

Support Document

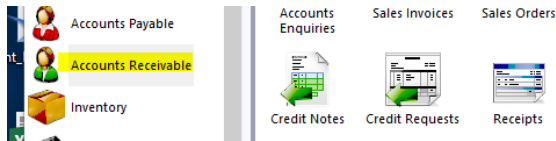
Frequently Asked Questions



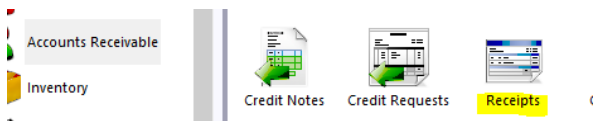
Frequently Asked Questions

Q1 How do I reverse a receipt in error?

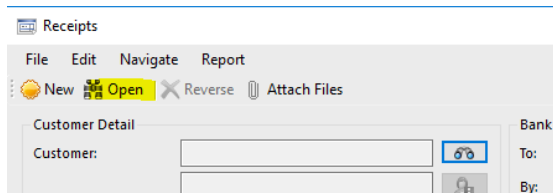
1. Accounts Receivable



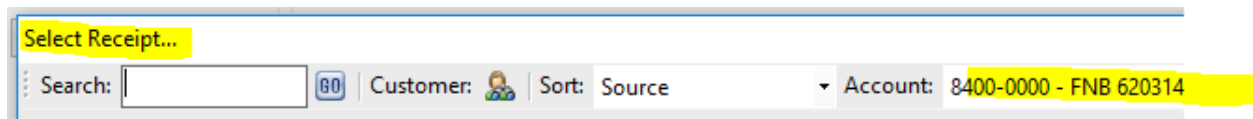
2. Double click on receipts



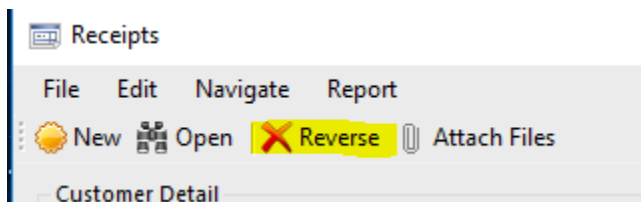
3. Click on open



4. Select the receipt you want to reverse



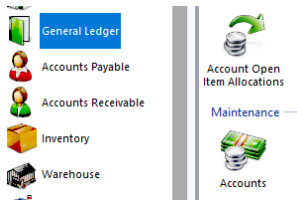
5. Select Reverse



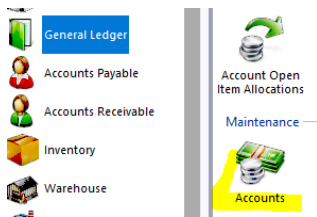
Frequently Asked Questions

Q2 How do I create an account?

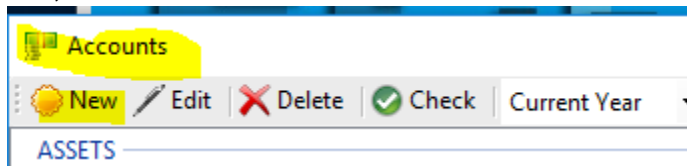
1. Select "General ledger", from the menu on the left



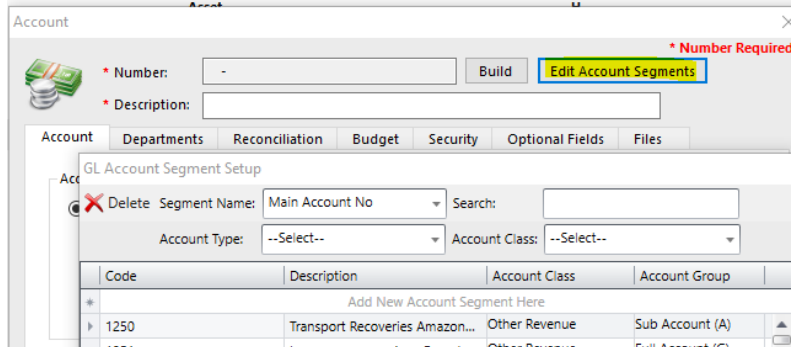
2. "Accounts",



3. "New",



4. View the codes legends for the relevant accounts, "edit account segments",



Frequently Asked Questions

5. Input the account code\description\account class\ account group, click onto “create account”

GL Account Segment Setup

Segment Name: Search:

Account Type: Account Class:

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

6. Select generate

Mass build New Ledger Accounts per Segment

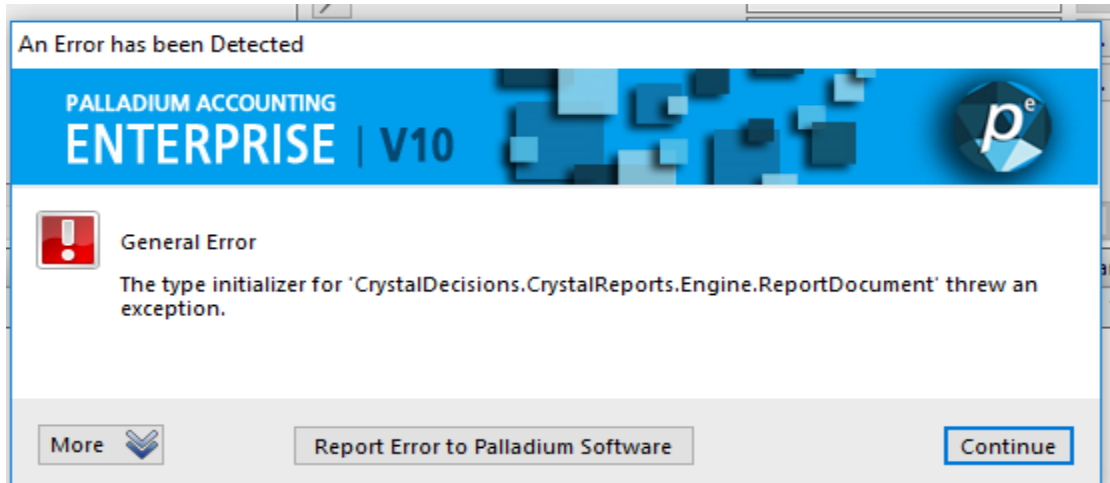
Segment Name: Main Account No

Segment Codes:

Account Number	Description
<input checked="" type="checkbox"/> 1250-0100	Transport Recoveries Amazone...
<input type="checkbox"/> 1250-0000	Transport Recoveries Amazone...
<input type="checkbox"/> 1250-1000	Transport Recoveries Amazone...
<input type="checkbox"/> 1250-1010	Transport Recoveries Amazone...
<input type="checkbox"/> 1250-1020	Transport Recoveries Amazone...
<input type="checkbox"/> 1250-1030	Transport Recoveries Amazone...
<input type="checkbox"/> 1250-1040	Transport Recoveries Amazone...
<input type="checkbox"/> 1250-3000	Transport Recoveries Amazone...
<input type="checkbox"/> 1250-3010	Transport Recoveries Amazone...
<input type="checkbox"/> 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, [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 view these queries please view your crystal reports version and ensure that it corresponds with your operating system version and when logged into palladium click onto “control panel”, “Forms setup”.

(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).

Q5 How do I install palladium on a standalone machine only?

To download the Palladium Installation Guide, click:

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