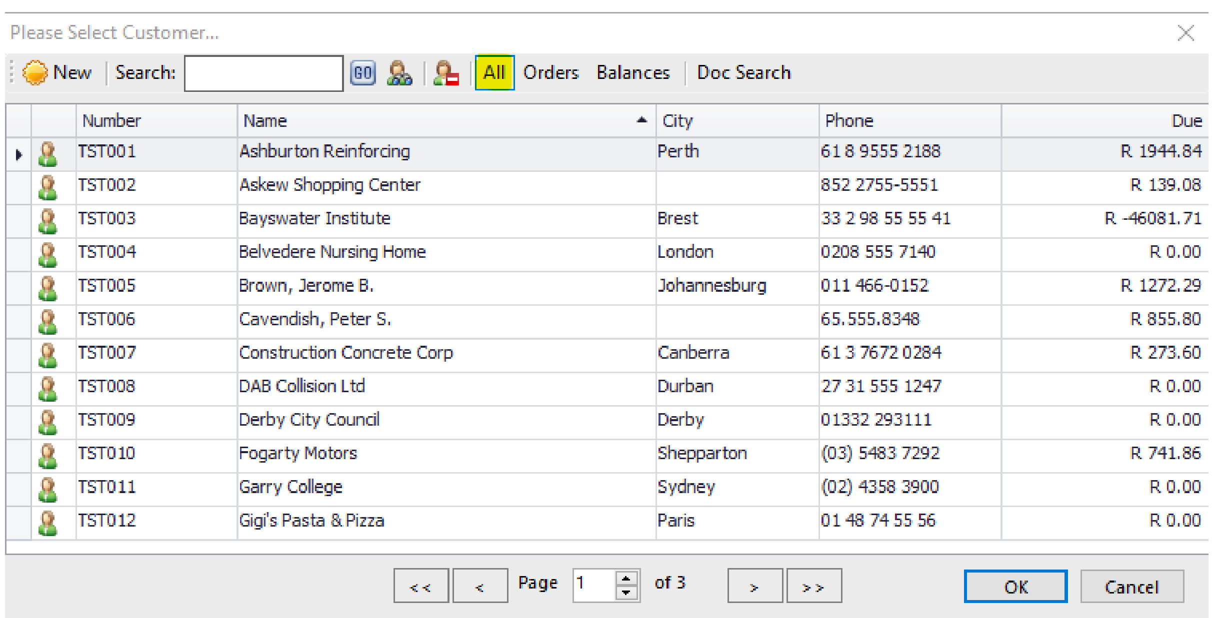


Q8 I can't see all my Customers / Suppliers.

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

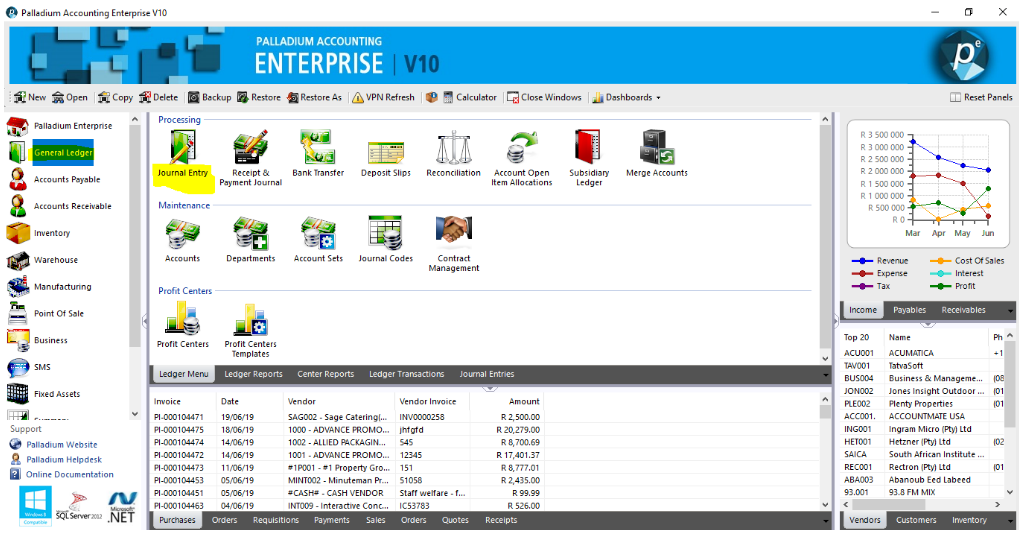


2. To view all Customers / Suppliers click on All.

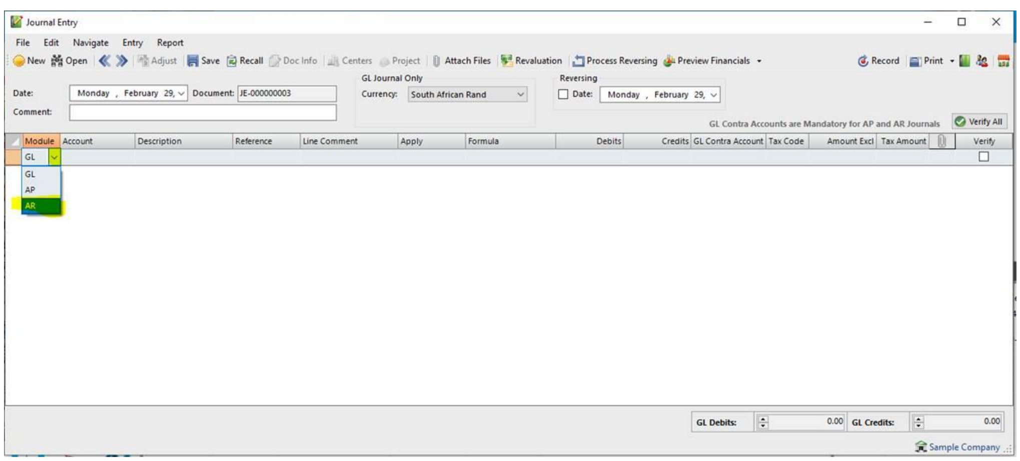


Q9 How do I process a Customer / Supplier Journal?

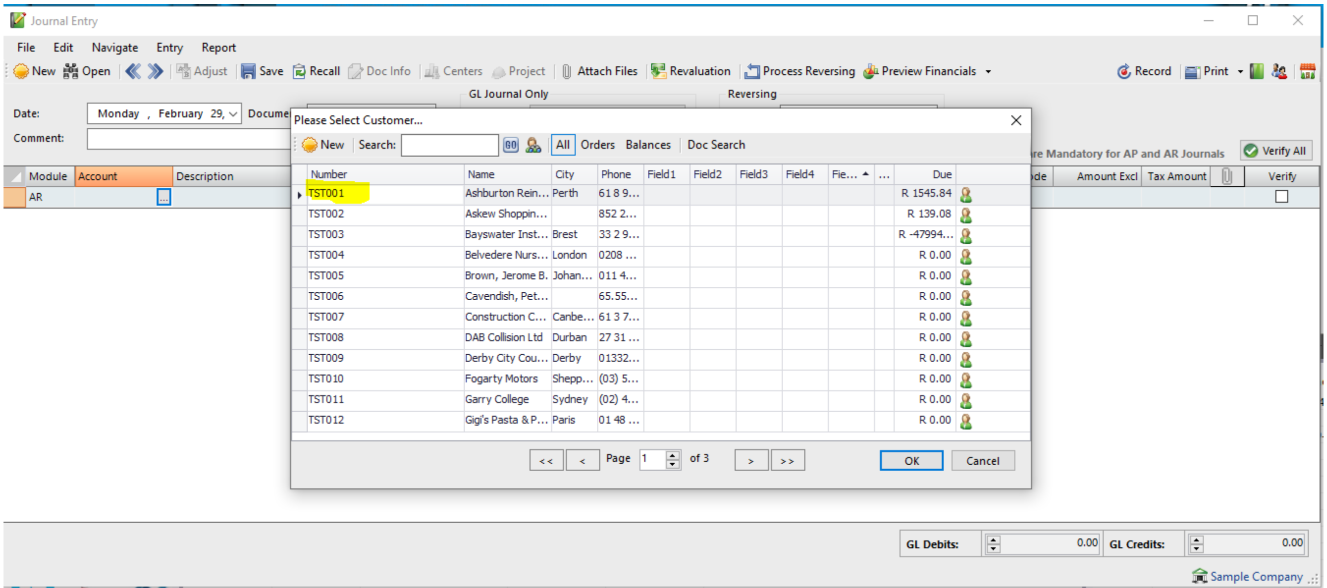
1. In the General Ledger module click on Journal Entry.



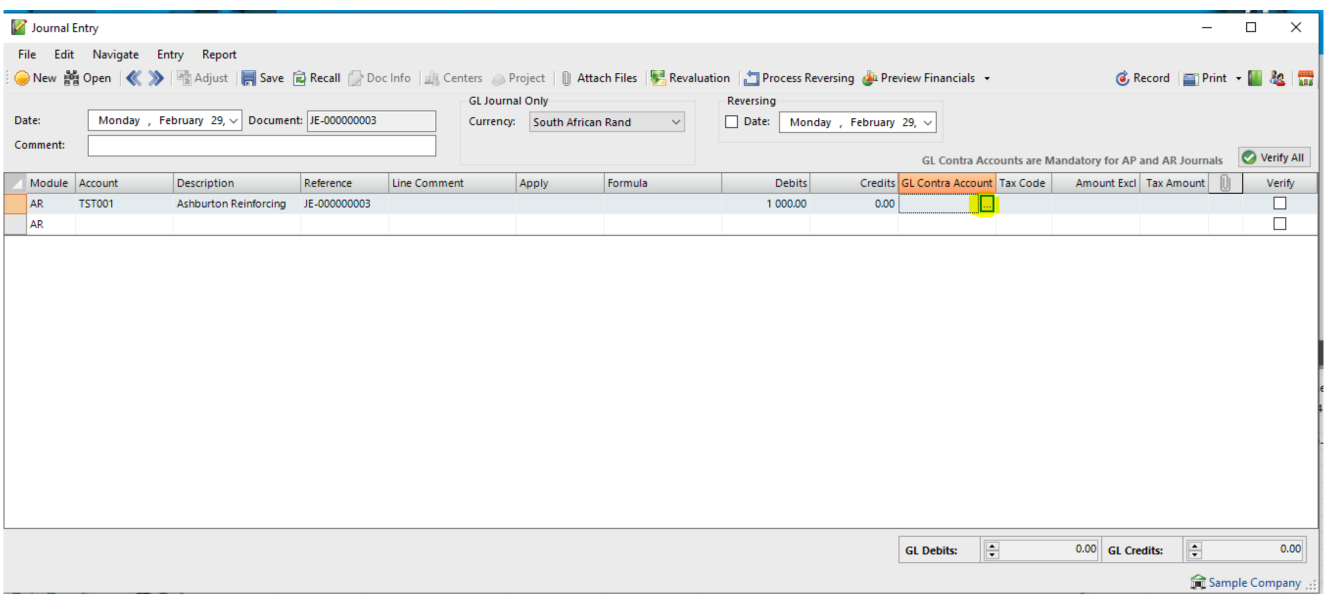
2. Click on the down arrow under Module. Select AR or AP depending on whether you would like to process Accounts Receivable or Accounts Payable.



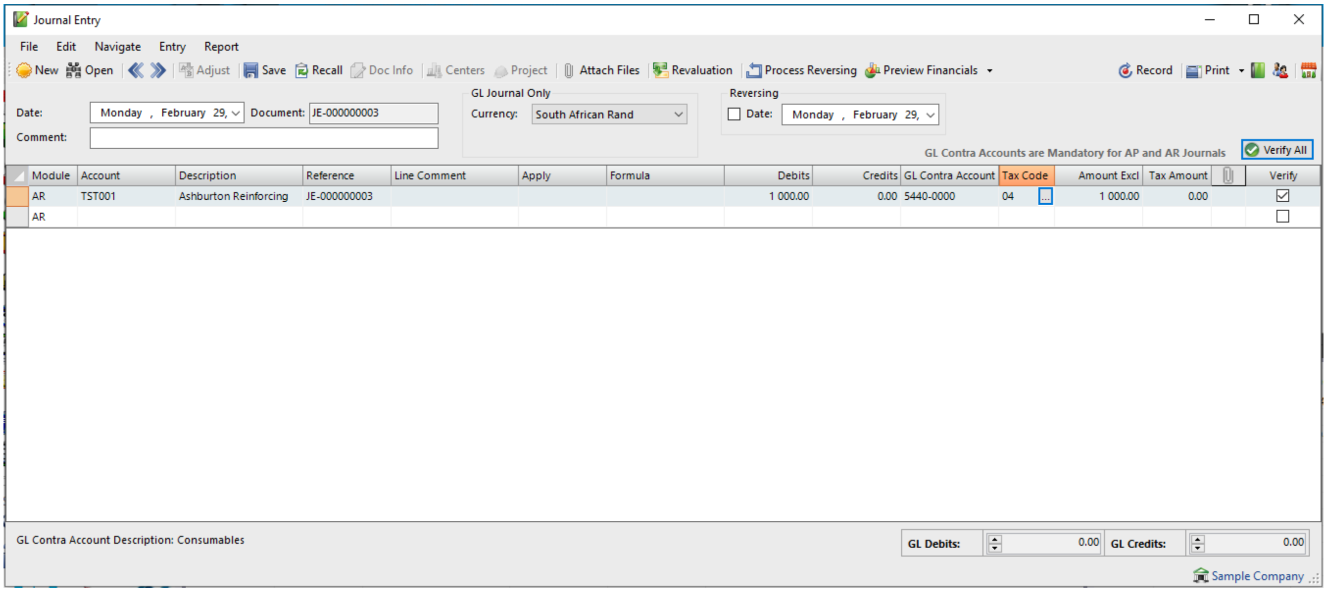
3. Double click the Account field to select your Customer or Vendor.



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).

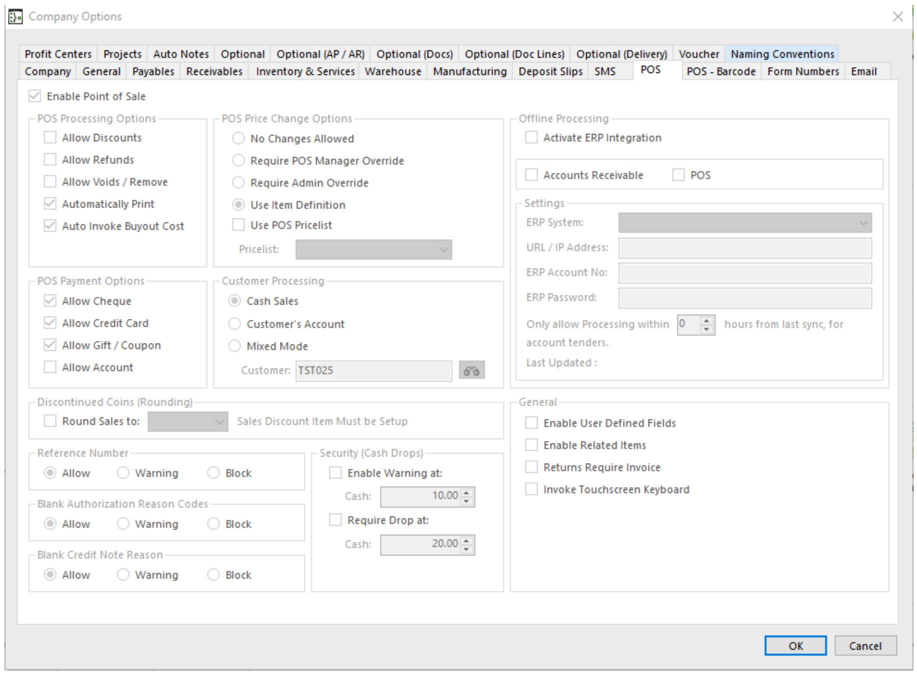


6. Select your Tax Code.



7. Press Record.

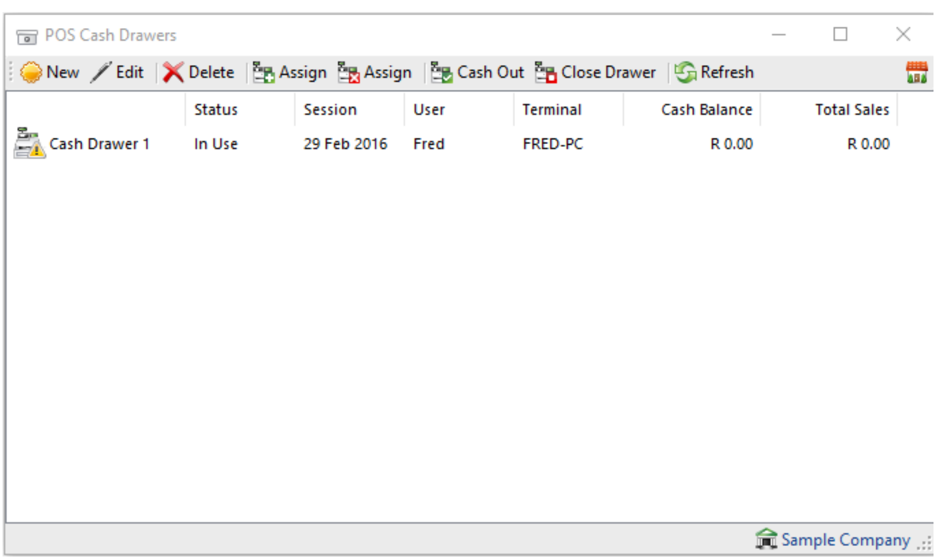
Q10 I can’t change the settings on Point of Sale, it is greyed out.



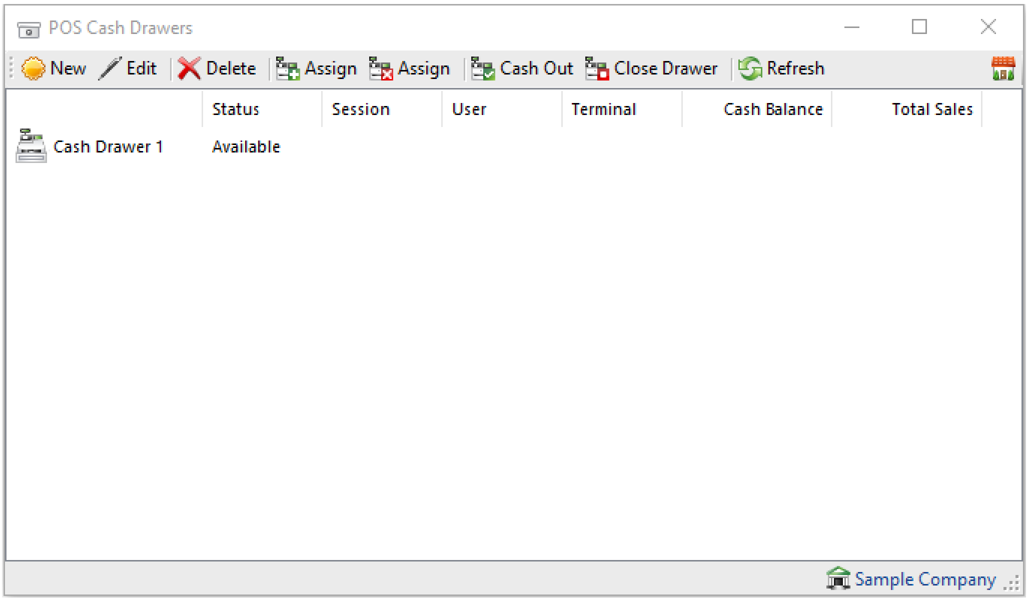
The most likely reason for this issue is that there is a Cash Drawer that is opened or assigned to a user.

To resolve this problem, make sure that you close all the drawers.

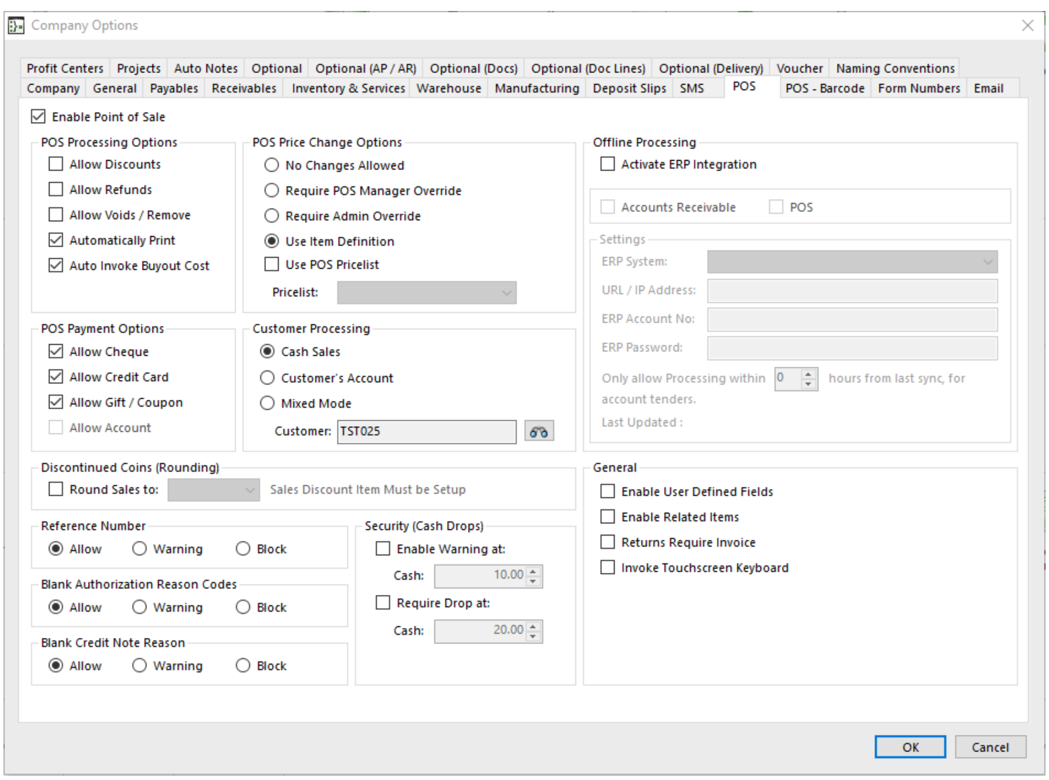
1. Go to Point of Sale and double click on Cash Drawers



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



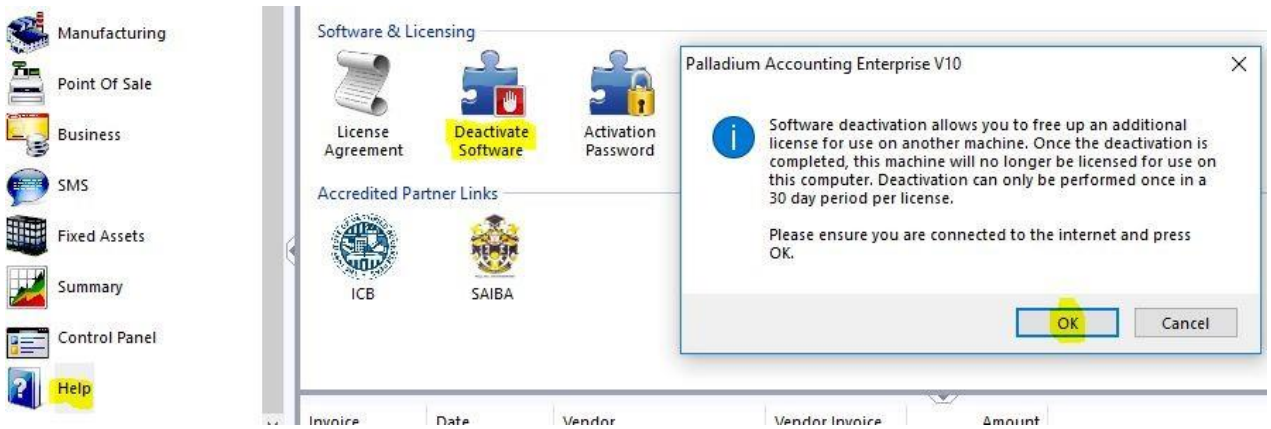
4. You will now be able to access the settings for POS in the Control Panel.



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

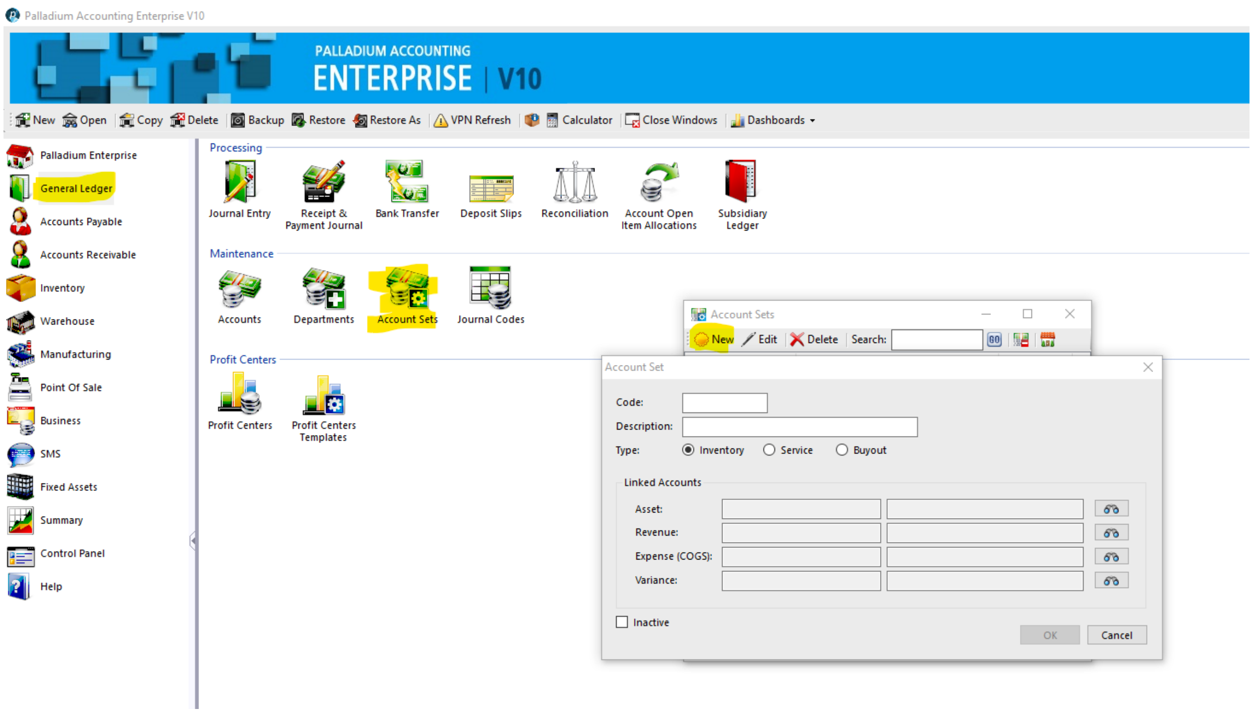
This can be done from within Palladium on the machine that you would like to deactivate.

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

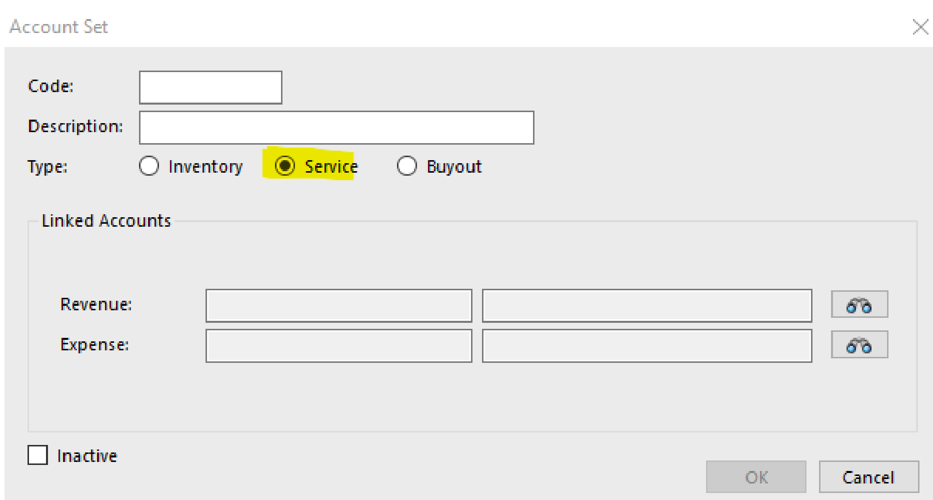


Q12 How do I create an Account Set for a Service Item?

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.



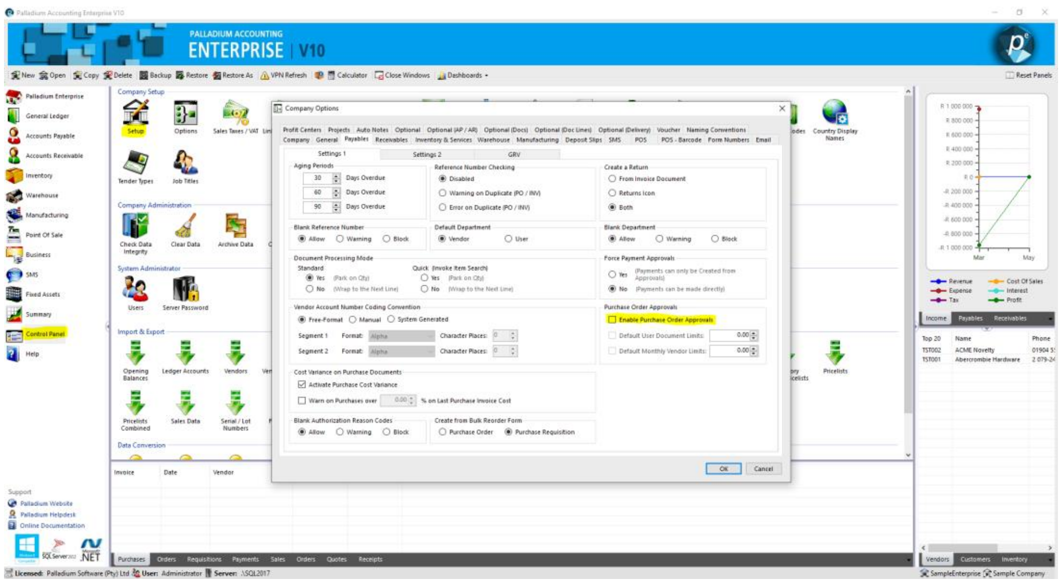
6. Add the Revenue and Expense Accounts.
7. Click OK.

Frequently Asked Questions

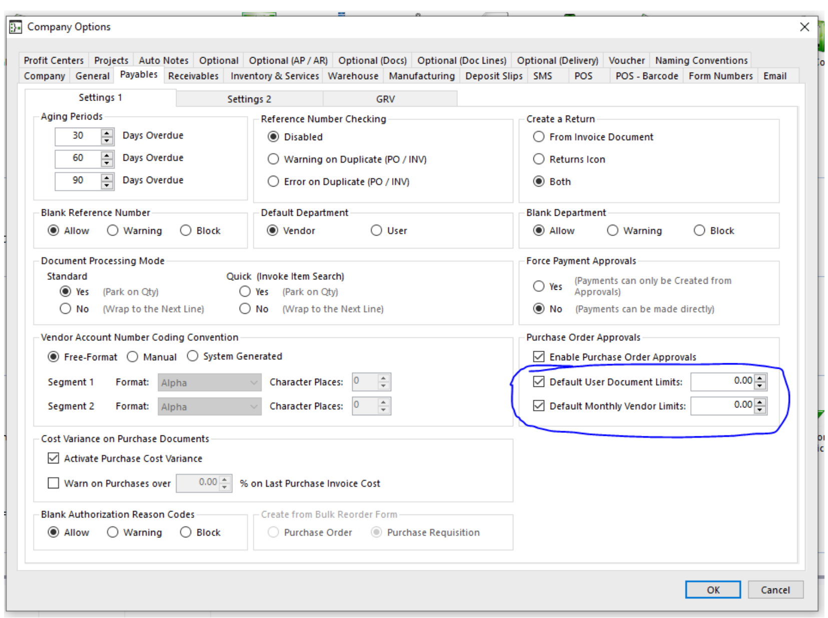
Q13 How do I setup Purchase Order Approvals?

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.

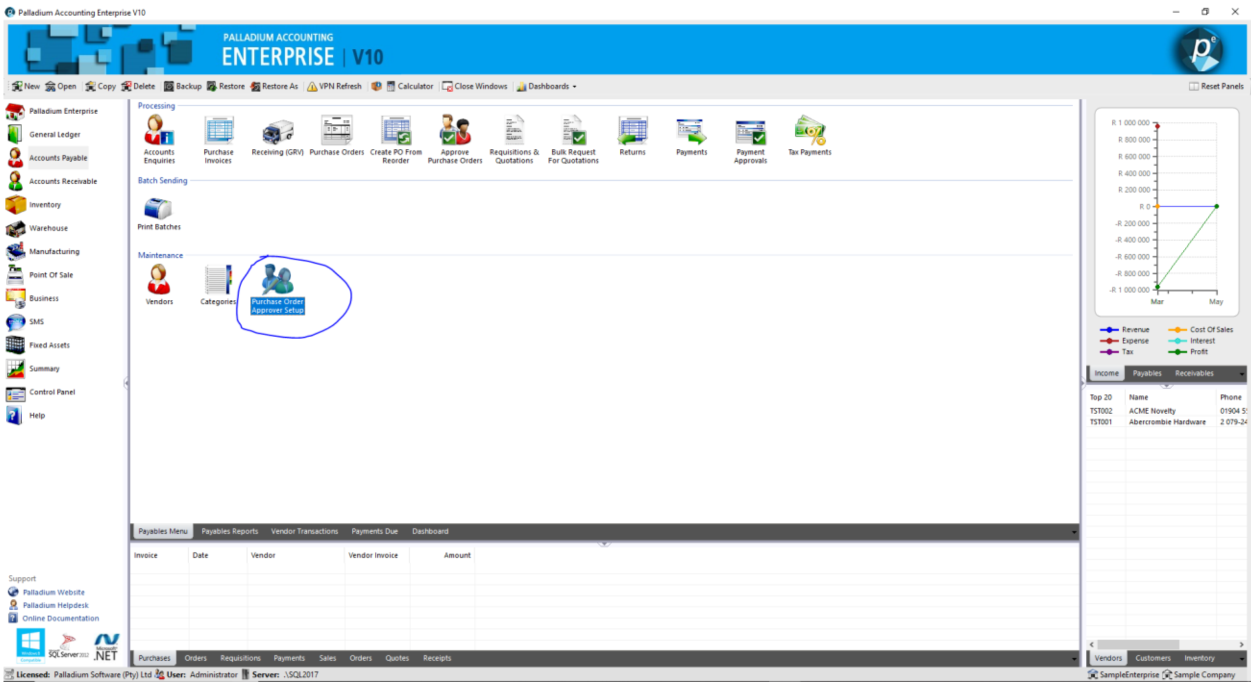
1. Open the Control Panel.
2. Click on Options
3. Under Payables Check the Enable Purchase Order Approvals



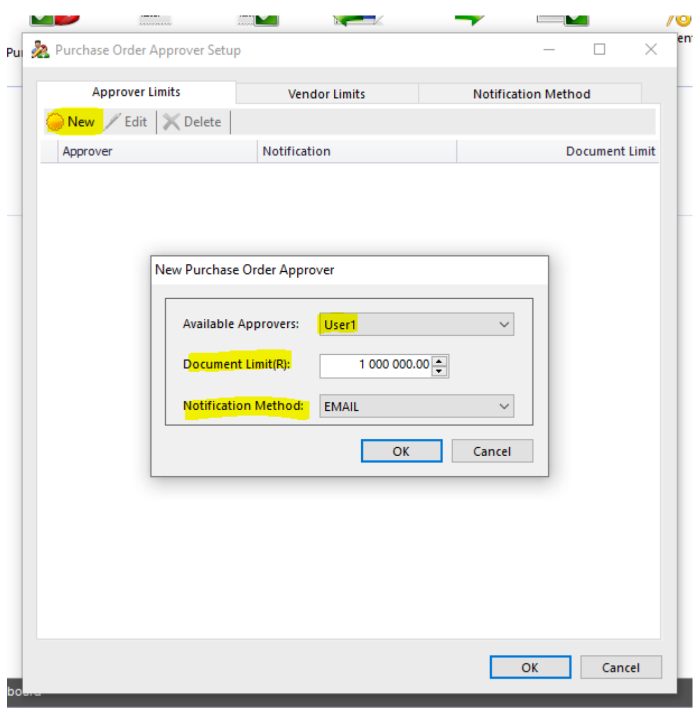
4. Enter the default limits and click Ok.



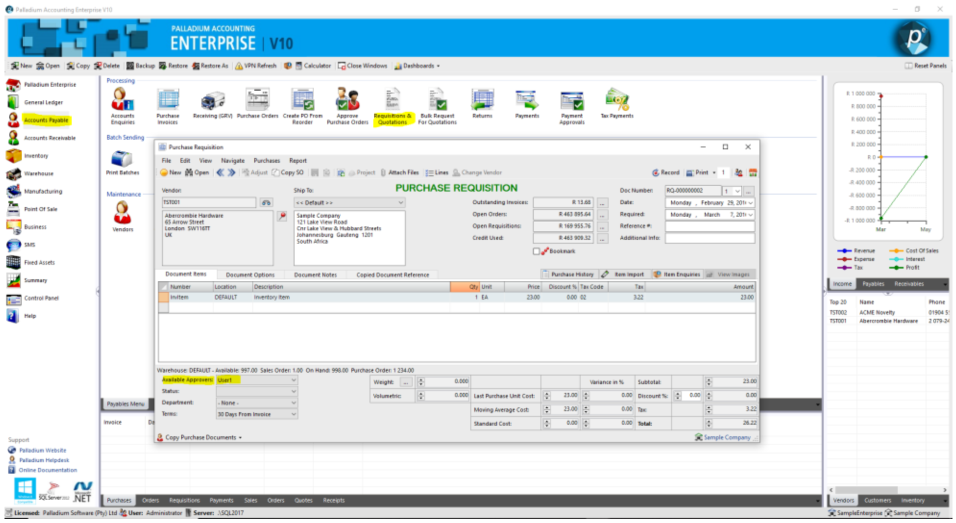
5. To set up Approvers go to Accounts Payable.
6. Click on Purchase Order Approver Setup.



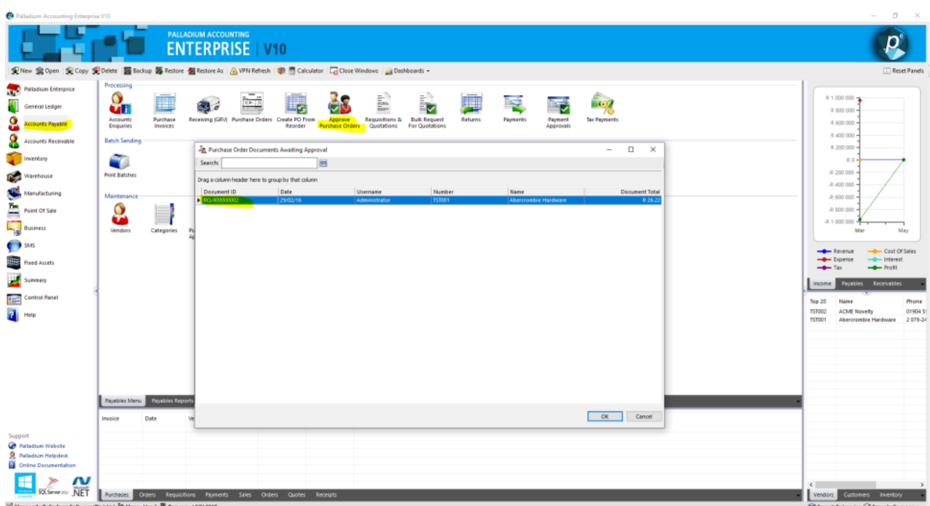
7. Click New.
8. Select a User and add in the Document Limit and the preferred Notification Method.

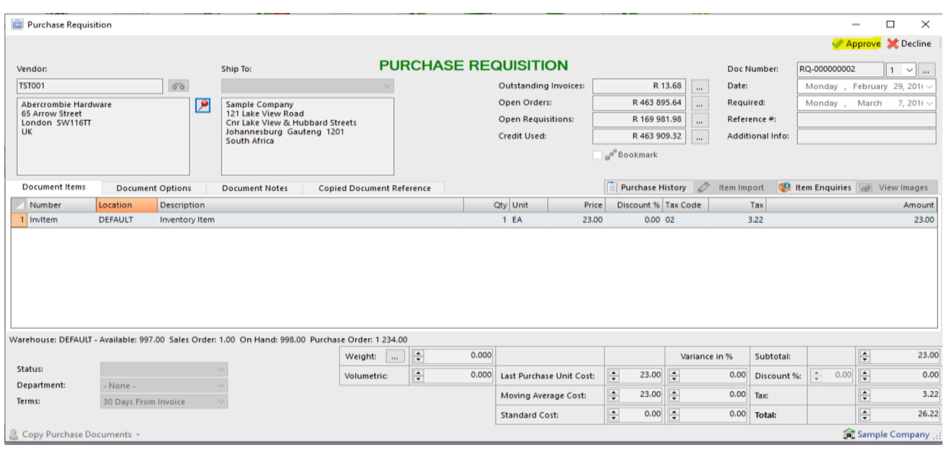


9. You can now process a Requisition and select an Approver.

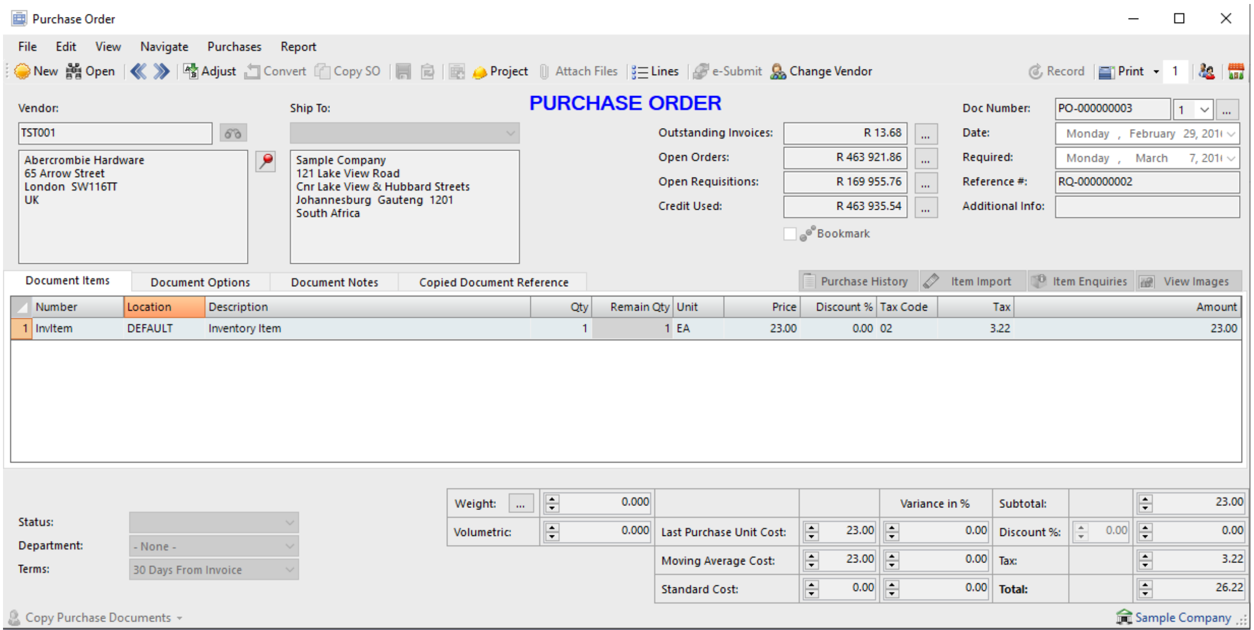


10. The user can now approve the Requisition to convert it to a Purchase Order.



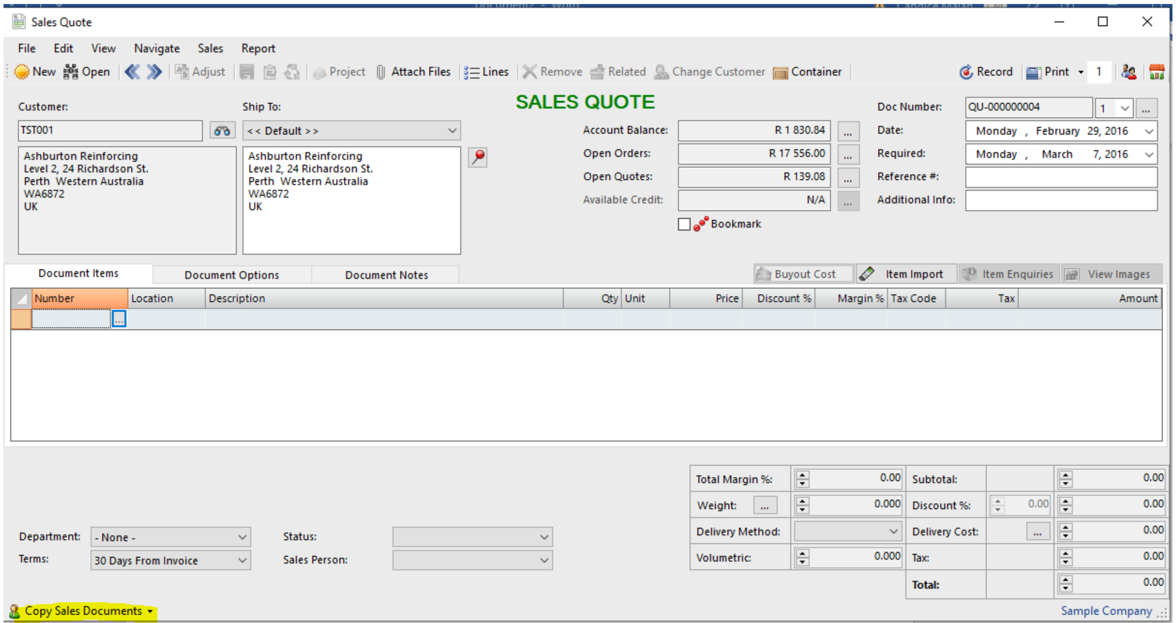


11. The Purchase Order is now generated.

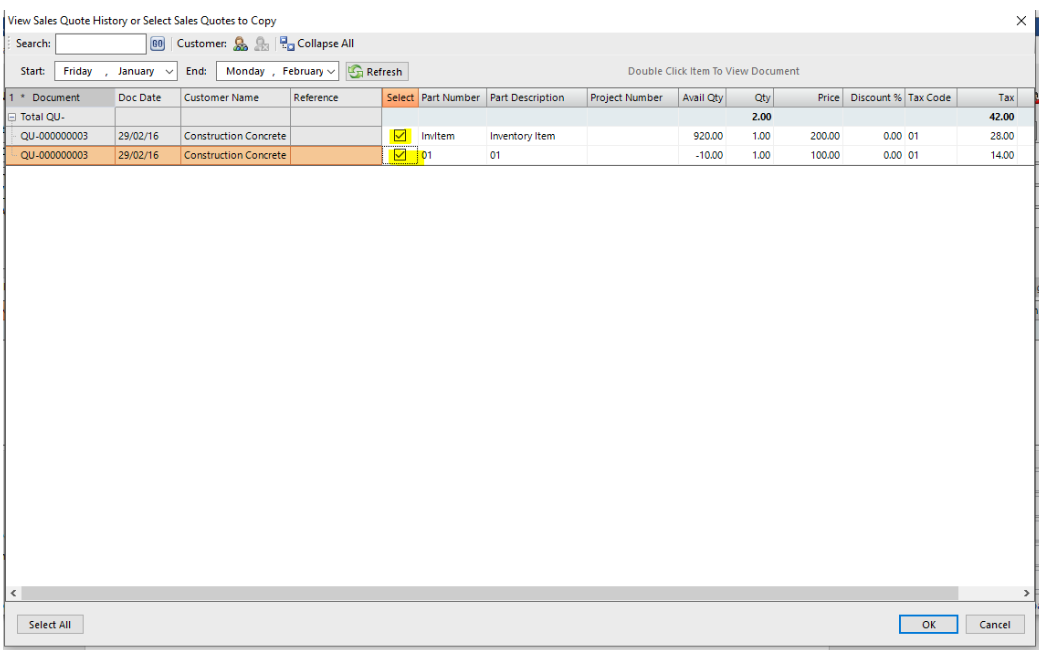


Q14 How do I copy Sales Documents?

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

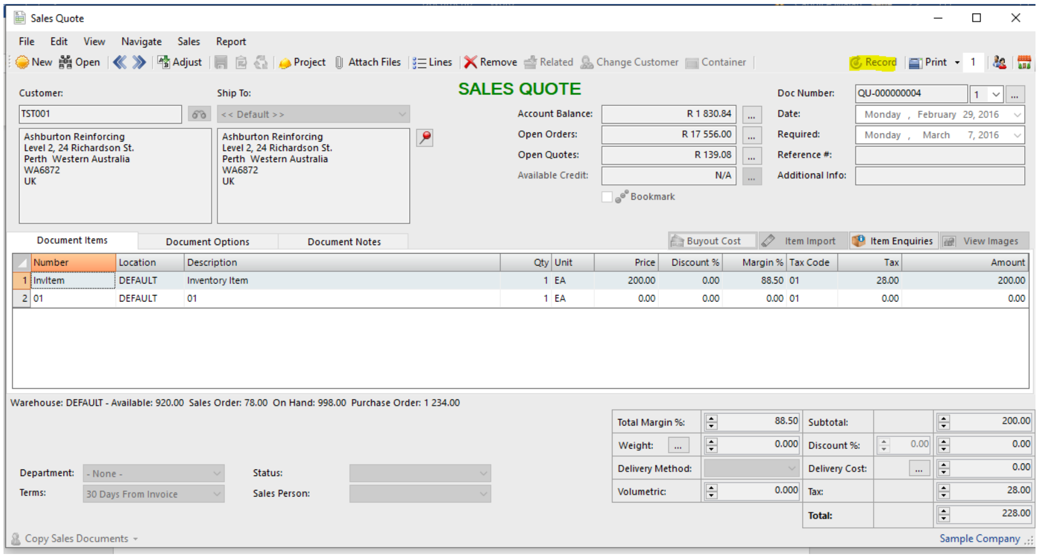


3. Select the lines you would like to copy from your Sales Document.



4. Click OK.

5. Record your document.

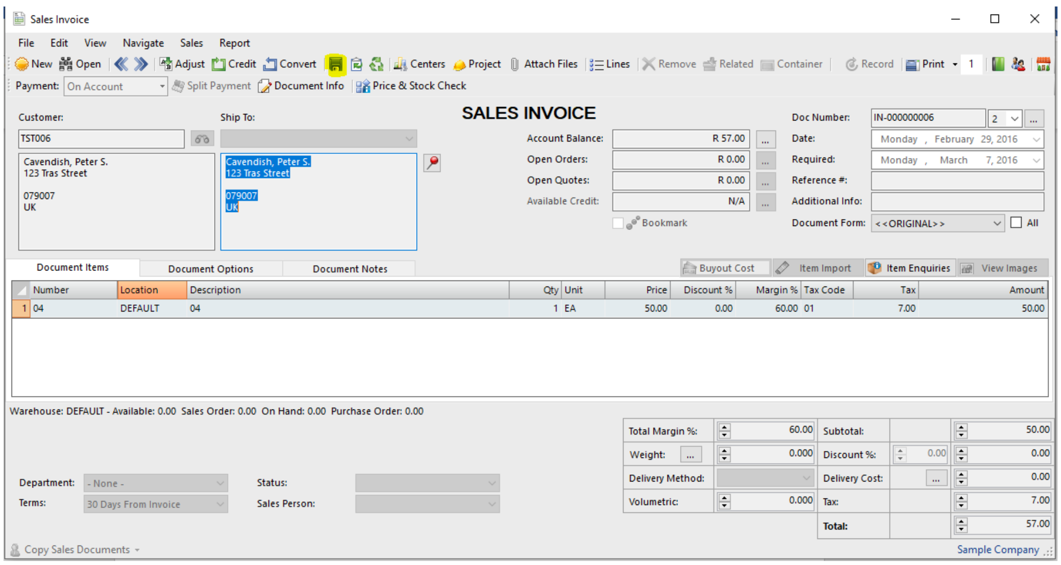


Frequently Asked Questions

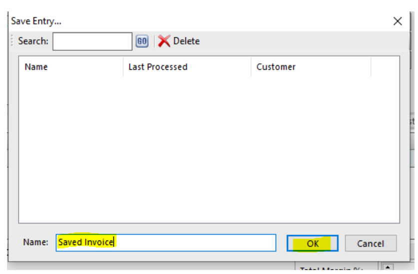
Q15 How do I save a Sales Invoice for Recall later?

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

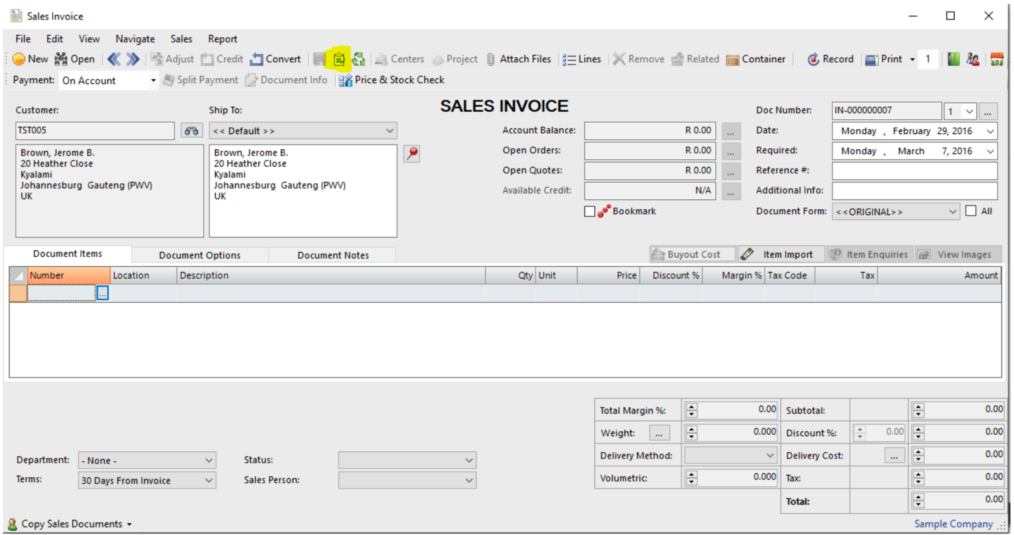
1. Click Record on the Invoice that you would like to Recall Later.
2. Click on Save for Recall Later.



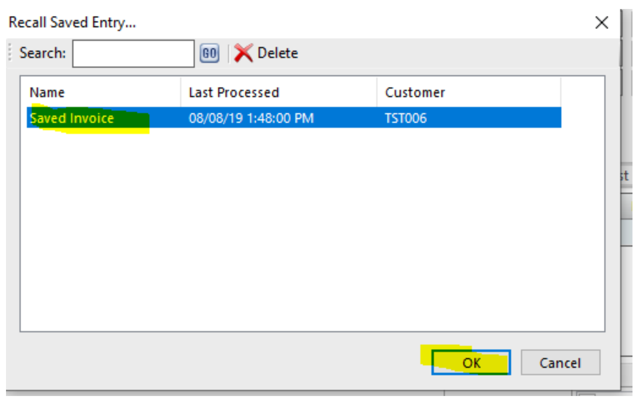
3. Give the Invoice a name and click Ok to save it.



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



5. Select your saved invoice.



6. Record the Invoice.