

# Sage Pastel Accounting

## Partner

User Guide



sage

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# Table of Contents

<b>Chapter 1 – Welcome</b> .....	<b>13</b>
Introduction .....	14
The Pastel Accounting Range .....	15
Additional Stand-Alone Products .....	16
System Requirements .....	17
Using the On-line Help .....	18
Manual and Help Have Same Structure .....	20
New Features.....	21
<b>Chapter 2 – Working in Pastel</b> .....	<b>23</b>
Starting Pastel .....	24
The Pastel Interface .....	25
The Pastel Desktop .....	25
Multiple Windows and Multi-User .....	27
Maintaining Data Records.....	28
Zoom and Add Facility .....	29
Data Entry .....	30
Note Facility .....	31
Assistants.....	32
Report Printing .....	33
Transaction Entry Overview .....	35
Forms Designer .....	36
<b>Chapter 3 – Working with Companies</b> .....	<b>37</b>
Creating Companies.....	38
Backing Up Company Data.....	39
Pastel IronTree Backup .....	40
Ensuring Data Integrity .....	41
Company Parameters.....	42
User Groups, Users and Passwords.....	44
User Groups.....	44
Users .....	45
Microsoft Office Integration .....	46
The Control Centre .....	47

<b>Chapter 4 – General Ledger .....</b>	<b>49</b>
General Ledger Overview .....	50
Financial Periods .....	50
General Ledger Accounts .....	50
Financial Categories .....	51
Budgets .....	52
Projects .....	52
Project Tracker Module .....	53
Entry Types and Cash Books .....	55
Tax Types .....	56
Journals and Cash Book Processing Overview .....	57
Bank Reconciliation Overview .....	58
General Ledger Reporting .....	59
General Ledger Setup and Maintenance .....	60
Entry Types .....	60
Periods .....	60
Tax .....	61
Tax Manager .....	61
Financial Categories .....	65
Report Writer Categories .....	65
General Ledger Accounts .....	66
Budgets .....	67
General Ledger Processing .....	68
Journals and Cash Books .....	68
Bank Reconciliation .....	72
General Ledger Manager Module .....	73
Year-End .....	74
General Ledger Reporting .....	75
Reports .....	75
Financial Ratios .....	76
Report Writer .....	78
<b>Chapter 5 – Customers .....</b>	<b>83</b>
Customer Overview .....	84
Payment Terms, Ageing, Open Item, and Balance Forward .....	84
Customer Categories .....	86
Sales Analysis Codes .....	86

Customer Records.....	87
Customer Processing .....	87
Customer Reporting.....	87
Customer Setup and Maintenance .....	88
Customer Control .....	88
Customer Documents.....	89
Normal Payment Terms .....	90
Early Payment Terms .....	90
Customer Categories .....	91
Sales Analysis Codes.....	91
Customer Accounts .....	92
Delete Inactive Customers / Suppliers .....	94
Block Customers / Suppliers.....	94
Customer Processing .....	95
Match Open Item.....	95
Customer Reporting .....	96
<b>Chapter 6 – Suppliers.....</b>	<b>99</b>
Supplier Overview .....	100
Payment Terms, Ageing, Open Item, and Balance Forward .....	100
Supplier Categories.....	102
Supplier Records .....	102
Supplier Processing.....	102
Supplier Reporting .....	102
Supplier Setup and Maintenance .....	103
Suppliers Control .....	103
Supplier Documents.....	104
Supplier Categories.....	104
Supplier Accounts .....	105
Supplier Processing .....	106
Supplier Remittance.....	106
Supplier Reporting.....	107
<b>Chapter 7 – Inventory .....</b>	<b>109</b>
Inventory Overview .....	110
Inventory Integration .....	110
Inventory Groups .....	111
Inventory Cost Prices.....	112

Negative Inventory Quantities .....	113
Inventory Categories .....	113
Inventory Items .....	114
Selling Prices .....	116
Inventory Journals .....	119
Count Inventory (Stock-Take) .....	119
Purchasing and Selling .....	120
Add-on Modules .....	124
Inventory Setup and Maintenance .....	125
Inventory Setup .....	125
Inventory Categories .....	126
Inventory Items .....	126
Customer Prices .....	128
Adjust Selling Prices .....	129
Inventory Processing .....	131
Inventory Journals .....	131
Purchasing and Selling .....	131
Count Inventory .....	134
Inventory Reporting .....	135
<b>Chapter 8 – Pastel POS .....</b>	<b>137</b>
Point of Sale Overview .....	138
Working in Point of Sale .....	141
Starting Pastel Point of Sale .....	141
Point of Sale Search .....	142
Point of Sale Setup .....	143
Setup Options .....	143
Touchscreen Options .....	146
Backup Paths .....	147
Offline Options .....	147
POS Slip Logo .....	148
Report Drill Down .....	148
Supervisor Dashboard .....	148
Point of Sale Processing .....	149
Process Point of Sale .....	149
Supplier Documents .....	150
Touchscreen Processing .....	151



Supervisor Cash Up.....	152
Offline Management.....	152
Point of Sale Reports.....	153
<b>Chapter 9 – Multi-Store .....</b>	<b>155</b>
Multi-Store Overview .....	156
Multi-Store Setup and Maintenance.....	157
Multi-Store Processing Setup .....	157
Stores.....	157
User Access to Stores .....	160
Multi-Store Processing.....	161
Store Transfers.....	161
<b>Chapter 10 – Bill of Materials.....</b>	<b>163</b>
Bill of Materials Overview .....	164
Bills of Materials .....	164
Kit Item Codes.....	165
Manufacturing and Serial Numbers.....	165
Bill of Materials Setup and Maintenance .....	166
Bill of Materials Setup .....	166
Bills of Materials .....	167
Kit Item Codes.....	168
Copy BOM / Kit Item Code .....	169
Replace Components.....	169
Bill of Materials Processing .....	170
Manufacture .....	170
Using Bill of Materials Items when Invoicing.....	170
Bill of Materials Reports.....	172
<b>Chapter 11 – Serial Number Tracking .....</b>	<b>173</b>
Serial Number Tracking Overview .....	174
Working with Serial Numbers .....	175
Serial Number Items .....	175
Adding and Selecting Serial Numbers .....	175
Serial Number Reports.....	178
<b>Chapter 12 – Multi-Currency.....</b>	<b>179</b>
Multi-Currency Overview .....	180

Working with Multi-Currency .....	181
Setting up Currencies .....	181
Exchange Rates .....	181
Entering Multi-Currency Transactions .....	182
Foreign Currency Revaluation .....	182
Multi-Currency Reports.....	183
<b>Chapter 13 – Time and Billing .....</b>	<b>185</b>
Time and Billing Overview .....	186
Time and Billing Setup and Maintenance .....	187
Time and Billing Setup .....	187
Activities .....	187
Employees.....	188
Time and Billing Processing .....	189
Timesheets.....	189
Timesheet Invoicing.....	189
Time and Billing Credit Notes.....	190
Time and Billing Reports .....	190
<b>Chapter 14 – Receipting.....</b>	<b>191</b>
Receipting Overview.....	192
Working with Receipting .....	193
Setting up Receipting .....	193
Processing Receipts .....	195
Deposit Assistant .....	196
Receipts Reports .....	197
<b>Chapter 15 – Business Intelligence Centre .....</b>	<b>199</b>
Business Intelligence Centre Overview .....	200
Working with the Business Intelligence Centre .....	201
Why Excel?.....	201
Extracting Data .....	202
Standard Reports and Templates .....	204
Excel Genie.....	210
<b>Chapter 16 – Bank Manager.....</b>	<b>213</b>
Bank Manager Overview.....	214
Working with Bank Manager .....	215

Download the Bank Statement .....	215
Editing Transactions.....	217
The Reconciliation Tab .....	222
Moving Transactions from Bank Manager into Pastel .....	222
<b>Chapter 17 – Debtors Manager .....</b>	<b>223</b>
Debtors Manager Overview.....	224
System Requirements.....	225
Starting Debtors Manager .....	225
Debtors Manager Features.....	226



# Chapter 1 – Welcome

- **Introduction**
- **The Pastel Accounting Range**
- **System Requirements**
- **Using the On-line Help**
- **New Features in this Version**

# Introduction

Welcome to Pastel Partner! You have chosen one of the most flexible and easy to use financial products available.

This user guide introduces you to Pastel Partner. There is a separate installation guide included in your package that details installation instructions. The installation guide, as well as the on-line help, details how to register your package.

The installation guide also details your support options, which may differ from country to country. You have 30 days of free support from the date on which you register your package.

You can view an on-line version of this guide via the Help...Documentation menu option.

In this first chapter, we look at the Partner range, and see which modules each version has. We also look at optional add-on modules, which enhance functionality in a number of areas.

In the final section in this chapter, we look at the new features in Pastel Partner Version 12.

## Important Note

This user guide is a Pastel Partner overview only. It does not cover every feature and every function in the system. The idea is to give you a detailed outline of the system's functionality. The on-line help contains detailed information on every feature.

The table of contents in this user guide is a subset of the one in the on-line help, but in the same sequence. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# The Pastel Accounting Range

The Pastel Accounting range has three products:

- Pastel Partner
- Pastel Xpress
- Pastel Xpress Start-Up

Pastel Xpress Start-Up is identical to Pastel Xpress, except that you can only have one operating company, you cannot add multi-user functionality, and you cannot add any add-on modules.

You can upgrade from Xpress to Partner at any time, with no data conversion required. Pastel Partner contains the same modules as Pastel Xpress, although there are many enhancements within these modules. In addition, Pastel Partner allows the use of many additional modules:

Add-on Module	Description
Bank Manager	This automates bank transactions and reconciliations, based on downloading the bank statement via the Internet. This option is for South Africa only.
Bill of Materials	This lets you manufacture or assemble items from components.
Business Intelligence Centre	This gives you advanced reporting and analysis in Microsoft Excel.
Debtors Manager	This helps you optimise your collections process.
General Ledger Manager	This lets you renumber, delete, and merge, general ledger accounts.
Inventory	The Inventory module is where you do most of your processing work if you purchase and sell goods.
Multi-Currency	This lets you process in foreign currencies.
Multi-Store (Warehouses)	This lets you have multiple stores and transfer items between stores.
Project Tracker	This lets you manage budgets and costs linked to projects.
Point of Sale	This lets you process sales and control payments via a cash drawer.
Offline Processing	This lets you deploy Point of Sale without requiring a permanent network connection.
Receipting	This lets you print receipts and simultaneously update the cash book.
Serial Number Tracking	This lets you serialise inventory items and track each item's movement.
Time and Billing	This lets you bill employee time to customers.

We look at these modules in more detail in this manual.

Pastel Xpress is a smaller, less fully featured product. It contains the General Ledger, Customers, Suppliers, and Inventory modules. You can add up to three users, and you can add the Business Intelligence Centre, General Ledger Manager, Bank Manager, and Point of Sale modules.

## **Additional Stand-Alone Products**

A number of other Sage products work with Pastel Partner:

- Payroll
- Fixed Assets
- Contact Management
- eBusiness & eBilling



# System Requirements

These are the hardware and operating system software requirements for the system:

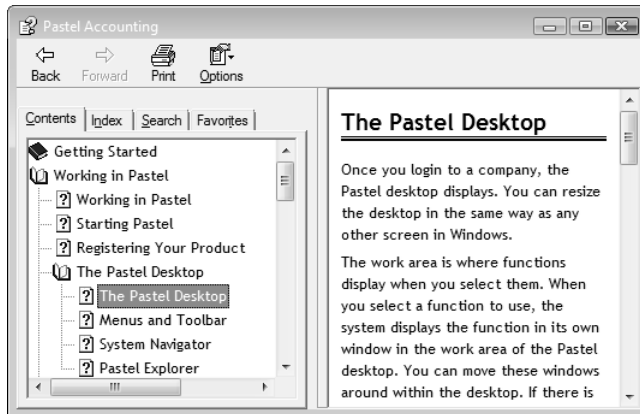
	Workstation	Server
<b>HARDWARE</b>		
<b>Minimum</b>	Pentium IV	Pentium IV
<b>Recommended</b>	Pentium IV 2GHz or higher	Pentium IV 2GHz or higher
<b>DVD Drive</b>	Required	Required
<b>RAM</b>		
<b>Minimum</b>	512MB	1GB
<b>Recommended</b>	1GB or higher	128MB per simultaneous user who accesses the system
<b>SCREEN RESOLUTION</b>		
<b>Minimum</b>	1024 x 768	1024 x 768
<b>OPERATING SYSTEM</b>		
<b>Supported Operating Systems</b>	Windows XP SP3, Windows Vista, Windows 7	Windows XP SP3, Windows Vista, Windows 7, Windows Server 2003 and Windows Server 2008

Note that:

- This product does not run on Windows NT and Windows 2000.
- Windows XP requires SP3 as a minimum.
- You cannot use Windows XP Home in a multi-user environment.
- Microsoft Office integration and email functionality requires you to have Microsoft Office version 2000 or above installed on your workstation.

# Using the On-line Help

You access the on-line help by pressing the <F1> key while you are working in the system. The help will be relevant to the screen you are using. You can also use the Help menu option to access the help. Here is a typical help screen:

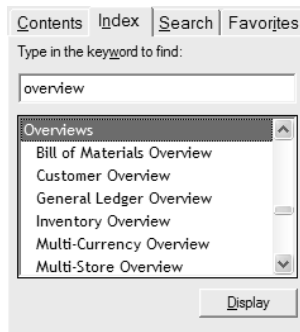


Use the Back and Forward buttons to navigate between topics you visit in this session.

The help content shows in the right hand pane.

On the Contents tab, there is a hierarchy of topics in module sequence. The highest-level topic displays as a book. Click a book to open and close it.

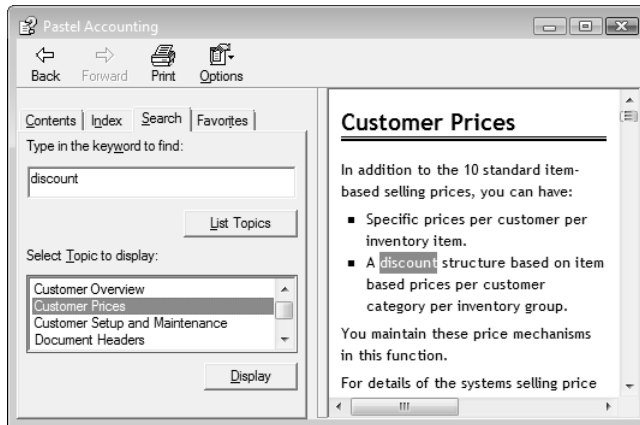
The Index tab lets you enter keywords, and shows topics that contain a key word:



Enter one or more keywords. As you type, the system displays the index entries that match your typing. Note, as in this example, that indexes have two levels of detail.

Click the most suitable topic, and click the Display button to display the topic you select. The topic displays in the right-hand pane. To select a different topic, click the Index tab again.

In the Search tab, you enter a word or phrase:



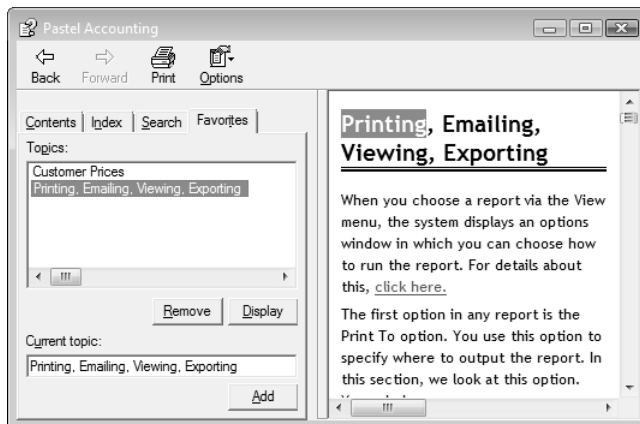
In the Keyword field, enter a word or phrase. To find a topic that has the exact phrase you enter, enclose the keywords in quotes.

Click the List Topics button and the system shows topics that contain the text you enter.

Click the Display button to show the topic in the content pane.

Use the Options menu if you wish to turn off highlighting of the search word or phrase in the topic content.

Use the Favourites tab to store links to topics you access frequently:



Click Add to add the current topic to the Favorites list.

Once the topic is in the list, you can select it and click the Display button to show its contents.

To remove a topic from the Favorites list, select it and then click the Remove button.

## Manual and Help Have Same Structure

This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded.

In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# New Features

The following new features have been implemented in Pastel Partner Version 12:

## Tax Manager

To ensure correct VAT reconciliations and VAT reporting to SARS, it is essential that the VAT reporting frequency is closed. In Tax Manager you will setup your VAT reporting frequencies and process your transactions as usual. At the end of each tax period, you will print your report and close the tax period. Any transactions that are backdated to a closed period will automatically form part of the next VAT period.

## Conversion Assistant

The conversion assistant has been updated to convert multiple companies simultaneously.

## Customer Processing

A warning will display when using the same reference number per customer on All Customer Updatable Documents.

## Point of Sale

A facility for Pack Sizes has been added. The Pack Size facility allows the retailer to repack their stock into smaller or larger quantities for resale. If a retailer purchased stock in packs of 6 items, the retailer can then repack the stock as single items or repack the items of 6 into cases of 24.

## Pastel Debtors Manager

Pastel Cash Manger has been renamed to Debtors Manager.

New features added to Debtors Manager include:

- **Debtors Dashboard**  
The dashboard gives management instant visibility of debtor's status and collection activity.
- **Sales Analysis Report**  
12 month rolling sales analysis, displaying sales per customer, per month.
- **SMS Payment Reminder**  
Send automated SMS payment reminders to overdue customers.
- **Summarised Contact Report**  
This report displays an overall view of the age analysis, the latest contact notes saved, as well as PTP's saved.

## **Automatic Updates**

An automatic update feature has been included which will automatically update your Pastel Accounting. The automatic update can be set to check for updates when opening Pastel Accounting, on a daily basis or on a weekly basis. A setting has been included to always ask before downloading the updates and while downloading the update a progress bar displays. Before the update is downloaded, a history of changes made will be displayed.

# Chapter 2 – Working in Pastel

**In this chapter, we see how you navigate through the system and enter data. We then look at general features such as using notes and viewing, printing, emailing, and exporting reports.**

- **Starting Pastel**
- **The Pastel Interface**
- **Transaction Entry Overview**
- **Forms Designer**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Starting Pastel

Pastel allows you to maintain as many separate companies, or sets of books, as you require. Each company is a separate financial entity.

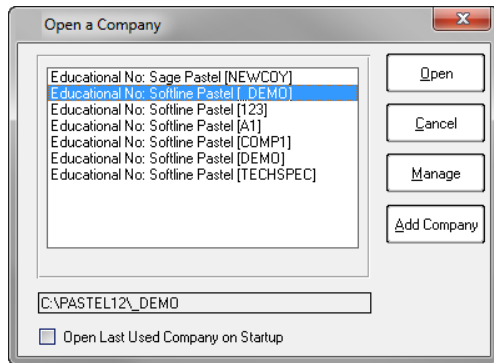
Within each company, you create users. You have to login as a user in order to gain access to a company and work in the company. You can specify which areas of the system a user can and cannot process. This allows you to control access to sensitive information.

Getting to work in Pastel therefore involves three activities:

- You have to start the program.
- You have to choose a company.
- You have to login as a user.

To start Pastel, choose the Pastel icon in the Windows Start menu, in the Sage/Pastel group. You can also use the icon on the desktop.

Once you start Pastel, you need to select a company to work in:



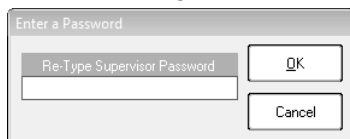
Choose a company in the list by double-clicking it, or click it and then click the Open button.

The Manage button lets you activate and deactivate companies, to allow or prevent them from displaying in the Open Company list. You use this as well to activate companies created on another workstation.

Check the Open Last Used check box to bypass this window and open the last used company automatically.

The installation procedure creates the \_DEMO company. This is a sample company, which contains data. You can use this company to experiment with and learn the system.

If there is only one user in the company, and that user has no password, as in the \_DEMO company, the system does not ask for a password. If more than one user exists in the company, or the only user has a password, the Enter a Password window opens and you must enter a valid password to login to the company:

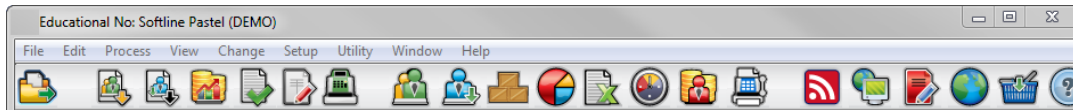




# The Pastel Interface

## The Pastel Desktop

Once you login to a company, the Pastel Desktop displays. The menus and the toolbar display at the top of the window. The toolbar icons are as follows:



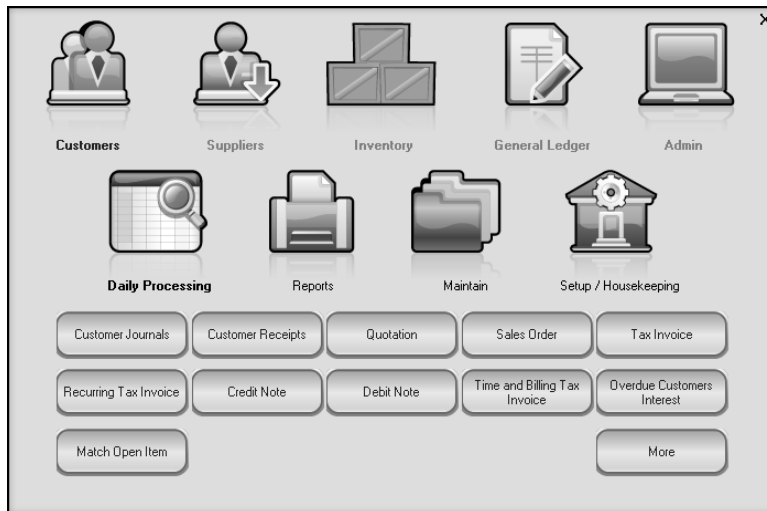
Menus give you access to all of Pastel's functions.

You can resize the Pastel Desktop. Functions execute within the desktop, and scrollbars open when necessary.

Here is a summary of each main menu:

Menu	What it Does
File	This deals with companies as a whole. You create, open, and backup companies via this menu. You also set up printing.
Edit	You use this menu to maintain database records such as general ledger, customer, supplier, and inventory records.
Process	You use the process menu to enter transactions into the system.
View	You produce reports and perform on-screen enquiries via this menu.
Change	This menu lets supervisors perform high-end functions such as the financial year-end.
Setup	You use this menu to configure the system to conform to your business requirements.
Utility	This menu contains various utilities such as the Forms Designer and Microsoft Office integration tools.
Window	This window lets you select and arrange windows when you open more than one function at a time.
Help	This menu lets you access product documentation, register your product, and access the support website.

Besides the menu system, you can access most Pastel functions using two other navigation tools. The first is the System Navigator. This shows each program function in accounting module sequence:



Choose an accounting area at the top.  
Then, in the next set of icons, choose the activity type.  
Finally, choose a specific function via the buttons.

The second navigation tool is the Pastel Explorer:

Due Date	Type	Due	Account	Description
31/12/04	Customer Invoice	Overdue	COM004	Computer R
31/10/04	Customer Invoice	Overdue	SOF001	Software Ex
31/03/04	Customer Invoice	Overdue	CASH	CASH SALE
31/03/04	Customer Invoice	Overdue	CASH	CASH SALE
30/11/04	Customer Invoice	Overdue	ABB029	Albott Limite
30/11/03	Customer Invoice	Overdue	CASH	CASH SALE
30/11/03	Customer Invoice	Overdue	AGC001	A & G Const
30/06/03	Customer Invoice	Overdue	COM001	Computable
30/06/99	Inventory Note to be	Overdue	MOPN/17	17 Inch SVI
22/05/99	Customer Note to be	Overdue	BON001	Bond Mr Jar
22/02/05	Sales Order to Delive	Overdue	ABB029	Albott Limite
22/02/05	Quotation Expiring	Overdue	ACK001	Ackerman In
19/11/03	Purchase Order Arriv	Overdue	HAR001	Hard Driving
16/04/99	Supplier Note to be	Overdue	COM001	Complete Co
08/09/04	Customer Invoice	Overdue	AST002	Astcom Con
03/03/99	Inventory Note to be	Overdue	ACC/LOC	Accounting

You can sort by any column, move columns around, and resize columns. You can also filter records.

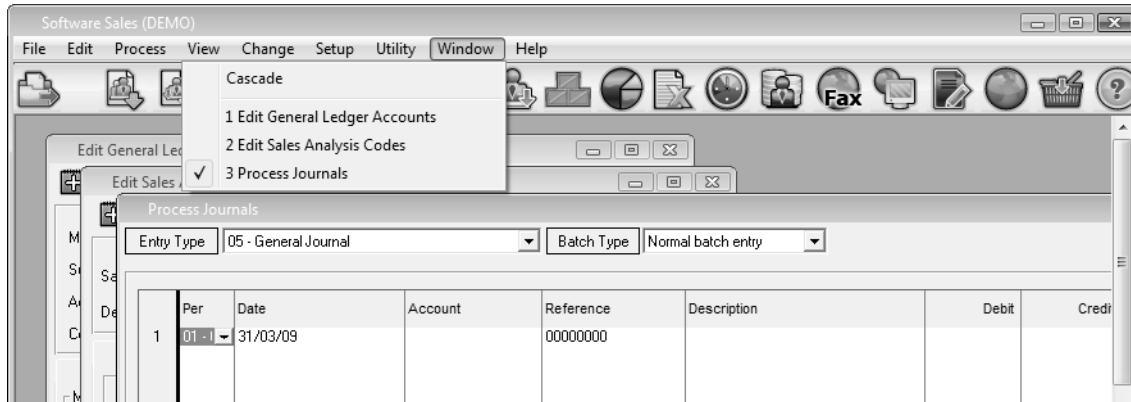
Right click a record and a popup menu displays, from where you can choose processing and maintenance functions, For example, you can invoice a customer.

The To Do list shows items that are due or overdue. You choose which items to display in the pane on the left side.

You can switch between these two navigation tools at any time. You can also set per user whether the navigation tool should load automatically when there are no program functions running.

## Multiple Windows and Multi-User

Pastel lets you open multiple program functions at once. Each program function has its own window within the Pastel desktop. This can be very useful. For example, you can leave enquiry and report windows open and rerun them at any stage:



Multiple windows exist within the desktop. If you minimise the main window, all windows minimise. Use the Window menu to select an open function or arrange the windows on the desktop. In the screen, we have three overlapping functions open at the same time.

There are, however, some restrictions as regards multiple window usage. These restrictions ensure the integrity of your data. The system has a few modes it uses to ensure data integrity:

Mode	What it Does
Sole Access Mode	All setup functions and some edit and processing functions work in Sole Access mode. If you open a window that requires Sole Access mode, no other user can work in the company at the same time. You also cannot have other program functions open on your Pastel desktop.
Update Mode	When you edit a master file record, or the system updates master file information while processing, the system enters Update mode. This locks the particular record you are updating. During this time, no one else can edit that master file record. If another user attempts to open the record, they will receive a message that another user is locking the record. You should therefore not leave master file edit screens open on your system.
Stop Update Mode	Some operations, mainly financial reports, prevent any updates from occurring. For example, while you print a trial balance the system cannot allow another user to update batches. If the system allows an update to proceed, the trial balance can print incorrectly. The system issues a message to the user attempting to update, and the user has to wait for the report to complete.

Note that the system displays some of these modes in the window header. This reminds you that you may be preventing other users from doing their work or even accessing the company.

Besides these modes, the system controls multi-user access automatically. If, for example, you attempt to edit a customer record while another user is editing it, the system issues a message and prevents you from doing so.

## Maintaining Data Records

Every time you work in a Pastel company, you create, modify, or delete a record in the database. The database contains many types of records, such as customer, supplier, and inventory records. Each transaction is a record, and so is each user's profile.

You maintain these records using standard techniques in Pastel. Once you know how to create, edit, and delete one type of record, you can do the same for all records.

Some master records are relatively small, and you maintain them by simply adding entries to a table.

Here we look at how you maintain larger master files such as customer accounts and inventory items. Maintenance screens usually consist of three areas:

Per	This Year Movement	This Year Balance	Last Year Movement	Last Year Balance
1				
2				
3			R15,040.00	R15,040.00
4				R15,040.00
5				R15,040.00
6				R15,040.00
7				R15,040.00
8				R15,040.00
9				R15,040.00
10				R15,040.00
11				R15,040.00

The toolbar displays on top. The on-line help contains detailed procedures for using the toolbar.

The top frame is for the code and name or description of the record.

The tabs contain detailed fields that belong to the record. Many master records may have either or both of the following standard tabs, which we describe in detail elsewhere:

- \* The Notes tab lets you create notes that link to the record.
- \* The Picture tab lets you associate images with records.

You can drill down from some balances to see the transactions that make up the balance value.

## Zoom and Add Facility

Once you create master file records, you need to access them in processing screens. The Zoom facility is a function that lets you select, enquire on, and edit, master file records. You use it to quickly search for records, perform record enquiries, edit existing records, and create new records.

What makes the Zoom facility so useful is that you can access it whenever you can enter a code for that master record. You do not have to close the function in which you are working, and you do not have to access a menu option. You invoke the Zoom facility within the data entry field itself:

Account	Reference
1000/000	JNL00234

You can enter the account number directly, or you can invoke the Zoom facility. You do so by clicking the icon to the right of the field, or by pressing <F5>. The Zoom window for that master file record then displays:

Account	Description	Financial Category	External Reference
1000/000	Sales	Sales	
1200/000	Consulting	Other Income	
1300/000	Online Support	Other Income	
1400/000	Telephonic Support	Other Income	
2000/000	Cost of Sales / Purchases	Cost of Sales	
2100/000	Inventory Adjustment	Cost of Sales	
2150/000	Inventory Count Variance	Cost of Sales	
2200/000	Purchase Variance	Cost of Sales	
2400/000	Recovery Account	Cost of Sales	
2400/010	Labour Cost Manufac Variance	Cost of Sales	
2400/020	Direct Cost Manufac Variance	Cost of Sales	
2400/030	Other Cost Manufac Variance	Cost of Sales	
2700/000	Discount Received for Cash	Other Income	
2750/000	Interest Received	Other Income	
2800/000	Pft/Loss on Sale of Non Current Assets	Other Income	

The Enquiry button shows more details about the selected record.

You can modify the record, or add new records.

Click the Find button to perform a text search.

In the Zoom Sequence frame, you can change the sort sequence and the starting position.

The records display in the table. You can use standard navigation keys to scroll through the list.

To select an item, double-click it or click it and press <Enter>.

A quicker way to add a new record is to use the Add facility from the data entry field. To invoke the Add facility, press <F6> or right click the icon. This invokes the maintenance function for that record, and starts the function in new mode.

Note that most of these facilities are under password control. You specify per user what access permissions the user has (we look at users later). The system issues an appropriate message when the user attempts to use facilities for which they do not have access rights.

## Data Entry

Data entry is for the most part standard. You can enter fields, copy and paste text, and so on, using standard Windows methods.

We have just seen how to find and maintain records via database entry fields using the Zoom and Add facilities. These save a lot of time.

You can set your own date and numeric formats per company, which you can change at any time. You enter dates as follows:



You can enter the date directly. You do not enter the separator.

Click the arrow to the right of the date to open the date navigator, as above. Click a date to use it.

You enter most processing information into tables. You can control the order and size of the fields in the table. For the most frequently used processing screens, the system remembers the settings per user and per data entry screen:

Per	Date	Account	Reference	Description	Debit	Credit
01 - 01/03/04	31/03/04	1000/000	J9876	Adjustment	100.00	
01 - 01/03/04	31/03/04	1200/000	J9876	Adjustment		100.00

You can drag column headers to move them around. You can drag a column's right border to resize it. The on-line help has detailed instructions.

## Note Facility

The Note facility lets you create multiple note records that you attach to master file records. Notes appear in the Notes tab of the maintenance function:

Status	Entry Date	Action Date	Subject	Linked File
Closed	08/04/99	09/04/99	Outstanding Payment	
Closed	12/04/99	12/04/99	Payment received	

The Note facility has a variety of uses. For example:

- You can attach a note to a record as a reminder. Each note displays on the Notes tab when you maintain master file records. In a processing screen, when you access a record with a note, the system displays an icon to show there are notes for the record.
- You can write mail-merge letters for customers and suppliers. The system has special codes you enter in the letter to represent customer or supplier information. When you print the letters, the system substitutes the individual account information in the code fields. For customers, you can range on ageing and thereby produce aged letters.
- You can link a note to an external document such as a word processor, spreadsheet, or graphic. When you open the note, the system loads the word processing, spreadsheet, or graphics program, and opens the linked file you specified in the note.
- If you create custom financial reports in the general ledger report writer, you can choose to attach notes. When the reports print, the notes print as well.
- You can create miscellaneous notes that you do not attach to any record. You can use these for to do lists, reminders, or scratch pads.
- You can specify entry and action dates on notes, and you can specify whether the note is open or closed. You can then report on overdue notes.

The note maintenance screen looks like this:

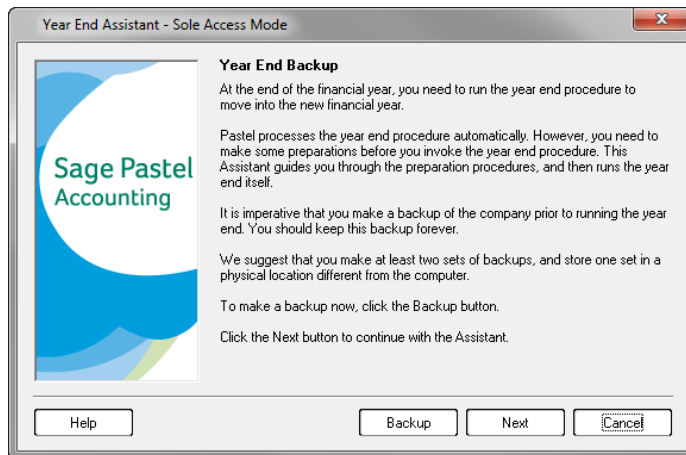
In the Note Category field, you can choose different categories of notes. Use the Link to File check box to link a note to an external file such as a spreadsheet or a word processing document. You enter note text in the notepad areas on the right.

## Assistants

The system contains many Assistants that guide you through simple and complex processes.

An Assistant is a set of screens in which you can make choices, choose operations, and enter data. Assistants display detailed help information on each screen.

At the bottom of the Assistant window, the system displays buttons that help you navigate and process:



You can navigate back and forth between these screens. Once you are satisfied with your choices, you confirm them, and the system initiates the process.



## Report Printing

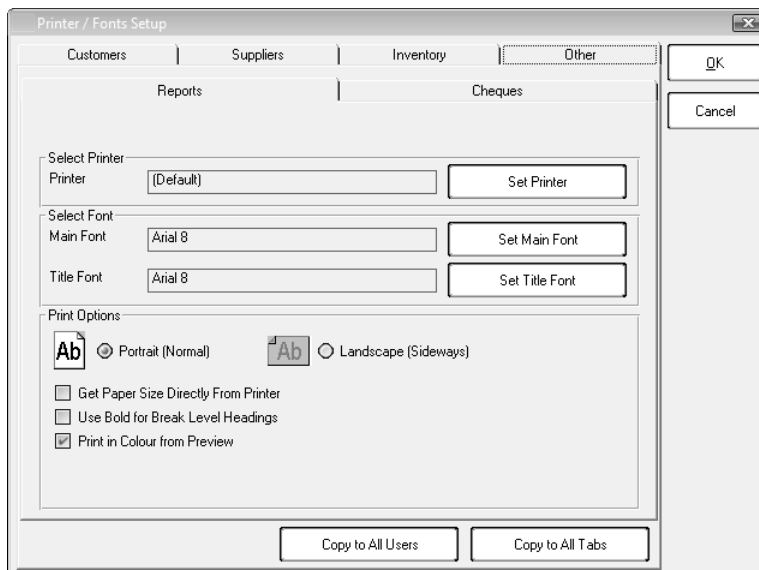
The Pastel reporting function allows you to produce a suite of reports for each module you use. The report printing function has some powerful and sophisticated features:

- You can print reports, display them on the screen, or email them.
- You have a number of report filters and choices on each report.
- You can export any report into standard document formats such as word processing, spreadsheet, PDF, and text formats.
- The system contains standard layout choices for invoices, statements, and other forms, which you can customise.
- You can direct specific reports to specific particular printers on the network.

You access most reports and screen enquiries via the View menu. In this section, we look at general printing options. We outline each report in each module's documentation.

### Printer / Fonts Setup

You can specify printers and fonts for different types of printing, per user. You do this via the Printer / Fonts Setup menu option:



Use the tabs to have different settings for each type of report.

Use the Set Main Font and Set Title Font buttons to set different heading and body fonts.

Use the Paper Style Assistant to set paper styles for invoices and statements.

Use the Copy buttons at the bottom to copy settings from one tab to all other tabs and all other users.

## Printing Reports

Reports all have report options. These let you specify the output format, as well as ranges and other settings. The system remembers the report settings per user and per setting:

In the above screen, we show the settings in the Print To option. You can view reports on screen, print them on the printer, send them into Microsoft Word and Microsoft Excel, email the reports, and export them into different formats. You can do this with every report.

When you view a report on-screen, you have many options:

Date	Entry Type	Reference	Contra Acc. (If Avail)	Description	Debit	Credit	Cumulative
5200/000 : Retained Income / (Accumulated Loss)							
Opening Balance as at 01/03/09						R229,301.67	
Closing Balance as at 28/02/10						R229,301.67	
7700/000 : Inventory Control Account							
Opening Balance as at 01/03/09					R614,498.95		
Closing Balance as at 28/02/10					R614,498.95		
8000/000 : Customer Control Account							
Closing Balance as at 28/02/10						R22,148.46	

- You can print and/or email the report directly from here.
- Certain reports allow you to drill down into a more detailed report that shows the composition of a balance.
- You can rerun the report. This closes the report window and lets you select different options and then run the report again.
- You can adjust the width of characters that display. This does not affect the report you print.

- You can scroll through the report pages.
- You can minimise the report and continue working in the system. If necessary, you can rerun the report to bring it up to date with work you have done.

## Transaction Entry Overview

Once you set up your company and create master file records, you are ready to enter balances into these records. You do this by means of transactions. Each time you enter a transaction you enter the period, date, description, reference, and amount. The system keeps this information in a transaction file for up to two financial years.

You can group similar transactions together. For example, you can group customer sales, general ledger journals, receipts, inventory journals, and so on. The advantage of this is that you can report on these transactions by means of the grouping, and see, for example, all your sales for a date or period range.

We call these groupings entry types. If you use the Setup Assistant to create a company, the system creates default entry types for you. You can modify these entry types and/or create additional ones at any time.

You specify, for each entry type, what type of accounts (general ledger, customer, and supplier) you can process using the entry type. For a sales entry type, for example, you would allow only customer accounts.

Most transaction entry works on a batch basis. You enter transactions into temporary files called batch files. These exist per function and per user, and you can build batches up over time. Once a batch is complete, and you check it, you then update or post the batch to the ledger. Once this occurs, you cannot change the transaction. If there is an error, you have to post an adjusting entry.

You enter transactions in various different places in the system. There are only a few processing screens:

- In the Journals function, you enter opening balances and transactions for general ledger, customer, and supplier accounts.
- In the Cash Books function, you enter payments and receipts.
- In the Inventory Journals function, you adjust cost and quantity values for inventory items. If you use the Multi-Store add-on module, you can also process transfers between stores via this function.
- In the Customer Documents and Supplier Documents functions, you enter inventory-based transactions, such as invoices, for customers and suppliers.
- If you use the Time and Billing add-on module, you enter timesheets in the Enter Timesheets function.
- If you use the Receipting add-on module, you enter receipts in the Receipting function.

Once you know how to use these few screens, you can enter almost all the data you need into the system.

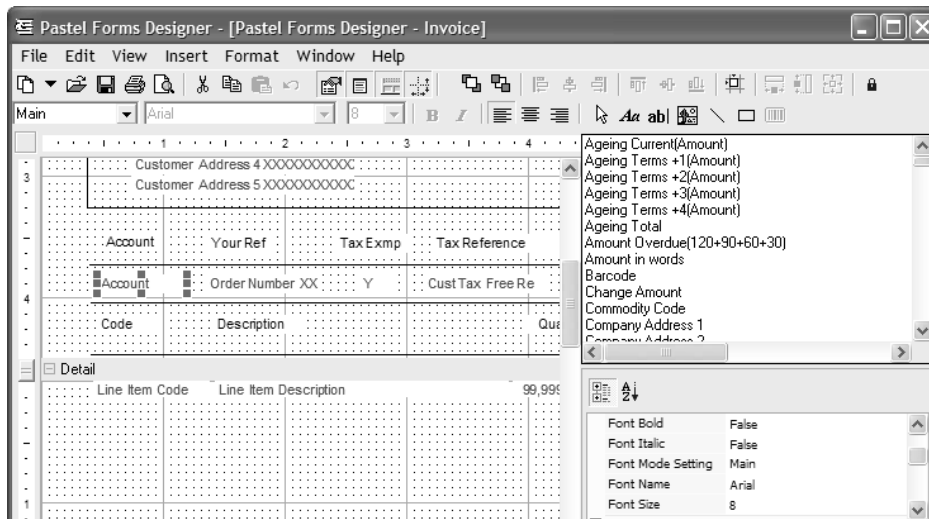
# Forms Designer

The Forms Designer lets you customise various documents that you print. Customisation of documents is an optional process - you do not have to customize any standard documents in order to use them.

You can customise forms such as customer and supplier invoices, quotes, orders, and returns, statements remittances / cheques, and customer, supplier, and inventory labels.

The system's standard layouts are themselves created using the Forms Designer. This means you can use them as a basis for the forms you need. Your customisation could be as simple as adding in some text or a logo, to as complex as changing the layout, changing fonts per field, adding new database fields, drawing boxes and lines, and so on.

You access the Forms Designer via the Utilities...Forms Designer menu option:



You can use icons and menu options to align fields in various ways.  
 You can add database fields, many of which are not on the standard forms.  
 You drag and drop fields, change their sizes, and set properties such as the font.

Some uses of the Forms Designer are:

- For customer and supplier invoices and statements, you can expand the default number of forms and create custom forms for specific documents. For example, you can create picking slips that look nothing like the standard invoices.
- You can add graphics to forms. This lets you print your company logo on invoices and statements.
- You can change the layout to fit it onto any pre-printed stationery you may have.
- You can print barcodes on inventory labels.
- If you use Foreign Currency you can include a field indicating the local currency value.

# Chapter 3 – Working with Companies

**In this chapter, we look at how you maintain and work with companies. We also look at company setup and some company-wide processing options.**

- **Creating Companies**
- **Backing Up Company Data**
- **Ensuring Data Integrity**
- **Company Parameters**
- **User Groups, Users and Passwords**
- **Microsoft Office Integration**
- **The Control Centre**



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# Creating Companies

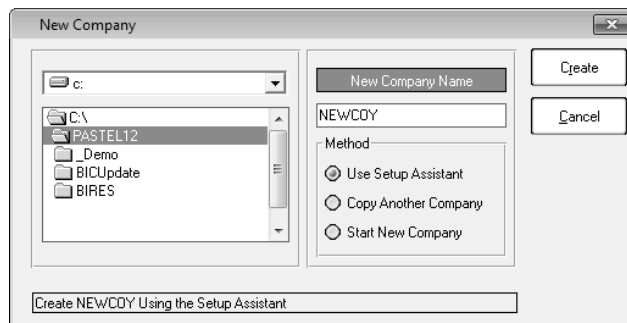
Pastel allows you to maintain as many separate companies, or sets of books, as you require. Each company is a separate financial entity.

When you install Pastel, the system creates a demonstration company for you called `_DEMO`. You use this company to learn how the system works. You cannot use this company for actual live work.

You can create a new company in three ways:

- To create an actual company to work in, use the Setup Assistant. The Setup Assistant takes you through a series of screens and creates a company that contains a general ledger chart of accounts. The Setup Assistant also sets up all required parameters. In addition, your distributor in your country may have pre-set tax and other country-specific information. Once the Setup Assistant creates a company, you can work in it immediately.
- You can create a new company as a copy of another, existing company. This is useful if, for example, you are creating a new branch that is similar to an existing company. You can also use this function to make a copy of an existing company for archival purposes.
- You can create a new, empty company and set up all your parameters, periods, entry types, chart of accounts, and so on, yourself.

To create companies, select the File...New menu option:



In the left frame, specify where to create the company. Each company has its own folder. For multi-user versions, ensure the folder is accessible to all relevant users.

In the New Company Name field, enter a unique 8-character name.

In the Method frame, choose how to create the company.

When you create a company, the system activates it on the workstation on which you create the company. Other workstations that use the new company need to activate the company on their workstation. You accomplish this on the workstation by clicking the Manage button in the Open Company window. Until you do this, the new company does not appear in the company list in the Open Company window.

# Backing Up Company Data

Making security copies of your data is essential. The database is stored on your hard disk, and the hard disk is subject to hardware failure, physical damage from natural events, and theft. The information you store in your database is worth thousands of times as much as the physical hardware. Your business may fail if you lose this data. Therefore, you are obliged to make regular copies of your company information.

**Note** You must put backups on removable media such as CDs or tape drives. A backup on the same physical computer as the data is inadequate. You should also keep some of these copies in a separate geographical location to ensure their safety.

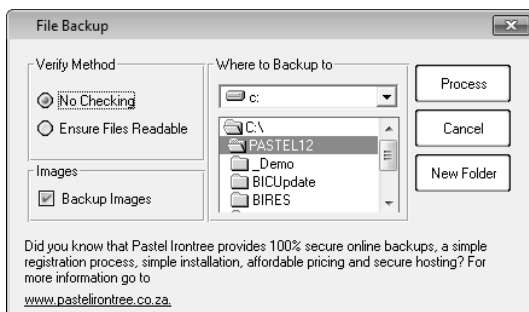
There are single user, multi-user, and client/server versions. We provide a backup tool for smaller companies to use. If your data is large, you should look at third party alternatives for reliable backups. For example, if you backup onto a tape drive, the tape drive manufacturer usually provides you with the appropriate software to make your backups. The software usually contains some form of scheduling, so that the system can perform the backups at night or after normal working hours.

You should spend some time ensuring that your backup routines are in place, that they are in fact carried out, and that the data you are backing up can be restored should the need arise. You should check the latter point regularly.

We recommend the following backup regime:

- Daily backups made onto separate backup devices, one for each day of the week. In other words, do not overwrite yesterday's backup with today's backup. Using the daily strategy, you can go back 5 working days if you need to.
- Additional backups made at the end of every week, again on separate devices. This lets you go back a few weeks if you need to.
- An additional backup made at the end of each month, which you keep for at least a financial year.
- An additional backup made at the end of the financial year, which you keep forever.

To backup via Pastel, choose the File...Backup menu option:



In the Verify Method frame, you can perform a check to ensure the files are readable prior to backing them up.

You choose where to backup the data.

## Pastel IronTree Backup

Note the message about Pastel IronTree in the above screen. This is an online backup service, into which you upload your data. This provides you with safe, secure, and off-site backups. You can use this service instead of, or in conjunction with, the standard backup facility. Use the File...Pastel IronTree Online Backups menu to access and use Pastel IronTree.

Please note that Pastel IronTree is a pay-as-you-use service, which requires monthly payments.

Data is what keeps every business alive. Every day your business creates new data, this is in the form of transactions, documents, and spreadsheets. This data is your business's lifeblood, ensuring that bills are paid, money is collected, contracts are valid, and information is available for essential decision-making.

At Pastel IronTree, our mission is to ensure that your business can continue to function after your data has been lost, whatever the reason for the loss - natural disaster, theft, or a computer failure:

- Pastel IronTree provides you with the ability to do an offsite backup of ALL your critical data in a 100% secure manner automatically.
- Pastel IronTree provides 100% secure online backup, a simple registration process, simple installation, affordable pricing, and secure hosting.
- Pastel IronTree's infrastructure is replicated and mirrored so all data is stored in multiple locations. Thus, the chances of losing your backup are virtually nonexistent!
- Pastel IronTree's backup technology has been in use internationally for years. Pastel IronTree uses a 448 bit encryption model, which is 3 times as secure as regular Internet banking. Without your encryption key, no one can decrypt your data once you backup!
- The Pastel IronTree solution can back up ANY DATA that you choose at any time, with the use of additional plug-ins. You can vary the data selection by adding or deleting files or folders AT ANY TIME.

You can configure Pastel IronTree to notify you automatically whether a backup was successful or not.

We recommend that you have an ADSL, Diginet, or Wireless connection. After the initial backup, the daily data backups transmit only data changes for the day (incremental backups), thus the bandwidth required is minimal. While our solution will work over a dial-up connection, we do not recommend it due to the potential for the line to fail to disconnect properly once the backup is complete.

Pastel IronTree operates in South Africa only.



# Ensuring Data Integrity

An accounting system is a large and complex database system. Outside events such as power interruptions, hardware failure, or disk full conditions can affect the integrity of your data.

The system contains a number of data security features. You use these after a power interruption or hardware failure to ensure the data integrity of your files. You should also check your data integrity periodically.

Backing up your data is a most important requisite to running your accounting system. Without backups, you can lose all your data due to unexpected outside events such as power interruptions, hardware failure, theft, fire, and so on.

Pastel's next level of data protection is the Data Integrity function that analyses your data thoroughly, finds balance inconsistencies, and then corrects them. You access this function via the File...Data Integrity menu option. This function runs as an Assistant that guides you through the process.

Sometimes, however, a file can so badly damaged that the Data Integrity function cannot work correctly. In fact, it may not even be able to access one or more files. If this happens, and you do not have a recent backup of the file, you can consider using the File Rebuild Utility. You would need assistance from support personnel to use this function effectively.

# Company Parameters

In this function, you set company parameters, data entry formats, multi-currency options, and time and billing rules. To access this function, select the Setup...Company Parameters menu option:

Setup Company Parameters - Sole Access Mode

Company | Formats | Multi-Currency | Time and Billing | Fxing

Company Details:

Name: Software Sales

Address: PO Box 667, Honeydew, 2040

Information: Tel: 012 784 0222, Fax: 012 784 0200, Email: info@softsales.com, Website: www.pastel.com, Tax No: 97/278452

Cash Books: Transfer Account: /

Document Numbers:

Separate Set of Numbers for Each User  
 One Set of Numbers for This Company  
 Enter Your Own Document Numbers

Customers:

Quotation	QU100001
Sales Order	SO100001
Tax Invoice	TI100001
Credit Note	IC100001
Debit Note	ID100001
Receipts	RC100001

Suppliers:

Purchase Order	PO100001
Goods Rec Note	GN100001
Supplier Invoice	PN100001
Return Debit	PC100001
Credit to Supp.	PD100001

OK Cancel

The company information you enter here appears on invoices and statements. You can use global numbering for documents such as invoices. If you do, set the next numbers here. The alternative is to set numbers per user, and/or to allow users to enter their own document numbers.

In the formats tab, you choose how to enter, and how to format, amounts and dates:

Company | Formats | Multi-Currency | Time and Billing | Fxing

General Ledger Amount Format:

Full Stop as Decimal Separator  
 Comma as Decimal Separator

1000 Separator	Decimal Digits	Currency Symbol	Sample Number
,	2	R	R1,000.00

Date Entry Format:

Sequence:  DMY,  MDY,  YMD

Separator: / Separator

Year:  Short Format (YY),  Long Format (YYYY)

Sample Date: 31/12/01

Age Balance Forward Journal Credits:

From Oldest Down  
 In The Period They Were Processed In

Default Email File Format:

Use HTML  
 Use PDF

Display Drilldown Text in Blue

Specify how to enter and display numbers and dates.

To utilise the faxing function, you need to sign up to receive a unique Username and Password. The Faxing function is only available for users in South Africa.

Company	Formats	Multi-Currency	Time and Billing	Faxing
Faxing				
Username	<input type="text" value="UserName"/>			
Password	<input type="password" value="password"/>			
Please visit <a href="http://www.pastelfax.co.za">www.pastelfax.co.za</a> to sign up for Faxing and to receive your unique Username and Password.				



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# User Groups, Users and Passwords

Access security is a vital aspect of your business processing. You need to ensure that you allow access to your system only by persons you authorise. You should also restrict which areas of the system each user can access. There are two functions for this purpose:

- User groups allow you to assign access security on a group basis. The system creates standard user groups, some of which you can modify. You can also create your own users groups.
- You then create individual users. These users each have their own unique password. You can link a user to a user group, in which case they follow that user group's access security rules. Alternatively, you can set up specific security rules per user. When you do this, you can copy the settings from an existing user group or user, and then modify the settings. Note that adjusting a user's specific settings breaks the link between the user and a user group.

## User Groups

You maintain user groups in the Setup...Users...User Groups menu option:

Group	Description
1	Supervisor
2	View Only
3	Full Accounting
4	Update Batches
5	No Update of Batches
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	

You can create your own user groups and/or modify some of the existing groups.  
 You can choose per menu item whether users linked to this group can access that menu.  
 You can set processing options such as whether users can change selling prices.  
 If you use the Multi-Store add-on module, you can set a default store and choose which store(s) users can access.

The standard user groups are as follows:

User Group	What it Does
Supervisor	A supervisor user has full access to every function in the system. There must be at least one supervisor user in every company. You cannot modify this user group.
View Only	A view only user cannot modify any data in a company. They can view reports and enquiries, but they cannot add, edit, or delete any information. You cannot modify this user group.
Full Accounting	Users with this level can perform all the accounting functions in the system, all the way up to a year end. However, full accounting users cannot access the setup menus, create new companies, and so on.
Update Batches	These users can enter transactions and updates batches. They do not have access to higher accounting functions.
No Update of Batches	These users can enter transactions into batches, but they cannot update (post) these batches.

## Users

You maintain individual users in the Setup...Users...Users / Passwords menu option:

In the User Group field, you link users to a user group. If you do so, the user group determines the user's security access.

You can copy settings from a user group or a user, and then modify these settings.

In the Auto Invoke frame, you choose whether to use the System Navigator or the Explorer, and whether the system should invoke it when no functions are open.

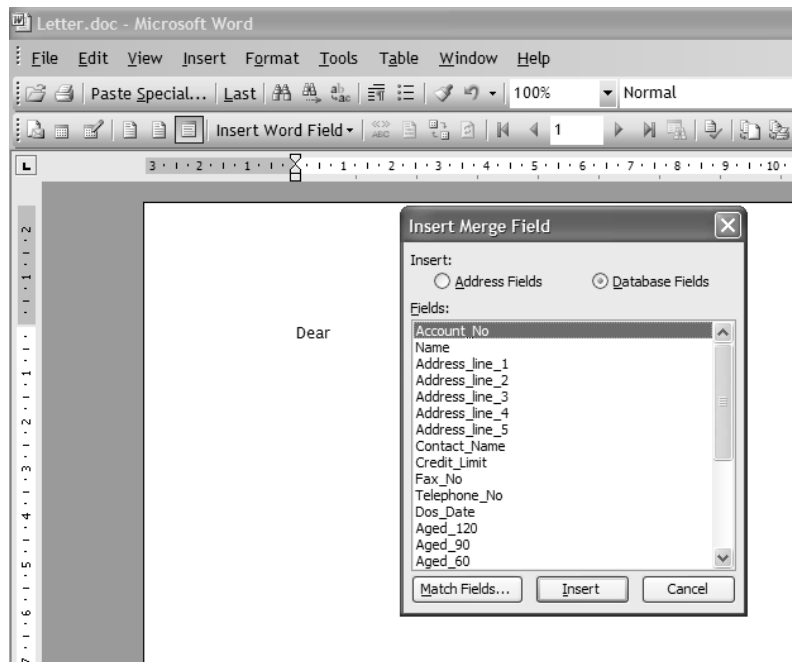
# Microsoft Office Integration

You can integrate the system with Microsoft Office in a number of ways. You access these functions via the Utility menu:

Menu Option	What it Does
MS Outlook - Export	This lets you export email addresses from the system into Microsoft Outlook.
MS Word - Mail Merge	This lets you create mail merge files from your company data.
MS Excel - Data Analysis	This exports information you specify directly into Microsoft Excel.
MS Word - Create and Manage Letters and Labels	This lets you write letters and/or design labels that you can print on a mail merge basis from Microsoft Word.

If you are using Microsoft Office XP, you must use SP3 or later in order for these functions to work correctly.

Here is an example of creating a mail merge letter in Microsoft Word, using the Pastel database fields as Word merge fields:



The merge fields are Pastel database fields. They save as placeholders in the Word file, and you then merge the letter to produce custom letters per account.

# The Control Centre

The Control Centre is a utility that runs separate from the main application. It is a management system, and it shows you real-time values. You can specify a time interval in which the Control centre refreshes the values. The Control Centre is a read-only function that never writes to or adjusts the company data in any way. It is separate from the main application to make it easier and safer for managers to use.

The Control Centre works by allowing you to create monitors. Each monitor keeps track of one specific item of information. You can monitor the following:

Monitor	What it Does
To Do List	This monitors items that can become due or overdue, such as quotations, invoices, and notes.
Financial Category Balance	This monitors a total of a financial category such as Bank, Accounts Receivables, and so on.
Financial Category Movement	This monitors a daily movement of a financial category such as Bank.
General Ledger Account Balance	This monitors a specific general ledger account balance.
General Ledger Account Movement	This monitors a general ledger account's daily movement.
Customer Balance	This monitors a specific customer's balance.
Inventory Quantity Balance	This monitors the current quantity on hand for a specific inventory item.
Inventory Quantity Movement	This monitors the daily quantity movement for a specific inventory item.
Users Logged on Now	This shows users who are currently working in the company.

You can specify a refresh interval in minutes separately for each monitor. For example, you can monitor the quantity on hand of an inventory item every 60 minutes, and total sales every 30 minutes.

Within a single Control Centre configuration, you can monitor up to 10 items simultaneously.

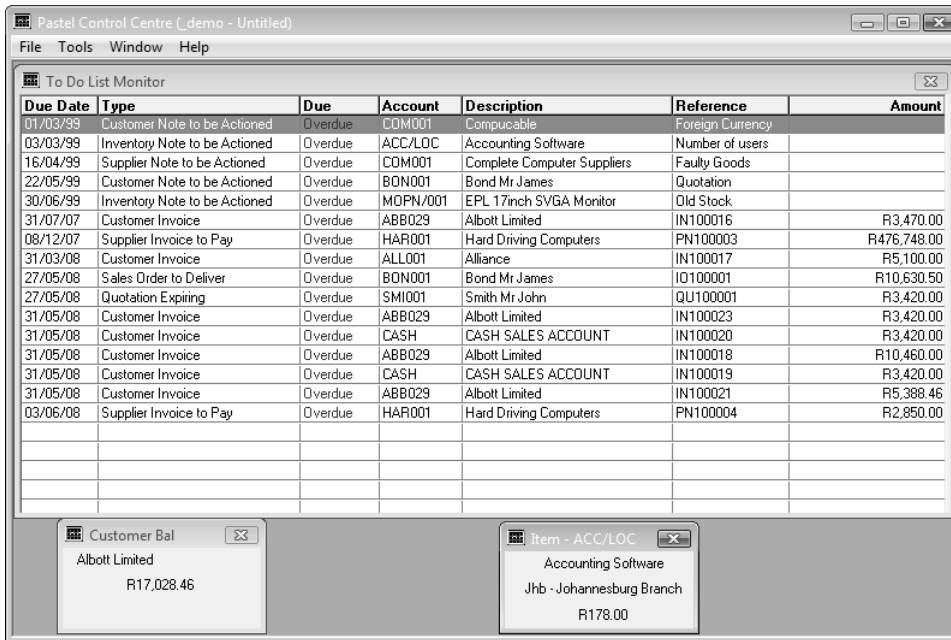
You can save a configuration for re-use at any time.

Besides monitoring values, the Control Centre lets you specify a critical value for each monitor. For example, you can monitor the quantity on hand of a key inventory item. When it falls below the critical value you specify, the Control Centre can communicate this to you in a number ways:

- It can issue a message on the workstation on which it is running.
- It can send an email to an email address you specify.
- It can send an SMS message to a mobile phone that you specify.

This means that you can be out of the office and the Control Centre can notify you automatically when a noteworthy event occurs.

Here is what a Control Centre looks like when it is monitoring values:



In this screen, we are monitoring overdue transactions, the bank account balance, and stock quantities of an inventory item.

You can automate the loading of the Control Centre along with a configuration. For example, you can create a desktop shortcut that loads the Control Centre and opens the configuration file.

If you place this shortcut in the Windows Startup folder, the Control Centre along with the configuration you specify will load automatically when you power up the workstation.



# Chapter 4 – General Ledger

**In this chapter, we look at general ledger processing. Many general ledger elements, such as periods and tax types, apply equally to other modules.**

- **General Ledger Overview**
- **General Ledger Setup and Maintenance**
- **General Ledger Processing**
- **General Ledger Reporting**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# General Ledger Overview

In this overview, we look at general ledger processing. We also look at some of the company-wide elements such as periods and tax types and see how they fit into the structure of the system.

## Financial Periods

The system keeps information for two financial years. This includes all balances and transactions.

A financial year is broken down into financial periods. The system lets you create financial years with between one and 13 periods in the year. Usually, there are 12 financial periods (months). You can use the last (13<sup>th</sup>) period of the current year as the first period of the following year. This lets you work in the next year while you finalise the current year. When you run the year-end procedure, the last period transactions and balances become the transactions and balances in the first period of the next year.

Before you can begin processing, you need to set up financial periods. If you create your company using the Setup Assistant, the system creates the financial period table for you.

Once you set up the financial periods, the system takes care of them automatically. In the year-end procedure, the system moves the current year's calendar to next year and creates a new set of periods for the current year.

The system offers two period processing methods:

- Single period processing lets users process in the current period only. You use this method for data entry operators.
- Multi-period processing allows you to post to any period at any time. You use this for bookkeepers and accountants.

You set the period processing method per user in the Users / Passwords function.

You can also set the method of period entry for each type of transaction you enter:

- You can make the user enter a period and then a date. The system validates that the date is in the period range. If it is not, you specify per user whether the system can accept the out of period date.
- You can let the user enter the date only, and the system sets the period according to the date. This can be quicker, but can lead to period posting errors.

## General Ledger Accounts

The general ledger reflects the business activities of the company. Within the general ledger, you create accounts. Each account contains a collection of transactions of the same nature. For example, you may create a bank account that contains all transactions that affect or involve your actual bank account.

The more accounts you use, the more you can break down the information. As an example, you can use one account in the general ledger to reflect all the sales made by your company. Alternatively, you can decide on a more detailed analysis using several accounts to reflect sales of each type of product.

You can create up to 9999 general ledger main accounts. They number from 0001 to 9999. Amongst other information, the system stores the account's number, description and period balances.

You can further divide a main account into 999 sub accounts. They number from 001 to 999. For example, you could have a main account 1000 for "Motor Vehicle Expenses" and two sub accounts 200 and 300 to represent "Heavy Trucks" and "Light Vehicles". The system formats these accounts as 1000/000, 1000/200, and 1000/300 respectively.

The system totals sub accounts into their respective main accounts. You can view the balances at both the main and sub account levels. This way you get an overall or detailed view at any time. In the above example, you would be able to view expenses for heavy trucks, light vehicles, and total motor vehicle expenses. To see the latter, view balances on account 1000/000.

If you have sub accounts, the main account becomes a totalling account only. You cannot post to the main account.

The system keeps balances and transactions for two full financial years. You can examine these balances at any time. In addition, the system has budget values for this year, last year, and next year. Some standard reports show budget comparisons.

## Financial Categories

General ledger accounts have different categories from the financial reporting point of view. When you create general ledger accounts, you have to allocate them to a financial category.

The first major classification is to distinguish between income statement accounts and balance sheet accounts:

- Income Statement Accounts record the income and expenditure activities of the business in its trading.
- Balance Sheet Accounts record the assets and the liabilities accumulated by the business.
- There is also a special balance sheet account, called "Retained Income". The system uses this account at the end of the financial year, when it transfers any profit and loss for the year into this account.

You can use just these three types of categories to set up your general ledger accounts. Their names are:

- Unallocated Income Statement
- Unallocated Balance Sheet
- Retained Income

The system can generate a trial balance using this information. However, in order to produce an income statement and a balance sheet, you need to use detailed financial categories. For example, some income statement accounts represent income, and others represent expenses. Using detailed financial categories gives you these advantages:

- You can produce an income statement and a balance sheet.
- If you intend to use the report writer, you can range on financial categories.
- You can analyse your business activity using key financial ratios.
- The system can validate that the control accounts you enter in the Setup menu options use the correct financial category.

If you use the Setup Assistant to create a company, all accounts have a detailed financial category. See the on-line help file for a complete list of income statement and balance sheet financial categories.

## Budgets

You can optionally enter and use budgets. Although there are some standard reports that use budget values, you usually use the report writer to create custom budget reports.

The system provides the following budgets per general ledger account per period:

Budget Type	Details
Current Budgets	These are budgets for this year. During the Year-End procedure, the system copies the current budgets into the last year budgets.
Next Year Budgets	These are budgets for the next financial year. You can create next year's budgets at any time without affecting your current budgets. You can do this by copying combinations of other budget and actual values, by entering individual budgets for each account, or by percentage adjustments. During the Year-end Procedure, The system copies the next year budgets into the current budgets, and zeroes the next year budgets.
Last Year Budgets	These are last year budgets. Note that you cannot create or edit last year budgets.

Budget values do not have decimals. You can round budgets to any integer value such as 50, 100 or 1,000.

You can enter and/or edit individual account budgets on an annual basis and the system allocates these per period. You can specify percentage allocations per period.

You can import budgets.

## Projects

You can have different areas in your business where you wish to analyse costs, income, or both. For example:

- You may have jobs or contracts you wish to track.
- You may wish to analyse some costs on a departmental basis.
- You may wish to track branch profitability.

If you do not use projects for this type of analysis, you can create multiple general ledger accounts, entry types, and groups, to achieve a similar result. This will result in a much larger chart of accounts.

Projects are useful when you wish to analyse selected areas of your business. They do not make the general ledger larger, you do not have to use them every time you enter a transaction, and you can start and stop using them at any time.

The system lets you accumulate expense and income transactions into a project. You are then able to compare your costs against revenue for each cost area.

To work with projects:

- You create and maintain projects.
- When you process transactions, you can allocate the transaction to a project.

- You generate cost reports to analyse costs and/or income values attributed to each project.

When registering the base module, you only have access to:

- Project Report
- List Projects

There are different methods of allocating transaction values to projects:

- For all transactions except inventory purchases or sales, you simply enter the project as part of the transaction.
- For inventory purchases and sales, you have two methods available:

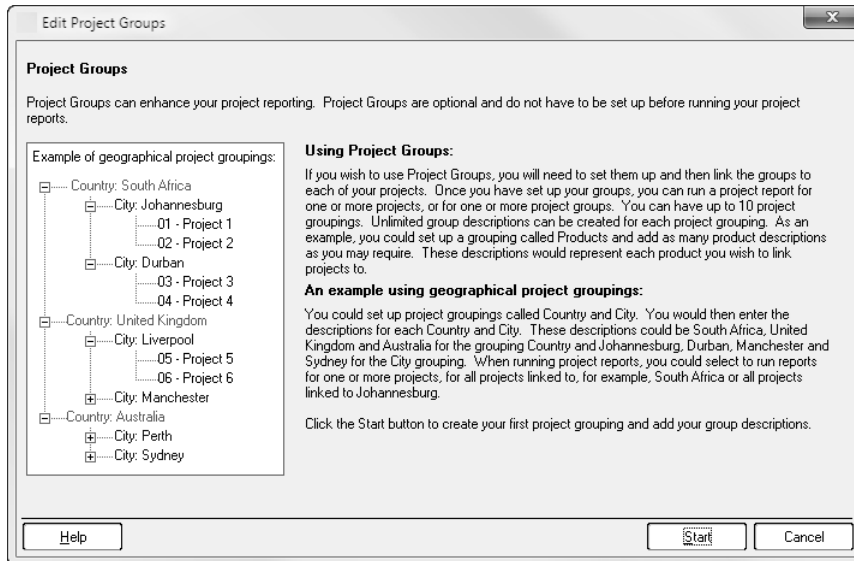
Method	How it Works
Automatic Allocation of Costs to Projects at Time of Sale	This is the usual method, which you use if you purchase items for stock. When you process a purchase, you do not enter a project - you do not know at that time which project to use. Instead, you enter the project when you process the sale. The system uses the item's average cost as the cost of the transaction, and the selling price as the income.
Allocate Costs to Projects Yourself at Time of Purchase	You use this option when you purchase items for specific jobs or contracts. You may also purchase items that are costs to you, but which you do not bill directly to customers. You therefore enter a project when you purchase the item and when you sell the item. The system does not use the cost of the item when you do the sale. If you are not integrating inventory to the general ledger, you have to use this option.

## Project Tracker Module

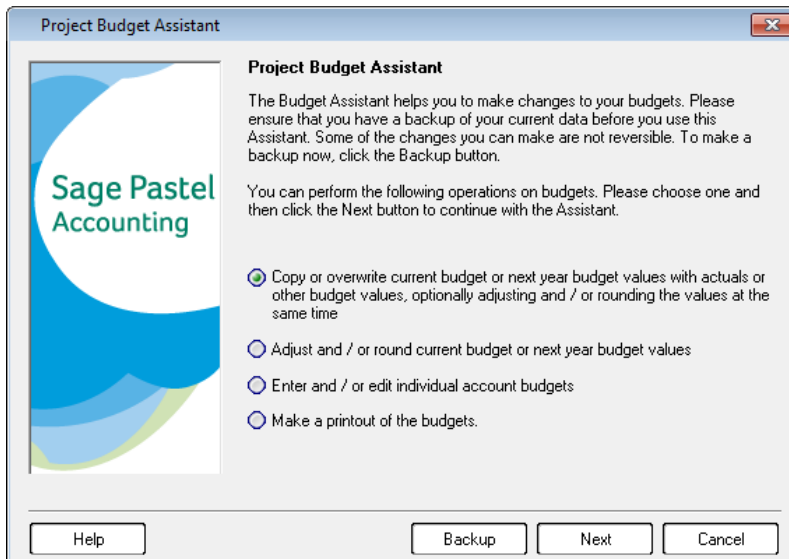
The project tracker module allows you to manage projects that your company has and this includes managing the budgets that are associated to a specific project. There are extensive reporting options available in this module to assist in managing and budgeting of the various projects created.

To enhance your project reporting, you can create project groups. You create for instance a group as regions and another group as cities. Each project in turn can be linked to the different regions and cities. When reporting, you are able to report on the region and city or just a region or city for a specific project.

It is possible to add up to 10 project groups and the use of project groups is optional.



Included with the project tracker module is a project budget. Project budget provides you with a reference point for your business to strive to achieve. The budget allows you to compare what the project actually achieves against the planned values or against other project values. Project budget can be very useful in controlling the performance of the different projects and projecting future budget costs.



The different reports available with Project Tracker are as follows:

Project Report	Description
List projects	A report listing all projects for the company is displayed.
Project Summary	A summary of a specific project is generated with the following information displayed: <ul style="list-style-type: none"> <li>• Current Monthly Income</li> <li>• Current Monthly Expenses</li> <li>• Current Month Nett Profit</li> <li>• Year To Date Income</li> <li>• Year To Date Expenses</li> </ul>
Standard Income Statement	The income statement details income and expenditures incurred for the current month and year to date.
Periodic Income Statement	Running a Periodic Income Statement incurs income and expenditure for each month up to the selected month and year to date figures.
Budget Listing	The allocated budget for each general ledger account per month for the specific budget is listed.
Budget Variance	Any variance in the budget is listed monthly and year to date. The variance is also listed per general ledger account.
Detailed Ledger	The detailed ledger report details transactions for general ledger accounts per project.
Cash Book Details	This report details the cash book transactions.
Inventory History	This shows transactions that affect an item's cost and quantity on hand for each project.
Exception Report	Any transactions that are not part of a project will be listed in this report.

## Entry Types and Cash Books

You enter values into the system by means of transactions. You allocate each transaction to a general ledger account, customer, or supplier account.

Entry types let you further classify transactions based on the source of the transaction rather than the general ledger account. For example, the general ledger may contain a number of expense accounts for analysis purposes. You can use entry types to see all your expense details irrespective of the account you use.

Each transaction you enter has an entry type. You use entry types for customer, supplier, and inventory processing as well as general ledger processing.

When you setup entry types, you configure how you wish to use them. Some of your options are:

- You can choose what types of accounts (general ledger, customer, and supplier) you can access in the entry type.
- You choose per entry type whether it uses the Date Sets period or Period Sets Date entry method, which we discussed earlier.

You use entry types to setup cash books. Cash books represent bank accounts. You deposit funds from customers, and pay suppliers, via the cash book.

To setup a cash book, you use two consecutive entry types, one for payments, and one for receipts. You link these two entry types to a general ledger bank account. Once you do this, the system handles cash book processing in a slightly different manner from other transactions.

You can optionally reconcile the cash book within the system. This lets you enter or mark off items from the bank statement against items you entered into the cash book. You can then determine whether there are missing or incorrect transactions.

## Tax Types

Some transactions are taxable. You have to charge your customers tax, track the tax amounts in an auditable manner, and pay the tax over to the tax authorities. In many countries, when your suppliers charge you tax, you can receive a tax credit, which you offset against the tax you have to pay in.

The system handles most tax processing seamlessly in the background. All you have to do is to setup the tax types, or tax rates, that apply to you.

If you use the Setup Assistant to create your company, your distributor in your country may set up default tax types that conform to your country's requirements. If this is the case, you may find that there is no tax setup work for you to do.

When you process transactions, you allocate a tax type to those transactions that require tax, and the system performs all the accounting in the background. You can then produce tax reports, some of which may even duplicate the tax forms in your country.

Once you setup tax types, you can set default tax codes in various areas:

- You can turn tax off where it is not required. For example, if you use an entry type for pure general ledger journals, you can disable tax in that entry type.
- You can set default tax types per inventory item that override defaults that are more general. You would do this if you have one or more items you sell that are tax-exempt.
- Even stronger than that is the ability to set tax types per customer and supplier. In most countries, for example, you do not charge tax to foreign customers, and foreign suppliers do not charge you tax.



## Journals and Cash Book Processing Overview

You enter business activity into the system by means of transactions. You classify or group transactions by means of entry types.

You enter transactions into batches, which you can edit and change at any time. When the batches are ready, you post the transactions, which update the account balances.

Batches always have to balance. In other words, you have to post identical debit and credit amounts, in total, for the whole batch. In many cases, the system can balance the batch for you automatically.

Once you post transactions, you cannot adjust them in any way. Instead, you have to enter further adjusting transactions, either to reverse the original transactions completely, or to adjust the amount.

If you post a transaction to an incorrect account, you would correct this in two steps:

- Post a transaction to reverse the original transaction out of the incorrect account.
- Post a second transaction to enter the transaction into the correct account.

You do not have to complete entering a batch in one session. The system saves each batch until you delete it or post it. The system creates separate batch files per entry type and user. This means that each user can enter transactions into their own batches without affecting other users. In addition, a user can enter batches for an entry type, save the batch, and enter transactions for another entry type without losing the first batch.

If you process customer receipts and supplier payments, and you use open item processing, you can allocate (match) the receipts and payments to their original invoices within the batch entry system. If you delete a transaction, the system automatically deletes the associated open item allocations.

You can create users who do not have the ability to post batches, although they can enter batches. Another user would then have to post the batches. To allow this to happen, the system allows one user to open and process another user's batches.

If you use the Multi-Currency add-on module, you can process in a customer's, a supplier's, or a bank's currency. The system converts values using default exchange rates, which you can adjust.

Besides the normal batch that you process with, the system supports two additional batch types per entry type and per user:

Batch Type	What it Does
Recurring Batches	You use these to enter recurring periodic transactions such as rental and lease payments. You can specify the frequency of the transaction (monthly, quarterly, and so on), and you can specify how many times to process the transaction. For example, you can process a lease payment 36 times, after which it stops automatically.
Postdated Batches	You use these batches to enter transactions you only wish to process later. You do this so that you do not forget to enter these transactions.

## Bank Reconciliation Overview

The system gives you the option of reconciling your bank accounts. Note that the use of this facility is optional. It does not affect your balances in any way.

The bank reconciliation function lets you match the physical bank statement with the system's cash book transactions. You can then see any transactions that are on the bank statement but not in the system, and vice versa. You can enter the bank statement information manually, or you can import the bank statement from an ASCII file and perform the reconciliation electronically.

You can use the bank reconciliation to reconcile other items such as credit card statements, petty cash systems, and so on.

The system uses the reference field on the transaction record to control the reconciliation process. When you enter cash book transactions in the Cash Book function, you have to ensure that you enter the reference field on the transaction correctly:

- The system groups all transactions with the same reference together for reconciliation purposes. For example, you allocate cheque 100 to two accounts. To do this, you enter two transactions, and you give both a reference of 100. In the reconciliation, the system adds their amounts together, and you reconcile the total amount of the cheque. The same situation applies to deposits, where you can have many items on one deposit slip. You must assign each item the same reference.
- To ensure that references are unique, we recommend that you assign a unique alpha prefix to each entry type. For example, precede your cheque numbers with the letter "C", and deposits with the letter "D". Then, always add leading zeroes after the alpha part of the reference. For example, use "C0000123" instead of "C123". This ensures that your audit trail prints in the sequence you expect it to.
- You sometimes wish to exclude transactions from the reconciliation. You do this by setting the reference to "ZZZZZZZZ". The bank reconciliation process ignores transactions that have this reference.

You reconcile transactions using two methods. You can switch between these at any time:

Method	How it Works
Check Method	Here you mark each transaction line as reconciled. You can sort the transactions by reference, amount, or date. You can unreconcile transactions you previously reconciled in the same session.
Entry Method	Here you enter a reference, an amount, or a date, and the system finds the transaction for you. If there is more than one transaction with the same value, you can mark the one to reconcile. If there is only one value, you enter the amount of the transaction to complete its reconciliation. The system can default the value for you, so that you just press <Enter>. You can therefore enter an amount and then press <Enter> to confirm it.

The entry method is the safest method to use, but it takes more time. Bear in mind that reconciling a bank account is a notoriously frustrating process. It is very easy to make a mistake, and, once you do so, it is very difficult to track down the error.

For example, you use the entry method and you check a transaction with a value of 10 when the bank statement value you are reading is 100. At the end of the reconciliation process, you will have a difference of 90, which does not relate directly to the mismatch between 10 and 100. In addition, if there are more errors like this, it becomes impossible to detect the errors without performing the operation again.

You can save a bank reconciliation without processing it. This lets you deal with queries, or enter large reconciliations over time.

You perform reconciliation functions in three places:

- You do the bulk of the work in the Bank Reconciliation function.
- You can reconcile items as you enter them in the Cash Books function.
- You can reconcile or unreconcile a group of transactions based on a date range in the Reconcile / Unreconcile Cash book function.

## General Ledger Reporting

The system produces a large number of standard reports, including financial statement reports such as the trial balance, income statement, and balance sheet. No accounting knowledge is required to produce these reports. You have to set up the correct financial category on each general ledger account, and the system takes care of the accounting in the background.

You can also produce a set of graphical financial ratios that analyse your business performance.

The system produces standard financial statements such as the balance sheet or income statement. In addition to these, the system contains a report writer that lets you create enhanced or customised financial reports. The use of the general ledger report writer is optional.

You use the general ledger report writer to accomplish the following:

- Create customised income statements and balance sheets. These can work in any company, even though companies may use different charts of accounts.
- Add budget comparisons to income statements and balance sheets.
- Perform sophisticated budget analyses.
- Write specialised reports to track trends and variances.

# General Ledger Setup and Maintenance

In this section, we first look at how you set up the subsidiary files associated with general ledger. We then look at how you maintain general ledger accounts.

## Entry Types

Entry types let you classify transactions based on the source of the transaction. For example, the general ledger may contain a number of expense accounts for analysis purposes. You can use entry types to see all your expense details irrespective of the account you use. You also use entry types to setup cash books. You maintain entry types via the Setup...Entry Types menu option:

No	Description	D C	Contra in Detail	Force Projects	Account Access	Date / Period Entry	Cash Book	Currency	Bank Account
1	CB 1 Payments	D			GL and Suppliers	<input type="radio"/> Date Sets Period <input checked="" type="radio"/> Period Defaults Date	1	Home Currency	8400/000
2	CB 1 Receipts	C			GL and Customers	<input type="radio"/> Date Sets Period <input checked="" type="radio"/> Period Defaults Date	1		
3	CB 2 Payments	D			GL and Suppliers	<input type="radio"/> Date Sets Period <input checked="" type="radio"/> Period Defaults Date	2	Dollar	8410/000
4	CB 2 Receipts	C			GL and Customers	<input type="radio"/> Date Sets Period <input checked="" type="radio"/> Period Defaults Date	2		
5	General Journal	D	<input checked="" type="checkbox"/>		General Ledger	<input type="radio"/> Date Sets Period <input checked="" type="radio"/> Period Defaults Date	0		
6	Payroll Journal	D	<input checked="" type="checkbox"/>		General Ledger	<input type="radio"/> Date Sets Period <input checked="" type="radio"/> Period Defaults Date	0		

2 cash book(s) in use, 18 journal(s) in use

National Bank

OK Cancel

You link two entry types to a bank account to form a cash book.

In the Account Access column, you specify the account types you can use in this entry type.

In the Date / Period Entry column, specify how period and date entry works.

## Periods

A financial year is broken down into financial periods. Financial periods are usually a calendar month long. To maintain financial periods, use the Setup...Periods menu option:

Per	Description	Start	End
01	March	01/03/09	31/03/09
02	April	01/04/09	30/04/09
03	May	01/05/09	31/05/09
04	June	01/06/09	30/06/09
05	July	01/07/09	31/07/09
06	August	01/08/09	31/08/09
07	September	01/09/09	30/09/09
08	October	01/10/09	31/10/09
09	November	01/11/09	30/11/09
10	December	01/12/09	31/12/09
11	January	01/01/10	31/01/10
12	February	01/02/10	28/02/10
13	March	01/03/10	31/03/10

OK Cancel

Create

## Tax

In this function, you setup tax rates for taxes you pay on customer sales and/or supplier purchases. To access this function, select the Setup...Tax menu option:

Setup Tax - Sole Access Mode

Parameters | Percentages | Multiple Tax | Box Names | Box Layout

Processing Method

Tax System: Normal VAT / GST / Sales Tax

Tax Control Account: 9500/000 | Vat / Tax Control Account

Tax Provision Account: 9510/000 | Vat / Tax Provision Account

Early Payment Terms

Does Not Affect Invoice Value  
 Vat Free and Therefore Changes Invoice Value

Default Entry Method

Exclusive  Inclusive

OK Cancel

In the Tax System field, you must choose the correct tax system.

In the Default Entry method frame, you set a default that you can change when you process.

The Box Names and Box Layout tabs let you calculate values you show on your tax forms.

In the Percentages tab, you create the actual tax type codes and their percentages:

No	Description	Tax %	Start	End
1	Vat - Standard rated	14.00	06/04/93	31/12/10
2	Zero rated	0.00	01/09/91	31/12/10
3	Exempt/non suppl	0.00	01/09/91	31/12/10
4	Bad debts	14.00	06/04/93	31/12/10
5	Capital goods	14.00	06/04/93	31/12/10
6	Vat adjustment	100.00	01/09/91	31/12/10
7	Accom exceed 45 days	14.00	01/01/93	31/12/10
8	Accom not exc 45 day	14.00	06/04/93	31/12/10
9	Export 2nd hd goods	14.00	06/04/93	31/12/10
10	Change in use	14.00	06/04/93	31/12/10
11		0.00	01/01/80	31/12/10

Delete Line

In the Tax% column, you set a percentage for each tax type. You cannot change the percentage once the code is in use.

In the table, you can set a date range per tax code, so that operators do not use older tax percentages.

## Tax Manager

Tax Manager will assist you with the backdating of transactions and the tax report submissions. Once you have processed your tax report for the specific financial period, Tax Manager will close the specific period. Any transaction that is backdated will form part of the current period thus automatically reconciling your values for the next Tax submission.

## Tax Manager Setup

When you register your company for VAT, you register to submit your Tax monthly, bi-monthly, quarterly, half year or yearly. Select Setup...Tax...Tax Manger to select the category that you have registered your company for.

Setup Tax Manager - Sole Access Mode

Tax Periods

Tax Reporting Frequency: Tax Period End Month: End Month Not Applicable

Category A = 2-Monthly, ending at the end of every odd month, e.g. Dec/Jan, Feb/Mar etc...  
 No Reporting Frequency selected - click here to select  
 Category A = 2-Monthly, ending at the end of every odd month, e.g. Dec/Jan, Feb/Mar etc...  
 Category B = 2-Monthly, ending at the end of every even month, e.g. Jan/Feb, Mar/Apr etc...  
 Category C = Monthly (Taxable supplies greater than Govt. limit)  
 Category D = 6-Monthly (certain farmers only)  
 Category E = Annually (One transaction per year)  
 Category F = 4-Monthly, ending on the last day of June, October and February

201201	01/12/11	31/01/12		
201203	01/02/12	31/03/12		
201205	01/04/12	31/05/12		
201207	01/06/12	31/07/12		
201209	01/08/12	30/09/12		
201211	01/10/12	30/11/12		
201301	01/12/12	31/01/13		
201303	01/02/13	31/03/13		

OK Cancel

## Tax Manager Assistant

In the Tax Manager Assistant, you can view Tax Type report or Tax Box report for current and previous periods as well as close the current tax period.

To access this function, select Change...Tax Manager Assistant menu option. You can alternatively select View...General Ledger...Tax...Reports menu option.

Tax Manager Assistant - Sole Access Mode

**Tax Manager Assistant**

The Tax Manager Assistant allows you to view the Tax Type / Tax Box reports for current and previous tax periods, as well as close the current tax period.

To make a backup now, click the Backup button below.

View Reports  
 Tax Type Report

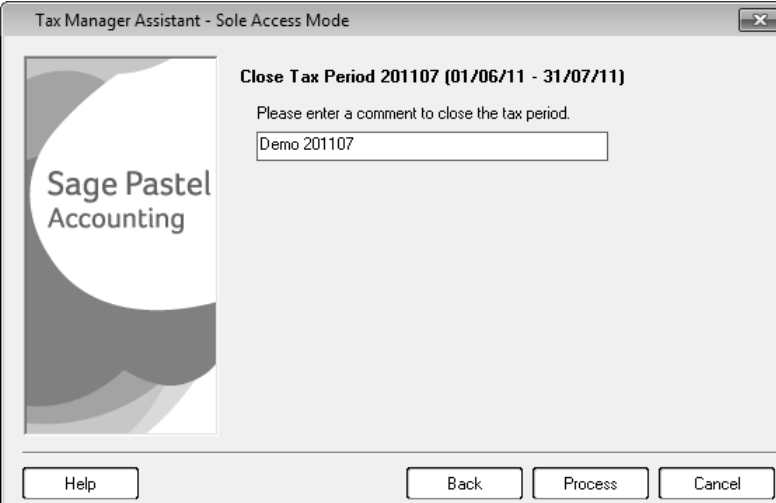
View current Tax Period  
 View closed Tax Period(s)

Close the current Tax Period  
 201107 (01/06/11 - 31/07/11)

Help Backup Next Cancel

Option	Description
View Reports	You can select to view the Tax Type Report or the Tax Box Report by selecting the specific report from the drop down box.
View current Tax Period	This option will display the current Tax period for the report selected to view.
View closed Tax Period	This option will display the closed Tax period for the report selected to view.
Close the current Tax Period	You select this option to close the current Tax Period.

Enter a comment to easily identify the tax period that you have closed.

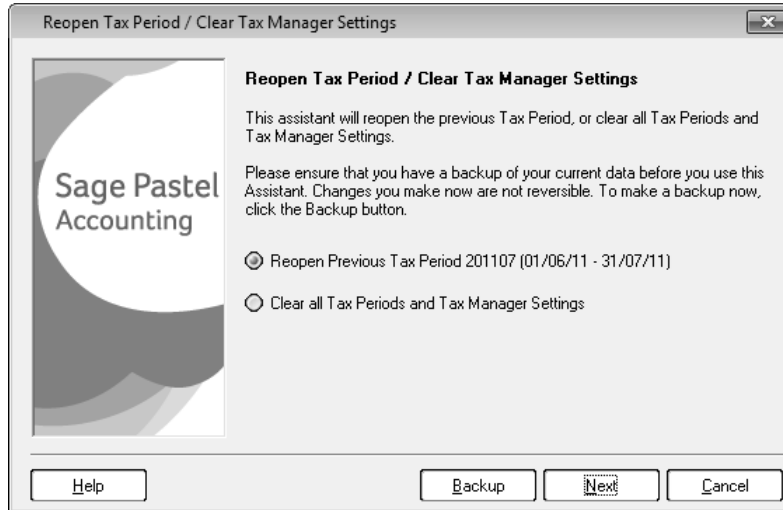


The screenshot shows a dialog box titled "Tax Manager Assistant - Sole Access Mode". On the left is the Sage Pastel Accounting logo. The main area displays the text "Close Tax Period 201107 (01/06/11 - 31/07/11)" and "Please enter a comment to close the tax period." Below this is a text input field containing "Demo 201107". At the bottom, there are four buttons: "Help", "Back", "Process", and "Cancel".

## Reopen Tax Period / Clear Tax Manager Settings

You can reopen a previous Tax Period or you can clear all Tax Periods and Tax Manager Settings if you have incorrectly setup the Tax Manager

To access this function, select Change...Reopen Tax Period / Clear Tax manager Settings menu option.



Option	Description
Reopen Previous Tax Period	If you need to reopen the previous tax period to update a transaction and have not submitted your return, select this option. The period will be opened and you can process to the period.
Clear all Tax Periods and Tax Manager Settings	If you have selected the incorrect category for your company in the Tax Manager setup, select this option to clear the setup and select the correct category.



## Financial Categories

Although you cannot create new financial categories, nor change the way they work, you can change their descriptions. You do this in the Setup...Financial Categories menu option:

Code	Category Name	Your Description
B05	Unallocated Balance Sheet	Unallocated Balance Sheet
B10	Share Capital	Share Capital
B15	Retained Income	Retained Income
B20	Shareholders Loans	Shareholders Loan
B25	Long Term Borrowings	Long Term Borrowings
B30	Other Long Term Liabilities	Other Long Term Liabilities
B35	Fixed Assets	Fixed Assets
B40	Investments	Investments
B45	Other Fixed Assets	Other Fixed Assets
B50	Inventory	Inventory
B55	Accounts Receivable	Accounts Receivable
B60	Bank	Bank
B65	Other Current Assets	Other Current Assets
B70	Accounts Payable	Accounts Payable
B75	Taxation	Taxation

## Report Writer Categories

The Report Writer optionally lets you create custom financial reports. If you use the report writer, you can optionally create report writer categories to use when creating reports. You do this in the Setup...Report Writer categories menu option:

Code	Description
1	Other Income / Expense Accs
2	
3	
4	
5	
6	
7	
8	
9	
10	Sales

## General Ledger Accounts

You use this function to maintain general ledger accounts. If you use the Setup Assistant to create a company, the system creates a full chart of accounts that you can modify to suit your needs.

To access this function, select the Edit...General Ledger...Budgets menu option:

General ledger accounts have a main account and an optional sub account.

You use the Blocked check box to block many types of master records, because you cannot delete records that have transactions or balances. This prevents users from using them incorrectly.

The financial category is a critical field. If you have the correct categories for every account, you can produce a trial balance, an income statement, and a balance sheet, automatically.

Most types of master records have a Notes tab.

## Budgets

Once you create your general ledger accounts, you can optionally enter budgets for them. The use of budgets is optional. You work with budgets via the Edit...Budgets menu option:

### Budget Assistant

The Budget Assistant helps you to make changes to your budgets. Please ensure that you have a backup of your current data before you use this Assistant. Some of the changes you can make are not reversible. To make a backup now, click the Backup button.

You can perform the following operations on budgets. Please choose one and then click the Next button to continue with the Assistant.

- Create or overwrite current budget or next year budget values with actuals or other budget values, optionally adjusting and / or rounding the values at the same time
- Adjust and / or round current budget or next year budget values
- Enter and / or edit individual account budgets
- Make a printout of the budgets.

When you choose a processing option, you first choose the range of general ledger accounts to use. This is important because, for example, you may wish to increase your sales budgets by one percentage, and increase, or even decrease your overheads by a different percentage.

If you create next year budgets, you have the following choices:

### Choose Which Values to Copy

You now need to choose which values you wish to copy. You have the following choices:

- Copy This Year Actuals up to and including period  
  
and then This Year Budgets to Next Year Budgets
- Copy This Year Actuals to Next Year Budgets
- Copy This Year Budgets to Next Year Budgets
- Copy Last Year Actuals to Next Year Budgets
- Copy Last Year Budgets to Next Year Budgets

The first option lets you create next year budgets using the current year's actual values up to the period they are available, and the current year budgets from then on.

# General Ledger Processing

In this section, we look at general ledger processing functions.

## Journals and Cash Books

You use the Journals and Cash Books functions to enter a large percentage of your business transactions. You use these functions for all non-inventory transactions. These include general ledger journals, cash book entries, customer journals and payments, supplier journals and payments, and opening balances for general ledger, customer, and supplier accounts.

Processing in these options is almost identical, and we cover them together. The differences between journal and cash book processing are:

- With a journal, you process a single entry type at a time, whereas a cash book is a combination of two sequential entry types, one for payments and one for receipts.
- You enter amounts differently in journals and cash books.
- You can perform a bank reconciliation on cash book transactions.
- If you use the Multi-Currency add-on module, you can process foreign currency bank accounts.

You access these functions via the Process...Journals and Process...Cash Book menu option.

### Choosing an Entry Type / Cash Book

When you access the Journals function, you choose an entry type to use:

Entry Type	Batch Type	Exclusive	Inclusive
1   Per 01	Normal batch entry		

In the Entry Type list box, choose an entry type. You work in one entry type at a time per batch. However, you can have multiple batches open, each with their own entry type.

With cash books, it is slightly different:

Cash Book	Batch Type	Balance
01 - 8400/000 National Bank	Normal batch entry	R2,523.38

Here, you choose a cash book instead of an entry type. Since a cash book contains two entry types, there is a Payments tab and a Receipts tab. You can work in either or both of these entry types at once.

## Entering Transactions

Here are typical journal entries:

	Per	Date	Account	Reference	Description	Debit	Credit	Project	Contra Account
1	01 - I	31/03	1000/000	JNL0024	Posted to incorrect account	1 232.18			0000/000
2	01 - I	31/03	1200/000	JNL0024	Posted to incorrect account		1 232.18		0000/000

In this entry type, we selected to use only general ledger accounts. Therefore, you do not choose the account type - you just enter the account.

Here are typical cash book entries:

	Per	Date	GCS	Account	R	Reference	Description	Bank Amount	Foreign Supplier	Discount	Exchange Rate	Project
1	01 -	31/03	S	HAR001	N	CHQ004	Payment	R2 200.00				
2	01 -	31/03	S	SDF001	N	CHQ005	Payment	R1 000.00				

The GCS column lets you choose a customer, supplier, or general ledger account. Journals and cash books can both have this column.

Note the different amount entry methods for journals and cash books. For journals, you specify debits and credits. In the cash book, you enter amounts into the Payments tab or the Receipts tab, and the system knows the sign of the entry.

In a cash book, if you process a payment against an open item customer (we cover open item in the next chapter), you can match the payment against an invoice immediately:

Per	Date	GCS	Account	R	Reference	Description	Bank Amount
01 - 01	31/03/01	C	ALB191	N	RCT12588	Payment Thank you	143.13
01 - 01	31/03/01	C	GOL191	N	RCT12588	Payment Thank you	269.36

Reference		Date
RCT12588		31/03/01

Discount To Match	Discount Matched	Amount To Match	Amount Matched	Total To Match	Total Matched
			269.36C		269.36C

Invoice	Date	Description	Invoice Amount	Amount Due	Discount	Total Due	Amount	Unpaid	Match
IN125488	03/03/01	Tax Invoice	45.18	45.18		45.18	45.18		<input checked="" type="checkbox"/>
IN125494	12/03/01	Tax Invoice	61.78	61.78		61.78	61.78		<input checked="" type="checkbox"/>
IN125502	21/03/01	Tax Invoice	162.40	162.40		162.40	162.40		<input checked="" type="checkbox"/>

Here, we have matched the 269.36 payment against the customer invoices.

The system applies tax to cash book and journal batches in different ways. You always enter tax at the point of the original transaction. For customers and suppliers, you enter original transactions via customer and supplier documents, or via customer and supplier journals that we are looking at here. In both these processes, you enter tax codes along with the transactions. You receive payment from customers and pay suppliers in the cash book, where you do not enter tax unless you process a discount.

The system also lets you enter taxable transactions directly into a general ledger account, in other words bypassing customer and suppliers. You usually use this for overheads such as rent, telephone, and so on, for small purchases of non-stock items, and for reimbursements to employees. With these items, you enter tax in the cash book because this is the only entry for the transaction.

For details about this, search the on-line help for "balancing batches".

You can set a number of options per user and per batch:

Use the Repeat Description check box to repeat the last line's description on new lines. If you are processing tax transactions, you can default the tax code and entry method. If you do not need tax, you can turn tax processing off and the tax column vanishes, as in our examples above. For cash book payments you can increment references per line (e.g. for cheques). For receipts or journals, you can increment once at the start of the batch and then leave the reference unchanged.

## Updating Batches

The transactions you enter into journal and cash book batches do not update until you instruct the system to do so. You also have to ensure, and the system checks, that journal batches are in balance before you can update them. The system balances cash book batches for you.

To update batches, you click the Update button:

The cash book batch update gives you the option of printing cheques:

As we said earlier, you use these options to process many of your transactions, so you should ensure you understand all the options and methods. The on-line help takes you through this in detail.

## Recurring and Postdated Batches

Apart from normal batches, you can also create recurring and postdated batches. These are additional batches per user and per entry type.

You use recurring batches to process transactions that recur on a periodic basis. This way you do not have to re-enter recurring transactions in each period. Some examples of recurring transactions are leases, rentals, and debit orders.

You use postdated batches to hold transactions that will be due at future dates. For example, a customer may give you postdated cheques.

You enter recurring and postdated batches in the same manner as normal batches. There are a few additional features:

- When you enter recurring batches, there is an additional No. column. In this column, you can specify how many times the transaction should recur. Use this, for example, for a lease payment that repeats a known number of times. Once the transaction reaches the limit, the system deletes the transaction to prevent it processing again. If you do not wish to use this facility, leave the field at zero.
- You can use the date field on the transaction to create entries that recur at time intervals longer than monthly, such as quarterly and annually. To do this, set the year in the transaction to 1980 (80 if you use two-digit year entry), and set the day and month to the date to use the transaction. For example:

Entry	Date	When it Copies
1	1 Jan 2006	Every month
2	1 Jan 1980	The period in which January falls only
3	1 Feb 1980	The period in which February falls only

You do not update recurring or postdated batches directly. Instead, you copy them to a normal batch. From there, you can edit them if necessary, and then update them.

The system deletes any postdated transactions it copies from the postdated batch. It also deletes recurring transactions that use the No. field and that have ended. Other recurring transactions, and postdated transactions that are not yet due, remain in the recurring and postdated batches.

## Bank Reconciliation

You can match your physical bank statement with the system's cash book transactions. This lets you easily find transactions that are on the bank statement but which you have not entered into the system, and vice versa.

The use of the bank reconciliation function is optional. You can start and stop using it at any time - it does not affect balances in any way.

To access this function, select the Process...Bank Reconciliation menu option. Here is a typical processing screen:

Bank Reconciliation - Cash Book 01 - 8400,000 National Bank

Cash Book Balance: 137,168.00      Statement Balance: 0.00

C	Reference	Date	Payments	Receipts	Reconciled
▣	00000000	31/03/04		104,000.00	<input type="checkbox"/>
	00000001	31/03/04		4,000.00	<input type="checkbox"/>
	00000002	31/12/04		29,000.00	<input type="checkbox"/>
	CHQ2114	28/02/05		1,000.00	<input type="checkbox"/>
	CHQ9879	28/02/05	1,200.00		<input type="checkbox"/>
	CHQ9880	28/02/05	1,682.25		<input type="checkbox"/>

Period	Date	Account	Reference	Description	Amount to Reconcile
1	31/03/04	ACK001	00000000	Payment	100,000.00C
1	31/03/04	ALL001	00000000	Payment	2,000.00C
1	31/03/04	COM003	00000000	Payment	2,000.00C

Options...      Find By Reference:      Amount to Reconcile: 0.00

Unreconciled = 6      MIX      Diff = 2,050.25

Help      Select All      Deselect All      Back      Update      Close

Check an item's Reconciled check box to reconcile it.

The icon in the C column indicates multiple transactions for this reference. An example of this is in a deposit slip. The second table displays these details of the selected transaction. You can hide the second table and show more lines instead.

The status bar updates as you work, showing the number of unreconciled items and the reconciliation balance.

The reconciliation works on a batch basis. You can save the reconciliation, and return to complete it later. Once it is correct, you update the transactions as reconciled.

In the general ledger overview, we stressed the importance of the transaction reference field for the reconciliation process. The system puts all transactions with the same reference together, from the reconciliation point of view.



## General Ledger Manager Module

Your general ledger determines the format of your financial statements. All transactions you process in the system are represented in the general ledger, and this makes changing the general ledger problematic. In addition, you have to keep a full audit trail of transactions that make up general ledger balances.

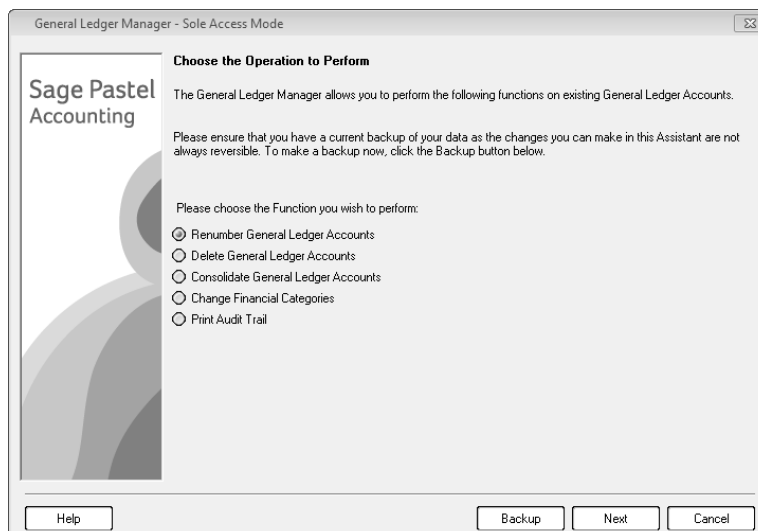
However, over time you may change the nature of your business to a greater or lesser degree. In addition, you may realise that initial assumptions you made about general ledger account requirements were not optimal, and you may want to make adjustments.

The General Ledger Manager add-on module gives you the ability to make many of these adjustments. You have the following options:

Option	What it Does
Renumber accounts	This option lets you renumber existing general ledger accounts, even if they have balances and transactions. At the same time, you can change accounts into main or sub accounts just by renumbering them appropriately.
Delete accounts	This option lets you delete general ledger accounts with balances and/or transactions. The system transfers existing balances / transactions to another GL account you nominate.
Consolidate accounts	This option lets you consolidate multiple existing general ledger accounts into another existing account.
Change financial categories	This lets you change an account's financial category.
Print audit trail	This option prints a report of all changes made within a range of dates.

You accomplish all this without affecting the integrity of the general ledger in any way.

To access this function, select the Change...General Ledger Manager menu option:



## Year-End

At the end of the financial year, you need to run the year-end procedure. This procedure is automatic. It prepares your company for processing in the new financial year.

To access this function, select the Change...Year End menu option.

You need to be a Supervisor in order to run this procedure. You set up which users are Supervisors in the Users / Passwords function.

The year-end procedure does the following processing:

Item	Explanation
General Ledger Balances	For income statement accounts, current year balances move to last year. For balance sheet accounts, last year balances consolidate as one total, and the current balances move to last year. Current year balances are set to zero. Current budgets move to last year budgets, future budgets move to current budgets, and next year budgets become zero. The system posts the profit or loss for the year into the retained income account.
Customer and Supplier Balances	Last year balances consolidate as one total, and the current balances move to last year. Current sales / purchases balances move to last year. This year balances and sales / purchases values become zero.
General Ledger, Customer, and Supplier Transactions	The system deletes last year transactions. This year transactions become last year transactions, and the system creates a new, empty transaction file for the current year. Invoices on hold have their period set to period one.
Inventory Costs, Sales, and Quantity Values	The system accumulates these into the last year totals, and the current values become zero.
Periods	The system increments years by one year in the period table, and adjusts period end dates if necessary, for example, for leap years. The system sets the current period to one for single period users.
Moves Period 13	If you set period 13 as the first period of the new year, the system transfers period 13 transactions and balances to period one of the new year.

# General Ledger Reporting

In this section, we look at general ledger reports, financial ratios, as well as the report writer.

## Reports

To access reports, choose the View...General Ledger menu option and select the report you require.

You have the following reports available:

Report	Description
Account Balances	This shows current and last year actual values, and current, last, and future, budgets.
Accounts	This report shows your chart of accounts.
Audit Trail of Electronic Tax Documents	You can run a report of all Electronic Documents that have been sent, listing details of each document including the VAT.
Balance Sheet	The balance sheet shows you your assets and liabilities in the company.
Budgets	This report lists your budgets.
Cash Book Details	This report details cash book transactions.
Cash Movement	This details cash movement (in and out) of your bank account(s).
Cheques	You can print cheques to pay suppliers and for cash purchases.
Project Report	This shows an income statement for projects.
Detailed Ledger	The detailed ledger report details transactions for general ledger accounts.
Entry Type Details	This lists transactions for a range of entry types.
Financial Categories	This report lists your financial categories.
Income Statement	The income statement details income and expenditures incurred.
Ledger by Entry Type	This lets you see transactions filtered by entry type and account number.
List Projects	This lists projects.
Report Writer Categories	This report lists your report writer categories.
Tax Box	This shows the accrued amount of sales tax, VAT, or GST that is receivable or due to tax authorities, per tax box.
Tax Type	This shows the accrued amount of sales tax, VAT, or GST that is receivable or due to tax authorities, per tax type.

Trial Balance	The trial balance shows account balances as well as the profit / loss.
Graphs	You can create graphs of your activity.

## Financial Ratios

If you have Microsoft Excel, you can analyse the state of your company activities by using financial ratios. Ratios compare one value against another in order to assess whether there is strength or weakness in that area. Ratio analysis helps you to make meaningful conclusions. Ratios generally fall into the following areas:

Ratio Type	What They Show
Earnings	These show profitability of the company.
Solvency and Liquidity	These show stability and the ability of the company to meet its obligations.
Turnover Ratios	These show the efficiency of the company's business activities.
Shareholder's Return	These look at shareholders' earnings from their investment.

We need to emphasise that ratio analysis on its own is not enough in assessing the strength or weakness of a company. You need to consider other factors when you analyse your company's activities. To make a ratio analysis meaningful, you should:

- Compare ratios over a reasonable time-period
- Compare ratios against those of similar companies
- Consider extraordinary or contingent events that can skew the ratios

In terms of similar companies, you have to consider their historical background. For example, an older company is likely to be more stable and to have different ratio profile than a new company.

To access this function, select the View...Financial Ratios menu option. You can also use the Graph icon on the toolbar to access function. When you access this function, the system opens Excel and feeds the relevant data into Excel. The system uses various tabs for ratios, graphs, and formulas.

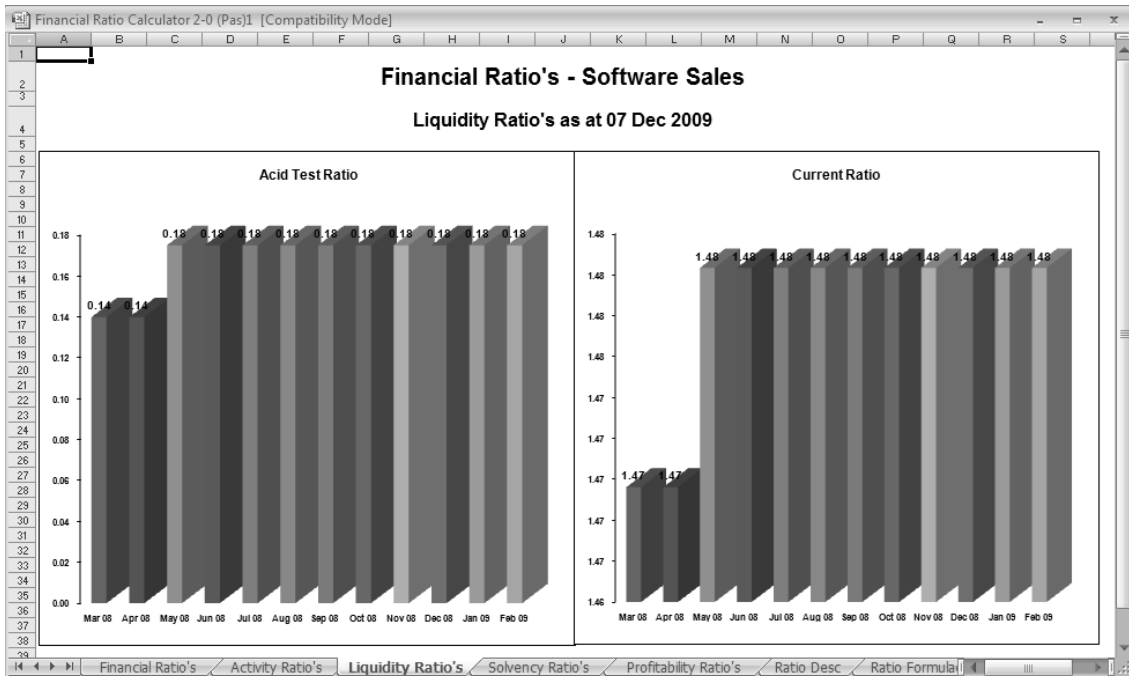
Here is the Financial Ratios tab:

Financial Ratio's - Software Sales													
	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Period 13
<b>Acid Test Ratio</b>	0.14	0.14	0.18	0.18	0.18	0.18	0.18	0.18	0.18	0.18	0.18	0.18	0.00
<b>Asset Financing Ratio</b>	0.32	0.32	0.32	0.32	0.32	0.32	0.32	0.32	0.32	0.32	0.32	0.32	0.00
<b>Current Ratio</b>	1.47	1.47	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	0.00
<b>Customers Days Ratio</b>	0.00	0.00	100.14	133.53	166.91	200.29	233.67	267.05	300.43	333.81	367.20	400.58	0.00
<b>Inventory Days Ratio</b>	-273.88	-273.88	-315.38	-315.38	-315.38	-315.38	-315.38	-315.38	-315.38	-315.38	-315.38	-315.38	0.00
<b>Inventory Turnover Ratio</b>	-0.11	-0.11	-0.10	-0.10	-0.10	-0.10	-0.10	-0.10	-0.10	-0.10	-0.10	-0.10	0.00
<b>Profitability Ratio</b>	0.00%	0.00%	506.58%	506.58%	506.58%	506.58%	506.58%	506.58%	506.58%	506.58%	506.58%	506.58%	0.00%
<b>Return on Equity Ratio</b>	31.02%	31.02%	32.20%	32.20%	32.20%	32.20%	32.20%	32.20%	32.20%	32.20%	32.20%	32.20%	0.00%
<b>Solvency Ratio</b>	1.47	1.47	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	0.00
<b>Supplier Dags Ratio</b>	-205.97	-411.94	-724.86	-966.48	-1208.10	-1449.72	-1691.34	-1932.96	-2174.58	-2416.20	-2657.82	-2899.44	0.00

<b>Acid Test Ratio</b>	(Current Assets - Inventory) / Current Liabilities
<b>Asset Financing Ratio</b>	Total Shareholder Interest / Total Assets
<b>Current Ratio</b>	Current Assets / Current Liabilities
<b>Customers Days Ratio</b>	Accounts Receivable x 30 x Period / Sales (YTD figure)
<b>Inventory Ratio</b>	Closing Inventory x 30 / Cost of Sales
<b>Inventory Turnover Ratio</b>	Cost of Sales / Closing Inventory
<b>Profitability Ratio</b>	Earnings before Interest and Tax / Sales
<b>Return on Equity Ratio</b>	Earnings of Ordinary Shareholders After Tax / Ordinary Equity
<b>Solvency Ratio</b>	Total Assets / Total Debt
<b>Supplier Dags Ratio</b>	Accounts Payable x 30 x Period / Cost of sales (YTD Figure)

Here is the Liquidity Ratios tab:



Note the tab names at the bottom of the spreadsheet. You use these to select the different types of ratio.

The last two tabs display information about the ratios:

- The Ratio Description tab describes each ratio
- The Ratio Formulae tab gives you the formula the system uses for each ratio

## Report Writer

You use the report writer to create custom financial, general-ledger based reports. The report writer gives you access to general ledger current and last year values, including current, last year, and next year budgets.

You can create up to 96 reports in any one company. If you use the Setup Assistant to create a company, the system creates sample reports that include income statements, balance sheets and budgets, which closely match the standard financial reports you can print. You can study these reports to learn the report writer, and adjust them to meet your reporting requirements. Alternatively, you can create your own reports from scratch.

You use the general ledger report writer to accomplish the following:

- Create customised income statements and balance sheets. These can work in any company, even though companies may use different charts of accounts.
- Add budget comparisons to income statements and balance sheets.
- Perform sophisticated budget analyses.
- Write specialised reports to track trends and variances.

### What Values can you Use?

The report writer gives you access to the following values:

Value	Details
General Ledger Actual and Budget Balances	You can range on main accounts, and you can range on sub accounts within a range of main accounts. This effectively gives you a third level of analysis within the main and sub account structure.
Financial Categories	The system uses financial categories to produce the standard income statement and balance sheet reports. You can use these in the report writer as well. You can access balances per period per year for this year and last year.
Report Writer Categories	In addition to the fixed financial categories, you can create a further set of report writer categories that you link to general ledger main accounts. You can use these to sub-divide financial categories, or to create separate, unrelated, categories. You can have up to 99 report writer categories.
Sub Totals	As you build up a report, you can accumulate up to nine separate totals that you can print and clear independently of each other.

You can report on values directly, and you can show amount and percentage variances between them.

Actual balances are per period for this year and last year, and budget balances are per period for this year, last year, and next year.

### Fixed and Relative Periods

As far as periods are concerned, you specify period values in reports in one of two ways: fixed periods, and runtime periods.

With fixed periods, you specify period ranges in the same way as you do in the rest of the system - you choose a From and a To period. This method is simple, but, in the report writer, there is a more flexible method.

You often create reports for the current period or a small range of moving periods. For example, you may want to see this month's values compared to the budget for this month.

If you use fixed periods, you would have to create a report for each of these period ranges, and you would have to choose the correct report each time. Alternatively, you would have to modify the report each month.

Instead, you can specify periods relative to a period you enter when you actually run the report. Using this method:

- Runtime period 0 is the current period.
- Runtime period -1 is the last period.
- Runtime period -11 is the first period in the year.

The system will not move back into the previous year when it uses runtime periods.

To print a report for the current period, enter zero in the From and To fields. To print using year to date values, enter From -11 To 0. To print for the last three months, enter From -2 To 0.

### Report Structure

Each report contains three elements:

- Header
- Columns
- Lines

In the report header, you specify header, printing, and processing information. The most important item in the header is the report type. You have three choices:

Report Type	How it Works
Multiple Columns	This lets you create up to 13 columns. You specify whether each line in the report should be a debit or a credit. Lines of the opposite sign print with brackets around them. Use this type of report for actual / budget comparisons.
Dr/Cr	This lets you create up to two columns, each of which divides into a debit and a credit sub-column. Use this type of report for trial balance type reports.
User Defined	This lets you create up to two columns, each of which divides into a left and right sub-column. For each line in the report, you choose to print in the left or the right sub-column. Use this for balance sheet type reports.

When you define report columns, the two most important fields are:

Field	What it Does
Amount	You specify the amount to use in the column. Besides choosing an actual or budget amount, this year, last year, or next year (for budgets), you can also make a column an amount or percentage variance between two other columns.
Period	You specify per column whether it uses actual or runtime periods, and what the period range is.

In the lines section, you specify which values to use, and when and where to print them. Here are some important fields you specify per line:

Field	What it Does
Description	<p>In this field, you can enter a description to print. In addition, you also use this field to specify underlines. Your options are:</p> <ul style="list-style-type: none"> <li>• You can choose a single (-) or double (=) character as the underline character.</li> <li>• You can underline a specific column, all numeric columns, or the whole line.</li> <li>• You can prevent underlines from printing when no values have printed above the underline.</li> </ul>
Formula	<p>In this field, you specify what values to print. For example, the formula FTI10 means, "print the total for financial category I10", which is the sales category. When the report prints, the system uses the values in each column's amount field to obtain the appropriate values. For example, if a column contains current year to date values, the report line contains the year to date financial category sales value in that column.</p> <p>There are many formula options. For example:</p> <ul style="list-style-type: none"> <li>• Instead of printing the total for sales, you can print every account that has a sales financial category.</li> <li>• You can print a range of main and sub accounts.</li> <li>• The report writer can stop when the report is running and ask for a value.</li> </ul>
Sub Total	You can take a formula result and put it into one of nine totals. You can then use these sub totals in another line's formula.

## Learning the Report Writer

Once you are familiar with the report writer, you will find it easy to use. The only way to attain this familiarity is by actually using it. Bear in mind that the report writer is a read-only tool. It never adjusts your data in any way. Therefore, you can experiment as much as you want.

When you create a new company with the Setup Assistant, the system creates some standard reports for you. These mirror the standard financial reports. You can use these reports to learn the system, and you can adjust them to suit your requirements. You may never need to create a report from scratch.



You can copy reports within a company, or you can copy reports from another company. You can copy the system's sample reports and change the copied ones, leaving the original reports in place.



# Chapter 5 – Customers

**In this chapter, we look at customer processing, excluding customer sales, which we look at in the Inventory chapter.**

- **Customer Overview**
- **Customer Setup and Maintenance**
- **Customer Processing**
- **Customer Reporting**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Customer Overview

All businesses sell to customers, which makes customer processing a key factor in an accounting system. In this overview, we look at the various elements that make up customer processing. In this module, however, we do not cover selling of goods to customers. We cover that extensively in the Inventory module.

## Payment Terms, Ageing, Open Item, and Balance Forward

The system gives you powerful and flexible methods of controlling customer payments. In this section, we cover the following concepts:

- Normal Payment Terms
- Ageing
- Early Payment Terms
- Open Item and Balance Forward Processing

For each customer account, you choose normal and early payment terms as well as whether to use open item or balance forward processing.

It is important that you understand how all these concepts work together. Only then will you be able to choose how to process your customers in the most effective manner.

### Normal Payment Terms

Payment terms apply to sales on credit. You establish the period within which you expect your customer to pay you. It is important to do this so that, should your customer not pay you on time, you can chase up outstanding amounts. The system produces overdue reports from which you can initiate collection measures. You can also charge interest on overdue amounts.

Payment terms can be monthly or day-based. Monthly terms work via financial periods. There are five of these terms:

- Current
- 30 days
- 60 days
- 90 days
- 120 days

If you offer current terms, the customer has to pay in the same month in which you invoice them. Amounts that are unpaid and are more than one month old are overdue. If you offer 30-day terms, the customer has to pay in the month after you invoice them. Amounts that are unpaid after two or more months are overdue, and so on.

Day-based terms work on days instead of periods. The days are usually from the date of the invoice. For example, you can give a customer terms whereby he should pay you within seven days from the date of the invoice. If the customer does not pay you within this period, they are overdue.

To use day-based terms, you have to create your own terms codes.

You can also create a terms code that is a mixture of day based and period based, although this is not common. To do this, you specify that payment is due a specified number of days after the end of the period. If you use this kind of terms code, the system calculates the first due date based on the number of days in the terms code, and then switches to monthly terms from then on.

## Ageing

The system measures the overdue status of a customer in the same lengths as their terms. The system works to a maximum of five terms. For example, if a customer's terms are seven days from date of invoice, their terms are:

1 - 7 days	Terms
8 - 14 days	Terms + 1
15 - 21 days	Terms + 2
22 - 28 days	Terms + 3
29 - 35 days	Terms + 4

This breakdown of outstanding amounts is the customer ageing. The ageing prints on the customer's statement.

You can print various useful reports that show ageing and overdue information:

- The age analysis report shows the aged balances as they appear on the customer's statement.
- The overdue report only shows customers whose amounts are overdue.

## Early Payment Terms

Normal payment terms extend over time. As an incentive to encourage early payment, you can offer customers early payment terms, also known as settlement discounts.

To do this, you create early payment terms that you offer to customers. You set an early payment percentage discount, and you set a time-scale within which the discount applies. You can base the time-scale on a number of days from the invoice date, or from the last day of the period.

The system prints the settlement amount and date on each invoice.

## Open Item and Balance Forward

Ageing and payments terms all rely on the system analysing existing transactions and determining when they are due. There are two different methods of determining ageing:

- Open Item
- Balance Forward

You set the method for each customer separately.

With open item processing, the system looks at each individual invoice for a customer, and uses the invoice date to determine whether it is due or not.

In order for this method to work, you have to specify, each time you receive a payment from a customer, which invoice(s) they are paying. In other words, you have to match payments to invoices. This means additional work on your part. However, the system gives you the option of automatically matching all payments from the oldest invoices down. If a customer pays the full amount outstanding, you do not have to match each invoice.

With balance forward, the system does an approximation of which balances belong in which ageing periods. It does this by reading the invoice and payment transactions for the terms periods, accumulating all invoice values in their terms periods, and then applying all payment values from the oldest terms period down. Whatever is left is the ageing. This method requires no matching of payments to invoices at all.

Which method should you use? Here are some suggestions to help you decide. Instead of using one method all the time, we suggest that you choose a method per customer in order to optimise your processing:

- Day based terms require open item processing.
- Use balance forward processing for customers who pay you regularly and on time. If you invoice a customer a few times a month and they invariably pay you in the next period, there is no need to do extra work.
- If you create a cash sale account, use balance forward processing for that account.
- If you have a customer with whom you have queries on individual invoices, you need to leave queried items unpaid, and you would like these queries to show on statements each month, use open item.
- If you have a large number of transactions for a customer, and you need to reconcile each payment to individual invoices, use open item.
- If you often have credits, you may want to use open item processing to track these.
- If you intend to charge interest on overdue amounts, consider open item processing, since it will age interest charges more accurately.
- Open item ageing is more accurate than balance forward ageing.

## Customer Categories

You can group customers into different categories such as authorised dealers, registered dealers and end users. You can create up to 99 categories. The use of categories is optional. However, they can be useful in various situations:

- You can create a discount matrix per customer category and inventory category. This lets you have volume based line item discounts.
- You can produce various reports in category sequence.

The system allows you to perform activities in category sequence. For example, you can generate invoices for each customer in a category from a single template invoice.

## Sales Analysis Codes

Sales analysis codes let you analyse sales performance. You usually use sales analysis codes in two main areas:

- Sales analysis codes let you analyse salesperson performance. You can specify a commission structure with sales targets and percentage commissions. You can base commissions on sales or gross profit values.
- Alternatively, you can allocate sales analysis codes to other sales criteria such as geographic areas, customer categorisation, market analysis, and so on.

You can assign default sales codes to each customer and delivery address. When you process an individual invoice, the system defaults the sales code and users can change them. You can make the entry of sales codes compulsory on sales documents.

The system offers you several sales analysis reports. You can see commissions for each sales person, periodic sales totals, invoices for each sales analysis code, and more. The system maintains current year and last year's period totals for sales, gross profit, and commission, per sales analysis code.

## Customer Records

Customers have a six-character customer code. You assign terms and other fields, as discussed above, to customers individually.

Besides the standard postal and delivery addresses, you can create additional delivery addresses per customer. These let you work in a head office / branch hierarchy. You deliver goods on a delivery address (branch) basis, and you invoice the customer (head office).

You can choose delivery methods for invoices and statements, which include printing documents, emailing documents, or both.

You can choose whether to charge interest on overdue balances on a per customer basis.

You link each customer to a selling price regime. We look at selling prices in the inventory module.

You can create up to five user-defined master fields. You can use the Forms Designer to add these fields to invoices and statements.

## Customer Processing

We discuss sales of goods and services to customers in the Inventory module. Here, we look at customer journals and payments.

You use customer journals to capture opening balances and make non-inventory adjustments to customers. Customer journals work via the Journals and Cash Book function that we looked at in general ledger processing. You enable customer processing per entry type, and usually you dedicate one or more entry types to customer processing.

If you sell customers recurring non-stock services, such as maintenance, you can use the general ledger recurring journal facility to accomplish this. However, since you usually need to produce invoices, and you can sell service items to customers in the Inventory module, you may wish to make use of Recurring Invoices for this function.

Customer payments occur via the same Cash Book function. For open item accounts, you can match payments to invoices when you process the payment. Alternatively, you can match open item payments separately, once you update the cash book batches.

## Customer Reporting

The system features many powerful and sophisticated reports that let you manage your customer database and follow up on overdue payments. You should spend some time familiarising yourself with these reports and their options.

In addition, see the new Debtors Manager module, documented later in this manual, which helps you manage collections and perform cash flow forecasting.



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

## Customer Setup and Maintenance

In this section, we look at the functions you use to set up and maintain customer elements and customer accounts. Many of these elements apply to supplier processing as well.

### Customer Control

In this function, you set up important customer processing rules and options. You access this function via the Setup...Customers...Control menu option:

The customer control account is the link between the general ledger and the customer sub-ledger.

In the Interest frame, if you charge interest on overdue amounts, you set up these fields.

In the Tax on Document Lines frame, you specify how to show tax on invoices.

In the Defaults tab, you enter default values for new accounts.



In the Statements tab, you set up statement options:

The screenshot shows the 'Setup Customers Control - Sole Access Mode' dialog box with the 'Statements' tab selected. The dialog is divided into several sections:

- Print Options:** Includes a 'Paper Style Assistant...' button, a text field for 'Plain, Single Sheet', and numeric input fields for 'Minimum Statement Amount' (0), 'Ageing Totals to Print (0-5)' (5), and 'Number of Copies to Print' (1). There is also a checkbox for 'Always Print in Balance Forward Format' which is unchecked.
- Invoices:** Contains two radio buttons: 'Print Invoice Totals on Statement' (selected) and 'Print Invoice Lines on Statement'.
- Statement Message:** A list of five terms with corresponding message boxes:
  - Terms: This message prints when the customer's balance is within their terms
  - Terms + 1: This message prints when the customer's oldest balance is 1 term period after their terms
  - Terms + 2: This message prints when the customer's oldest balance is 2 term periods after their terms
  - Terms + 3: This message prints when the customer's oldest balance is 3 term periods after their terms
  - Terms + 4: This message prints when the customer's oldest balance is 4 term periods after their terms

Buttons for 'OK' and 'Cancel' are located on the right side of the dialog.

Use the Paper Style Assistant to choose the type of stationery to use when printing statements. Use the Minimum Statement Amount field to suppress the printing of statements with small balances.

In the Rounding tab, you set whether to round invoices.

## Customer Documents

You use this function to set up your customer documents such as quotations, sales orders, and invoices. We look at these documents in more detail in the Inventory module.

You access this function via the Setup...Customers...Documents menu option:

The screenshot shows the 'Setup Customer Documents - Sole Access Mode' dialog box with the 'Invoice' tab selected. The dialog is divided into several sections:

- Document Information:** Includes text fields for 'Original Name' (Tax Invoice), 'Copy Name' (Copy Tax Invoice), and 'Supporting Name' (Delivery Note). A dropdown menu for 'Entry Type' is set to '10 - Sales'.
- Options:** Includes checkboxes for 'Force Cost Codes', 'Force Sales Codes', and 'Print Serial Numbers', all of which are unchecked.
- User and Update Mode:** A dropdown menu for 'User' is set to '00 - User 0'. There are radio buttons for 'Update on Completion of Document' (unchecked) and 'Update in Batch Mode' (selected).
- Additional Settings:** Includes a checked checkbox for 'Allow On Hold', a numeric input field for 'Number of Copies' (1), a text field for 'Next Number' (INA10001), and a dropdown menu for 'Invoice Lines Default' (Item Code).
- Printing Options:** Includes a dropdown menu for 'What to Print' (Tax Invoice only at entry) and a 'Paper Style Assistant...' button.

Buttons for 'OK' and 'Cancel' are located at the bottom of the dialog.

You set up each document on its own tab.

In the frame on the left, specify the name of the document, the name when you print copies, and the name of the supporting document. Also, enter a default message that prints on the document.

All settings in the frame on the right are per user. You set whether to update invoices as you complete each one, or whether to batch them. You also specify whether to use supporting documents such as delivery notes, and when to print documents.

## Normal Payment Terms

Normal payment terms establish when you expect customers to settle their accounts or when suppliers expect your payment. You maintain these terms in the Edit...Terms...Normal Payment Terms menu option:

Code	Day(s)	Timing
1	7	<input checked="" type="radio"/> From Date of Invoice <input type="radio"/> From Last Day of Period
2	0	<input checked="" type="radio"/> From Date of Invoice <input type="radio"/> From Last Day of Period
3	0	<input checked="" type="radio"/> From Date of Invoice <input type="radio"/> From Last Day of Period
4	0	<input checked="" type="radio"/> From Date of Invoice <input type="radio"/> From Last Day of Period
5	0	<input checked="" type="radio"/> From Date of Invoice <input type="radio"/> From Last Day of Period
6	0	<input checked="" type="radio"/> From Date of Invoice <input type="radio"/> From Last Day of Period

For each code, choose the number of days within which payment must be made. Choose whether the number of days is from the invoice date or the period end date.

## Early Payment Terms

An early payment term, sometimes known as a settlement discount, is a discount you offer customers and suppliers offer you, to make payment earlier than normal. You maintain these in the Edit...Terms...Early Payment Terms menu option:

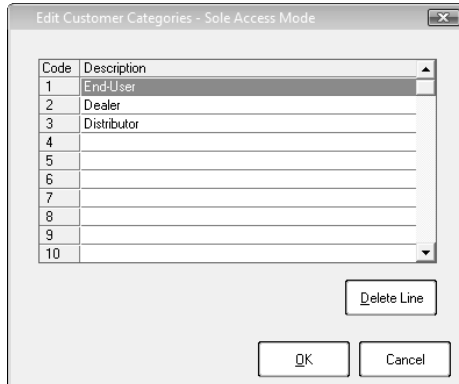
Code	Discount Percentage	Day(s)	Timing
1	2.500%	5	<input checked="" type="radio"/> From Date of Invoice <input type="radio"/> From Last Day of Period
2	0.000%	0	<input type="radio"/> From Date of Invoice <input checked="" type="radio"/> From Last Day of Period
3	0.000%	0	<input type="radio"/> From Date of Invoice <input checked="" type="radio"/> From Last Day of Period
4	0.000%	0	<input type="radio"/> From Date of Invoice <input checked="" type="radio"/> From Last Day of Period
5	0.000%	0	<input type="radio"/> From Date of Invoice <input checked="" type="radio"/> From Last Day of Period
6	0.000%	0	<input type="radio"/> From Date of Invoice <input checked="" type="radio"/> From Last Day of Period

This is similar to the normal payment terms window, except that here you specify a percentage discount to apply if payment is made in time.

## Customer Categories

You can group your customers into categories such as authorised dealers, registered dealers and end users. You can also use customer categories, along with inventory categories, to create a price discount matrix, which we look at in the Inventory module. The use of categories is optional.

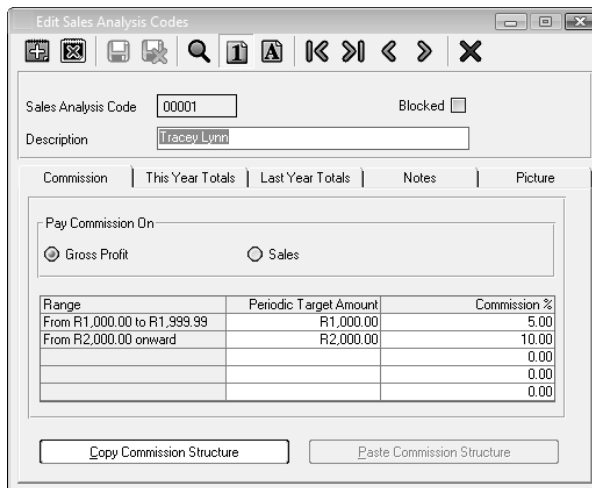
You maintain customer categories in the Edit...Customers...Categories menu option:



## Sales Analysis Codes

Sales analysis codes allow you to analyse sales by sales persons, geographic areas, market segments and so forth. Their use is optional, although you can force users to enter sales codes on each sales document once you decide to use them.

You maintain sales codes via the Edit...Customers...Sales Analysis Codes menu option:



In the Commission tab, you can specify salesperson commissions. You have two methods:

Method	How it Works
Gross Profit	The system calculates commission based on gross profit (sales - cost).
Sales	The system calculates commission using the total exclusive sales value.

In the Commission Structure Table, you specify the percentage commissions based on target values.

The system calculates commission by using each range's percentage incrementally. Using the example in the screen above, assume a sales amount of 16000:

- The system only calculates commission on 6000, since the commissionable amount starts at 10000.
- On the first 5000, the system calculates a commission of 250 (5% of 5,000).
- On the last 1000, the system calculates a commission of 75 (7.5% of 1,000).
- The total commission payable is therefore 325 (250 +75).

Note that you can copy commission structures between sales codes.

## Customer Accounts

You use this function to maintain customer accounts. You access this function via the Edit...Customers... Accounts menu option:

If you use the Blocked check box to block an account, operators cannot post sales. However, they can process customer payments and journals.

Use the Additional Delivery / Contact Details button to create multiple delivery addresses. You use this, for example, to sell to branches and send a statement to head office.

The Balances tab shows sales totals and end-of-period balances for two years.

In the processing tab, you set processing rules for the customer:

The screenshot shows the 'Processing' tab of a customer setup window. The window has tabs for 'Contacts', 'Processing', 'Terms', 'User Defined', 'Balances', and 'Notes'. The 'Processing' tab is active. It contains several sections:
 

- Currency:** A dropdown menu set to '00 - Home currency'.
- Tax:** Radio buttons for 'Exclusive' (selected) and 'Inclusive'. Below are dropdowns for 'EU Country', 'Default Tax' (set to 'No tax type default'), 'Tax Code', and a text field for 'Tax Reference'.
- Processing Method:** Radio buttons for 'Open Item' (selected) and 'Balance Forward'.
- Documents:** A dropdown for 'Printing' set to 'Print Document' and a checked checkbox for 'Customer Accepts Electronic Documents'.
- Statements:** A dropdown for 'Printing' set to 'Print Statement'.
- Messages:** A dropdown set to 'Print Oldest Terms Message'.

The system prints the Tax Reference field on invoices. You can force the operator to enter a tax reference if this field is blank.

In the Processing Method frame, choose between open item and balance forward processing. In the Documents and Statements frames, choose whether to print, email, or both print and email or fax invoices and statements. Check the option “Customer Accepts Electronic Documents” if the customer has agreed to receive electronic documents.

In the Terms tab, you specify how you expect your customer to pay you, and what their credit limit is:

The screenshot shows the 'Terms' tab of the customer setup window. It contains the following fields:
 

- Terms:** Radio buttons for 'Monthly Terms' (selected) and 'Day Based Terms'.
- Normal Terms:** A dropdown menu set to 'Current'.
- Early Terms:** Two text input fields, one containing '00' and the other 'No terms'.
- Interest From:** A dropdown menu set to '<NONE>'.
- Price List:** A dropdown menu set to 'Retail'.
- Invoice Discount %:** A text input field containing '0.00'.
- Freight Method:** A dropdown menu.
- Ship / Deliver:** A text input field.
- Credit Limit:** A text input field containing 'R0'.

In the Terms tab, you set customer terms using elements we looked at earlier.

Use the Price List field to set the customer's base price, which we look at in detail in the Inventory module.

If you set the Credit limit value, and a customer exceeds their credit limit, you can warn the operator or prevent them from invoicing the customer.

## Delete Inactive Customers / Suppliers

In the course of time, you may need to delete customers or suppliers with whom you no longer trade. You use the Change...Delete Inactive Customers / Suppliers menu option to achieve this.

You can only delete customers with a zero balance. In the case of an inactive customer who still has a balance, you could transfer the balance into a bad debts account so that you can delete it, or you could block the account until the amount is collected.

You must also delete any invoice history for a customer in order to delete a record.

You usually cannot delete an account unless there are no transactions for it on the system, which can take up to two years. For customers and suppliers, the system can transfer existing transactions on a zero balance account to an account you create specifically for this purpose. The account should be balance forward, and it should be set to not print statements / remittances. You can also block the account so that users cannot process with it.

You can delete accounts by accessing their specific account numbers, or you can delete accounts that are inactive for a specified amount of time, and leave newer zero-balance accounts on the system.

## Block Customers / Suppliers

In the course of time, you may wish to block customers or suppliers who meet certain negative criteria. Once you block a customer record you can no longer sell to the customer, and once you block a supplier record you can no longer purchase from the supplier. You use the Change...Block Customers / Suppliers menu option to achieve this.

Full Accounting or Supervisor users can unblock customer and supplier records.

You can block accounts based on overdue terms, over credit limit, amount owing, last purchase or sale date, and so on.

# Customer Processing

In this section, we look at non-inventory customer processing. Surprisingly, we have already covered most of the functions:

- You use the Journals function we looked at in the General Ledger module to capture opening balances, write off bad debts, and make other non-inventory adjustments.
- You use the Cash Book function to process customer receipts. In that function, you may remember, we mentioned that for open item customers you could match a payment to an invoice:

Per	Date	GCS	Account	R	Reference	Description	Bank Amount
01 - 01	31/03/01	C	ALB191	N	RCT12588	Payment Thank you	143.13
01 - 01	31/03/01	C	GOL191	N	RCT12588	Payment Thank you	269.36

Open Item Matching CB 1 Receipts									
Account - GOL191 - Golden, Sam									
Reference	Date								
RCT12588	31/03/01								
Discount To Match	Discount Matched	Amount To Match	Amount Matched	Total To Match	Total Matched				
			269.36C		269.36C				
Invoice	Date	Description	Invoice Amount	Amount Due	Discount	Total Due	Amount	Unpaid	Match
IN125488	03/03/01	Tax Invoice	45.18	45.18		45.18	45.18		<input checked="" type="checkbox"/>
IN125494	12/03/01	Tax Invoice	61.78	61.78		61.78	61.78		<input checked="" type="checkbox"/>
IN125502	21/03/01	Tax Invoice	162.40	162.40		162.40	162.40		<input checked="" type="checkbox"/>

There is a function Overdue Customer Interest that calculates interest on overdue amounts, which we do not detail here.

## Match Open Item

You do not have to match customer receipts to invoices when you enter the payments into the cash book. One reason is that your cash book operator may not know which invoices to match.

The Match Open Item function matches open item transactions at any time. This function can perform actions not available in the cash book matching process. For example, you can undo an allocation you did previously, and then re-allocate the transactions. You access this function via the Process...Match Open Item menu option:

Match Open Item					
<input checked="" type="radio"/> Customer	<input type="radio"/> Supplier	CIT001	Citi Computer Specialists		
Number of Periods	1	<input type="checkbox"/> Select Periods			
Process Adjustments in Period	12 - 01/02/05 - 28/02/05 February				
Unallocated					
CHQ2114		28/02/05	CB 1 Rece		-3,184.10
IN98789	1,417.89	01/03/04	Sales		1,417.89 Due
IN99001	14,022.00	10/03/04	Sales		6,614.05 Due
CHQ2114	-7,407.95	28/02/05	CB 1 Rece		
IN99456	7,407.95	21/03/04	Sales		0.00 Due

The first lines in the table show unallocated payments or receipts.

The rest of the table shows each invoice. The plus sign indicates that you have matched allocations to the invoice. If you click the plus sign, it shows the allocations. You can drag unallocated amounts over invoices to match them.

# Customer Reporting

You access customer reports via the View...Customers menu option. You have the following customer reports available:

Report	Description
Accounts Listing	This report shows a list of your customer master file records.
Age Analysis	This shows customer ageing based on their payment terms.
Balances	This report shows balances for a range of customers.
Categories	This lists the customer categories.
Delivery Addresses	This lists the delivery addresses per customer.
Detailed Ledger by Customer	This report shows customer transactions.
Detailed Ledger by Entry Type	This report shows all customer transactions in entry type sequence.
Invoices Due	This shows invoices due for accounts and payment terms.
Labels	This lets you print customer labels.
Labels Using Microsoft Word	This lets you print customer labels via Microsoft Word.
Open Item History	This report helps you match open item transactions.
Outstanding Quotes / Back Orders Details by Customer	This shows quotation/sales order lines and totals per customer.
Outstanding Quotes / Back Orders Details by Item	This shows quotation/sale order lines or totals per inventory item.
Outstanding Quotes / Back Orders Details by Sales Code	This shows quotation/sale order lines or totals per sales code.
Outstanding Quotes / Back Orders Summary	This shows a one line summary of quotations / sales orders.
Overdue Customer Report	This report shows overdue customers.
Print Documents	This lets you print or reprint documents such as orders and invoices.
Print Letters	This lets you email or print letters to your customer database using the Note facility.
Print Letters Using Microsoft Word	This lets you email or print letters to your customer database via Microsoft Word.
Sales Analysis Codes Commissions	This report produces a commission statement for a range of sales analysis codes.



Sales Analysis Codes Invoices	This report shows a list of invoices that make up the periodic sales total of a sales analysis code.
Sales Analysis Codes List Codes	This report lists all sales analysis codes, their description (name) and the commission method used to calculate their commissions.

Report	Description
Sales Analysis Codes Periodic Totals	This report shows the period totals for a range of sales analysis codes.
Sales by Customer	This report lets you analyse sales and gross profit by customer.
Sales by Item	This report lets you analyse sales and gross profit by item.
Sales by Sales Code	This report lets you analyse sales and gross profit by sales code.
Sales Journal	The sales journal shows sales you process in the Process Customers function.
Statements	This prints customer statements.
Tax Age Analysis	This report is identical to the Age Analysis report, except that it shows only the tax portion of the balance in each period.
Graphs	You can create graphs of your activity.



# Chapter 6 – Suppliers

**In this chapter, we look at supplier processing, excluding supplier purchases, which we look at in the Inventory chapter.**

- **Supplier Overview**
- **Supplier Setup and Maintenance**
- **Supplier Processing**
- **Supplier Reporting**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Supplier Overview

Most businesses purchase goods from suppliers. If you do, supplier processing is a key factor. In this overview, we look at the various elements that make up supplier processing. We do not cover purchasing of goods from suppliers. We cover that extensively in the Inventory module.

## Payment Terms, Ageing, Open Item, and Balance Forward

The system gives you powerful and flexible methods of controlling supplier payments.

In this section, we cover the following concepts:

- Normal Payment Terms
- Ageing
- Early Payment Terms
- Open Item and Balance Forward Processing

For each supplier account, you set normal and early payment terms as well as whether to use open item or balance forward processing.

It is important that you understand how all these concepts work together. Only then will you be able to choose how to process your suppliers in the most effective manner.

### Normal Payment Terms

Payment terms apply to purchases on credit. You and your supplier establish the period within which you have to pay for goods you purchase. The system produces overdue reports that let you manage your supplier positions.

Payment terms can be monthly or day-based. Monthly terms work via financial periods. There are five of these terms:

- Current
- 30 days
- 60 days
- 90 days
- 120 days

With current terms, you have to pay the supplier in the same month in which they invoice you. Amounts that are unpaid and are more than one month old are overdue. If you receive 30-day terms, you have to pay in the month after you receive the invoice, and so on.

Day-based terms work on days instead of periods. The days are usually from the date of the invoice. For example, you can have terms whereby you have to pay within seven days from the date of the invoice.

To use day-based terms, you have to create your own terms codes.

## Ageing

The system measures the overdue status of an account in the same lengths as their terms. The system works to a maximum of five terms. For example, if a supplier's terms are seven days from date of invoice, the terms are:

1 - 7 days	Terms
8 - 14 days	Terms + 1
15 - 21 days	Terms + 2
22 - 28 days	Terms + 3
29 - 35 days	Terms + 4

This breakdown of outstanding amounts is your supplier ageing. You can print various useful reports that show ageing and overdue information:

- The age analysis report shows the aged balances per supplier.
- The overdue report only shows suppliers whose amounts are overdue.

## Early Payment Terms

Normal payment terms extend over time. As an incentive to encourage early payment, you can receive offers of early payment terms, also known as settlement discounts. To do this, you create early payment terms that your supplier offers you.

## Open Item and Balance Forward

Ageing and payments terms all rely on the system analysing existing transactions and determining when they are due. There are two different methods of determining ageing:

- Open Item
- Balance Forward

With open item processing, the system looks at each individual invoice for a supplier, and uses the invoice date to determine whether it is due or not.

For this method to work you have to specify, each time you make a payment, which invoice(s) you are paying. In other words, you have to match payments to invoices. This means additional work on your part. However, the system gives you the option of automatically matching all payments from the oldest invoices down. If you pay a supplier the full amount outstanding, you do not have to match each invoice.

With balance forward, the system does an approximation of which balances belong in which ageing periods. It does this by reading the invoice and payment transactions for the terms periods, accumulating all invoice values in their terms periods, and then applying all payment values from the oldest terms period down. Whatever is left is the ageing. This method requires no matching of payments to invoices at all.

Which method should you use? Here are some suggestions to help you decide. Instead of using one method, we suggest that you choose a method per supplier in order to optimise your processing:

- Day based terms require open item processing.
- Use balance forward processing for suppliers you pay regularly and on time.

- If you have a supplier with whom you have queries on individual invoices, you need to leave queried items unpaid, and you would like these queries to show on remittances each month, use open item.
- If you have a large number of transactions for a supplier, and you need to reconcile each payment to individual invoices, use open item.

## Supplier Categories

You can group suppliers into different categories. You can create up to 99 categories. The use of categories is optional. However, they can be useful in various situations. For example, you may to group suppliers by the type of product you purchase, by area, and so on. You can produce various reports in supplier category sequence.

## Supplier Records

Suppliers have a six-character code. You assign terms and other fields, as discussed above, to suppliers individually.

You can choose delivery methods for invoices and remittances, which include printed documents, emailed documents, or both.

You can create up to five user-defined master fields. You can use the Forms Designer to add these fields to invoices and remittances.

## Supplier Processing

We discuss purchases of goods from suppliers in the Inventory module. Here, we look at supplier journals and payments.

You use supplier journals to capture opening balances and make non-inventory adjustments to suppliers. Supplier journals work via the Journals and Cash Book function that we looked at in general ledger processing. You enable supplier processing per entry type, and usually you dedicate one or more entry types to supplier processing.

Supplier payments occur via the same Cash Book function. For open item accounts, you can match payments to invoices when you process the payment. Alternatively, you can match open item payments separately, once you update the cash book batches.

You also have a facility called the Remittance Assistant. This will calculate the payments you are required to make to your suppliers, using the terms fields we discussed earlier. The system lets you choose which invoices to pay, and whether to pay lesser amounts. It then creates the payments, processes them, and even prints cheques and remittances.

## Supplier Reporting

The system features many powerful and sophisticated reports that let you manage your supplier database and overdue payments. You should spend some time familiarising yourself with these reports and their options.



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Supplier Setup and Maintenance

In this section, we look at the functions you use to set up and maintain supplier elements. We have already looked at some of these elements, such as normal and early payment terms, in the chapter on customers. We will not repeat these here.

## Suppliers Control

In this function, you set up important supplier processing rules and options. You access this function via the Setup...Suppliers...Control menu option:

The supplier control account is the link between the general ledger and the supplier sub-ledger. In the Tax on Document Lines frame, you specify how to show tax on invoices.

The Goods Received Notes frame is important for processing purchases. We look at it in detail in the Inventory module.

In the Defaults tab, you enter default values for new accounts.

In the Remittances tab, you set up remittance printing options:

Use the Paper Style Assistant to choose the type of stationery to use when printing remittances.

## Supplier Documents

You use this function to set up your supplier documents such as purchase orders, goods received notes, and supplier invoices. We look at these documents in more detail in the Inventory module.

You access this function via the Setup...Suppliers...Documents menu option:

In the frame on the left, specify the name of the document, the name when you print copies, and the name of the supporting document. You can also enter a default message that prints on the document.

In the frame on the right, all settings are per user. You choose whether to update invoices as you complete each one, or you can batch them. You also specify whether to use supporting documents, and when to print documents.

## Supplier Categories

You can group your suppliers into categories such as the type of products they supply, area, and so on. You maintain customer categories in the Edit...Suppliers...Categories menu option:

Code	Description
1	Local
2	International
3	
4	
5	
6	
7	
8	
9	
10	



## Supplier Accounts

You use this function to maintain supplier accounts. You access this function via the Edit...Suppliers... Accounts menu option:

The screenshot shows the 'Edit Supplier Accounts' window with the following fields and options:

- Account Code: COM001
- Blocked:
- Description: Complete Computer Suppliers
- Supplier Category: 00 - None
- Contacts: Processing (selected), Balances, User Defined, Notes
- Tax: Exclusive (selected), Inclusive
- EU Country: [Dropdown]
- Default Tax: No tax type default
- Tax Code: [Dropdown]
- Tax Reference: [Text]
- Currency Code: 02 - Pound
- Terms: Monthly Terms (selected), Day Based Terms
- Normal Terms: 30 Days
- Early Terms: 00, No terms
- Freight Method: [Dropdown]
- Ship / Deliver: [Text]
- Credit Limit: £0
- Default Contra Account: /
- Processing Method: Open Item, Balance Forward (selected)
- Printing: Documents (Print Document), Remittances (Print Remittance)

In the Processing Method frame, choose between open item and balance forward processing. In the Terms frame, you set the supplier terms using elements we looked at earlier. In the Printing frame, you can choose to print, email, or both print and email, invoices and remittances.

The Balances tab shows purchases totals and end-of-period balances for two years.

# Supplier Processing

In this section, we look at non-inventory supplier processing. As with customers, we have already covered most of the functions:

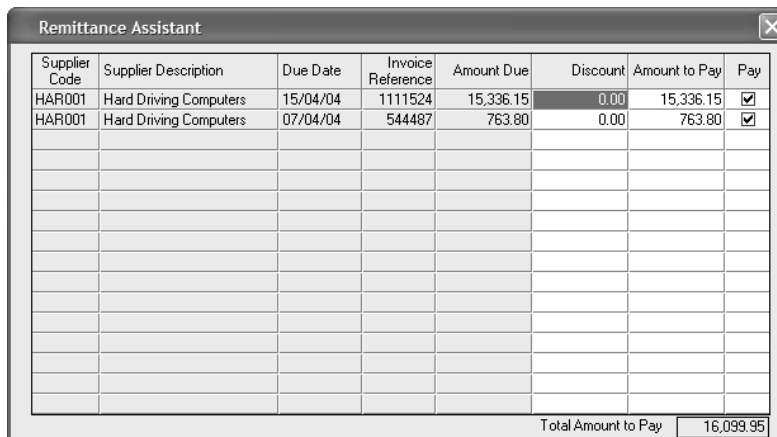
- You use the Journals function we looked at in the General Ledger module to capture opening balances and make other non-inventory adjustments.
- You use the Cash Book function to process payments to suppliers. In that function, you may remember, we mentioned that for open item customers you could match a payment to an invoice.
- You use the Match Open Item function we looked at in the chapter on customers, to match and un-match open item transactions after you post the cash book batch.

## Supplier Remittance

Instead of manually paying each supplier, you can use the Remittance Assistant to determine which suppliers you need to pay, prepare the payment transactions, and print cheques and remittances, all on an automatic basis. This feature only works with open item suppliers.

To access this function, open the cash book you use to pay suppliers, and click the Payments tab. Ensure that the batch file is empty. Click the Batch button, and choose the Remittance Assistant option.

In this Assistant, you choose a range of suppliers and a processing date. Once you do so, the system prepares a list of all the supplier invoices that are due, using each account's payment terms. If there are early payment offers, the system calculates the early payment discount:



The screenshot shows a window titled "Remittance Assistant" with a close button in the top right corner. The window contains a table with the following columns: Supplier Code, Supplier Description, Due Date, Invoice Reference, Amount Due, Discount, Amount to Pay, and Pay. There are two rows of data and a total row at the bottom.

Supplier Code	Supplier Description	Due Date	Invoice Reference	Amount Due	Discount	Amount to Pay	Pay
HAR001	Hard Driving Computers	15/04/04	1111524	15,336.15	0.00	15,336.15	<input checked="" type="checkbox"/>
HAR001	Hard Driving Computers	07/04/04	544487	763.80	0.00	763.80	<input checked="" type="checkbox"/>
						Total Amount to Pay	16,099.95

In the Discount column, you can edit the discount value.

Check the Pay check box to pay the full amount, uncheck the check box to not pay the invoice, or edit the amount to pay a lesser amount.

The system updates the total amount to pay as you process.

Once you complete your selection, you then choose whether to print nothing, print cheques, or print remittances with cheques. If you choose not to print, the system creates the batch, which you then update manually. If you choose a print option, the system updates the batch and prints the documents you choose.

# Supplier Reporting

You access supplier reports via the View...Suppliers menu option. You have the following supplier reports available:

Report	Description
Age Analysis	This shows your aged balances with your suppliers.
Balances	This shows your balance for each supplier.
Cheques	This lets you print supplier payment cheques.
Detailed Ledger by Entry Type	This shows supplier transactions in entry type sequence.
Detailed Ledger by Supplier	This shows supplier transactions in supplier sequence.
Invoices Due	This shows invoices due in terms of the payment terms your suppliers offer you.
Items per Supplier	This report lets you analyse purchases by supplier.
Labels	This lets you print supplier labels.
Labels Using Microsoft Word	This let you print supplier labels via Microsoft Word.
List Suppliers	This shows your supplier details.
Outstanding Orders / GRNs Details by Item	This report shows purchase order or GRN lines or totals per inventory item.
Outstanding Orders / GRNs Details by Supplier	This report shows purchase order or GRN lines or totals per supplier.
Outstanding Orders / GRNs	This shows a summary of orders or GRNs.
Overdue Supplier Report	This report shows overdue transactions.
Print Documents	This lets you print or reprint documents such as supplier invoices.
Print Letters	This lets you email or print letters to your supplier database directly using the Note facility.
Print Letters Using Microsoft Word	This lets you email or print letters to your supplier database via Microsoft Word.
Purchases Journal	This lists your purchases in detail.
Remittances	You print a remittance to show suppliers what you are paying.
Tax Age Analysis	You use this report when you intend to switch from the normal (invoice based) VAT to Payment / Cash Based VAT tax method.
Unmatched Open Item	This shows open item transactions you still have to match.
Graphs	You can create graphs of your activity.



# Chapter 7 – Inventory

**In this chapter, we look at inventory processing, including customer sales and supplier purchases.**

- **Inventory Overview**
- **Inventory Setup and Maintenance**
- **Inventory Processing**
- **Inventory Reporting**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Inventory Overview

The Inventory module is where you do most of your processing work if you purchase and sell goods. This module includes:

- The creation and maintenance of the inventory master file as well as related items.
- Inventory journals to adjust quantities and costs and/or enter opening balances.
- Purchasing from suppliers and selling to customers.

You should read this overview thoroughly so that you obtain a broad understanding of the system's capabilities.

## Inventory Integration

When you process sales or purchase transactions, the system updates a customer control account or a supplier control account in the general ledger. To keep the general ledger in balance, the system needs to create a contra entry. The contra entry can happen in two ways, depending on whether you wish to integrate inventory into the general ledger:

Method	What it Does
No Inventory Integration	Sales transactions update an income statement sales account, and purchase transactions update an income statement purchases account.
Inventory Integration	The system maintains an inventory balance sheet account. This reflects the cost value of your inventory. The system creates additional general ledger transactions. For example, when you sell an item, the system moves the item's cost value from the inventory account to a cost of sales account. In some countries, the terminology for this method is "perpetual inventory".

If you do not integrate inventory, the general ledger does not automatically reflect any inventory activity. If you want to see a meaningful balance sheet, you need enter manual journals to bring the inventory account up to date. You would derive the value of these journals from your inventory reports.

Which method should you use? There is no simple answer to this question. Here are some considerations:

- If you are primarily a service organisation, and you do not sell many physical items, do not integrate inventory.
- If you mainly sell physical goods, you should consider integration.
- If you control your inventory accurately, and you do not allow the theoretical quantity on hand to be negative, you should integrate inventory.
- If your theoretical quantity on hand is often negative, and inventory costs vary considerably, non-integration is a better way to go.

## Inventory Groups

You can use inventory groups for two purposes:

- To control inventory integration into the general ledger.
- To let you categorise your inventory into logical areas.

You must use inventory groups for integration, but you do not have to use them as categories.

An inventory group consists of a set of general ledger accounts. You link each inventory item to an inventory group. For integration purposes, you only need one inventory group. If you use the Setup Assistant to create a company, the system creates one or more inventory groups for you.

Inventory groups control the amount of detail you can see in the general ledger. For example, you can create one inventory group for all your inventory items. All inventory activity will update the same general ledger accounts. However, you may need to see some key inventory values separately in your general ledger. For example, if you pay royalties on sales of certain items, you may like to see them separately in the general ledger.

You achieve this by creating additional inventory groups, each of which contains its own set of general ledger accounts. This gives you the analysis you require. You also gain two additional benefits:

- You can see the financial implications of groups of inventory items in your business.
- You can use general ledger budgets to budget inventory activity and track performance of these groups.

Integration accounts do not have to be unique per inventory group - you can use the same account in one or more groups. You can therefore have many groups, all sharing the same sales account but using a different inventory account, or the other way around.

In fact, instead of analysing groupings of inventory in your general ledger, you may prefer to analyse them within your inventory system only. To do this, you also create additional inventory groups. However, you give each group the same integration accounts. This way, there is no inventory analysis in the general ledger. You then achieve your analysis by means of inventory reports, many of which you can run in inventory group sequence. These reports give you totals per inventory group.

If you use both physical and service items, which we discuss later, you usually have separate inventory groups for service and physical items.

Note that you can also use inventory categories for analysis, and they do not contain general ledger accounts.

## Inventory Cost Prices

The system maintains two cost prices for inventory items:

Price	How it Works
Last Unit Cost	This is the latest purchase price for the item. The system updates this price when you purchase or manufacture an item.
Average Cost	The system uses this cost to take items out of inventory, for example, when you sell an item. The system calculates a new average cost each time you put items into inventory.

The system calculates average cost as follows:

- The system calculates the current total cost of the item (A) as the current quantity on hand multiplied by the average cost.
- The system calculates the total cost of the items moving into inventory (B) as the cost of the new item multiplied by the quantity coming into inventory.
- The system calculates the new total cost (C) by adding totals A and B.
- The system calculates the new total quantity on hand (D) as the sum of the original quantity on hand plus the quantity coming into inventory.
- The system divides the new total cost (C) by the new total quantity on hand (D) to arrive at the new average cost.

For example, 10 items are on hand and the average cost is 100.00. We now purchase another 10 items at a cost of 110.00:

- The current total cost is  $10 \times 100.00 = 1000.00$
- The new cost is  $10 \times 110.00 = 1110.00$
- The new quantity on hand is  $10 + 10 = 20$
- The new total cost is  $1000.00 + 1110.00 = 2110.00$
- The new average cost is  $2110.00 / 20 = 105.50$

To re-iterate the rules:

- The system takes items out of inventory at the average cost.
- The system re-calculates the average cost each time inventory moves in.

You also need to be aware of how the system uses average costs in earlier periods:

- The system maintains an average cost per period for each inventory item.
- If you purchase an item in a period, the system calculates a new average cost at that period, and sets the average cost from that period onwards as the new average cost.
- The system always takes items out of inventory at the latest average cost, irrespective of the period in which you are processing. This is to ensure that the general ledger inventory account remains in balance. If you do a valuation report at an earlier period, however, the system uses that period's cost.



## Negative Inventory Quantities

We have touched on negative inventory quantities in the previous sections. However, it is an important subject, and we need to consolidate the issue so that you understand it clearly.

The system gives you the option of allowing negative quantities. If you do not allow negative quantities, and you attempt to sell items when there are insufficient quantities on hand, the system will not allow you to invoice the item.

This may seem harsh, especially if you know that you have the items physically on hand! After all, perhaps the items arrived earlier, and you have not processed the purchase in the system yet.

Where negative quantities can be a problem is with the calculation of the item's cost. Once an item is negative or zero and new items arrive, the system uses the last cost as the item's cost. If you entered an incorrect cost, or if your costs for the item fluctuate considerably, your gross profit statistics will be inaccurate. The costs and inventory values the system writes into the general ledger will also be inaccurate, and they will be hard to adjust.

We therefore recommend that, if you are in a situation like this, you turn inventory integration off. You can then take the time, on a regular basis, to analyse your inventory via inventory reports, make adjustments, and then post relatively accurate values to the general ledger. In this situation, you will of course allow negative quantities.

If you leave integration on, you should only allow negative quantities if your cost prices are stable and if you occasionally have a negative quantity issue as outlined above.

If negative quantities occur frequently in your company, and there is no purchasing processing backlog, you should ensure you know why they are occurring. Usually, there is some type of operational problem. For example, perhaps operators are purchasing items into the incorrect inventory accounts.

## Inventory Categories

You can create up to 999 inventory categories. You can run many inventory reports in category sequence. These reports give you totals per category.

The use of categories is optional.

You can use inventory categories along with customer categories to create a price discount matrix, which we look at later in this overview.

Since you can also use inventory groups for analysis, you could have two separate types of analysis active simultaneously.

## Inventory Items

You can set up each inventory item to work in a number of different ways. Here we look at some of the main fields/concepts.

### Fixed Description / Change While Invoicing

In this field, you specify how the system should handle the Description, Unit, and Cost Price fields when you sell the item. Your options are:

Option	How it Works
Fixed Description / Cost	The system uses the item's Description, Unit and Cost Price fields on the item file. You cannot change these fields while invoicing. This is the safer setting.
Change While Invoicing	<p>The system uses the item's Description, Unit and Cost Price fields on the item file. You can change one or more of these fields on an invoice. Some reasons you may wish to do this are:</p> <ul style="list-style-type: none"> <li>• You have outwork done for a customer and you wish to enter details.</li> <li>• You purchase and sell an item on a one-off basis (buyouts), and you use a single inventory item for these.</li> <li>• You sell very similar items and perhaps do not need to track each item individually.</li> <li>• You buy and sell the same item in different colours, sizes and so on, and would like to differentiate them on invoice lines.</li> </ul> <p>If you change one or more of these fields in the invoice, the item file itself does not change.</p>

### Show Quantity and Unit

You can specify whether, on the invoice, you wish to show quantity and unit fields. Sometimes, you do not want to show these. For example:

- You can create items for services such as maintenance contracts, fees, postage, or delivery.
- You may need to invoice out consultation hours as a single charge, without specifying hours.

Even if you do not show these fields, each time you use the item the system increments its selling quantity field by one. This enables you to monitor usage statistics for the item.

## Physical / Service Items

With most inventory items, you purchase tangible items to either sell or further process before selling to the customer. We call these physical items. Service items are generally intangible items such as maintenance contracts, hours worked, delivery charges, and so on.

Physical items work as follows:

- The system maintains a quantity on hand for these items. If there are insufficient quantities on hand, the system can warn or prevent you from selling the item.
- You can purchase physical items and therefore can adjust their quantities.
- Physical items have an average cost determined by the purchase price and the quantity on hand.

Service items work as follows:

- The system does not maintain a quantity on hand for service items - there is always zero on hand. However, you can sell any number of service items. A good example of this is consulting hours.
- Since service items do not have quantities, you cannot use them in inventory journals, nor can you reorder them.
- You cannot purchase service items to bring in quantities or adjust their moving average cost. However, you can include service items in supplier invoices. You use these, for example, to enter your supplier's delivery charges.
- Service items may or may not have a cost. For example, a maintenance contract may not have a separately identifiable cost, while delivery or consulting hours may have.

If you use both physical and service items, you usually have separate inventory groups for service and physical items.

## Selling Prices

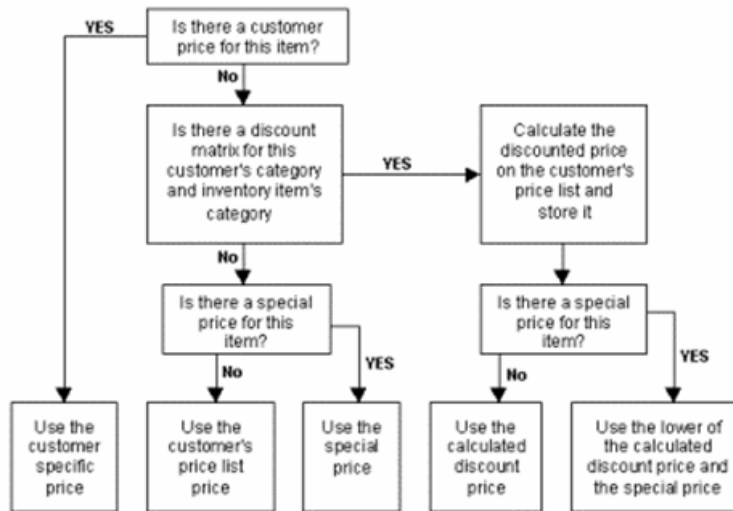
The system is extremely flexible with regard to inventory selling prices. The following prices are available:

Selling Price	What it Does
Price Lists	You can create up to ten price lists for each inventory item. You can name these price lists.
Special Price	You can create a date-sensitive special price for each inventory item. You would use this, for example, to put items on special for a short period.
Future Price Lists	When you prepare new selling prices, you can calculate and prepare a future price list in advance for each of the standard list prices.
Discount Matrix	You can create quantity-based percentage discount matrixes per customer category and per inventory category. You use this, for example, to create volume-based discounts, and/or to sub-divide price lists further. Note that the discount matrix percentage displays as a line item discount.
Customer Price List	You can create a quantity-based price list for each customer per inventory item. You can also have an expiry date for each of these. This lets you negotiate specific prices for specific inventory items with your customers. For foreign currency customers, customer prices are in their currency. This lets you set up prices that do not keep on changing as the exchange rate changes.

When you sell an inventory item to a customer, the system checks for all the possible prices and applies them automatically based on a price hierarchy:

- Customer specific prices (prices per customer per inventory item) are the strongest prices. If a valid customer price exists for an inventory item, the system always uses that price, irrespective of whether there is a lower price available via a different mechanism.
- If there is no customer specific price, the system checks to see if there is a discount matrix (discount per customer category per inventory category) in effect. If there is, the system checks to see whether there is a special price:
  - » If there is a special price, the system uses the lower of the discount matrix price and the special price.
  - » If there is no special price, the system uses the discount matrix price.
- If there is no customer price and no discount matrix price, the system checks to see if there is a special price. If there is, the system uses the special price.
- Finally, if no above checks yield a price, the system uses the item based price list price assigned to that customer.

The following chart illustrates the above logic graphically:



### Discount Types

Once the system determines and presents a price/discount on an invoice, other discounts come into play. There are three possible discounts, all of which can apply simultaneously:

Discount Type	How it Works
Line Item Discount	This is a discount per invoice line item. If you use the discount matrix, and it applies, the discount percentage defaults to the discount matrix percentage. The user can enter or change the line item discount.
Overall Discount	This applies to the document as a whole. In customer maintenance, you set a default discount percentage for each customer, which you can change per invoice. Note that you can exclude specific inventory items from being subject to this discount, which you do in inventory maintenance. For example, you usually do not allow discounts for postage or low-profit items.
Early Payment Discount	This is an incentive discount for early payment. You create early payment codes, which specify a percentage and a time element. You then assign a default code to each customer, which you can override per invoice. On the invoice footer, the system prints the date and amount for the early payment.

Note that users can only change fields that affect the invoice value if they have permission to change selling prices. You set this per user in Setup Users / Passwords function. Users who have permission can edit the discount fields as well as the selling price field.

Even these overrides are subject to some control. You can specify the maximum selling price, maximum line item discount percentage, the maximum invoice discount percentage, and the minimum gross profit. These global values apply across the board.

Before you start designing and setting up your prices, you need to understand this price hierarchy, so that you can use the mechanisms that suit your company's selling price policies.

It is important to remember that you can use any of these elements on a restricted basis. For example:

- You may have a special customer whom you need to treat differently with regard to one inventory item. You would therefore create one customer price in that customer's price list. All other pricing for that customer is standard.
- You may want to have volume-based discounts for one specific customer category only, such as dealers. You would then create a customer discount matrix for that customer category only. All other customers would have normal pricing.

## Future Prices

Future prices are a very useful, but unique feature, of the system. They work as follows:

- For each of the 10 standard selling prices, the system also has a future price. You use the future price to prepare new selling prices in advance.
- You can copy the current selling prices to the future selling prices in one operation. You can do this for a range of items, or for all items.
- At the same time, or separately, you can adjust and round the prices on a global basis. At any time, you can edit inventory future prices individually.
- Once your prices are correct, you can print price lists using the future prices, and you can print inventory labels showing future price lists.
- When the time comes to change to the new prices, you run a price changeover routine that swaps the current prices and future prices around. From that time on, the system uses the new prices. We swap the prices so that if there are any errors (perhaps you edited a price incorrectly), you can see the old price on the item file and adjust the new current price.

To illustrate the power of future prices, here is another way you can use them. Assume you are having a sale for one week, and that you are decreasing prices across the board by 15%. To do this:

- Copy all current prices to future prices.
- Decrease all future prices by 15%.
- The day the sale starts, run a price changeover and sell to all customers at 15% off their normal prices.
- Once the sale expires, run the price changeover again to restore prices back to normal.

This method is far better than adjusting your current prices downward by 15% and then upward again. Besides the fact that the upward percentage is not 15% (it is approximately 13.04%), you will also need to round the selling prices again.

Note that this technique is different from using the special price:

- It decreases each price list by 15%, whereas the special price applies the same price to every customer.
- Discount matrix prices, which work off the standard prices, also adjust if you use this technique. Special prices can also affect discount matrix prices in that if the special price is lower than the discount matrix price, the system uses the special price instead.

## Inventory Journals

You use inventory journals to adjust inventory prices and quantities. Inventory journals can accomplish the following:

Function	Details
Opening Balances	You can enter opening quantities and cost values.
Transfers	You can transfer between different items, if, for example, you purchased into the incorrect item code.
Store Transfers	If you use the Multi-Store add-on module, you can transfer quantities between different stores.
Average Cost Adjustment	You may enter an incorrect purchase price that distorts the moving average cost. You would then need to calculate and adjust the average cost.
Quantity Adjustments	You may have lost or damaged items that you need to write off. Note, however, that the system has a dedicated function that fully handles stock takes. We look at this function next.

You cannot adjust service items in inventory journals. Service items do not have a quantity. However, they can have a cost. You edit these costs in the item master file.

## Count Inventory (Stock-Take)

This function lets you perform stock takes. It allows you to confirm that the system's theoretical quantities agree with the physical quantities you count manually. If there are differences, the system creates inventory journals to correct the theoretical quantities.

The process works as follows:

- The system takes a snapshot, or copy, of the theoretical quantities on hand at a point in time. You can include all or a range of inventory items.
- You then count your actual quantities before you move any items physically into or out of stock. Once the physical count is complete, you continue processing as normal.
- You then enter the physical quantities into the system.
- The next phase is to produce the count variance report, which shows any differences between the physical counted quantities and the snapshot quantities. If necessary, you can adjust any physical quantities as above.
- Once you resolved any differences, you instruct the system to update the variances. The system makes the adjustments via inventory journals. If there are no differences to update, you can clear the snapshot without updating.

## Purchasing and Selling

We use the term "document processing" to cover all aspects of purchasing inventory from suppliers and selling goods and services to customers.

### Document Types

The system has several types of documents for customer and supplier processing. For customers, you can process:

Customer Document	What it is For
Quotation	You can prepare estimates or quotations for your customers. Quotations do not affect inventory quantities or any other values. When a customer agrees to your quotation, you can link it to a sales order or an invoice. You can decide whether to use all item lines or not.
Sales Order	You can process a sales order prior to an invoice. You set globally whether sales orders reserve inventory quantities or not. You can link a sales order to an invoice.
Invoice	You process an invoice when your customer actually buys from you. The invoice updates inventory quantity on hand and the customer's balance.
Recurring Invoice	You can create recurring invoices, which you copy each month to the normal invoice batch. Invoices can recur at intervals longer than one month.
Credit Note	If your customer returns part or all of the items on an invoice, you process a credit note. For open item customers, you can link the credit note to an invoice.
Debit Note	If you have left an item off an invoice, or you wish to reissue a returned item, you can use a debit note. You can match the debit note to its original invoice for statement printing purposes.
Time and Billing Invoice	If you use the Time and Billing add-on module, the system generates an invoice batch from timesheets into this document type. You process it in the same manner as a normal invoice batch.

For each document, you can also print a supporting document. This has a different name from the document itself, and it does not print financial values. Some uses of supporting documents are:

Supporting Document	Usage
Picking Slip	A picking slip is usually a supporting document of a sales order. You give it to your store, so that store personnel know which inventory items to draw for the order.
Delivery Note	If you deliver goods to one location and then post or deliver the invoice to another location, such as a head office, issue a delivery note to ship with the delivery of goods. A delivery note is a supporting document of an invoice.



For suppliers, you can process the following documents:

Supplier Document	What it is For
Purchase Order	You can process a purchase order when you purchase goods. This helps you track what you have on order. You can link a purchase order to a goods received note or a supplier invoice.
Goods Received Note	You can process a goods received note to bring goods into your company prior to receiving a supplier's invoice. This step is optional, but, if you decide to use GRNs, you must always use them.
Supplier Invoice	You process a supplier invoice when your supplier invoices you. The invoice updates the supplier's balance. If you do not use GRNs, the invoice also updates the quantity on hand and the purchase or inventory value. If you use GRNs, you must link each supplier invoice line to a GRN line.
Return to Supplier	If you return part of or all of the items to a supplier, you process a supplier return. For open item suppliers, you can link the return to supplier to an invoice.
Credit to Supplier	If your supplier leaves an item off an invoice, or reissues a returned item, you can use a credit to supplier document. You can match this document to the original invoice for remittance purposes.

## GRN Processing

Goods received notes (GRNs) give you an optional method of purchasing which, under some circumstances, lets you get more accurate gross profit values at a cost of some extra processing.

When you receive goods from your supplier, you do not always receive the supplier's invoice at the same time. However, you need to get the inventory into the system so that you can sell it to customers. Even if you do receive the invoice, if you are close to the end of the month you may want to hold off processing the invoice for a few days in order to move it into the next month.

You can cater for these circumstances simply by allowing your inventory quantities to go negative, and then process the supplier invoice later. However, this could distort your gross profit values.

Another issue you may have if you do not receive the invoice is that you may not know the exact cost of the items you are purchasing.

GRN processing overcomes all these issues. The process is as follows:

- You receive inventory by means of a GRN. You enter quantities and cost prices on the GRN, and it updates as you complete the document. However, instead of crediting the supplier account with the invoice balance, the GRN credits an accrual account.
- When you process the supplier invoice, you link to one or more GRNs and copy lines from the GRN to the supplier invoice. You can change the cost price if it is not accurate.
- When you post the supplier invoice, the system debits the accrual account with the original value it credited at the GRN stage, and credits the supplier account with the value of the supplier invoice. If there is a variance between the prices entered on the GRN and invoice, the system writes the variance to a purchase variance account, thereby keeping the general ledger accurate.

Therefore, the advantages of GRN processing are that you can bring inventory into the system as soon as you receive it, and you can account for cost variances. The disadvantage of GRN processing is that it requires some extra work - you must process a GRN, and you must process a supplier invoice by linking it to one or more GRNs.

You should use GRN processing if your cost prices per item vary considerably and you do not receive the supplier invoice with the goods you purchase. Otherwise, GRN processing will not necessarily give any benefit.

### **Batch or Online Processing**

You can process documents that update values on a batch or on-line basis.

If you process on an on-line basis, the system updates the document as you complete it.

If you use batch processing, each user has their own batches for invoices, credit notes, debit notes, supplier's returns and supplier credits. You update a batch as and when you require.

Note, however, that inventory quantities always update on an immediate (on-line) basis, regardless of the method you use. Therefore, inventory quantities are always up to date.

Quotations, sales orders and purchase orders do not update, since they do not affect values. All users can access and process any quotation, sales order and purchase order.

You can decide when to print documents such as invoices, irrespective of whether you are updating on a batch or on-line basis.

Both methods have their advantages and disadvantages. Here are some points to help you decide on which method to use:

- If you process in on-line mode, your customer / supplier and general ledger values update immediately. This can be useful if you are on a network and other users require up-to-date information. In addition, customer credit limits are up-to-date.
- If you process in batch mode, you can make a backup prior to updating and thus ensure the integrity of your data. If you have a power interruption while you update the batch, you can simply restore your files and update again.
- If you process in on-line mode and you have a power interruption or network failure, you need to run an integrity check. You also have to determine which documents updated and which did not. If your files become corrupt, you may need to restore from the previous day's backup and then redo today's work.
- Batch processing allows you more time to check data entry errors before you update. This saves you from having to process reverse (corrective) entries, which would show on the customer statement and supplier remittance.

We would summarise this by saying that batch processing is safer than on-line processing. Unless you need up-to-date information at all times, you should consider using batch processing.

## Document Lines

You can have different types of document lines:

Type	What it Does
Item Code	This is the standard method of entering invoice lines. You access the item by means of its item code.
Barcode	You can enter barcodes on inventory records, and use the barcodes to access the inventory item.
Abbreviation	You can create abbreviations for inventory item codes that you use frequently.
Kit Item Code	If you use the Bill of Materials add-on module, you can link several inventory item codes, as well as remark lines, under a single kit item code. When you enter the kit item code, the system creates a separate invoice line for each linked item.
All Above	This allows you to enter a code that could be any of the above types - the system searches for each type of code.
GL Code	This lets you use a general ledger code instead of an inventory item. You use this to invoice a financial income or expense.
Remarks	This lets you enter description lines on a document.
Analysis Code	If you use the Receipting module, you can invoice an analysis code directly.

Note that except for the last two items above, all other line types result in inventory line item codes. The difference is how the operator accessed the code.

## Document Printing

You can print documents and their supporting documents at any time. If you are working in batch mode, you can print the document and/or the supporting document as you complete each document, or at time of updating. You can also delay printing until after you update.

You can customise every document and its supporting document using the Forms Designer.



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

## Add-on Modules

There are a number of add-on modules that give you increased inventory functionality.

Module	What it Does
Bill of Materials	This lets you manufacture items using other items as components. You can also create kit items that show each line on the invoice.
Multi-Store	This lets you create multiple stores or warehouses so that you can control items in separate locations or isolate items for special usage.
Serial Number Tracking	This lets you track each individual inventory item by serial number. Each time a serial number item moves, you supply a serial number for the item.

# Inventory Setup and Maintenance

In this section, we look at the functions you use to set up and maintain inventory items and selling prices.

## Inventory Setup

You use this function to set up important inventory processing rules, most of which we discussed in the overview. You should work through this function thoroughly before you start doing any inventory processing. To access this function, select the Setup...Inventory menu option:

The screenshot shows the 'Setup Inventory - Sole Access Mode' dialog box with the 'Configuration' tab selected. The 'Price List Descriptions' section contains a table with three rows: Price List 1 (Retail), Price List 2 (Dealer), and Price List 3 (Distributor). The 'Limits' section has input fields for Maximum Selling Price (9,999,999.00), Maximum Purchase Price (9,999,999.00), Minimum Gross Profit % (0.00), Maximum Cost Difference % (999.99), Maximum Line Discount % (100.00), and Maximum Invoice Discount % (100.00). The 'Decimals' section has input fields for Decimals for Quantity (2), Decimals for Cost Price (2), and Decimals for Selling Price (2). The 'Processing' section has several checkboxes: Allow Inventory Quantities to Fall Below Zero (unchecked), Warn if Inventory Falls Below Zero (unchecked), Sales Orders Reserve Inventory (unchecked), Sales Orders Reserve Serial Numbers (unchecked), Check Reorder Level When Processing (unchecked), Warn if Preferred Supplier Not Used (unchecked), and Make Average Cost 0.00 When Zero on Hand (unchecked). There are 'OK' and 'Cancel' buttons at the bottom.

These are all important settings! You should work through the on-line help in detail. In the Other tab, you set defaults for new inventory items.

In the Integration/Groups tab, you choose integration settings and maintain inventory groups:

The screenshot shows the 'Integration/Groups' tab. At the top, there are three radio buttons: 'Integrate Inventory to General Ledger' (checked), 'Automatic Allocation of Costs to Projects at Time of Sale', and 'Allocate Costs to Projects Yourself at Time of Purchase'. To the right is a dropdown menu for 'Integration Entry Type' set to '17 - Inventory Journal'. Below is a table with 9 columns: Code, Description, Default Buy Tax, Default Sell Tax, Sales, Adjustment, Cost of Sales, Inventory, and Count. The table contains 7 rows of data. At the bottom right is a 'Delete Line' button.

Code	Description	Default Buy Tax	Default Sell Tax	Sales	Adjustment	Cost of Sales	Inventory	Count
001	Services	01	01	1000/000	2100/000	2000/000	2000/000	2150.
002	Inventory Goods	01	01	1000/000	2100/000	2000/000	7700/000	2150.
003		00	00	0000/000	0000/000	0000/000	0000/000	0000.
004		00	00	0000/000	0000/000	0000/000	0000/000	0000.
005		00	00	0000/000	0000/000	0000/000	0000/000	0000.
006		00	00	0000/000	0000/000	0000/000	0000/000	0000.
007		00	00	0000/000	0000/000	0000/000	0000/000	0000.

We discussed integration in the overview. You enable or disable it here.

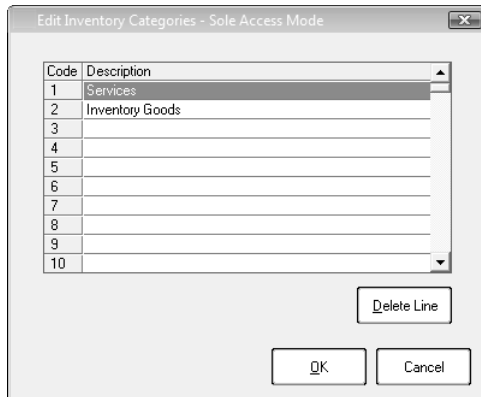
If you use projects, choose whether you purchase inventory for stock (the usual method) or for specific jobs.

You maintain groups in the table. If you wish to use groups for analysis in reports, they can all use the same GL account.

## Inventory Categories

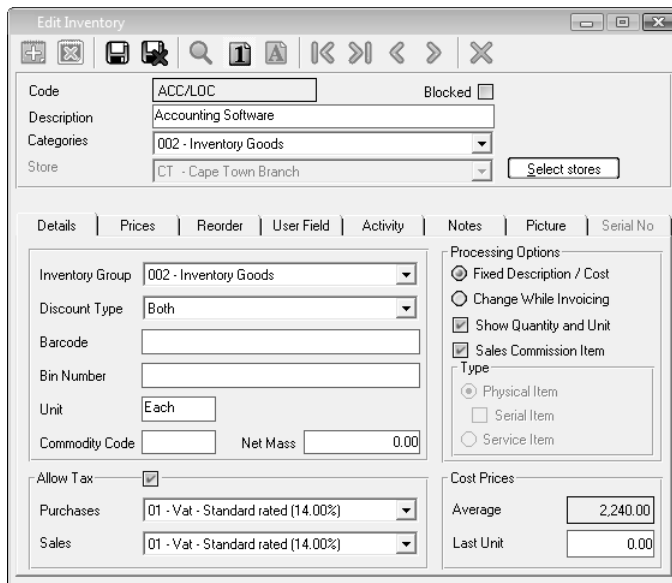
You use inventory categories to group inventory items together. You can produce various reports in category sequence. You also use inventory categories with customer categories to create a discount matrix percentage.

You access this function via the Edit...Inventory...Categories menu option:



## Inventory Items

You maintain inventory items via the Edit...Inventory...Item File menu option:



In the Discount Type field, choose what types of discounts the item can have.

In the Allow Tax frame, you set default tax processing for this item. You also set processing on each customer and supplier record, which is stronger than the item settings.

In the Processing Options frame, you set options we discussed in the overview.

The Activity tab shows quantity and amount statistics for two years.

The Notes and Picture tabs are standard and let you attach notes and graphics.

In the Prices tab, you set selling price information:

Details   Prices   Reorder   User Field   Activity   Notes   Picture   Serial No					
<b>Selling Prices</b>					
	Exclusive	Inclusive	GP %	GP Amount ▲	
Retail	3,000.00	3,420.00	25.33	760.00	
Dealer	2,000.00	2,280.00	-12.00	-240.00	
Distributor	1,279.00	1,458.06	-75.14	-961.00 ▼	
<b>Future Prices</b>					
	Exclusive	Inclusive	GP %	GP Amount ▲	
Retail				0.00	
Dealer				0.00	
Distributor				0.00 ▼	
<b>Special Prices</b>					
Exclusive	<input type="text" value="0.00"/>	Applies From		<input type="text" value="/ /"/>	
Inclusive	<input type="text" value="0.00"/>	Applies Until		<input type="text" value="/ /"/>	
<input type="button" value="Copy Prices"/>					

In the top table, you enter prices for each of the 10 standard prices.

The future prices display in the second table. You can enter them here, or you can use the Adjust Selling Prices function to copy them from the standard prices, as well as adjust and round them.

In the Special Prices frame, you can enter a special price, which can be valid for a specified time. This price overrides most other prices.

In the Reorder tab, you specify reorder information. If you do so, the Reorder Assistant can generate purchase orders for you automatically:

Details   Prices   Reorder   User Field   Activity   Notes   Picture   Serial No					
<b>Recommended Supplier Details</b>					
Preferred	Supplier Code	Description	Supplier's Inventory Code	Telephone Number	Date Last Processed
<input type="checkbox"/>	S0F001	Software Suppliers	52413	02 7411245	
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="button" value="Copy To All Stores"/> <input type="button" value="Delete Line"/>					
<b>Reorder Level</b>					
Minimum	<input type="text" value="220"/>	Maximum	<input type="text" value="500"/>		
<b>Current Quantities</b>					
On Hand	<input type="text" value="26.00"/>	On Sales Order	<input type="text" value="0.00"/>	On Purchase Order	<input type="text" value="0.00"/>

In the table, you link suppliers who can sell you this item. The system uses the preferred supplier to order from in the Reorder Assistant.

In the Reorder Level frame, you specify the minimum quantity you should have on hand. The system warns you if you go below this value. The Reorder Assistant and the reorder report use the maximum quantity to know how many items to order.

## Customer Prices

Besides the 10 standard prices each inventory item has, you can create two additional types of selling prices:

- You can create a discount matrix per customer category and inventory category. This does not change the selling price directly. Instead, it adds a line discount to each applicable item when you sell to an applicable customer. The discount can vary depending on the line item quantity.
- You can create specific prices per customer and per inventory item. These can also vary depending on the quantity, and you can have a date range per price.

You do not have to use every feature for every inventory item. For example, you may have only a few customer-specific prices.

To access this function, select the Edit...Customers...Customer Prices menu option:

**Customer Prices Assistant**

The Customer Prices Assistant helps you to create and maintain prices for customers or groups of customers. These prices are stronger than the standard price list prices.

Please ensure that you have a backup of your current data before you use this Assistant as some of the changes you can make are not reversible. Press the Backup button now to perform a backup.

You can perform the following operations. Please choose one and then click the Next button to continue with the Assistant.

Create / edit a discount matrix per customer category per inventory category

Copy one discount matrix to another

Create / edit a customer specific price list with volume discounts

Copy a customer price list to one or more customers

Here is a typical discount matrix:

Inventory Category	From Qty 1	Disc% 1	From Qty 2
000 - None	0.00	0.00	0.00
001 - Services	0.00	0.00	0.00
002 - Inventory Goods	6.00	3.50	11.00
003 - Spares	1.00	2.50	6.00

When a customer with a category "Dealer" purchases items with an inventory category "Inventory Goods", if the customer buys 6-10 items they receive a 3.5% discount. If they buy less than six, there is no discount. If they buy more than six, the discount depends on the remaining settings - you can have up to three quantity levels.



Customer prices work on a similar basis:

Inventory Code	Expiry Date	Qty 1	Price 1	Qty 2
ACC/LOC	07/12/09	5.00	R2,800.00	10.00
COM/PCA	07/12/09	3.00	R1,000.00	10.00

Ave Cost	Last Cost	Retail	Dealer	Distrib
1,200.00	1,200.00			

For customer prices, you can also set an expiry date. The system shows the standard prices and highlights the customer's default price list.

## Adjust Selling Prices

When you change selling prices, you often do so using a percentage basis. This function allows you to make global adjustments to the standard price lists for a range of items.

You access this function via the Edit...Inventory...Adjust Selling Prices menu option.

This function works on the 10 standard price lists. It lets you select a range of inventory items and then:

- Adjust one or more price lists by a percentage.
- Copy one price list to another and optionally adjust the price by a percentage.
- Copy all current prices to future prices.
- Run a price changeover to swap current and future prices.
- Round values as you process them.

This function runs as an Assistant. Assume I want to create one price as 42% higher than another existing price, and round the price to the nearest 50c. Here are the successive Assistant screens:

**Choose Prices**

Click the price to copy from, then click the price(s) to copy to. To de-select a price, click it again.

Retail	Price to Copy
Dealer	
Distributor	Price(s) to Copy to
Wholesale	
Price List 5	
Price List 6	
Price List 7	
Price List 8	
Price List 9	
Price List 10	
Special Price	
Future Retail	

**Adjusting and Rounding**

Choose whether you wish to adjust and / or round.

Adjust only  
 Round only  
 Adjust and Round  
 No Adjusting or Rounding

Choose whether to work on Exclusive or Inclusive prices. The other price will be calculated after the adjustment or rounding is performed.

Work on Exclusive Price(s)  
 Work on Inclusive Price(s)

**Adjusting and Rounding Values**

Enter the percentage you wish to adjust prices by. To increase prices, enter a positive value. To decrease prices, enter a negative value. To make the prices zero, enter -100.

Percentage to Adjust By

You can round the prices in one of two ways:

Round To Nearest This rounds prices to the value nearest to the value you enter. For example, if you round to the nearest .20, prices can end in .00, .20, .40, .60 or .80.

Make Price End In This forces the prices to end in exactly the value you enter. For example, if you make prices end in .20, it will always end in .20. 1.80 will become 2.20, and 1.40 will become 1.20.

Rounding Value

**Confirm Operation**

Warning! The process you are about to initiate cannot always be reversed. Please ensure that you have a current backup of your data, and confirm the selections you have made.

To leave this screen without making any changes, click the Cancel button. To proceed, click the Process button.

You are about to Copy Prices

From Wholesale Price  
 To Retail Price  
 Adjust by: 42.00%  
 Round to the nearest .50

# Inventory Processing

In this section, we cover inventory processing functions.

## Inventory Journals

You use inventory journals to adjust your inventory cost prices or quantities. To access this function, select the Process...Inventory Journals menu option:

The screenshot shows the 'Inventory Journals' window. At the top, there are dropdown menus for 'Period' (01 - 01/03/10 - 31/03/10 March Current Year) and 'Normal Batch'. Below these is a 'Close' button. The main area is a table with the following columns: Inventory Code, Unit, Narration, Store, Date, Reference, Quantity at Period, In, Out, Serial Numbers, Current Average, Unit Cost, New Average, GL Account, and Project. The table contains two rows of data:

Inventory Code	Unit	Narration	Store	Date	Reference	Quantity at Period	In	Out	Serial Numbers	Current Average	Unit Cost	New Average	GL Account	Project
CDROM/	Each	Adjust Qty	JHB	31/03/10	ADJ992	48.00		3.00		250.00	250.00	250.00	2100/000	
KEYB/00	Each	Adjust Qty	JHB	31/03/10	ADJ993	20.00		17.00		150.00	150.00	150.00	2100/000	

At the bottom of the window, there are buttons for 'Delete', 'Print Batch', 'Update Batch', 'Batch...', and 'Settings...'. A status bar at the very bottom shows 'GL Account = 0000/000', 'New and incomplete line entry', and '-3 300.00'.

Inventory journals work in a similar manner to general ledger, customer, and supplier journals. You enter transactions into batches, and you update the batch once it is correct.

When you adjust inventory quantities, you cannot change the cost of the transaction when you remove quantities - this always happens at the average cost. However, when you put transactions in, you can enter a cost per item, and the system will recalculate the average cost.

## Purchasing and Selling

In this section, we look at how you purchase from suppliers and sell to customers. The process is almost identical for customers and suppliers, and we deal with them both at once to make it quicker for you to learn. You should make sure you understand the concepts in the inventory overview before you continue reading this section, as we will not repeat the concepts here.

You access these functions via the Process...Customers or Process...Suppliers menu option.

You process customer sales and supplier purchases via documents such as invoices and orders. In the document header, you select the document type to process. You then select a customer or supplier account. The system sets many header fields with default values from the account's master file, which you can change. The system also performs a credit check:

The screenshot shows the 'Process Customer' window. At the top, there is a 'Document Type' dropdown set to 'Tax Invoice'. Below it is a 'Link / Create' button. There are checkboxes for 'Inclusive', 'Quick Mode', 'Customer User Defined Fields', and 'On Hold'. The 'Number' field contains 'Global' and the 'Customer' field contains 'ACK001'. The 'Delivery Address' field contains '12 Hay St', 'Mayfair', and '5434'. The 'Customer' field contains 'Ackerman Mr R'. Below these are fields for 'Terms', 'Freight Method', 'Ship / Deliver', 'Current Balance', and 'Credit Limit'. At the bottom, there is a table with columns: Period, Date, Customer Ref, Sales Code, Discount %, Exch. Rate, Terms, and Payment Due. The table contains one row of data:

Period	Date	Customer Ref	Sales Code	Discount %	Exch. Rate	Terms	Payment Due
3	01/05/08		00001	0.00	1.000000	00	31/05/08

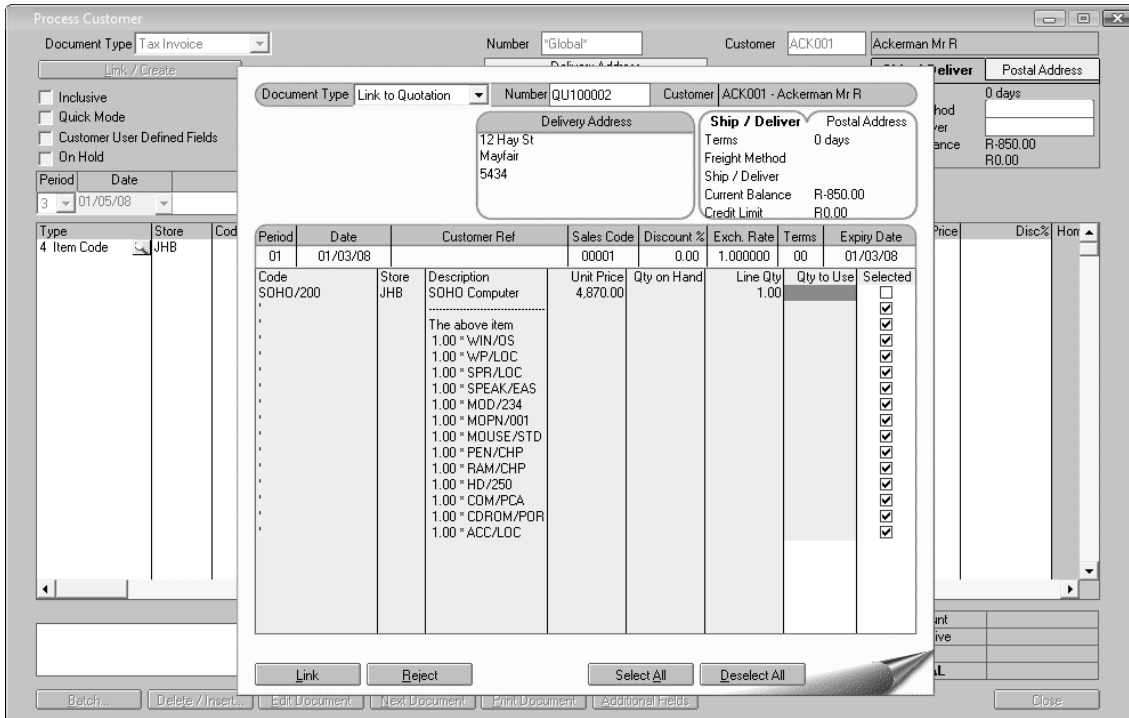
In the Document Type list box, you choose the document type (quote, order, etc.) to use.

In the Customer field, you select a customer or supplier account.

Use the Link/Create button to link orders to invoices, and so on.

You can change many of the header fields. These changes affect this document only.

You can link documents. For example, you issue a quotation to a customer. When the customer accepts the quotation, you can link it to a sales order or an invoice, and copy the whole quotation, some of the lines, and/or lesser quantities per line. This saves you re-entering these details:

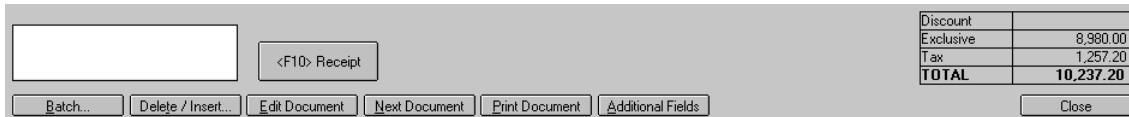


Zoom in the Number field to see all the documents to which you can link. You can choose which lines to link. You can also link a lesser quantity. You then have the option of keeping the remaining lines in place, or deleting the document from which you are linking.

You can create, edit, or delete document lines. You can process other line types besides inventory items, such as financial lines and free format text:

Type	Code	Description	Unit	Quantity	Tax	Exc Price	Disc%	Nett	
4	Item Code	ACC/LDC	Accounting Software	EAC	1.00	01	6,000.00	5.00	5,700.00
7	Remarks	Please note discount							
4	Item Code	INV2P	2 Part Pre-printed Invoices	Box	1.00	01	280.00		280.00
4	Item Code	SPR/LDC	Spreadsheet Software V5	Each	1.00	01	3,000.00		3,000.00

In the footer area, you can enter or adjust the invoice message, and see the invoice totals:



The Additional Fields button lets you enter fields that can print on the documents.

Once you complete a document, you click the Next Document button or the Print Document button. You then proceed onto the next document. If you process on-line, the invoice updates as you complete it. If you process in batch mode, you need to update the batch.

For customers, you have two custom processes:

- You can create recurring batches of invoices you process on a regular basis. For example, you may invoice customers annually for maintenance. You can override the original prices in the recurring batch with current customer selling prices.
- Alternatively, you can enter a single customer invoice, which the system then applies to a group of customers.

For suppliers, you also have two custom processes:

- You can use the Reorder Assistant to generate purchase orders automatically, based on inventory reorder levels.
- Sometimes you purchase an item from a supplier and there are additional costs that do not originate with the original supplier. For example, if you import goods, you incur additional costs such as import duties, shipping charges, and so on. You can use the Additional Costs feature to add these costs to the inventory item.

You can import and export customer and supplier document batches.

## Count Inventory

This function lets you perform stock takes. It allows you to confirm that the system's theoretical quantities agree with the physical quantities you count manually. If there are differences, the system creates inventory journals to correct the theoretical quantities.

To access this function, select the Process...Count Inventory menu option.

### The inventory count process

1. Update outstanding batches that use inventory quantities, such as customer sales and supplier purchases.
2. You then halt all further physical and theoretical movement of quantities.
3. The first phase is to initiate a snapshot. You choose which items you will be counting, and the system makes a copy of the theoretical quantities for each item.
4. As soon as you complete the snapshot process, you must physically count your actual quantities on hand. As soon as you complete this task, you can resume processing as normal.
5. You then enter quantities into the system in one of two ways:
  - » You can print count sheets, which you can do in a variety of sequences. The system leaves space to fill in physical quantities. Once you complete the physical counting, you then enter the physical quantities in the system:

Item Code	Store	Description	Unit	Bin	Category	Barcode	Quantity	Serial Numbers
ACC/LOC	CT	Accounting Software			002			
ACC/LOC	DBN	Accounting Software			002			
ACC/LOC	JHB	Accounting Software			002			
C/001	CT	Consulting - On Site	EACH		001			
C/001	DBN	Consulting - On Site	EACH		001			
C/001	JHB	Consulting - On Site	EACH		001			
C/002	DBN	Group Training	EACH		001			
CDROM/PDR	CT	50 Speed CD-ROM	Each		002	665463211698732		
CDROM/PDR	DBN	50 Speed CD-ROM	Each		002	665463211698732		
CDROM/PDR	JHB	50 Speed CD-ROM	Each	2	002	665463211698732		

- » You can get quantities into the system by importing a file that contains quantities. You generate this file via equipment that can count items electronically, usually via their barcodes.
6. Once the physical quantities are in the system, you print a Count Variance report, which shows any differences between the physical quantities and the snapshot quantities. You can examine these variances and make adjustments if necessary.
  7. To complete the inventory count, you instruct the system to update the variances. The system makes adjustments and generates inventory journal transactions for all changes. If there are no differences to update, or if you wish to abandon the count process at any time, you can clear the snapshot without updating.

# Inventory Reporting

You access Inventory reports via the View...Inventory menu option. You have the following reports:

Report	Description
Activity Summary	This report shows quantities purchased, sold, and still on hand, as well as item cost prices and sales amounts for each period.
Categories	This report lists inventory categories.
Chronological Per Item	This shows item history for an item in the sequence in which they updated.
Customer Prices	This lists customer prices in customer or inventory sequence.
Discount Matrix	This lists discount matrixes by customer category or inventory category.
Groups	This report lists inventory groups along with their control accounts.
Intrastat	If you are in the European Union (EU), and you purchase products from, or sell products to, other EU countries, you may need to produce an Intrastat report.
Inventory History Item Sequence	This shows transactions that affect an item's cost and quantity on hand.
Inventory / Store Cross-tab	This report creates an export table of items and their quantities, and exports it into Microsoft Excel or into an ASCII file.
Inventory Valuation	This report shows an inventory valuation. You can base the valuation on the moving average cost, which is the norm, or the last cost.
Item Based Prices	This shows the standard item based prices.
Items	This report shows inventory item details.
Quantities	This shows the quantity on hand and other statistics for a range of items.
Preferred Supplier Listing	This report lists suppliers you link to inventory items. You can show only the preferred suppliers, or you can show all suppliers.
Print Labels	This option lets you print inventory labels.
Print Labels using Microsoft Word	This option lets you print inventory labels via Microsoft Word.
Print Transfer Documents	When you transfer items between stores, you can print a document.
Reorder	This report shows you inventory items for which the current available quantity has fallen below the reorder level set for them.
Slow Moving Date	This lets you analyse slow moving inventory items based on an

Method	activity date. This helps you determine which inventory items are overstocked.
Slow Moving Fixed Quantity Method	This lets you analyse slow moving inventory items based on sales quantities. This helps you determine which inventory items are overstocked.
Transfer Report	This lists transfers between stores.
Graphs	You can create graphs of your activity.



# Chapter 8 – Pastel POS

**In this chapter, we look at the Pastel POS add-on module. You need to have the Inventory module in order to use this module.**

- **Point of Sale Overview**
- **Working in Point of Sale**
- **Point of Sale Setup**
- **Point of Sale Processing**
- **Point of Sale Reports**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help.

# Point of Sale Overview

The Point of Sale add-on module gives you the ability to process sales and purchases in a point of sale environment with features such as:

- A simple sales processing screen, fully keyboard driven
- The ability to receive payments for sales and print receipts
- The ability to process returns
- Interfaces to cash drawers, poles displays, and slip printers
- Full control of monies, shifts and cash up procedures at the operator and the supervisor level
- Monitoring of sales on a real time basis
- Sophisticated reports

Point of Sale (POS) works as an add-on module. It is different from other modules in that it is a stand-alone module that you run independent of the main Pastel product.

The first thing you need to do is to setup POS options, which you do in the Setup menu. You can set options per user.

One compulsory setting is to create at least one user as a POS supervisor. This supervisor does not have to be a Supervisor user in the main program. Only a POS supervisor can perform some functions, so you always need to have at least one supervisor.

The Setup Options function contains many important settings, and you need to work through it thoroughly to understand how you can configure and control the system.

POS uses customers, including the cash sales customer account, and inventory items from the main Pastel product. Although you can create customer and inventory items directly in POS, you can only enter a few of the many fields that each record has. However, the system takes customer fields from the Defaults tab of the Setup Customer Control function, and inventory fields from the Other tab of the Setup Inventory function. You should therefore set these up appropriately.

Once you configure your POS parameters, POS operators can perform all their work via a single optimised and efficient processing screen:

The screenshot shows the Pastel POS interface. At the top, there are menu options: File, Process, View, Setup, Help. Below the menu is a toolbar with a folder icon. The main area is divided into several sections:

- Navigation:** Quotation, Order, **Sales** (selected), Returns, Shortcut Functions.
- Form Fields:** Document Number (IN125516), Account Number (CASH), Cash Customer (empty).
- Summary Table:**

Total Due	Tendered	Change
0.00	0.00	0.00
- Additional Fields:** Salesman (empty), Place on Hold, Cash on Delivery, Order Number (empty), Overall Discount % (0.00).
- Transaction Table:**

CASH					
Code	Quantity	Description	Exclusive	Discount	Exclusive Net
	1.00		0.00	0.00	0.00
- Buttons:** Delete Line <Ctrl D>, Insert Line <Ctrl I>, Total Tax (0.00), <F2> Cash, <F3> Cheque, <F4> Card, <F7> EFT, <F8> Voucher, <F9> On Account.
- Status Bar:** 18 December 2009 - 10:27
- Footer:** <F10> Cash In/Out, <F11> Cash up, <F12> Reprint, <SPACE> Next, Edit, Update, Link, Close.

It is well known that working purely on a keyboard is far quicker than using a mouse / keyboard combination. While you can use a mouse with this screen, every feature is available via the keyboard, and the screen shows the keys required for each function.

You can customise various aspects of the screen in the Setup Options function. For example, you can choose which columns users can enter in sales lines. The system disables columns you do not require, thereby speeding up data entry considerably.

Using this screen, operators can:

- Process cash, account, and cash on delivery sales.
- Process returns from customers.
- Receive payments via various methods, and place sales on account for account customers.
- Place invoices on hold and return to them later.
- Process non-sales cash in and cash out transactions.
- Process a cash-up at the end of a shift or session.
- Enter quotes and sales orders, and link to these when processing sales, copying the lines into the sales invoice.
- Perform price and inventory history lookups.

If operators can process suppliers, they can process supplier processing via this POS module instead of, or as well as, in the main Pastel product.

There are various other processing options, mostly for supervisors.

In the View menu, you can print a full range of POS reports.

## Offline Processing Module

Pastel Point of Sale has an additional add-on module called Offline Processing. You use this module to deploy on workstations when network connections are unreliable.

The Offline Processing module works as follows:

- On the remote workstation, you install a stand-alone Offline POS module.
- On the main system, you use the Offline Options function to establish a connection to the remote workstation.
- You then deploy to the workstation(s) via the Offline Management function. This copies all the relevant data from the main system to the remote workstation. This includes all customer, inventory, and pricing data.
- The remote workstation then works independent of the main system. Even if the network does not function, users can process on remote workstations in the normal manner. There are some restrictions:
  - » In the main Pastel product, in the Customer Documents function, you set per user and per document whether to process in batch mode or in online mode. In offline processing, users who operate remote terminals must work in batch mode.
  - » You cannot sell serial number items.
  - » Documents that are on hold, and COD sales, are only local. You cannot see on hold documents or COD sales that originate on the central server or on other remote locations.
  - » Remote workstations do not have supplier processing.
  - » You cannot create new customers, inventory items, or sales codes via the Search facility.
  - » POS supervisors cannot perform supervisor functions at a terminal.
  - » You cannot process point of sale sales at the main server while you are processing on terminals.
- Once the remote workstation completes, the operator processes the cash up.
- At the server, you then fetch the data. This retrieves all the work done since the last deployment, and merges the data into the main server. Note that the system does NOT fetch documents on hold or CODs that are not yet complete. They remain on the terminal and will be there after you redeploy.
- The supervisor then performs the supervisor cash up, which updates on the main server.
- Once you fetch all the workstations' data, and perform the supervisor cash up for all workstations, you redeploy to the workstations again. This will contain all the updated data.
- The only time you need to have a connection between the server and the workstations is when you deploy and fetch the data. At all other times, the remote workstation functions independently.



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help. Note that the Pastel POS online help is separate from the accounting application's help file.

# Working in Point of Sale

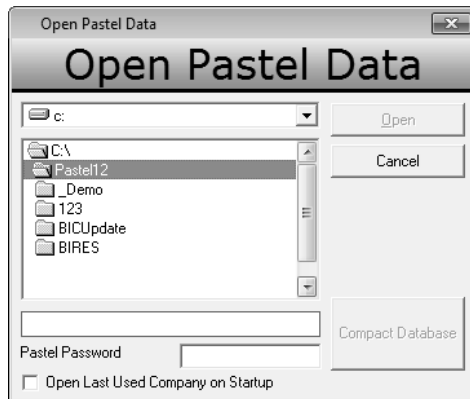
In this section, we look at a few differences between working in Point of Sale and working in the standard Pastel modules.

## Starting Pastel Point of Sale

You can start Point of Sale in different ways:

- Use the Point of Sale icon on the desktop. If you are using the Offline Processing add-on module, use the Pastel Offline Point of Sale icon.
- From the Windows Start menu, locate the point of sale option via the Sage / Pastel program group.
- From the main Pastel product, click the Point of Sale toolbar button.

Once you start Point of Sale, the Open Pastel Data window displays:



This is similar to the main Pastel login screen.

## Point of Sale Search

Whenever you enter a master file record such as an inventory item, customer or supplier, the system displays an icon to the right of the field. If you wish to search for a record, you can click the icon or press <F5> to invoke the search window:

Inventory Item Search

Code
  Description
  Barcode
  GL Code
  Kit Item

Press <F3> to sort by Description

Load Records From

Activate Find

Select Cancel

Find

Double click on the line you wish to select or click the Select button.

Code	Description	Unposted Qty	Sales Order Qty	Purchase Order Qty	Qty In Store	Qty On hand
WID001	Widget	-1	0	0	-1	-1
WID002	Widget Style L1	0	0	0	0	0
WID003	Widget Style M4	0	0	0	0	0
WID004	Widget Style N1	0	0	0	0	0
WID005	Widget Style N2	0	0	0	0	0

You can set the sequence in which the fields display. Click on the Code or Description heading to sort in that sequence. To reverse the sort sequence, click the column heading again.

You can access general ledger codes or kit items.

Check the Activate Find check box to search for a record by entering text.

You can create new records and edit them if you need to. Note that you cannot enter every field for the record. To enter all the fields, use the main product's maintenance screen. However, the system takes customer fields from the Defaults tab of the Setup Customer Control function, and inventory fields from the Other tab of the Setup Inventory function. You should therefore set these up appropriately.

# Point of Sale Setup

You use these options to configure the system and the operators who are working on this system. It is vital that these settings are correct.

## Setup Options

To access this function, select the Setup...Options menu option.

Click the Rounding Settings button to determine how the system should round. You can decide not to round, to round up, down, or to the nearest value.

The Special Barcode Settings button lets you configure the format of barcodes in cases such as butchers and bakers, where the weighing equipment generates barcodes that contain the item code, and either the price or the quantity (weight).

In the User Settings frame, you configure how each operator can work on the system. If all operators have the same settings, you can set up one user and then copy the settings to every other operator.

In the Screen Enabled Settings frame, you specify which fields each user can enter:

Enable User Settings for 00 - User 0

Select a Document Type: **Invoices** Copy To All Documents  Require supervisor password when cancelling Invoices Save Close

Quotation Order  Sales Returns  Shortcut Functions

Document Number **IN100017** Total Due **0.00** Tendered **0.00** Change **0.00**

Account Number **CASH** CASH SALES ACCOUNT

Place on Hold  Cash on Delivery Order Number Overall Discount %   0.00

CASH							
Store	Code	Quantity	Description	Unit	Tax Type	Excl / Incl	Discount
<input type="checkbox"/>		<input checked="" type="checkbox"/> 1.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> 0.00	<input checked="" type="checkbox"/> 0.00

Delete Line <Ctrl D>  Total Tax 0.00

<F2> Cash  <F3> Cheque  <F4> Card  <F7> EFT  <F8> Voucher  <F9> On Account

<F10> Cash In/Out  <F11> Cash up  <F12> Reprint <SPACE> Next Edit Update Link Close

Not Enabled  Enabled Only  Enabled & Need Supervisor Password

Check the left check box for fields the operator can enter. You can then further check the right check box if that field requires a supervisor password to edit it.



Here is the Other Settings tab:

The screenshot shows the 'Setup Options' dialog box with the 'Other Settings' tab selected. The 'User' is set to '00 - User 0'. The 'Cash Sales Settings' section includes fields for 'Cash Customer' (CASH), 'Cash Control Account' (8100/000), 'Default Cash In/Out Account' (2900/000), 'Store' (JHB), 'POS Entry Type' (19 - POS Journal), 'POS Next Reference' (P0000003), 'Till Cash Float Amount' (0.00), and 'Customer VAT Trigger Amount' (0.00). The 'Other Settings' section includes checkboxes for 'Update POS Payments in Detail', 'Can Receive Money', 'Print Receipt for Cash In', and 'POS Supervisor'. A 'Supervisor Settings' button is also visible.

The Till Cash Float Amount is the float amount to give the user when their shift opens.

The Customer VAT Trigger Amount field is the minimum value that requires additional customer information.

You must have at least one POS supervisor. Check the check box of each user who is a POS supervisor, and click the Supervisor Settings button to determine what they can do.

Here is the Supervisor Settings button:

The screenshot shows the 'POS Supervisor Settings' dialog box with a list of settings, all of which are checked:

- Can Approve Cash Up
- Can Approve Returns
- Can Approve Selling Price Changes
- Can Approve Maximum Discount Overrides
- Can Access Setup Options
- Can Approve Negative Quantities
- Can Approve Cash Out
- Can Approve Minimum GP % Overrides
- Can View Dashboard

Select the settings required for the supervisor.

Remember that at least one supervisor will require all settings.

In the Port Settings tab, you specify interfaces with cash drawers and pole displays:

The screenshot shows the 'Setup Options' dialog box with the 'Port Settings' tab selected. The 'User' is set to '00 - User 0'. The 'Enable Touchscreen Interface' checkbox is checked. The 'Cash Drawer' and 'Pole Display' sections are visible, each with radio buttons for 'Parallel' and 'USB', a 'Serial' dropdown, a 'Port Number' field (set to 1), a 'Char to Send' field (set to 027), a 'Baud Rate' field (set to 9600), a 'Data Bits' field (set to 8), a 'Stop Bits' field (set to 1), and a 'Parity' field (set to N). There are 'Test Cash Drawer' and 'Test Pole Display' buttons. A 'Cash Drawer Settings' button is at the bottom.

## Touchscreen Options

To enable the Touchscreen interface, check the option “Enable Touchscreen Interface”:

The screenshot shows the 'Setup Options' dialog box with the 'Port Settings' tab selected. The 'Enable Touchscreen Interface' checkbox is checked. The 'Screen Enabled Settings' section shows a preview of a touchscreen interface with a 'Touch Screen' watermark. The 'Slip Printer Settings' section has checkboxes for 'Print Till Slip for Quotations', 'Print Till Slip for Sales Orders', 'Print Till Slip for Cash Sales', and 'Print Till Slip for Returns', with 'Ask Before Printing Till Slip' checked. The 'Salesman Settings' section has checkboxes for 'Enter Salesman Before Each Transaction' and 'Use Password Characters for Salesman'. The 'Transaction Reference Settings' section has checkboxes for 'Complete Reference Number for the following' with sub-options for 'Credit Card', 'Cheque', 'Voucher', and 'EFT'. The 'Split Payment Settings' section has a checked checkbox for 'Split Payment Value'. The 'Pole Display Settings' section has a checkbox for 'Use Pole Display'.

## Backup Paths

Making backups is critical to your company's security. If you lose your company data, you could put the company out of business. The system makes a backup automatically prior to processing the Update all Documents function. In this Backup Paths function, you specify one or more locations where the system should write the backup files.

To access this function, select the Setup...Backup Paths menu option.

## Offline Options

This function is part of the Offline Processing add-on module. You use this function to define offline terminals. To access this function, select the Setup...Offline Setup menu option:

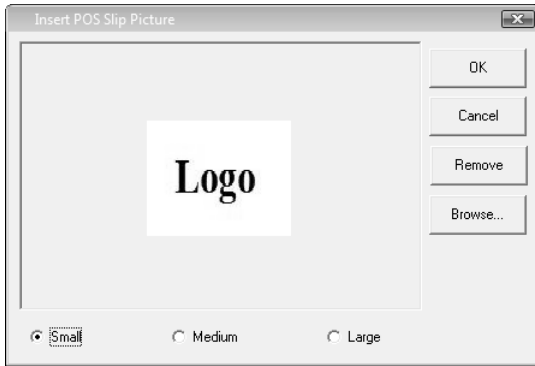
Terminal Name	Terminal Path	Quote Number	Order Number	Invoice Number	Credit Number
Sue	d:\PastePOS\	SQU0001	SSO0001	SIN0001	SCR0001

You need to have sufficient registrations to allow you to process. When you purchase the Offline Processing add-on module, you need to specify how many POS users you require. You need one user on the server to process the supervisor functions, and you need one user for each offline terminal. Contact your Pastel POS supplier or distributor if you need additional users.

You set up each terminal as a line in the table.

## POS Slip Logo

A logo can be inserted on Slips. To access this function select the Setup...POS Slip Picture menu option.



## Report Drill Down

Click on the document number to drill down a document on a report. To access this function select the View menu option and then select the report to view.

Software Sales

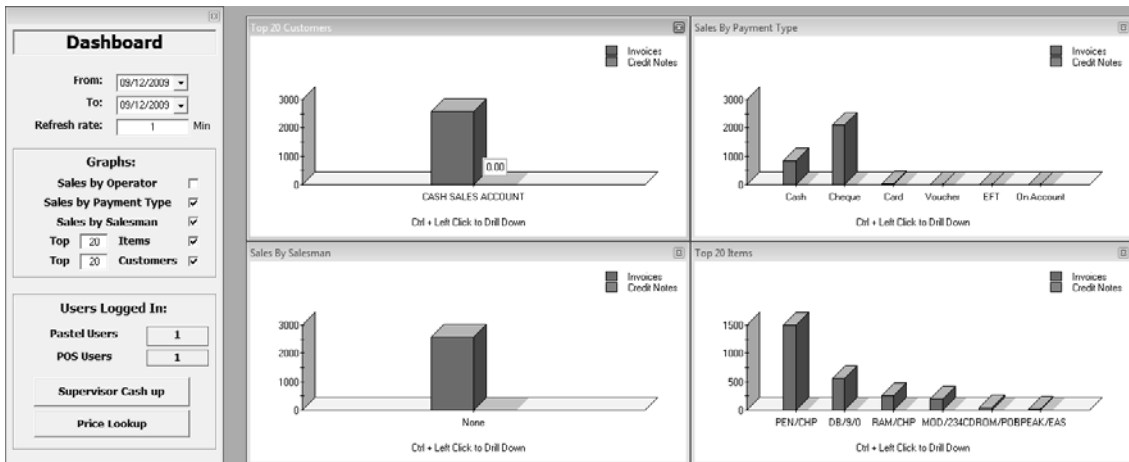
09-12-2009 12:37 PM  
Page 1

### Daily Sales Report for Date Range 09/12/2009 - 09/12/2009

Reference	Date	Customer	Cash Amount	Cheque Amount	Card Amount	Voucher Amount	EFT Amount	On Account Amount	Total	Sale / Return Amount	Variance
<b>Sales / Returns</b>											
<b>User - 00 - Boss</b>											
IN10024	09/12/2009 12:18	CASH - CASH SALES ACCOUNT	0.00	0.00	21.66	0.00	0.00	0.00	21.66	21.66	0.00
INAI0001	09/12/2009 12:33	CASH - CASH SALES ACCOUNT	171.00	0.00	0.00	0.00	0.00	0.00	171.00	171.00	0.00
INAI0002	09/12/2009 12:34	CASH - CASH SALES ACCOUNT	0.00	2 106.72	0.00	0.00	0.00	0.00	2 106.72	2 106.72	0.00
INAI0003	09/12/2009 12:35	CASH - CASH SALES ACCOUNT	627.00	0.00	0.00	0.00	0.00	0.00	627.00	627.00	0.00
<b>Total for User - 00 - Boss</b>			<b>798.00</b>	<b>2 106.72</b>	<b>21.66</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2 926.38</b>	<b>2 926.38</b>	<b>0.00</b>
<b>Grand Total</b>			<b>798.00</b>	<b>2 106.72</b>	<b>21.66</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2 926.38</b>	<b>2 926.38</b>	<b>0.00</b>

## Supervisor Dashboard

The supervisor is able to view sales in real time without having to run reports. To access this function Select the View...Open Dashboard menu option.



# Point of Sale Processing

## Process Point of Sale

This is the main POS sales screen.

To access this function, select the Process...Point of Sale menu option:

The screenshot displays the Point of Sale Processing interface. At the top, there are tabs for 'Quotation', 'Order', 'Sales', 'Returns', and 'Shortcut Functions'. Below these, there are input fields for 'Document Number' (IN100024), 'Account Number' (CASH), and 'CASH SALES ACCOUNT'. A summary section shows 'Total Due' (0.00), 'Tended' (0.00), and 'Change' (0.00). There are buttons for 'Place on Hold' and 'Cash on Delivery'. A table for 'CASH' items is shown with columns for 'Code', 'Quantity' (1.00), 'Description', 'Unit', 'Tax Type' (0 - Tax Ty), and 'Exclusive Price' (0.00). At the bottom, there are buttons for payment methods: '<F2> Cash', '<F3> Cheque', '<F4> Card', '<F7> EFT', '<F8> Voucher', and '<F9> On Account'. The screen also displays the date and time: '15 October 2012 - 10:13'.

The four main processing modes, Quotation (<Alt>+1), Order (<Alt>+2), Sales (<Alt>+3), and Returns (<Alt>+4), are the row of buttons. Click the buttons or use the listed shortcut keys to change modes.

You use this screen to:

- Process sales on a cash or account basis
- Put sales on hold
- Process cash on delivery sales
- Process returns
- Enter quotes and orders, and link these to sales
- Enter non-sale cash in / out transactions
- Reprint older sales
- Cash up at the end of the day
- Perform a price lookup
- Email a picture of an inventory item to a customer
- See historical sales of an inventory item
- Set the printer and fonts to use

## Supplier Documents

Pastel POS gives you access to the full range of supplier documents you have in the main Pastel product. You can process the following supplier documents:

- Purchase Orders
- Goods Received Note
- Supplier Invoices
- Return and Debit Note
- Credit to Supplier

Pastel POS uses the same parameters as your main Pastel product. You set these up in the main product via the Supplier Control function, Supplier Documents function, and other functions.

In Pastel POS itself, you process supplier documents via the Process...Supplier Documents menu option:

Document Processing - Supplier Invoice

Document Type: Supplier Invoice | Document Number: PNA10001 | Account: ..

**Place on Hold**

Period: 05 July - 01/07/2008 - 31/07/2008  
 Document Date: 07/07/2008  
 Payment Due Date: 31/07/2008  
 VAT Number: ..

**Delivery Address**

**Balances**

Outstanding Balance  
 Credit Limit  
 Contact Person  
 Telephone Number  
 Freight  
 Ship

Order Number | Discount % | Exchange Rate | Cost Code

0.00 | 1.000000 | ..

**Supplier Invoice**

Type	Store	Code	Description	Unit	Tax Type	Quantity	Inc
2	GL Code				0 - Tax Type 0	1.00	

Delete Line <Ctrl D> | Insert Line <Ctrl I>

Terms: 00 - None

Total Discount: 0.00  
 Total Exclusive: 0.00  
 Total Tax: 0.00  
**Total Inclusive: 0.00**

**Document Options** | Save | Print | Delete | Note | New | Edit | Update | Link | Close

Processing supplier documents in Pastel POS is similar to processing supplier documents in the main Pastel product, so we do not document it here.

There are a few differences between processing in the two systems:

- If you link purchase orders to a supplier invoice, Pastel POS does not delete the purchase orders.
- In Pastel POS, if you remove items from a GRN linked via a Purchase Order, you can place them back onto the Purchase Order.
- Reporting on Supplier Documents:
  - » You must print outstanding GRNs via the main Pastel product.
  - » You can reprint all supplier documents via the main Pastel product or via Pastel POS.

## Touchscreen Processing

This is the main POS sales touchscreen interface.

To access this function, select the Process...Point of Sale menu option:

Functionality of touchscreen is the same as normal POS processing. In the centre is a shortcut menu with the most regularly sold items. This shortcut menu is setup for each user. A maximum of 14 items is included in the shortcut menu.

You include items in the shortcut menu via Setup...Touchscreen Shortcuts menu option:

Number	Product Code	Description	Display Text
1	CDROM/POR	50 Speed CD-ROM Drive	CDROM/POR
2	HD/250	250 Gig Hard Drive	HD/250
3	KEYB/001	Comfort Keyboard	KEYB/001
4	MOD/234	96K Modem	MOD/234
5	RAM/CHP	250 MB RAM Chips	RAM/CHP
6	RAM/CHP	250 MB RAM Chips	RAM/CHP
7	SPEAK/EAS	50w Speakers	SPEAK/EAS
8	PEN/CHP	Pentium 4 Processor - 3.2 GHz	PEN/CHP
9	MOPN/001	EPL 17inch SVGA Monitor	MOPN/001
10	DB/9/0	Database Software V9	DB/9/0
11			
12			
13			
14			

## Supervisor Cash Up

Once operators complete their cash up procedure, the supervisor has to perform the supervisor cash up for each operator.

The supervisor cash up lets the supervisor confirm that the operator has the correct monies in their possession. As such, it is a vital part of ensuring that the company receives all the monies paid to it.

Note that the system controls cash ups on a user basis, not on a till basis. If you have one physical station and two operators, you need to have separate cash drawers per user if you want to reconcile cash up values easily. If you have a single cash drawer for multiple users, you will need to consolidate the user cash up totals manually. Variances stay in POS. The system updates the correct values into Pastel.

To access this function, select the Process...Supervisor Cash Up menu option:

	Computer Amount	User Amount	Variance
Cash	1140.00	1140.00	0.00
Cheque	0.00	0.00	0.00
Credit Card	0.00	0.00	0.00
Voucher	0.00	0.00	0.00
EFT	0.00	0.00	0.00
<b>Totals</b>	<b>1140.00</b>	<b>1140.00</b>	<b>0.00</b>
On Account			0.00

## Offline Management

If you are using the Offline Processing add-on module, you use this function to move data back and forth from the main server and the terminal(s):

- You deploy data from the main server to a terminal.
- You fetch data from a terminal to the main server.

To access this function, select the Process...Offline Management menu option:

Terminal Name	Status	Fetch
Sue	Deployed	<input checked="" type="checkbox"/>

Each terminal displays. There are three possible status settings:

- Not Deployed means this is a new terminal that is not yet in use.
- Deployed means you have sent data to the terminal, and the operator can process sales.
- Fetched means you have retrieved the data from the terminal. The operator cannot process until you deploy again.

Before you can deploy or fetch data, you must ensure that the remote locations are available on the network. Once you complete the fetch or deploy operations, you do not need to remain connected on the network. If you have deployed, operators can sell while offline.

Once you fetch all the data, you can continue with the supervisor cash up process.



# Point of Sale Reports

Printing point of sale of reports is almost identical to printing reports from the main Pastel product.

The differences are:

- When you print a report, the printer dialog box displays, after which the system displays the report on the screen. The screen preview window is almost identical to the main Pastel product. You can print and export in different formats from the screen preview window.
- The print options window for each report has a slightly different format.

You access reports via the View menu.

In this section, we summarise each report.

Report	What it Does
Outstanding Documents	These reports let you see which quotations, sales orders, purchase orders, or CODs are still in the system. You can view documents in document number, customer code, inventory item, or salesman sequence. You can range by date, and you can run a detailed or summarised report.
Batch Listing	In the main Pastel product's Customer Documents function, you specify, per user and per document, whether you are working in batch mode. For batch mode users, this report shows document batches that you still need to update. It also shows batches that are on hold, or CODs.
Daily Sales Report	This report shows details of sales and returns, with totals, for a range of users and a range of dates. You can also range on the payment type (cash, credit card, cash in/out, etc.).
Cash up Variance	This report shows a summary of Cash, Cheque, Card and Voucher details for each operator and workstation, as well as variance details. All documents, sales and returns also show in this report. You can select a range of users and dates for the report. You can also range on the payment type.
Reprint Document	This functionality lets you print documents that have already been updated. Select a document type (quote, invoice, and so on) and an output device (printer, screen or email). You can range on customers and dates.
Customer Age Analysis	You access this report via the View...Monthly Reports menu. This report shows amount owing by customers in ageing blocks, such as 30-day, 60-day, and so on. You can range by customer category and/or customer code. You can print in customer code or name sequence. You can print detailed transactions or show ageing totals only.
Customer Statements	You access this report via the View...Monthly Reports menu. This prints customer statements. You can range by customer category and/or customer code. You can print in customer code or name sequence.
Supervisor Audit Trail	The report shows all documents where a Supervisor password was requested to make a change. The operator and the action taken will also be included on the report.



# Chapter 9 – Multi-Store

**In this chapter, we look at the Multi-Store add-on module. You need to have the Inventory module in order to use this module.**

- **Multi-Store Overview**
- **Multi-Store Setup and Maintenance**
- **Multi-Store Processing**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Multi-Store Overview

The Multi-Store add-on module lets you set up and use multiple stores or warehouses. Some common uses of this module are:

Use	Details
Stores/Warehouses	You may keep inventory in separate physical locations. For example, you could have multiple branches, each situated in different cities. In this case, you would have the same items in each store, and you can transfer quantities between these items.
Manufacturing	If you manufacture goods, you may wish to keep your raw materials in a separate store so that operators do not sell, or get confused by, these raw materials. It also keeps the size of the store from which you do sell much smaller, which speeds up operators when they choose items. You could also create a further store for work in progress items.
Consignment/Sales Representative Tracking	You can create a store that contains inventory you have given to a customer on consignment. You can also create a store for your sales representatives, if they take samples or actual stock on the road. This makes it easy to track and control these items.

Customers and suppliers exist for the company as a whole. You cannot link them to specific stores. However, you can link users to stores and prevent them from accessing items in other stores.

If you install the Multi-Store module over already existing inventory data, the system places each inventory item in the default store.

You can create up to 999 stores. Each store can have an unlimited number of inventory items.

You can have the same inventory item code in different stores. If you do so, the items are the same item. They share all item fields except the following:

- Quantities
- Cost Price
- Selling Prices - there are facilities to copy selling prices between items and stores
- All fields on the Reorder tab

When you create inventory items, you specify in which store(s) to create the item.

You can copy selling prices from one store to another, per item or per store. This gives you the flexibility of easily having the same prices in each store, different prices in each store, or the same prices in some stores but not in others.

Working with multiple stores is almost identical to working with normal inventory. The only difference is that each time you wish to access an inventory item, you specify the store in which the item exists. If you have users who can only operate in a single store, the system will in any event set the store correctly for those users.

You can transfer items between stores, using a store transfer journal.

You can range on stores in every inventory report.

You can print a report that lists your stores.

# Multi-Store Setup and Maintenance

Here we see how to set up multi-store processing, and how to maintain stores.

## Multi-Store Processing Setup

You enable multi-store processing in the Other tab of the Setup...Inventory menu option:

The screenshot shows the 'Setup Inventory - Sole Access Mode' dialog box with the 'Other' tab selected. The 'Use Multiple Stores' checkbox is checked and circled in red. The 'Encrypted Cost Price' grid is also visible.

0	1	2	3	4	5	6	7	8	9	.
A	B	C	D	E	F	G	H	I	J	K

Once you create inventory items, you cannot change this field.

## Stores

You use this function to maintain stores. If you use multi-store processing, each inventory item has to be in at least one store. To access this function, select the Edit...Inventory...Stores menu option:

The screenshot shows the 'Edit Inventory Stores' dialog box. The 'Code' field is 'CT', 'Description' is 'Cape Town Branch', and 'Default Inventory Group' is '002 - Inventory Goods'. The 'Link Inventory' button is visible. The 'Postal Address' and 'Physical Address' fields are both filled with 'P.O. Box 1234, Table View, Cape Town, 7441'. The 'Contact Name' field is 'Richard'.

If you create a new store, you can use the Link Inventory button to invoke an Assistant that copies inventory items on a bulk basis into the new store. You can also copy selling prices from one store to another:

**Copy Selling Prices**

When linking a store to an inventory item, you have the ability to copy selling prices from another store linked to the same inventory item. This includes all selling, future and special prices.

If the selected store is not linked to the inventory item, no selling prices will be copied.

If you want to copy selling prices, select the Copy Selling Price check box and specify the store to copy the selling prices from.

Copy Selling Prices

From Store

Instead of copying a range of items, you can specify per inventory item in which store(s) the item should be. You do this via the Edit...Inventory...Item File menu option:

The screenshot shows the 'Edit Inventory' window with the 'Select Stores' dialog box open. The 'Select Stores' dialog contains a table with the following data:

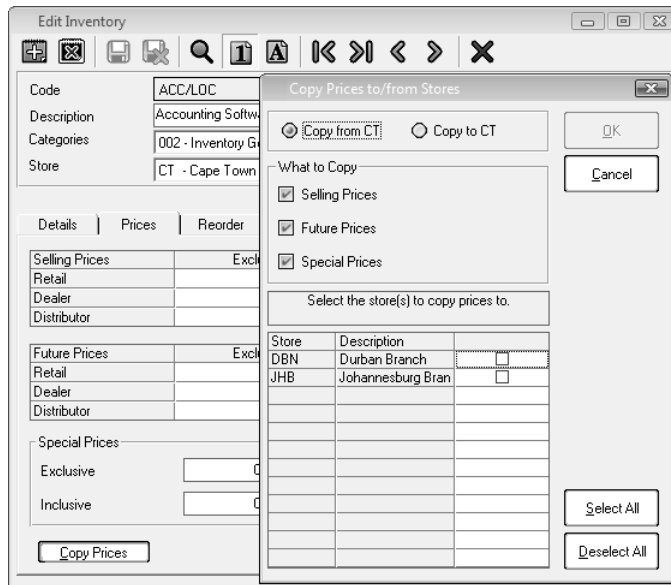
Store	Description	
CT	Cape Town Branch	<input checked="" type="checkbox"/>
DBN	Durban Branch	<input checked="" type="checkbox"/>
JHB	Johannesburg Branch	<input checked="" type="checkbox"/>

Buttons in the 'Select Stores' dialog include 'OK', 'Cancel', 'Select All', and 'Deselect All'. Below the table is the text: 'Select the store(s) to link to this inventory item.'

First, click the Select Stores button to invoke the Select Stores window.

Then, in the Select Stores window, choose the store(s) in which this item should exist.

On the Prices tab of the same function, you can copy selling prices from one store to another:



- First, in the Store field, select the store from which you wish to copy prices.
- Second, click the Copy Price button to invoke the Copy Prices to/from Stores window.
- Third, in the What to Copy frame, choose which prices to copy.
- Finally, in the table, choose the stores into which you wish to copy the prices.

## User Access to Stores

You can limit users as to the stores they can access. This is a good security measure, as it prevents a user, for example, in Johannesburg, selling goods to a Johannesburg customer from a Cape Town store.

You set this in the Setup...Users / Passwords menu option:

Setup Users / Passwords - Sole Access Mode

Users: 01 - John

Options: Copy from Group, Supervisor: Boss

Select Stores:

Store	Description	Access
CT	Cape Town Branch	<input checked="" type="checkbox"/>
DBN	Durban Branch	<input checked="" type="checkbox"/>
JHB	Johannesburg Branch	<input checked="" type="checkbox"/>

Processing Stores:

Default Store: CT

Store Access for John:

Select the store(s) to which John can process.

Click the Store Access button to invoke the Select Stores window, and choose which stores the user can access. Note also that you can set a default store. If the user can only operate in one store, and you set the store as a default, the user will never have to choose a store in which to process.



# Multi-Store Processing

Processing when you have stores is almost identical to processing without stores. The only difference is that each time you access an inventory item, you have to choose the store:

Each time you select an inventory item to process, you also have to select a store - see the Store column above. Once you use stores, every inventory item has to exist in at least one store.

## Store Transfers

To transfer items between stores, there is a variation of the inventory journal. You access this via the Process...Inventory Journal menu option:

Inventory Code	Unit	Narration	Store	Date	Reference	Quantity at Period	In	Out	Serial Numbers	Current Average	Unit Cost	New Average	Mark-up Account	Project
ACC/LDC		Accounting	CT	31/03/10	ADJ994	26.00	10.00	10.00		2 240.00	2 240.00	2 240.00	2100/000	
ACC/LDC		Accounting	DBN	31/03/10	ADJ994					2 240.00	2 240.00	2 240.00	2100/000	

When you start the batch, choose the Interstore Transfer Batch option.

In the From Store and To Store fields, choose the stores between which you are transferring.

You can change the cost on the incoming store. If you do, the system posts the cost difference to the mark-up account.

You enter one line and the system creates the second one.



# Chapter 10 – Bill of Materials

**In this chapter, we look at the Bill of Materials add-on module. You need to have the Inventory module in order to use this module.**

- **Bill of Materials Overview**
- **Bill of Materials Setup and Maintenance**
- **Bill of Materials Processing**
- **Bill of Materials Reports**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Bill of Materials Overview

The Bill of Materials add-on module gives you access to two related functions that let you group multiple inventory items into another item or on an invoice:

Function	What it Does
Bill of Materials	This lets you build, assemble, or manufacture an inventory item using other inventory items as parts or components.
Kit Item Codes	This lets you specify one code on an invoice, and the system loads multiple invoice lines that can include inventory items and remarks lines.

## Bills of Materials

What does manufacturing do for you? It lets you build an inventory item out of other inventory items. For example:

- You specify a recipe for pizzas, which would consist of the dough, cheese, tomato paste, and so on. You specify what quantity of each of the components is required to make one pizza. When you manufacture, you specify how many pizzas you are making. The system removes the requisite quantity from each component item and creates the specified number of pizza items.
- You specify how you will assemble a computer, which would consist of motherboard, screen, keyboard, memory, and so on. You can use service items that have costs to represent labour and other costs, or you can use three additional manufacturing costs that you link to general ledger codes.

The manufacturing process is as follows:

- You specify the components or the raw materials that you require to manufacture the item. You do this by creating a bill of materials for the manufactured item. The bill of materials contains a list of the component item codes. You also specify the quantity of these components required to make one manufactured item. You can create as many bills of materials as you like. We abbreviate "bill of materials" as BOM.
- You perform the manufacturing process, which uses the BOM to decrease quantities of the component items and increase the quantity of the manufactured item. The cost of the manufactured item is the total of the costs in the BOM.
- You may need to reverse manufacture (or unmanufacture) some or all of the manufactured items. The system then decreases the quantity of the manufactured item and increases the quantities of the component items.

### Manufacturing while Processing Customer Sales

If an operator is processing a sales order or invoice for a customer, and there is insufficient quantity on hand of a manufactured item, the operator can manufacture the item from there. To do this, the operator needs access permission to manufacture.

This option only becomes available if you disallow negative quantities. Therefore, there has to be sufficient quantities of the components on hand in order to manufacture.

## Kit Item Codes

When you invoice a manufactured item, you treat it like any other inventory item. Your customer does not usually see the component items. This module contains a separate facility called kit item codes. Kit Item Codes speed up invoicing, as you are able to create multiple invoice lines by entering one code only. Some uses of this facility are:

Item	What it Does
Kitting	You can invoice complex items that consist of multiple invoice lines as well as remark lines. For example, if you are a dentist, you can create a kit item code for a filling procedure that will invoice out the fee for the filling, gloves, materials, and so on.
Long Item Descriptions	Inventory items have descriptions of up to 40 characters. If this is insufficient, you can create a kit item code for the item and add as many additional description lines as you require. You could combine this with a manufacturing process. For example, if you manufacture computers, you can detail the memory, hard disk, processor, and so on.
Replace Unavailable Items	You can use the same code for a kit item code and an inventory item. When an operator enters the item code in sales documents, there is an option All Above that will use the kit item in preference to the inventory item. This is useful for the previous feature of long item descriptions, but it also has another use.  If an item is temporarily unavailable or obsolete, create a kit item code with same code as the unavailable item, and enter a replacement item code in the kit lines. Operators can then continue to use the code. They can of course use the new item code directly at any time.

You access Kit Item Codes in invoices in one of two ways:

- You can specify on an invoice line that you are entering a Kit Item Code. This then lets you enter a kit item code or Zoom to a list of Kit Item Codes.
- You can specify that the system must search abbreviations, kit item codes, and barcodes when you enter a code, prior to searching the inventory file. This means that operators do not have to know whether an item is a kit item code or not. The Zoom on this code field, however, will be an inventory item zoom.

You can specify per bill of materials whether the component lines should display on the invoice. The difference is that you cannot edit the bill of material lines, whereas you can edit the kit item lines. Most of the time, you do not display manufactured item lines.

## Manufacturing and Serial Numbers

If you use the Serial Number Tracking add-on module, you can use serialised inventory items in manufacturing:

- You can manufacture serialised items - you provide serial numbers when you manufacture the items.
- You can use components that have serial numbers. Note that once you manufacture using a component, the system does not continue to track that serial number further.

# Bill of Materials Setup and Maintenance

In this section, we look at how you set up bill of materials processing. We also look at the various elements you require in order to process.

## Bill of Materials Setup

You set up some important options in the Bills of Materials tab of the Setup...Inventory menu option:

The screenshot shows the 'Setup Inventory - Sole Access Mode' dialog box with the 'Bills of Materials' tab selected. The dialog is divided into several sections:

- Additional Costs:** A table with three columns: Description, Recovery Account, and Account Description.
 

Description	Recovery Account	Account Description
Labour	2400/010	Labour Cost Manufac Variance
Direct	2400/020	Direct Cost Manufac Variance
Other	2400/030	Other Cost Manufac Variance
- Manufacturing:**
  - Next Reference Number:
  - Entry Type:
- Picking Slip:**
  - No of Copies:
  - Paper Style Assistant:
  - Plain, Single Sheet:

At the bottom right, there are 'OK' and 'Cancel' buttons.

You can use up to three non-inventory costs for manufacturing. You can also use service items to include costs such as labour in a bill of materials.

In the Manufacturing frame, you configure settings for bill of materials transactions, which the system creates when it manufactures.

Use the Paper Style Assistant to configure how to print a picking slip for raw materials prior to manufacturing.

## Bills of Materials

You use this option to maintain bills of materials, which are the core of this module. You access this function via the Edit...Manufacturing...Bills of Materials menu option:

You can use the same code for a bill of materials as the item it creates. Use the Lock BOM to this Item check box if you always use that BOM to manufacture that item. Check the Update Selling Price check box to get the manufacturing process to calculate the selling price of the manufactured item and adjust the selling price.

In the Components tab, you specify how the system manufactures a single manufactured item:

Inventory Code	Store	Quantity	Units	Description	Average Cost
WIN/OS	JHB	1.00	Each	Windows XP Operating	3,999.99
WP/LOC	JHB	1.00	Each	Word Processor	20.00
SPR/LOC	JHB	1.00	Each	Spreadsheet Software	20.00
SPEAK/EAS	JHB	1.00	Set	50w Speakers	200.00
MOD/234	JHB	1.00	Each	96K Modem	120.00
MOPN/001	JHB	1.00	Each	EPL 17inch SVGA	1,200.00
MOUSE/STD	JHB	1.00	Each	Super Mouse with Pad	50.00
PEN/CHP	JHB	1.00	Each	Pentium 4 Processor -	3,000.00

Components		
Components	13,399.99	13,399.99
Labour	0.00	0.00
Direct	0.00	0.00
Other	0.00	0.00
Total	13,399.99	13,399.99

In the top table, choose inventory items and the quantities required to make one manufactured item. For service items, you can also enter quantities. For example, you may input labour hours. In the bottom table, you can use the three non-inventory items to enter costs for labour and other items.

In the Selling Prices tab, you can review possible strategies for creating selling prices. As we saw earlier, you can actually update the selling prices when you manufacture:

Manufacture	Components	Selling Prices	Notes	Picture										
Calculation Method														
<input checked="" type="radio"/> Percentage Mark-up on Cost <input type="radio"/> Components / Additional Selling Prices														
<table border="1"> <thead> <tr> <th colspan="2">Mark-up Percentages</th> </tr> <tr> <th>Selling Price</th> <th>Percentage ▲</th> </tr> </thead> <tbody> <tr> <td>Retail</td> <td>50.00</td> </tr> <tr> <td>Dealer</td> <td>40.00</td> </tr> <tr> <td>Distributor</td> <td>25.00 ▼</td> </tr> </tbody> </table>					Mark-up Percentages		Selling Price	Percentage ▲	Retail	50.00	Dealer	40.00	Distributor	25.00 ▼
Mark-up Percentages														
Selling Price	Percentage ▲													
Retail	50.00													
Dealer	40.00													
Distributor	25.00 ▼													
<input checked="" type="radio"/> Use Average Cost <input type="radio"/> Use Last Cost														
		Retail	Dealer	Distributor										
Total Components at Cost		13,399.99	13,399.99	13,399.99										
Plus Additional Costs		0.00	0.00	0.00										
<b>Sub-Total</b>		<b>13,399.99</b>	<b>13,399.99</b>	<b>13,399.99</b>										
Plus Gross Profit		6,700.00	5,360.00	3,350.00										
<b>Selling Price</b>		<b>20,099.99</b>	<b>18,759.99</b>	<b>16,749.99</b>										

In the top table, you can add a mark-up on last or average cost for each of your price lists. In the bottom table, you can see the results of the cost mark-up for each price list.

## Kit Item Codes

Kit Item Codes let you group multiple inventory items and/or remark lines into a single code. When you invoice, you enter the Kit Item Code and the system brings each individual line into the invoice. You maintain kit items in the Edit...Manufacturing...Kit Items Code menu option. They work in the same manner as bills of materials, except that they do not have selling prices or additional costs:

Edit Kit Item Codes				
Kit Item Code	COMP/OFF/SOL			Blocked <input type="checkbox"/>
Description	Complete Office Solution			
Components		Notes		Picture
Inventory Code	Store	Quantity	Units	Description
ACC/LOC	JHB	1.00		Accounting Software
WP/LOC	JHB	1.00	Each	Word Processor Software V9
SPR/LOC	JHB	1.00	Each	Spreadsheet Software V9
DB/9/0	JHB	1.00	Each	Database Software V9
COM/PCA	JHB	1.00	Each	Communication Software V9
MOD/234	JHB	1.00	Each	96K Modem
<input type="button" value="Delete Line"/> <input type="button" value="Insert Line"/>				
Totals				
	Ave Cost	Last Cost	Retail	Dealer
	4,100.00	4,100.00		



## Copy BOM / Kit Item Code

You can create a new bill of materials or kit item code as a copy of an existing one. You can then modify the new bill of materials or kit item code. This can be useful when you have a complex bill of materials or kit item code, and you need to create slight variations of it. You do this via the Edit...Manufacturing...Copy BOM / Kit Item Code menu option:

## Replace Components

You use this function to replace a component item globally in your bills of materials and/or kit item codes. You do this, for example, if an item becomes obsolete, or if you wish to use an alternative item.

To access this function, select the Edit...Manufacturing...Replace Components menu option:

# Bill of Materials Processing

## Manufacture

You use the Manufacture function to manufacture or assemble items using their components. You access this function via the Process...Manufacture menu option:

Process Manufacture / Unmanufacture

Function to Perform  
 Manufacture  
 Unmanufacture

Period Selection for This Year: 10 - 01/12/09 - 31/12/09 December  
 Date: 09/12/09

Buttons: Manufacture, Close, Print Picking Slip

Bill of Materials  
 Code: SOHO/200 SOHO Computer with Software

Item to Manufacture  
 Inventory Code: SOHO/200 SOHO Computer  
 Store: JHB Johannesburg Branch  
 Quantity: 3.00 Qty on Hand: 0.00  
 Description: SOHO Computer Reference: BILL0001

Component	Description	Store	On Hand	Required	Selected	Balance
HD/250	250 Gig Hard Drive	JHB	18.00	3.00	2/3	15.C
CDM/PCA	Communication Software V9	JHB	20.00	3.00		17.C
CDROM/PDR	50 Speed CD-ROM Drive	JHB	36.00	3.00		33.C
ACC/LOC	Accounting Software	JHB	178.00	3.00		175.C

In the Code field, select the bill of materials to use.

In the Inventory Code field, select the item into which you wish to manufacture. If the BOM locks to an item, you cannot select a code.

In the Quantity field, choose how many item to manufacture. In the table, the system shows the requirement per component. If there is insufficient on hand quantity of a component, or the quantity on hand will become zero, the balance shows in red.

## Using Bill of Materials Items when Invoicing

We first look at how you would use a kit item. In the invoicing screen, select a line type of 2-Kit Item Code, and select the item:

Process Customer

Document Type: Tax Invoice

Link / Create

Inclusive  
 Quick Mode  
 Customer User Defined Fields  
 On Hold

Period: 10 Date: 09/12/09 Customer Ref:

Type: 2 Kit Item Code Store: Code: VEC/200

In the Type field, choose the kit item line. Then enter the code and the quantity.

When you complete the line, the system includes all the items in the kit item code in the invoice:

The screenshot shows the 'Process Customer' window with the following details:

- Document Type:** Tax Invoice
- Number:** IN100026
- Customer:** ABB029
- Customer Name:** Abbott Limited
- Delivery Address:** 2 Kudu Rd, Germiston, 2340, South Africa
- Ship / Deliver:** 0 days
- Terms:** 0 days
- Freight Method:** (empty)
- Ship / Deliver:** (empty)
- Current Balance:** R13 608.46
- Credit Limit:** R0.00
- Period:** 10
- Date:** 01/12/10
- Customer Ref:** (empty)
- Sales Code:** (empty)
- Discount %:** 0.00
- Exch. Rate:** 1.00000000
- Terms:** 00
- Payment Due:** 31/12/10

Type	Store	Code	Description	Project	Unit	Quantity	Serial Numbers	Tax	Exc Price	Disc%	Hor
4 Item Code	JHB	VEC/400	Vector Computer		Each	1.00		01	3 825.00		
7 Remarks			The above item consists of the								
7 Remarks			1.00 * CDROM/PDR								
7 Remarks			1.00 * HD/250								
7 Remarks			1.00 * KEYB/001								
7 Remarks			1.00 * MOPN/001								
7 Remarks			1.00 * MOUSE/STD								
7 Remarks			1.00 * PEN/CHP								
7 Remarks			1.00 * RAM/CHP								
7 Remarks			1.00 * SPEAK/EAS								
7 Remarks			1.00 * WIN/OS								

The system shows each kit item line, and changes the kit item line to be an inventory line. You can now edit all these lines as normal.

Next, we see how to manufacture an item if there are insufficient quantities of a manufactured item on hand. You are selling a manufactured item, and you try to sell more than there are on hand. If you do not allow negative quantities, a window opens:

The 'Insufficient Quantity on Hand' dialog box shows the following information:

- Item:** VEC/400 - Vector Computer
- Message:** There is insufficient quantity on hand in period 10 to process the above item.
- Quantity Available:** 10.00
- Plus On Purchase Order:** 0.00
- Total:** 10.00
- Line Quantity:** 15.00
- Message:** The additional quantity required is 5.00.

Buttons at the bottom: Create Order, Manufacture, Return to Lines.

You can click the Manufacture button to invoke the Manufacture function. You need sufficient quantities of your components to be on hand in order to manufacture.

# Bill of Materials Reports

You access Bill of Materials reports via the View...Bill of Materials menu option. You have the following reports:

Report	Description
Audit Trail	This is an audit trail of your manufacturing. It shows the manufactured item's details. You can also select to see component details.
Bills of Materials	This reports shows information about bills of materials including components and additional costs.
Components Used in BOMs / Kit Item Codes	This report shows where you use a specified component in your manufacturing. You can search through bills of materials, Kit Item Codes, or both. You must specify the inventory code of the component you are looking for.
Kit Item Codes	This prints out all the Kit Item Code information, including the components. You can select a range of codes.
Material Requirements - MRP	This report helps you to determine whether you have sufficient bill of materials components on hand to manufacture a specified number of manufactured items.

# Chapter 11 – Serial Number Tracking

**In this chapter, we look at the Serial Number Tracking add-on module. You need to have the Inventory module in order to use this module.**

- **Serial Number Tracking Overview**
- **Working with Serial Numbers**
- **Serial Number Reports**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Serial Number Tracking Overview

If you purchase the Serial Number Tracking add-on module, you can create serialised inventory items.

Serial number items are identical to physical inventory items, except in one way: each item has its own unique serial number. For example:

- Each time you purchase a serial number item, you have to create a serial number for each individual item you are bringing into stock. If, for example, you purchase 10 items, you have to create 10 serial numbers.
- If you transfer serialised inventory items between stores, you have to specify the serial number of each individual item you are transferring.
- When you sell serialised inventory items, you have to select the serial numbers of each individual item you are selling.

You use serial tracking when you need to track the movement of individual inventory items through the system. You usually do this for warranty purposes, so that you know whether an item is within a warranty period should a customer return it for repair.

Of course, the return of the item for a repair, and the subsequent re-issue of the item to the customer, also requires you to enter the serial number. You therefore have a full and complete history of the movement of each individual stock item.

If you use serial tracking, you do not have to use it for each inventory item. You choose per item whether to serialise it or not.

If you use the Bill of Materials add-on module, you can manufacture into serialised items. You can also have serial number items as components. Note, however, that the tracking of serial number components ceases at the manufacturing stage.

Working with serial number items is not much different from working with normal physical items. The system adds a new column to any relevant processing screen, next to the inventory quantity column. Once you enter the quantity, you then have to either create or select serial numbers for each item.

If customer sales orders reserve quantities, you can choose whether to allocate serial number when you process the order or the invoice.

The system provides a utility that converts existing physical items into serial number items. All you have to do is to provide serial numbers for the quantity on hand.

When you delete invoice history, you can choose to delete the history of serial numbers that are no longer in stock.



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# Working with Serial Numbers

## Serial Number Items

When you create an inventory item, you can specify that it is a serial number item:

The screenshot shows the 'Edit Inventory' window. The 'Type' section is circled, showing three radio buttons: 'Physical Item' (selected), 'Serial Item' (unchecked), and 'Service Item' (unchecked). Other fields include Code, Description, Categories (000 - None), Store (CT - Cape Town Branch), Inventory Group (002 - Inventory Goods), Discount Type (Both), Barcode, Bin Number, Unit (Each), Commodity Code, Net Mass (0.00), Allow Tax (checked), Purchases (01 - Vat - Standard rated (14.00%)), Sales (01 - Vat - Standard rated (14.00%)), Processing Options (Fixed Description / Cost, Change While Invoicing, Show Quantity and Unit, Sales Commission Item), and Cost Prices (Average: 0.00, Last Unit: 0.00).

In the Type frame, check the Serial Number check box to specify the item as having serial numbers. Once you save the record, you cannot change this field. If you have existing physical items that you wish to convert to serial number items, use the Change...Inventory Conversion Assistant menu option.

Serial number items have a Serial Number tab that shows the serial numbers of on-hand items.

## Adding and Selecting Serial Numbers

If you use serial number inventory items, you need to add and select serial numbers whenever there is movement of a serial number item. In this section, we see how to do this.

There are two operations you perform when processing serial numbers:

- When you bring serialised inventory into the system, you need to create serial numbers.
- When you move serial numbers out of the system, or within the system, you need to select existing serial numbers.

Serial numbers can be up to 30 characters each. They have to be unique per inventory item. Serial numbers can contain uppercase letters, numbers, and special characters such as "-", "\_", "/", and so on. You cannot use spaces.

The system shows a Serial Numbers column, which indicates how many serial numbers are still required. For example, you may see 0/100:

Quantity	Serial Numbers
100.00	0/100

This means that there are 100 items to process, and there are no serial numbers processed yet. Once you process the serial numbers, you will see 100/100.

To create serial numbers, select the Serial Numbers field, and then click the Zoom icon or press <F5>:

In the New/Start Serial Number field, enter the serial number, or the first serial number in a series.

Click the Create button to create the serial number you entered.

Alternatively, click the Create All button to generate a series of serial numbers starting from the number you entered.

You can also click the Import button to import the serial numbers from a text file created by a barcode reader or other hardware device.

The serial numbers display in a table:

Use the buttons to remove incorrect serial numbers, and add new ones.



When you select serial numbers, for example when you sell the items, the system displays a similar window:

Click the Select from File button to import the serial numbers from a text file created by a barcode reader or other hardware device.

To choose serial numbers, check their check box and then click the single arrow between the tables.

Once you select the serial numbers, they display in the table on the right.

Once you close the window, the system allocates the serial numbers to the transaction.

In the Setup...Customers...Documents menu option, you choose whether to print serial numbers on invoices:

# Serial Number Reports

You access serial tracking reports via the View...Inventory...Serial Numbers menu option. You have the following reports available:

Report	Description
Serial Number History	This lets you view movement history for serial number items.
Serial Number Listing	This report lets you see serial numbers per inventory item, along with their status.

# Chapter 12 – Multi-Currency

**In this chapter, we look at the Multi-Currency add-on module.**

- **Multi-Currency Overview**
- **Working with Multi-Currency**
- **Multi-Currency Reports**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Multi-Currency Overview

The Multi-Currency add-on module lets you process with multiple currencies. The system has the following multi-currency capabilities:

- You can create up to 30 currencies.
- You can create foreign currency customers, suppliers, and bank accounts, and you process these accounts in their own currencies.
- You can view and print invoices in your home currency or in the customer's/supplier's currency.
- You can create and update exchange rate tables for each currency at any time.
- You can produce financial statements and other reports in any currency.
- You can levy tax on foreign currency transactions if necessary.

You maintain exchange rates per currency and per period. When you enter transactions for foreign currency accounts, the system uses the exchange rates you entered. However, you can override this exchange rate if necessary.

When you make or receive payments in the cash book, you can again use or overwrite the then current exchange rate.

You can revalue foreign currency balances at any time with the Foreign Currency Revaluation function. In this function, the system uses the difference between the exchange rate in the original transaction and the exchange rate in the payment transaction to calculate the foreign exchange profit or loss. The system creates transactions in the general ledger to reflect these.

Besides dedicated foreign currency reports, you can produce a variety of reports, including financial statements, in any currency. In addition, the Report Writer, which allows you to create customised financial reports, lets you select a currency to use for the report.



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# Working with Multi-Currency

## Setting up Currencies

You enable multi-currency processing and set up currencies in the Multi-Currency tab of the Setup... Company Parameters menu option:

Setup Company Parameters - Sole Access Mode

Company | Formats | **Multi-Currency** | Time and Billing | Faxing

Use Multi-Currency

Revaluation Entry Type: 20 - Currency Variance

Code	Description	Revaluation Account	Variance %	1000 Separator	Decimal Digits	Symbol	Sample
1	Dollar	4210/000	99.99	.	2	\$	\$1,000.00
2	Pound	4210/000	99.99	.	2	£	£1,000.00
3	French Francs	4210/000	99.99	.	2	FRF	FRF1,000.00
4							
5							
6							

OK  
Cancel

The system uses the revaluation entry type and the GL account(s) for any foreign exchange profit or loss. Use separate accounts if you wish to see this per currency.

The Variance% determines by how much you can vary the exchange rate if you override the default.

## Exchange Rates

You maintain exchange rates in the Edit...Exchange Rates menu option:

Edit Exchange Rates - Sole Access Mode

01 - Dollar

Dollar to Home Currency Exchange Rate

In this and processing screens, enter the foreign currency value equivalent to 1.00 in your currency.

In this and processing screens, enter your currency value equivalent to 1.00 in the foreign currency.

Per	This Year Rates	Last Year Rates
1	6.100000	6.120000
2	6.201000	6.130000
3	6.115000	6.140000
4	6.084000	6.010000
5	6.001000	6.020000
6	5.998000	6.010000
7	5.900000	6.030000
8	6.012000	6.050000
9	6.010000	6.100000
10	5.990000	6.090000
11	6.020000	6.050000
12	6.000000	6.070000
13	6.100000	6.150000

OK  
Cancel

In the list box, choose the currency in which you wish to work.

You can enter currencies either way round, and change the method at any time. You set this separately for each currency.

## Entering Multi-Currency Transactions

When you enter transactions for foreign currency accounts, you enter the foreign currency values. The system uses the exchange rates you enter, as above. However, you can override this exchange rate if necessary. You can activate a popup screen to remind you to confirm the correct spot rate that is available under User Access “Enable Foreign Exchange Warning”.

The screenshot shows a 'Process Customer' dialog box with a warning message: "Please ensure that the exchange rate recorded on the document is the correct spot rate on 09/12/09. The rate cannot be amended after the document is updated." Below the warning is an 'OK' button.

The main 'Process Customer' form displays the following information:

- Document Type: Tax Invoice
- Number: INA10005
- Customer: AGC001
- Customer Name: A & G Consultants
- Delivery Address: Shop 24, Brunswick Plaza, Melville
- Ship / Deliver: 0 days
- Terms: 0 days
- Freight Method: [Empty]
- Ship / Deliver: [Empty]
- Current Balance: \$0.00
- Credit Limit: \$0.00

Period	Date	Customer Ref	Sales Code	Discount %	Exch. Rate	Terms	Payment Due
10	09/12/09		00002	0.00	6.150000/00		31/12/09

In journals and cash book data entry, you can choose to enter foreign currency or home currency amounts, as well as changing the exchange rate:

The screenshot shows a 'Process Journals' dialog box with the following information:

- Entry Type: 12 - Customer Journals
- Batch Type: Normal batch entry

Per	Date	Account	Reference	Description	Tax	Exclusive	Inclusive	DC	Home Amount	Exchange Rate	Project	Contra Acc.
1	01	31/03/10	AGC001	00000000	Adjustment	00	\$114.00	\$114.00	D	R18.54	6.150000	0000/000
2	01	31/03/10		00000000	Adjustment	00			D			0000/000

There are rules about which values are stronger. The on-line help explains these in detail.

## Foreign Currency Revaluation

Exchange rates between currencies fluctuate all the time. Therefore, transactions processed now, at the current exchange rate, will not be worth the same in home currency at some future date.

When you process a customer receipt or supplier payment for a foreign account, the system calculates any foreign currency profit or loss, and writes it to the general ledger. This is an automatic process and occurs in the background.

Unpaid balances in foreign customer and supplier accounts will also vary from when you processed the original transactions. You use the Foreign Currency Revaluation function to update these unpaid balances.

The system can analyse these differences, create adjusting journals, and show the amount gained or lost, per currency if necessary. You can run the revaluation procedure whenever you wish to, and as often as you wish to.

# Multi-Currency Reports

Besides dedicated foreign currency reports, you can produce a variety of reports, including financial statements, in any currency:

The screenshot shows the 'Trial Balance' dialog box with the following settings:

- Print To: Screen
- Use Sub Accounts:
- Print Zero Items:
- This Year:
- Period Start: 01 - 01/03/09 - 31/03/09 March
- Period End: 01 - 01/03/09 - 31/03/09 March
- Show which Comparative: Last year
- Include Opening Balances:
- Which Currency: 00 - Home currency (highlighted with a red circle)
- Print Balance Sheet Accounts First:

In addition, in the Report Writer, which allows you to create custom financial reports, you can select a currency to use for the report.

You access multi-currency reports via the View...Foreign Currency menu option. You have the following reports available:

Report	Description
Currency Variance	This report is a preview of the Foreign Currency Revaluation function. It shows what adjustments the system will make when you run the currency revaluation.
List Exchange Rates	This report lists the exchange rates for each currency in the selected range.





# Chapter 13 – Time and Billing

**In this chapter, we look at the Time and Billing add-on module.**

- **Time and Billing Overview**
- **Time and Billing Setup and Maintenance**
- **Time and Billing Processing**
- **Time and Billing Reports**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Time and Billing Overview

You use the Time and Billing module to bill employee time to your customers. The process is as follows:

- You create activity codes, which can be chargeable or non-chargeable. For chargeable activities, you enter a general ledger account, a default rate, and a unit.
- You create records for each employee. For each activity code, you set a default rate per employee.
- You then enter timesheets for each employee. You select a customer and an activity, and you can override the employee rates.
- Once you enter the timesheets, you can create invoices. You authorise each invoice, and the system creates an invoice batch for you to update. The batch is a special time and billing batch so that it does not interfere with standard invoicing.
- You can create credit notes to reverse timesheet invoices. Once again, the system creates a credit note batch for you. In this case, the system uses the standard credit note batch.



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# Time and Billing Setup and Maintenance

Here we see how to set up time billing rules and create the basic elements you require for processing.

## Time and Billing Setup

You set up time and billing parameters in the Time and Billing tab of the Setup...Company Parameters menu option:

The screenshot shows the 'Setup Company Parameters - Sole Access Mode' dialog box with the 'Time and Billing' tab selected. The 'Activity Defaults' section includes fields for 'Unit' (Hour), 'Unit Decimal Digits' (2), and 'GL Rate' (R150.00). The 'Employees' section has radio buttons for 'Copy the Employee Rate' (selected) and 'Copy the Activity Default Rate'. The 'Timesheets' section includes radio buttons for 'Separate Set of Numbers for Each User' and 'One Set of Numbers for This Company' (selected), a 'User' dropdown menu, a 'Next Number' field (TS100001), and checkboxes for 'Enter Your Own Timesheet Numbers' and 'Force Cost Codes on Timesheets'. 'OK' and 'Cancel' buttons are on the right.

In the GL rate field, enter the default charge-out rate for employees.

In the Timesheets frame, you set timesheet numbering rules in the same manner as other documents.

## Activities

You use this function to create activities such as consulting, training, and so on. Activities are the services you sell to customers. Once you create activities, you link them to employees. You then fill out timesheets for employees and charge customers via an activity.

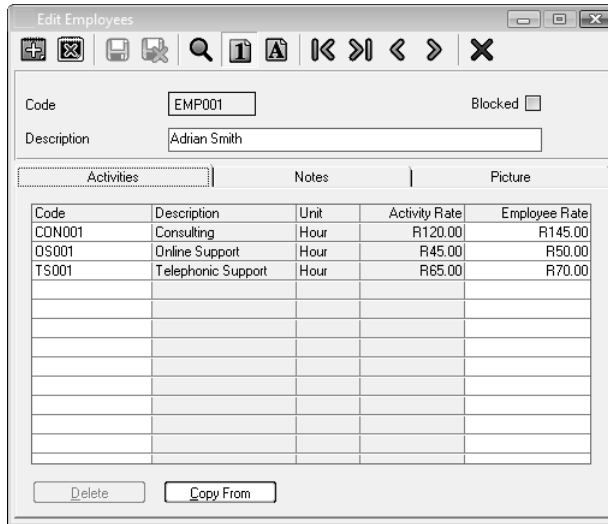
You access this function via the Edit...Time and Billing...Activities... menu option:

The screenshot shows the 'Edit Activities' dialog box. It has a toolbar at the top with icons for save, print, search, and navigation. The 'Code' field contains 'CON001' and there is a 'Blocked' checkbox. The 'Description' field contains 'Consulting'. The 'Chargeable' checkbox is checked. The 'GL Account' field contains '1200/000' and 'Consulting'. The 'Rate' field contains 'R120.00'. The 'Unit' field contains 'Hour'.

In the Rate field, enter the default charge-out rate for this activity.

## Employees

You use this function to create employees, link activities to employees, and set rates per activity and per employee. You access this function via the Edit...Time and Billing...Employees menu option:



The screenshot shows the 'Edit Employees' window. At the top, there is a title bar 'Edit Employees' and a toolbar with various icons. Below the toolbar, there are two input fields: 'Code' with the value 'EMP001' and a 'Blocked' checkbox, and 'Description' with the value 'Adrian Smith'. Below these fields, there are three tabs: 'Activities', 'Notes', and 'Picture'. The 'Activities' tab is selected, showing a table with the following data:

Code	Description	Unit	Activity Rate	Employee Rate
CON001	Consulting	Hour	R120.00	R145.00
OS001	Online Support	Hour	R45.00	R50.00
TS001	Telephonic Support	Hour	R65.00	R70.00

At the bottom of the window, there are two buttons: 'Delete' and 'Copy From'.

The Activity rate is the default rate for the activity, but you can change it per employee. Use the Copy From button to copy activities and their rates from other employees.

# Time and Billing Processing

Time and billing processing consists of timesheet entry, invoice creation, and credit note creation. The invoices become their own document type in the Process...Customers menu option, and credit notes use the standard customer credit note.

## Timesheets

Once you create customers, activities, and employees, you can enter time sheet data. You do so via the Process...Time and Billing...Enter Timesheets menu option:

Date	Customer Code	Project	Activity Code	Description	Units	Units Worked	U
02/02/11	ACK001	GOV01	CON001	Consulting	Hour	3.00	

In the Employee Code field, select an employee to process.

On each timesheet line, you select a customer and an activity. You enter the hours worked, how many you are charging, and the rate, which you can override from the default per employee and activity.

## Timesheet Invoicing

Once you enter timesheets, you use the Process...Time and Billing...Timesheet Invoices menu option to create an invoice batch you can update.

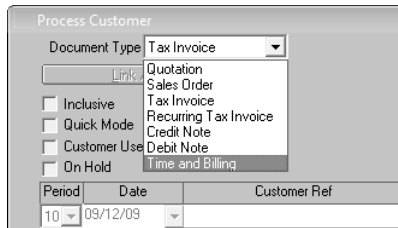
This function runs as an Assistant. You first range by customers, employees, and timesheets. You then choose the period and date to invoice the customers. This does not necessarily coincide with the dates on the timesheets. For example, you may invoice customers only after you complete the whole job.

The system displays a list of each un-invoiced activity that conforms to the timesheets you selected:

Timesheet	Employee Code	Customer Code	Project	Activity Code	Account/Item	Tax	Exclusive Rate	Invoice	U
TS100002	EMP001	ACK001	GOV01	CON001	1200/000	01	R145.00	<input type="checkbox"/>	

For each timesheet line, you can adjust the income account, the tax code, and the rate. You can also choose whether to invoice.

Once you select each line you wish to invoice, you confirm the processing. When you complete the process, proceed to the Process...Customers menu option and open the Time and Billing batch:



You can edit invoices in the batch as normal, print them, and update them.

## Time and Billing Credit Notes

If you need to credit timesheet invoices, you can use the Process...Time and Billing...Timesheet Credit Notes menu option. This works in a similar manner to the invoice option above, except that it shows invoiced timesheet lines. Once you select the lines you require, the system creates a credit note batch in the Process...Customers menu option.

# Time and Billing Reports

You access time and billing reports via the View...Time and Billing menu option. You have the following reports available:

Report	Description
Activity Listing	This lists all the activities.
Activity Log	This report shows timesheet entries in activity code sequence.
Employee Listing	This lists the employees.
Productivity	This report performs an analysis of chargeable and non-chargeable hours per employee and per activity. You can view a summary, or you can view transaction details.
Rate Exceptions	This report shows differences between the default rate for an activity, and the actual rate that employees charged.
Timesheet Listing	This report shows your timesheet data. You can use this report to check your data input.
Timesheets	These reports let you analyse timesheet charges in detail or summary, and in various sequences.

# Chapter 14 – Receipting

**In this chapter, we look at the Receipting add-on module.**

→ **Receipting Overview**

→ **Working with Receipting**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Receipting Overview

The Receipting add-on module is a specialised module that lets you enter data once in order to process and print receipts. You do this without using the cash book. Once you are ready, the system moves the receipts into the cash book for you.

You use this module for clubs, schools, and other organisations, where you collect monies from members, students, and customers, to whom you provide receipts. By using this module, you provide printed receipts and create the cash book entries in one operation.

You set up receipting options in the following functions:

- In the Receipts Control function, you set up control accounts, analysis codes, and other items.
- In the Receipts Configuration function, you set up payments methods and rules.
- In the Receipts tab of the Customer Documents function, you set up the entry type to use for transaction, the paper type for receipts, and a default message to print on receipts.
- In the General Ledger Accounts function, you enter bank details for the bank account you are using for receipting.

You invoice customers as normal. You can use analysis codes directly in the invoicing function, or you can invoice financial lines and/or service items.

You enter receipts in the Receipting function. This has the following features:

- You can create as many separate sessions as you require over time.
- You can enter postdated cheques.
- If you wish to perform a sales analysis, you can use analysis codes that allocate receipt values to sales accounts. You can have multiple analysis codes per receipt.
- You can process discounts.
- You can post receipts to a mixture of customer, supplier, and general ledger accounts.
- If customers pay you via Internet banking or any other EFT method, you can enter the payment via the receipt. The system will not include the amount in the deposit, since it is already in the bank account. However, it will appear in the cash book batch.

You create a cashbook batch using the Deposit Assistant function. You can choose which session(s) to use for creating the cashbook. The system includes postdated cheques in the deposit as and when the cheque date is earlier than or equal to the deposit date. If you use some of the cash received, you can allocate all or a portion of the cash you receive into expense accounts instead of the bank account.

You can print receipt related reports.



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# Working with Receipting

## Setting up Receipting

You set up receipting in the Setup...Receipts / Point of Sale...Control menu option:

Setup Receipts / Point of Sale Control - Sole Access Mode

Receipts / Deposits | Receipts Analysis Codes

Receipts

Receipt Control Account: 9450/000

Current Session Number: 1

Deposits

Cash Expense Entry Type: 22 - Deposits Journal

Document Path: C:\Pastel11\Custom\Forms\depositslip.eng

Number of Copies to Print: 1

OK

Cancel

The system stores values in the Receipt Control Account until you post to the cash book. Sessions let you process receipts in batches. The session number increments as you complete each session.

In the Receipts Analysis Codes tab, you can optionally create analysis codes:

Receipt analysis codes allow you to realise income at time of receipt rather than at time of invoice.

When you invoice a customer, you use the receipt analysis codes set up here on the invoice. Each analysis code references the control account, the sales account and the tax type to be used.

When you process a receipt, if you specify a receipt analysis code, the system creates an additional transaction to move the value from the control account to the income account.

Code	Description	Control Account	Income Account	Tax
01	School Fees	8888/001	2900/000	01
02	Sports Fees	8888/002	2900/000	01

Some types of organisation prefer to analyse sales at time of receipt rather than at time of invoice. You use receipt analysis codes to accomplish this. The process is as follows:

- You create one or more receipt analysis codes in this table, one per sales analysis. The receipt analysis code references the temporary general ledger account as well as the general ledger sales account you wish to use. You can also specify a tax code.
- When you invoice a customer, you create analysis code lines, as opposed to lines such as inventory or financial lines.
- When you process a receipt, you specify the analysis codes again. When you then process the actual deposit, the system creates an additional transaction to move the value from the temporary general ledger account to the actual sales account. You can also specify a discount at time of receipt.

In the Setup...Receipts / Point of Sale...Configuration menu option, you set up hardware devices and payment methods and rules:

The screenshot shows a dialog box titled "Setup Receipts / Point of Sale Configuration - Sole Access Mode". It has two main tabs: "Payment/Receipts Screens" and "Cash Drawer". Under "Payment/Receipts Screens", there are three sub-tabs: "Addresses", "Cheques", and "Credit Cards". The "Credit Cards" sub-tab is active. On the left, under "Credit Card Details", there are three radio buttons: "Always" (selected), "Never", and "Only if More Than" (with a text box containing "0.00"). On the right, under "Credit Card Fields to Enter", there are several fields: "Card Type" (Must Enter), "Card Number" (Must Enter), "Expiry Date" (Must Enter), "Card Owner's Name" (Must Enter), "Authorisation Code" (Must Enter From Value), and "Authorisation Value" (500.00). There are "OK" and "Cancel" buttons on the right side.

The Payment/Receipts Screens tab contains a sub-tab for each type of payment. In the Details frame on the left, you specify for each payment type whether to enter additional details.

If you require details, you specify in the frame on the right which fields you require, and whether they are optional or mandatory.

In the Cash Drawer tab, you configure physical cash drawers:

The screenshot shows the "Cash Drawer" tab of the same dialog box. It has a "User" dropdown menu set to "01 - John" and a checked "Use Cash Drawer" checkbox. Under "Interface", there are radio buttons for "Parallel Port" and "Serial Port" (selected), a "Port Number" text box with "1", and a "Characters to Send" text box with "027". Under "Serial Parameters", there are text boxes for "Baud Rate" (9600), "Data Bits" (8), "Stop Bits" (1), and "Parity" (N). At the bottom, there is a section "Open Cash Drawer For" with checked checkboxes for "Cheques", "Credit Cards", and "Vouchers". There are "Test Drawer" and "Copy to All Users" buttons at the bottom.

The hardware settings will be in the product manual.

If the cash drawer has a slot for vouchers, you do not have to open the cash drawer to put these into the drawer.

There are settings per user, since they may have different types of hardware. If all users have the same hardware, use the Copy to All Users button.

## Processing Receipts

You use the Process...Receipts...Receipting menu option to process receipts:

The screenshot shows the 'Receipt' window with the following fields and values:

- Session Number: 1
- Receipt Number: "Global"
- Period: 12 - 01/02/11 - 28/02/11 February
- Date: 02/02/11
- Outstanding Balance: (empty)
- Amount to Pay: R214.00
- Discount: R0.00
- Payment Methods: 1 - Cash (R0.00), 2 - Cheque (R0.00), 3 - Card Auto (R0.00), 4 - Card Manual (R0.00), 5 - EFT (R0.00)

**Receipt Allocations and Analysis Table:**

GCS	Account	Description	Code	Description	Project	Exclu
C	ABB029	Payment Thank You	00			R11
G	2900/000	Payment Thank You	00			R10
C			00			R

Summary fields at the bottom of the window:

- Total Discount: R0.00
- Total Amount: R214.00
- Total Amount to Pay: R214.00
- Total Amount Paid: (empty)
- Change: R-214.00

In the GCS field in the table, choose a customer, supplier, or general ledger account to process. If the customer pays using one method, click the payment method button. The system places the full amount owing into the value field.

Payment types can require additional information. For example, if you receive a credit card payment, you may need to enter the credit card details. To enter the payment details, click the Show Details button:

The screenshot shows the 'Receipt' window with the following fields and values:

- Amount to Pay: 214.00
- Discount: 0.00
- Payment Methods: 1 - Cash (0.00), 2 - Cheque (0.00), 3 - Card Auto (214.00), 4 - Card Manual (0.00), 5 - EFT (0.00)

**Account Details:**

- Name: Pupil 01
- Address: (empty)
- Telephone: (empty)
- Mobile: (empty)

**Credit Card Details:**

- Card Number: (empty)
- Account Holder: (empty)
- Card Type: (empty)
- Expiry Date: (empty)
- Authorisation code: (empty)

Click the Show Lines button to revert to the view of the amount lines.

## Deposit Assistant

Once you complete receipts, and you wish to deposit them, you use the Process...Receipts...Deposit Assistant to transfer the receipts to the cash book:

### Operation to Perform

The Deposit Assistant guides in creating a deposit slip that can be used when depositing money. A bank deposit transaction will be created automatically in the cash book.

A session number will be allocated to every receipt. Session numbers will make it possible to deposit a batch of receipts.

Please ensure that you have a backup of your current data before you use this assistant. To make a backup now, click on the Backup button.

You can perform the following operations. Please choose one and then click the Next button to continue with the assistant.

Maintain Session Numbers

Deposit Slip and Make Receipts Cash Book Transactions

Session numbers let you make a cut-off point. You can continue processing receipts in a new session, while at the same time processing a deposit for earlier transactions.

If you choose the option to process a deposit slip, you choose the bank to process into, the period and date, and a reference. You can then choose, per payment method, what to deposit:

**Deposit Assistant** ✕

**Cheque and Credit Card Transactions**

Select from this list all cheque and credit card transactions that must be included in this deposit.

01 - 8400/000 National Bank

Session Numbers Include Up To

Date	Account Code	Receipts Number	Receipts Amount	Pay Method	Deposit	Reference Number
01/05/02	ACK001	RC100001	3,420.00	Cheque	<input checked="" type="checkbox"/>	DEP0089
01/02/05	PUP001	RC100003	114.00	Auto Card	<input checked="" type="checkbox"/>	DEP0089
01/02/05	PUP001	RC100004	228.00	Auto Card	<input checked="" type="checkbox"/>	DEP0089
Total Receipts			3,762.00	Total Deposited		3,762.00

You can receive a postdated payment. The system will automatically exclude a payment that is beyond the deposit date, and then include the payment in the future, once the payment date is earlier than, or the same as, the deposit date.

## Receipts Reports

You access receipts reports via the View...Receipts menu option. You have the following reports available:

Report	Description
Analysis Code History	This report shows where you used each analysis code.
Customer Receipts	This report shows customer receipts. You can range on customer codes or session numbers.
Post Dated Cheques	This shows a list of post dated cheques.
Receipt History	This report shows receipts history.
Receipt Summary	This report shows a summary of receipts.



# Chapter 15 – Business Intelligence Centre

**In this chapter, we look at the Business Intelligence Centre add-on module.**

- **Business Intelligence Centre Overview**
- **Working with the Business Intelligence Centre**
- **Excel Genie**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Business Intelligence Centre Overview

This add-on module lets you utilise the power of Microsoft Excel for reporting purposes. There are two versions of this module, the Standard Edition and the Advanced Edition.

The Standard Edition provides ready-boxed intelligent Excel reporting on your standard data. In addition, you can use the existing reports to create new reports. You can also write your own reports in Excel.

The Advanced Edition adds additional tools for skilled users and/or consultants. This powerful and cost effective report writing solution allows you to deliver Excel reports from any ODBC-compliant data source. For example:

- You can generate consolidated financial reports from any number of companies in one Excel workbook.
- You can create Excel reports that combine data from one or more Pastel companies as well as any other third-party compliant database.
- You can use SQL or Excel formulas to convert data into new fields. For example, convert a date into a week.
- You can create new containers (views) to write reports that combine data in ways the standard reports do not.

Some features of the Business Intelligence Centre are:

- The system ships as standard a monthly boardroom pack. You can include drill-down to detailed ledger transactions, all in one Excel workbook.
- The system contains standard, customisable, and automated sales reporting using Excel's pivot tables.
- The system makes tables and fields available to you so that you can create your own customer reports.
- You can generate graphs.
- You can import reports written by certified consultants.
- You can create report parameters such as period ranges.
- You can create sub query reports, where one report passes its data into another one.
- You can create union reports, where you access data from different sources.
- You can schedule reports and run them in batches.



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.



# Working with the Business Intelligence Centre

The Business Intelligence Centre lets you utilise the power of Microsoft Excel for reporting purposes.

## Why Excel?

Microsoft Excel is the standard data manipulation and reporting tool for today's managers. As an Excel user, you already use Excel to analyse data, make projections, simulate situations, generate graphs, and so on. Excel is a specialist tool built to let you manipulate, slice and dice your data, and it does it superbly.

The central issue is getting data into Excel so that you can manipulate it in the ways you want. That data is sitting in your accounting system. As your operators enter accounting data, and generate the day-to-day reports and analyses that you require, they are also generating the base data that you need for management analysis. This type of analysis moves beyond the strictly accounting realm into the realm of advanced management, reporting, and planning.

Business Intelligence Centre does two main things for you:

- It creates base data in Excel right out of your accounting system that is as accurate and as up to date as possible.
- It provides you with useful reports and analyses as an optional starting point.

By extracting the data into a worksheet, Business Intelligence Centre lets you work with the data outside of the accounting system, where you can manipulate it at your leisure. To do this, Business Intelligence Centre makes extensive use of workbooks. This allows you to:

- Separate data from reports
- Generate multiple reports in a single worksheet

This makes your management workflow efficient and easy to control.

Once the data is in an Excel worksheet, you can create new reports, analyses, and graphs yourself, or you can use the tools supplied with Business Intelligence Centre. You can use these tools as is, or you can modify them to suit your requirements. One of the tools, for example, is a set of management accounts that will produce professional looking income statements and balance sheets for various period ranges.

## Extracting Data

Business Intelligence Centre has various tools for extracting the data you require from your accounting database. You can use the system in a relatively automated fashion, or, if you have the expertise, you can source data from multiple accounting databases or any third party ODBC-compliant data.

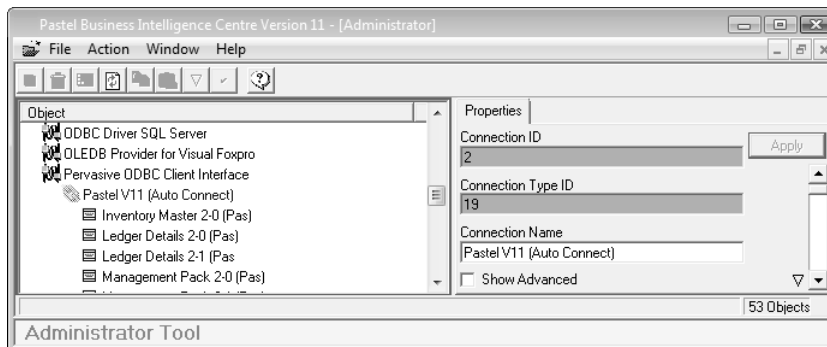
Business Intelligence Centre makes use of the following objects to extract all and only the data you require:

- A Data Connection holds the relevant connection information to connect to a supported ODBC or OLEDB compliant Data Source. You use this Data Connection object for all connections to this Data Source. An automatic connection system links to your accounting database system. A single Data Connection typically represents a set of company data. You can create as many connections as you require.
- A Data Container is set of Data the System Administrator makes available. It gives you access to the data using the Report Manager. The source of this data can be a database table, a view, a stored procedure, or a join based on two or more tables/views. You use the latter, for example, to access invoice headers and their associated lines. Typical data containers could be the set of general ledger transactions for the year, customers over their credit limit, and so on. You can create as many Data Containers as you require.
- A Data Expression is usually a field in a Data Container chosen by the System Administrator to be available through the Report Manager. For example, the Administrator chooses which fields on a customer master file are available. A Data Expression can also be a SQL Expression or an Excel formula. You can create as many Data Expressions as you require.

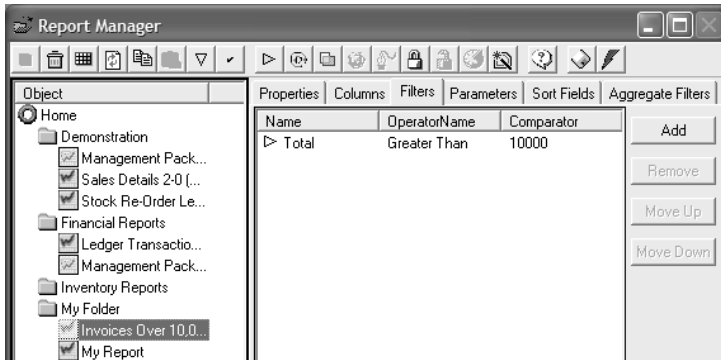
Once all the containers and expressions are set up (if you do not use the standard ones), you create or edit a report to move the data. Most of the time, all you need to do is to choose the fields from the various database tables in the system. Besides choosing which fields, you can include powerful filters to ensure that you only have the data you require. You can also specify a sort order for the data you are generating.

You access Business Intelligence Centre via the View...Business Intelligence Centre menu option. You choose the option you require from the sub menus.

You first work in the Administrator function, which you access via the View...Business Intelligence Centre... Launch...Administrator menu option. Here you create the data connections and data containers for your reports:



In the Report Manager function, you create reports using the data sources. You access this function via the View...Business Intelligence Centre... Launch...Report Manager menu:



In the report's Filters tab, we limit the report to include invoices with a total value greater than 10,000.

In the Properties tab, you can link to an Excel report template. The system ships with standard templates, which you can modify. You can also add new templates.

You use the other tabs to sort data, specify column sequences.

You can run the report simply by right clicking the report in the above screen and then choosing the Run option from the menu:

	A	B	C
1	CustomerCode	DocumentNumber	Total
2	ABB029	IN100010	32000
3	ABB029	IO100001	18750
4	ACK001	IN100006	14500
5	ACK001	QU100001	16000
6	ACK001	IN100021	43500
7	ALL001	QU100002	27799.99
8	AST002	IN100007	12850.29
9	COM001	IN100002	19125.07
10	COM001	GN100001	395018.12

We did not use a template, so the report generates as a standard spreadsheet.

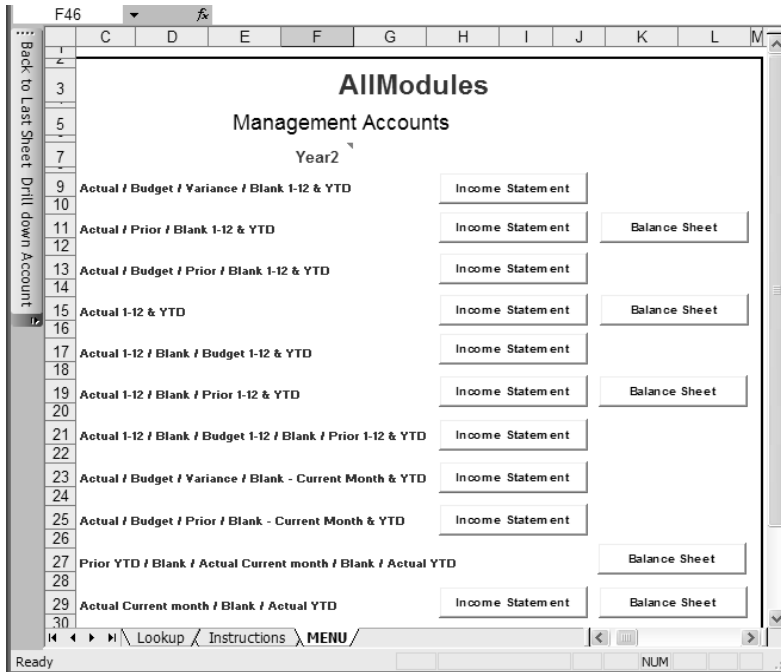
## Standard Reports and Templates

The system ships with a powerful set of standard reports and templates. Here is a management pack example:

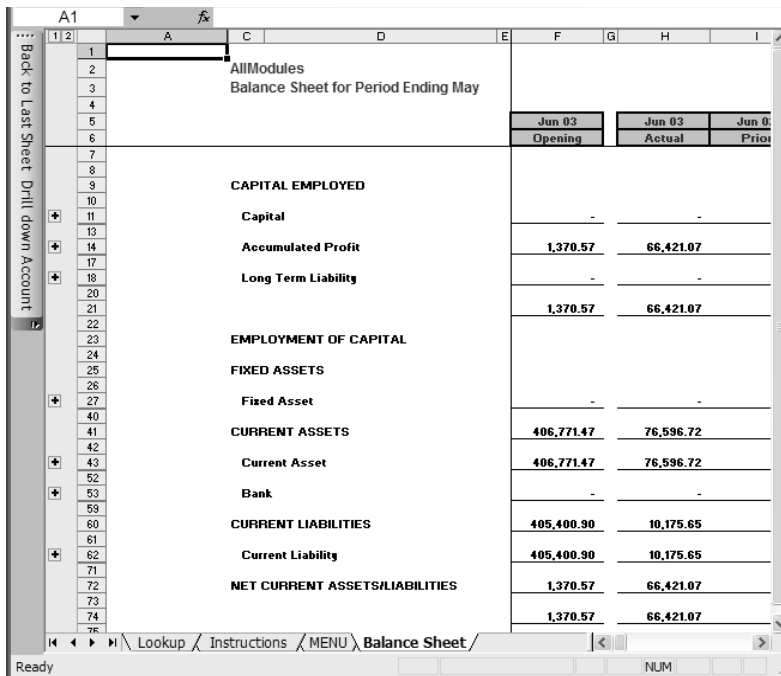
	A	B	C	D	AV	AX	AY	AZ
1	May				Current Mth	YTD	YTD	YTD
2			24		Prior	Actual	Budget	Prior
3					1	1	1	1
4				Period	12	gtd	gtd	gtd
5					52			
12	Advertising	5	5	Advertising				
13	Bad Debts	6	6	Bad Debts		300.00		
14	Bank Charges	7	7	Bank Charges				
15	Buildings> Acc. Depreci	8	8	Buildings> Acc. Depreciation				
16	Buildings> Cost	9	9	Buildings> Cost				
17	Cash Float	10	10	Cash Float				
18	Commission Paid	11	11	Commission Paid				
19	Computer Equipment> A	12	12	Computer Equipment> Acc. Depreciatio				
20	Computer Equipment> C	13	13	Computer Equipment> Cost				
21	Contributions	14	14	Contributions				
22	Cost of Goods Sold	15	15	Cost of Goods Sold		1904.80		8894.19
23	Credit Card	16	16	Credit Card				
24	Current Account	17	17	Current Account		-2599213.90		
25	Deposit Account	18	18	Deposit Account				
26	Depreciation	19	19	Depreciation				
27	Discount Allowed	20	20	Discount Allowed				
28	Discount Received	21	21	Discount Received				
29	Donations	22	22	Donations				
30	Electricity & Water	23	23	Electricity & Water				
31	Ent. & Travel	24	24	Ent. & Travel		25.00		
32	Equipment Rental	25	25	Equipment Rental		-216.00		
33	Fax	26	26	Fax				
34	Finance Charges	27	27	Finance Charges				
35	Freight & Delivery	28	28	Freight & Delivery				
36	Furniture & Fittings> Acc	29	29	Furniture & Fittings> Acc. Depreciat				
37	Furniture & Fittings> Co	30	30	Furniture & Fittings> Cost				
38	General Expenses	31	31	General Expenses		12.35		
39	Insurance	32	32	Insurance				
40	Interest Paid	33	33	Interest Paid				
41	Interest Received	34	34	Interest Received				
42	Leasing	35	35	Leasing				
43	Legal Expenses	36	36	Legal Expenses				
44	Licenses	37	37	Licenses				

Business Intelligence Centre generates this spreadsheet. The Lookup workbook contains the data that it extracted from the accounting system.

In the MENU workbook, you can choose a report:



You can click each button to generate the relevant report automatically. Here is a balance sheet:



The report is a new workbook. You can create as many workbooks as you require.

You can expand or contract the report levels. Here we expanded the Current Assets section:

		Jun 03	Jun 03	Jun 03
		Opening	Actual	Prior
<b>CAPITAL EMPLOYED</b>				
<b>Capital</b>				
Capital		-	-	-
Accumulated Profit		1,370.57	66,421.07	-
Long Term Liability		-	-	-
		1,370.57	66,421.07	-
<b>EMPLOYMENT OF CAPITAL</b>				
<b>FIXED ASSETS</b>				
<b>Fixed Asset</b>				
Fixed Asset		-	-	-
		406,771.47	76,596.72	-
<b>CURRENT ASSETS</b>				
<b>Current Asset</b>				
Current Asset		406,771.47	76,596.72	-
Prepayments	Prepayments	-	-	-
Receivables Control	Receivables Control	11,661.84	11,608.87	-
Recovery	Recovery	-	-	-
Staff Loans	Staff Loans	-	-	-
Stock	Stock	395,109.63	64,987.85	-
Sundry Receivables	Sundry Receivables	-	-	-
Undeposited Funds	Undeposited Funds	-	-	-
Work in Progress	Work in Progress	-	-	-
<b>Bank</b>		-	-	-

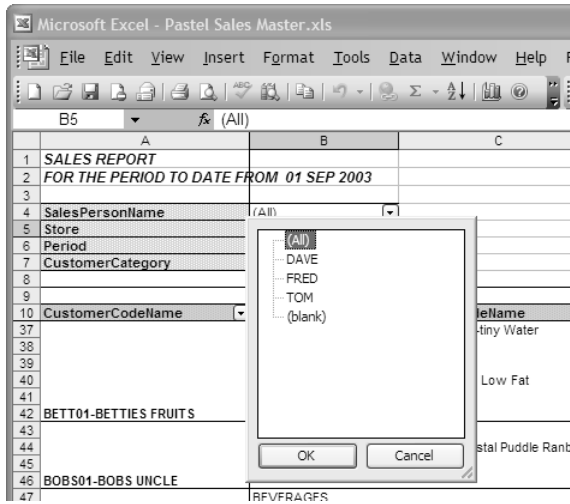
Here is an example of a sales analysis. Business Intelligence Centre turns raw data that looks like this:

	A	B	C	D	E	F	G	H
1	cp	CustomerCategor	CustomerCodeName	CustomerName	CustSupplD	Date	Description	DocNo
2	1055.22093	Durban	FRUI01-FRUITY JOES	FRUITY JOES	FRUI01	30-10-03	Archies Red Apples	CRN11550
3	105.9593023	Durban	TROT01-TROTTERS CC	TROTTERS CC	TROT01	03-11-03	Bohemian Grapey Te	CRN11550
4	786.2209302	Durban	KENS01-KENS TAVERN	KENS TAVERN	KENS01	28-10-03	B & X Wholenuts	CRN11550
5	75.98837209	Durban	BRON01-BRONNIES CC	BRONNIES CC	BRON01	25-10-03	Captain Vital Signs C	CRN11549
6	73.81976744	Durban	KENS01-KENS TAVERN	KENS TAVERN	KENS01	19-10-03	Ricky Liquors - Branc	CRN11549
7	73.81976744	Durban	BRON01-BRONNIES CC	BRONNIES CC	BRON01	19-10-03	Ricky Liquors - Branc	CRN11549
8	140.2325581	Durban	BRON01-BRONNIES CC	BRONNIES CC	BRON01	19-10-03	Rosy Blade Peaches	CRN11549
9	141.8604651	Durban	BRON01-BRONNIES CC	BRONNIES CC	BRON01	25-10-03	Woodridge Red Ched	CRN11549
10	255.9302326	Durban	KENS01-KENS TAVERN	KENS TAVERN	KENS01	19-10-03	Yardville Health Ale	CRN11549
11	138.1453488	Durban	BOTT01-BOTTLE SHOP	BOTTLE SHOP	BOTT01	01-09-03	Crystal Puddle Ranbe	IND11544
12	1055.215116	Durban	ALLS01-ALL SORTS STOP SHC	ALL SORTS STOP SH	ALLS01	22-12-03	Archies Red Apples	INV11722
13	1055.215116	Durban	FRUI01-FRUITY JOES	FRUITY JOES	FRUI01	19-12-03	Archies Red Apples	INV11719
14	1055.215116	Durban	ALLS01-ALL SORTS STOP SHC	ALL SORTS STOP SH	ALLS01	07-12-03	Archies Red Apples	INV11713
15	1055.215116	Durban	CIND01-CINDEES BAR	CINDEES BAR	CIND01	06-12-03	Archies Red Apples	INV11712
16	1055.215116	Durban	ALLS01-ALL SORTS STOP SHC	ALL SORTS STOP SH	ALLS01	02-12-03	Archies Red Apples	INV11710
17	1055.22093	Durban	FRUI01-FRUITY JOES	FRUITY JOES	FRUI01	30-10-03	Archies Red Apples	INV11690
18	1055.232558	Durban	ALLS01-ALL SORTS STOP SHC	ALL SORTS STOP SH	ALLS01	28-10-03	Archies Red Apples	INV11689
19	1055.22093	Durban	FRUI01-FRUITY JOES	FRUITY JOES	FRUI01	13-10-03	Archies Red Apples	INV11679
20	1055.215116	Durban	ALLS01-ALL SORTS STOP SHC	ALL SORTS STOP SH	ALLS01	06-10-03	Archies Red Apples	INV11674
21	1055.215116	Durban	ALLS01-ALL SORTS STOP SHC	ALL SORTS STOP SH	ALLS01	07-09-03	Archies Red Apples	INV11656
22	105.2034884	Durban	HIGG01-HIGGINS THINGS	HIGGINS THINGS	HIGG01	08-11-03	Archies Red Chillies	INV11695
23	898.9709302	Durban	JENJ01-JENS JAMS	JENS JAMS	JENJ01	30-09-03	Archies Red Plums	INV11670
24	237.2093023	Durban	DAYB01-DAYBREAK CAFÉ	DAYBREAK CAFÉ	DAYB01	17-10-03	Big Max Day Break	INV11680

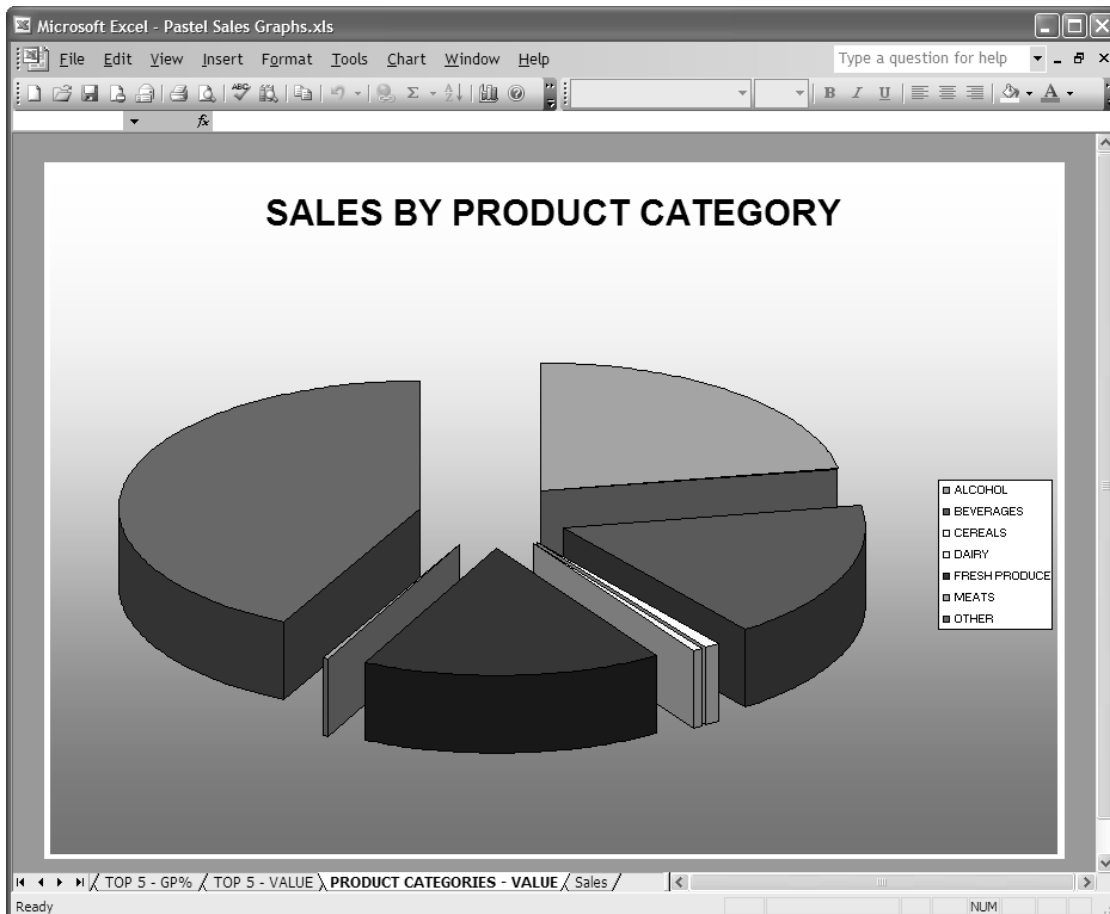
Into organised tables like this:

	A	B	C	D	E	F	G	H	I	J
1	SALES REPORT									
2	FOR THE PERIOD TO DATE FROM 01 SEP 2003									
3										
4	SalesPersonName	(All)								
5	Store	(All)								
6	Period	(All)								
7	CustomerCategory	(All)								
8										
9										
10	CustomerCodeName	ProductCategory	ProductCodeName	Qty	Total Cost	Total Sale	GP	GP%		
37			DEST03-Des-tiny Water	6	1,001.56	1,393.74	392.18	28.14%		
38										
39		DAIRY	MILK01-Milk - Low Fat	4	433.26	593.55	160.29	27.01%		
40				4	433.26	593.55	160.29	27.01%		
41										
42	BETT01-BETTIES FRUITS			4	552.67	722.58	169.91	23.51%		
43		BEVERAGES		4	552.67	722.58	169.91	23.51%		
44			CRYS03-Crystal Puddle Ranberry	4	552.67	722.58	169.91	23.51%		
45										
46	BOBS01-BOBS UNCLE			18	4,037.06	5,835.48	1,798.43	30.82%		
47		BEVERAGES		15	1,678.40	2,448.39	769.99	31.45%		
48			BOHE01-Bohemian Grapey Tea	12	1,271.51	1,829.03	557.52	30.48%		
49			CRYS04-Crystal Puddle Spring W	3	406.88	619.35	212.47	34.31%		
50										
51		OTHER		3	2,358.66	3,387.10	1,028.43	30.36%		
52			BX0009-B & X Wholenuts	3	2,358.66	3,387.10	1,028.43	30.36%		
53										
54	BOTT01-BOTTLE SHOP			3	414.44	540.00	125.56	23.25%		
55		BEVERAGES		3	414.44	540.00	125.56	23.25%		

You can range within this table on just about any of the fields. Here, we can choose a salesperson:

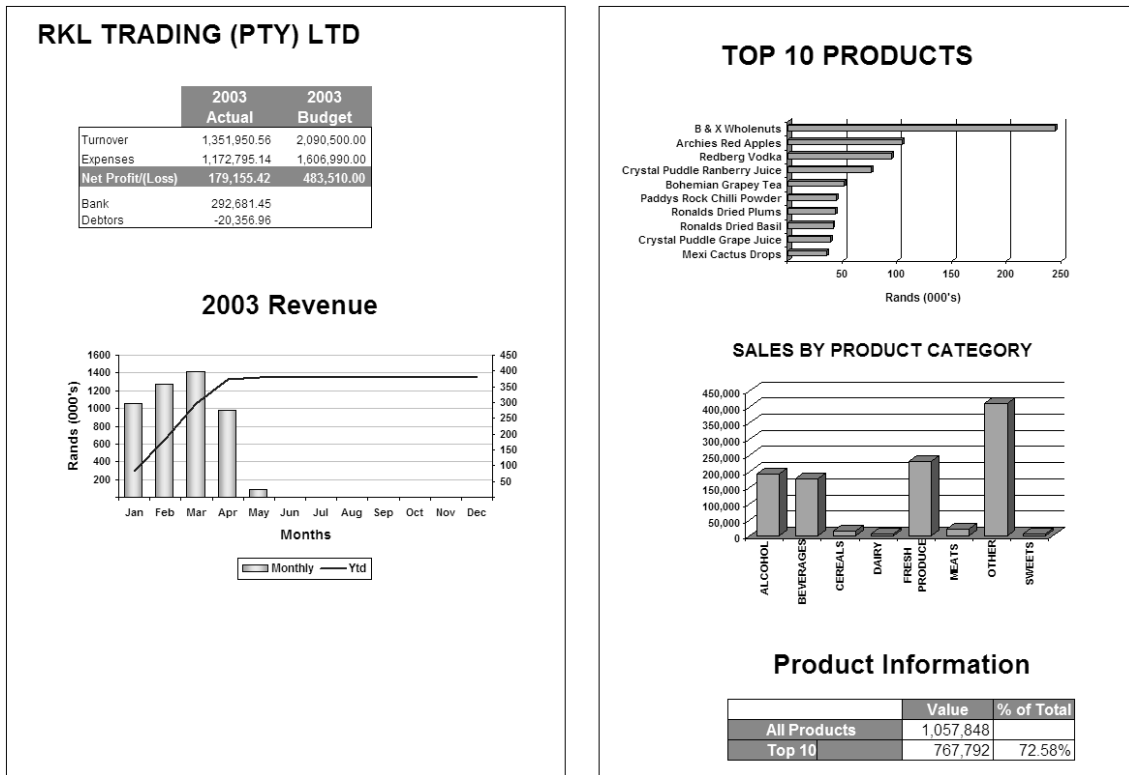


You can turn these values into graphs:





Finally, here is an example of a dashboard interface that summarises key values graphically:



# Excel Genie

Excel Genie is a simple, flexible and fast reporting system that is built into Excel as an add-in application. Excel Genie provides you with a flexible drag and drop report design allowing you to customise your reports when using raw Excel data.







# Chapter 16 – Bank Manager

**In this chapter, we look at the Bank Manager add on module.**

- **Bank Manager Overview**
- **Working with Bank Manager**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Bank Manager Overview

The Bank Manager add on module gives you the ability to work with bank statements that you download via the Internet. Note that this module is available in South Africa only.

Bank Manager compiles the cash book electronically by using the bank statements of all the major banks in South Africa as the base. The basics of this system are as follows:

- After the first bank statement download, you assign recurring account coding to transactions that recur from month to month.
- You attach a unique statement transaction identifier to a Pastel account.
- The result, in the following months, is that the system automatically codes recurring transactions exactly as they should be for the cash book batch.
- In the following months, you only have to code new transactions.
- You can split lines into multiple accounts. For example, you may wish to allocate rent to different departments. You can save the split lines and reuse them in the next bank statement download.
- For custom or complex changes, you can instantly export the transactions into Excel, make the changes, and instantly import the data back into Bank Manager.

Note that Bank Manager is a single-user module. Only one user can work in Bank Manager at a time.



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

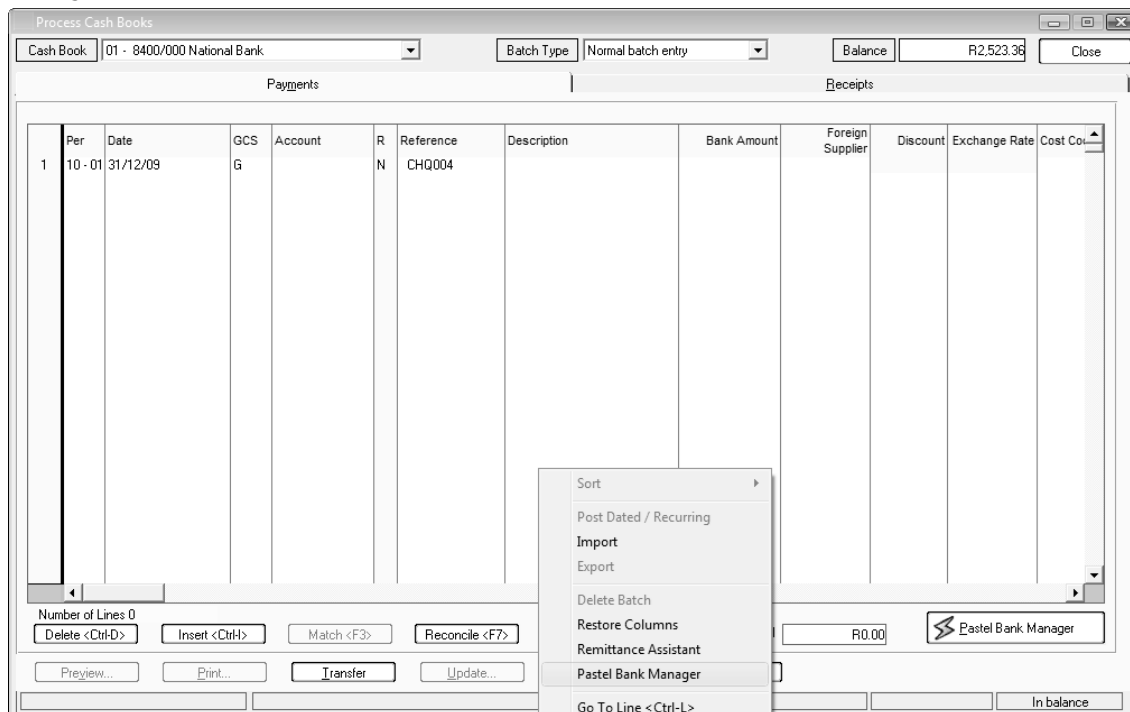
# Working with Bank Manager

## Download the Bank Statement

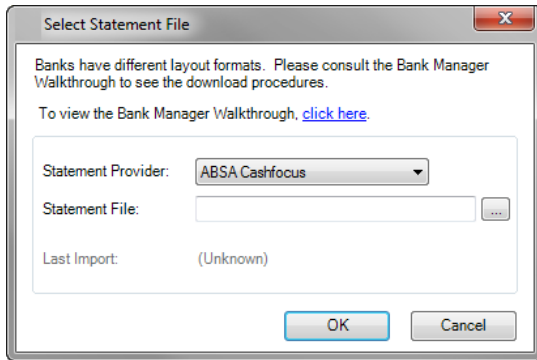
The first task is to download your bank statement via the Internet. To do this, you login to your bank's Internet site, and download the bank statement into a file.

Note that banks offer different formats, and we only accommodate a specific format per bank. See below for where you can see the available formats. In the help file, we give specific instructions per bank.

You then need to load the downloaded bank statement into Bank Manager. You access bank manager via the Process...Cash Book menu option. Select the bank account you are processing, click the Batch button, and then choose the Pastel Bank Manager option or click the Pastel Bank Manager button:



You need to choose the banking system of the file you are loading:



Select the banking system in the list box. The list box shows available banks and formats. This includes formats for other countries, generic OFX, QIF and CSV formats.

You then select the bank file that you downloaded from the Internet. The transactions display in the main Bank Manager window:

Row	Date	Period	Statement Description	GCS	Account	Ledger Description	Reference	Tax	Project	Receipt	Payment
1	2013/03/30	13	ALB001 IBANK PAYMENT FROM ...	G		ALB001 IBANK PAYMENT FROM ...	30030001	00 - Zero		59,576.40	0.00
2	2013/03/30	13	FRI001 IBANK PAYMENT FROM ...	G		FRI001 IBANK PAYMENT FROM ...	30030002	00 - Zero		5,750.00	0.00
3	2013/03/30	13	SPA001 IBANK PAYMENT FROM...	G		SPA001 IBANK PAYMENT FROM...	30030003	00 - Zero		3,712.80	0.00
4	2013/03/30	13	PAYMENT TO ELE001 DEBIT TR...	G		PAYMENT TO ELE001 DEBIT TR...	30030004	00 - Zero		0.00	4,299.04
5	2013/03/30	13	PAYMENT TO PHOTO SUPPLIER...	G		PAYMENT TO PHOTO SUPPLIER...	30030005	00 - Zero		0.00	1,150.32
6	2013/03/30	13	PAYMENT TO CARTERS DEBIT T...	G		PAYMENT TO CARTERS DEBIT T...	30030006	00 - Zero		0.00	940.50
7	2013/03/30	13	PAYMENT TO MUNICIPALITY DE...	G		PAYMENT TO MUNICIPALITY DE...	30030007	00 - Zero		0.00	628.25
8	2013/03/30	13	PAYMENT TO TELCO DEBIT TRA...	G		PAYMENT TO TELCO DEBIT TRA...	30030008	00 - Zero		0.00	407.72
9	2013/03/30	13	PAYMENT TO PENORAMA DEBI...	G		PAYMENT TO PENORAMA DEBI...	30030009	00 - Zero		0.00	102.83
10	2013/03/30	13	DEPOSIT FROM MRS BLACK IBA...	G		DEPOSIT FROM MRS BLACK IBA...	30030010	00 - Zero		5,750.00	0.00
11	2013/03/30	13	DEPOSIT FROM MRS BOSMAN ...	G		DEPOSIT FROM MRS BOSMAN ...	30030011	00 - Zero		1,200.00	0.00
12	2013/03/30	13	CASH DEPOSIT - CASH SALES C...	G		CASH DEPOSIT - CASH SALES C...	30030012	00 - Zero		1,708.00	0.00
13	2013/03/30	13	CASH DEPOSIT - CASH SALES C...	G		CASH DEPOSIT - CASH SALES C...	30030013	00 - Zero		605.98	0.00
14	2013/03/30	13	SETTLEMENT ABSA FEE 18351	G		SETTLEMENT ABSA FEE 18351	30030014	00 - Zero		0.00	335.86
										85,833.84	11,459.77

These transactions are in the Bank Manager module, not in Pastel's cash book. Before we move the transactions into the cash book, we can, or indeed have to, manipulate the data. Note, for instance, that there are no account numbers in the transactions.

Note the following:

- If the transaction date falls within the current year, the system puts the corresponding period in the Period column. In the window above, the period is set to 99 because it is out of the current year.
- The system generates references by using the day and month followed by the bank statement number, followed by the transaction number on that specific day.
- You can sort on any column by clicking on the column header.
- Bank Manager divides transactions into receipts and payments, in the same manner as the Pastel data entry screen.



## Editing Transactions

You can edit each field in each transaction manually if you wish to. However, this will of course take some time.

The power of the Bank Manager add on module is that you can automate many of these editing functions. You can save some of these editing methods, which over time automates much of the work that you would normally have to do.

### Deleting Lines

If you need to delete a single line, select it and press <Ctrl>+<Delete>.

#### To delete multiple lines

1. Right click on a line to delete.
2. Hold the Ctrl button in and select the other lines to be deleted.
3. Once all lines are selected, right click on one of the selected line.

Ledger Description	Reference	Tax	Project	Receipt	Payment
ALB001 IBANK PAYMENT FROM ...	30030001	00 - Zero		59,576.40	0.00
FRI001 IBANK PAYMENT FROM ...	30030002	00 - Zero		5,750.00	0.00
SPA001 IBANK PAYMENT FROM...	30030003	00 - Zero		3,712.80	0.00
PAYMENT TO ELE001 DEBIT TR...	30030004	00 - Zero		0.00	4,299.04
PAYMENT TO PHOTO SUPPLIER...	30030005	00 - Zero		0.00	1,150.32
PAYMENT TO CA				0.00	940.50
PAYMENT TO ML				0.00	628.25
PAYMENT TO TE				0.00	407.72
PAYMENT TO PE				0.00	102.83
DEPOSIT FROM MRS BLACK IBA...	30030010	00 - Zero		5,750.00	0.00
DEPOSIT FROM MRS BOSMAN ...	30030011	00 - Zero		1,200.00	0.00
CASH DEPOSIT - CASH SALES C...	30030012	00 - Zero		1,708.00	0.00
CASH DEPOSIT - CASH SALES C...	30030013	00 - Zero		605.98	0.00
SETTLEMENT ABSA FEE 18351	30030014	00 - Zero		0.00	335.86
				85,833.84	11,459.77

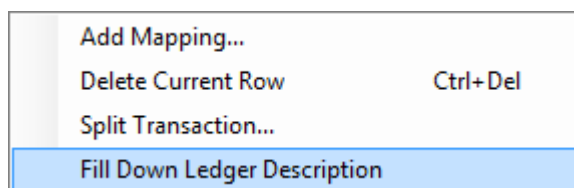
4. Select the option Delete Selected Rows and all selected rows will be deleted.

### Copying Account Codes, Tax Types, and Descriptions to Multiple Lines

The first editing facility we look at it is the ability to copy fields to other lines. For example, you can enter an account in the account field, and then copy that account to all lines beneath that line. Note that the system copies both the account code and the tax type. You must therefore set both these before you copy. You can also copy descriptions.

#### To copy a field to other lines

1. Enter the account code and the tax type you require.
2. Right click on the value you wish to copy. A popup menu displays:



3. Choose the Fill Down Ledger Description. A message displays. If you choose Yes, the system overwrites existing values. If you choose No, the system only copies to lines that have blank accounts.
4. The system copies the fields into the other lines below the current line.

## Assigning Recurring Coding

The next feature relies on transactions that recur from month to month on the bank statement, or more accurately, on keywords you can identify in the description field. In a typical business, 95% of transactions recur from month to month. Examples are debit order payments, internet supplier payments, customer receipts, and so on.

For example, you pay a supplier by internet transfer on a monthly basis. The description you assigned to appear on your bank statement reads "Internet Payment Thondore Steel". You select "Thondore Steel" as your transaction identifier and link it to that supplier account. You do not select "Internet payment", because all other lines that contain "Internet Payment" in their descriptions will then link to the same supplier account.

In order to ensure that you do not choose phrases that are too specific or too common, the system does not allow you to select less than four characters or the entire description.

Therefore, to be as accurate as possible, select phrases that are unique enough to link to a specific account, and not specific enough to never occur again. For example, selecting the phrase "bank charges (3.45)" is not good practice because "(3.45)" will change in the following month, and the system will not allocate the transaction automatically. Instead, select "bank charges".

In the same way, recurring electronic / automatic payments you make such as lease, telephone, rental, and so on, will have unique phrases every time.

Using these phrases, you can teach the system which account to use for each phrase. You can also set the tax type and the transaction description to use. Once you teach the system what to do, it will automatically do the same thing when you load the next bank statement.

### To assign accounts, tax types, and descriptions to phrases

1. In the line that contains the phrase, select the Account and the Tax type fields.
2. In the Description column, select the phrase you wish to use and click on the Add Mappings button.
3. Edit the descriptions. If the description also appears in the other (payments or receipts tab), you have the option to select the other tabs the description will apply too.

**New Mapping**

Search Bank Statement for:  ⓘ

Ledger Description:

Apply Mapping to:

Payments  Receipts

Current Cashbook (8400000 National Bank)

All Cashbooks

Apply to Current Import on Save:

4. When you click Save, the system replaces the account, tax type, and description in each line that contains the phrase:

Ledger Description	Reference	Tax	Project	Receipt	Payment
ALB001	30030001	00 - Zero		59,576.40	0.00
FRI001 IBANK PAYMENT FROM ...	30030002	00 - Zero		5,750.00	0.00
SPA001 IBANK PAYMENT FROM...	30030003	00 - Zero		3,712.80	0.00
PAYMENT TO ELE001 DEBIT TR...	30030004	00 - Zero		0.00	4,299.04
PAYMENT TO PHOTO SUPPLIER...	30030005	00 - Zero		0.00	1,150.32
PAYMENT TO CARTERS DEBIT T...	30030006	00 - Zero		0.00	940.50
PAYMENT TO MUNICIPALITY DE...	30030007	00 - Zero		0.00	628.25

## Splitting Lines into Multiple Accounts

Sometimes you would like to allocate a single transaction to more than one account. For example, you may want to split a rent payment between different departments.

Not only can you do this, but you can also save the split information. Using rent as an example, you would want to split each month's rent in the same manner.

### To split payments

1. Right click on the line you wish to split, and choose Split Transaction from the popup menu.
2. The Split window displays:

Date	GCS	Account	Ledger Description	Reference	Tax	Project	Amount
2013/03/30	G	4300000	RENT PAYMENT TO PROPERTY GROUP DEBIT	30030015	00 - Zero		3000.00
2013/03/30	G	3250000	MONTHLY CLEANING FEE PROPERTY GROUP	30030015	00 - Zero		245.25

Transaction Total: 3,245.25  
 Total Allocated: 3,245.25  
 Difference: 0.00

3. You can enter multiple lines, each with their own details. The line must total the original transaction amount.
4. If you wish to reuse the split details, click the Excel button, choose the Export option, and save the information. Since you may do this for many different splits, ensure you name the file in such a way as to identify it easily.  
 If you already have the split details saved, then instead of entering details, you click the Excel button, choose the Import option, and load the file you saved.
5. Once the split lines have the same value as the original line, click the OK button. The system then returns you to the transactions, deletes the original line, and adds the split lines at the end of the table.

## The Summary Button

If you process your bank transactions exclusively via the Bank Manager module, there is no need to do a bank reconciliation. This is because each transaction in Pastel's bank account comes from the bank itself. However, there is still the possibility that you did not download all the transactions, you did not bring all the downloaded transactions into Pastel, or you duplicated transactions. You can check this in the Reconciliation tab:

### Summary

Reconcile Period:	2013/03/31 ▾
Period Closing Balance:	2,523.36
Statement Receipts:	85,833.84
Statement Payments:	11,459.77
Projected Closing Balance:	76,897.43
Statement Balance:	0.00
Difference:	76,897.43
Last Import:	2013/04/08 09:47 AM
	<a href="#">View Last 10 Posted Transactions...</a>

If the bank statement balance is the same as the calculated balance, you have accounted for all the transactions.

## Moving Transactions from Bank Manager into Pastel

Once you have completed the preparations of the transactions, you then have to move them into the cash book batch.

### To move transactions into the cash book

1. You cannot perform this operation unless all transactions have accounts, and period and dates are within the current financial year.
2. Select the Statement Payments or Statement Receipts tab.
3. Click on the Create Batch Button.
4. The system transfers the payments or receipts and confirms the transfer.
5. You have to create the payments and receipts batches separately. Once you transfer both, Bank Manager closes automatically. If you are only transferring one of these, click the Close button to close Bank Manager.

# Chapter 17 – Debtors Manager

**In this chapter, we look at the Debtors Manager add on module.**

→ **Debtors Manager Overview**



This guide contains overview information only. If you want detailed information on any topic, consult the on-line help, which has the same table of contents as this guide, although somewhat expanded. In addition, you can type in the manual's heading into the on-line help's Index section to find the relevant help section.

# Debtors Manager Overview

Once you grant credit to your customers, it is essential to your cash flow and ultimate profitability to collect all outstanding monies as soon as possible. The Debtors Manager module helps you to optimise your collections process, and generate up to date and accurate cash flow forecasts from your debtors book.

Debtors Manager is always synchronised with your Pastel Accounting data. There is no need to keep updating Excel spreadsheets, or to scribble notes on the age analysis printout. Debtors Manager provides instant visibility as to what is outstanding, why it is outstanding, and when you will collect the outstanding invoices.

The Debtors Manager module is a custom collection system that allows you to effortlessly:

- Keep track of all calls made to customers and the promises they make.
- Instantly link your notes and the Age Analysis balances in a single report.
- Create daily call back reminders and action lists for easy follow-up.
- Track all outstanding invoices, and then categorise all outstanding amounts into clear reports. For every outstanding invoice you will know:
  - » Why it is outstanding
  - » When it will be paid
  - » What has been done to collect it, and what actions you should take
- Quantify all of the above data into meaningful financial reports.
- Select from a menu of up-to-date and accurate cash flow reports.
- Drill down and get reconciliations of invoices outstanding per aging category per customer.
- Email clear and concise payment reminders for every single overdue invoice per customer.
- Track movement in balances per customer and per aging category with the Age Analysis Movement Report.



## System Requirements

The Debtors Manager module runs as a separate program. It has the following requirements:

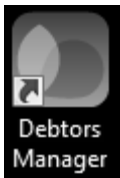
- Operating System:
  - » Windows Professional XP 2002 Service Pack 2 or higher
  - » Windows Vista
  - » Windows Outlook (Office 2003) for emailing notices
- RAM 512 MB plus
- Screen Resolution 1024 x 768

### Open Item Only

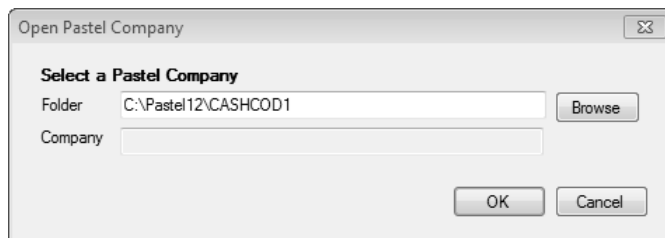
To use Debtors Manager, you need to run your customers on an Open Item basis. Debtors Manager will not work with Balance Forward Processing. Within Pastel, it is easy to convert from Balance Forward to Open Item.

## Starting Debtors Manager

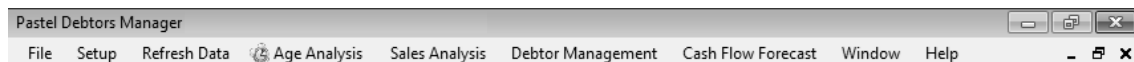
Debtors Manager runs separate from your Pastel Partner product. You start it via the Windows Start menu, or by clicking its icon on the desktop:



Once you start the program, you need to select a company:



The main menu then displays:



The system has its own on-line help.

# Debtors Manager Features

## Age Analysis Drill Down

You can click on any ageing category, and instantly retrieve a list of invoices making up the selected ageing balance. You can then apply reason and action codes to those invoices:

Debtor Age Analysis Print    Export To Excel    < Back

**180 Days Age Analysis for "777 "**

Reference	Description	Order No	Date	Terms	Original Due Date	Invoice Amount	Balance Outstanding	PTP Date	Expected Amount
INA10036	Tax Invoice ...		01/05/20	30	30/06/20	555.00	0.00	See Original	See Original
INA10037	Tax Invoice ...		01/05/20	30	30/06/20	707.00	0.00	See Original	See Original
INA10042	Tax Invoice ...		01/05/20	30	30/06/20	7500.00	7500.00	See Original	See Original
INA10043	Tax Invoice ...		01/05/20	30	30/06/20	2777.00	778.00	See Original	See Original
INA10044	Tax Invoice ...		01/05/20	30	30/06/20	9000.00	9000.00	See Original	See Original
INA10045	Tax Invoice ...		10/05/20	30	30/06/20	10.00	10.00	See Original	See Original
INA10046	Tax Invoice ...		17/05/20	30	30/06/20	2000.00	1000.00	See Original	See Original
INA10047	Tax Invoice ...		31/05/20	30	30/06/20	26750.00	21402.00	See Original	See Original
INA10051	Tax Invoice ...		10/05/20	30	30/06/20	4290.00	4290.00	See Original	See Original
INA10033	Tax Invoice ...		01/06/20	30	31/07/20	3000.00	0.00	See Original	See Original

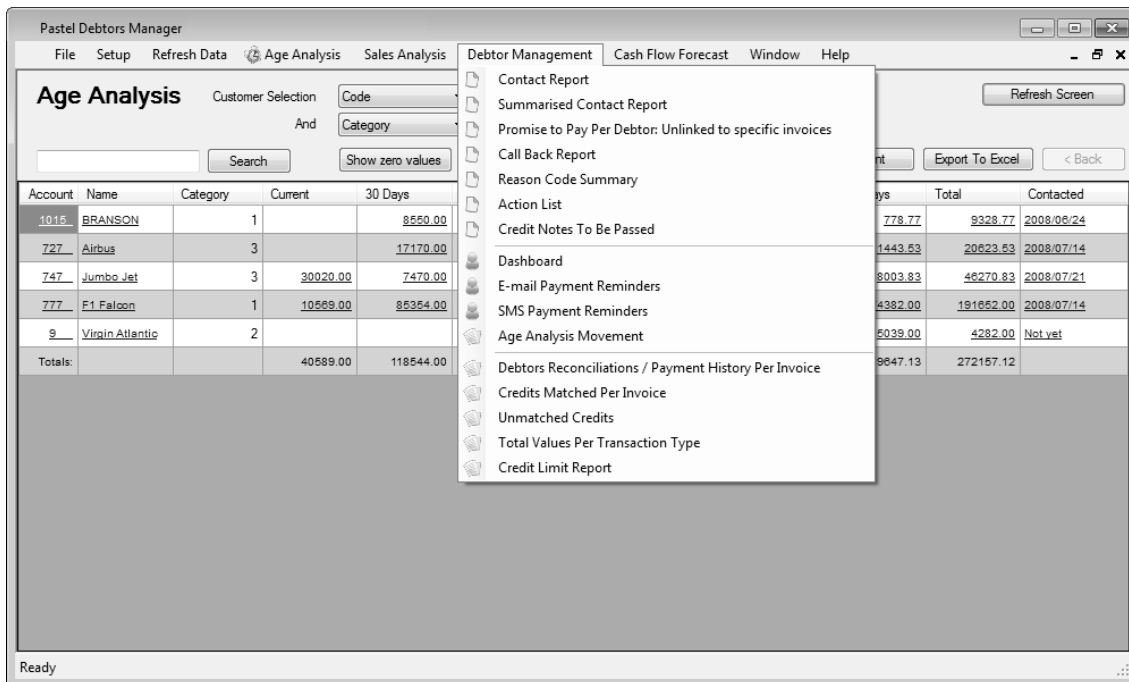
Split Payment | 
 Delete Note | 
 Delete All Notes | 
 Clear All Call-Backs | 
 Clear All Actions | 
 View Invoice | 
 Contacts

PTP Date: 11 October 2012 | 
 Reason Code: Call Back | 
 Expected Amount:  | 
  Apply to all invoices in this category

Action:  | 
  Action Has Been Taken | 
  Call Back: 11 October 2012 |

### Debtor Management Menu

Within this menu, you can run reports that display the data you have saved within Debtors Manager. You can also select intelligent reports that draw data directly from your existing transaction history. This allows you to save the time you would have spent compiling these reports in Excel:



### Making Notes

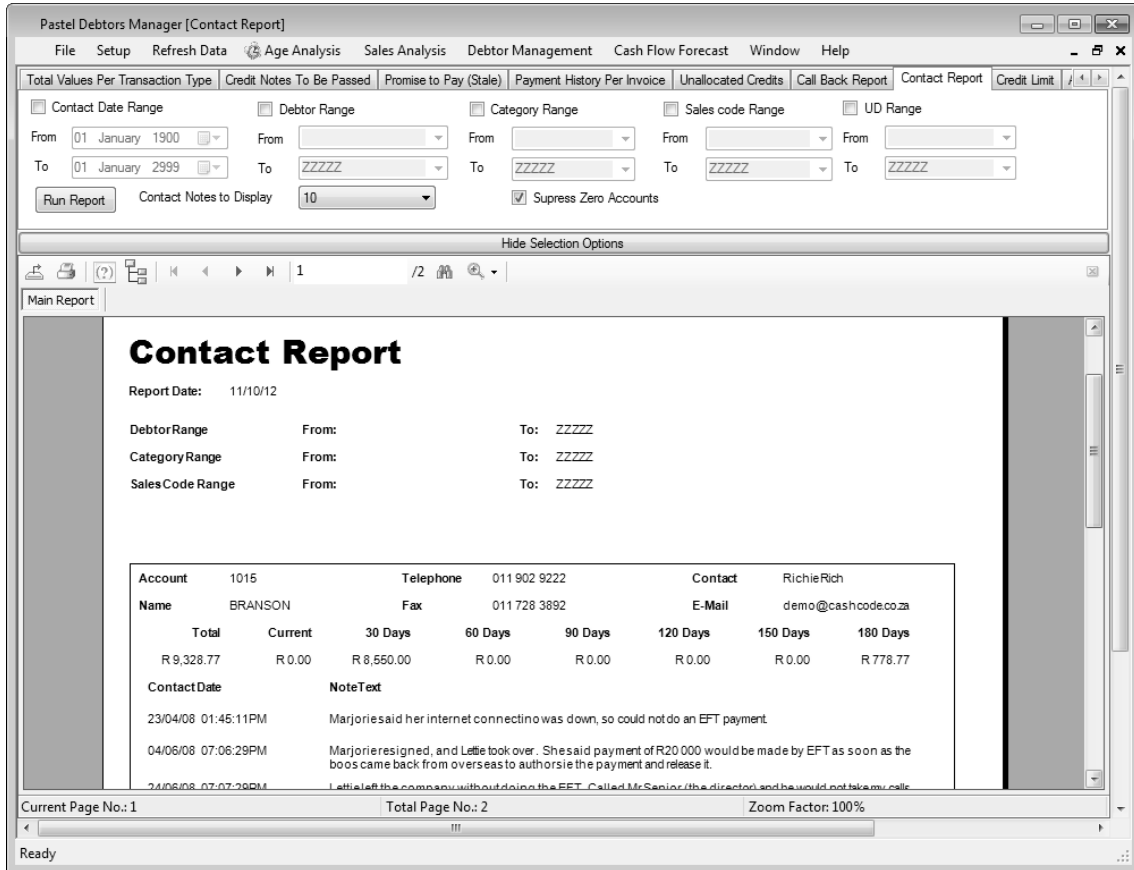
Making notes in Debtors Manager is easy. From within the Age Analysis itself, click on the Contacted column, and you immediately have access to all customer contact details. You can then type in the note and save it. You can see notes in the Contact Report (see below).

In Pastel Debtors Manager, you can also store additional multiple contact names, email addresses, phone numbers and addresses per customer.

### Contact Report

Debtors Manager enables you to make notes quickly within the Age Analysis itself. You can then generate a Contact Report that displays each customer’s ageing, along with a selected number of notes made for that customer.

Debtors Manager enables you to store additional contact details for each customer. For example, you can change the contact name and email address, and store this as the default contact details within Debtors Manager:



### Call Back Report

From within the age analysis, you can set dates for call back reminders linked to specific invoices.

## Reason Code Summary

You can select Reason Codes and apply them to outstanding invoices. For example, if a customer requests a Proof of Delivery, or has a Quantity Dispute, you can store that information in one click.

You can also keep track of Post Dated Cheques using this function. Reason Codes are customisable, so you can easily create codes to suit your business:

Report Date: 11/10/12

Debtor Range From: To: ZZZZZ  
 Invoice Range From: To: ZZZZZ  
 Reason Code Range From: cback To: Qty  
 Category Range From: To: ZZZZZ  
 Salescode Range From: To: ZZZZZ

**cback - Call Back**

Account	Name	Description	Reference	InvDate	PTPDate	Inv Bal o/s	Expected Amount
1015	BRANSON	Tax Invoice	INA10056	21/11/07	17/07/08	8 550.00	8 550.00
747	Jumbo Jet	Tax Invoice	INA10049	01/09/07	23/06/08	1 999.00	1 000.00
747	Jumbo Jet	Tax Invoice	INA10050	10/05/07	23/06/08	5 565.00	5 565.00
9	Virgin Atlantic	Tax Invoice - JMBO771	INA10074	10/01/08	13/04/08	0.00	0.00
9	Virgin Atlantic	Tax Invoice - 555	INA10075	10/01/08	13/04/08	0.00	0.00
						<b>16 114.00</b>	<b>15 115.00</b>

**IR - Invoice Requested**

Account	Name	Description	Reference	InvDate	PTPDate	Inv Bal o/s	Expected Amount
747	Jumbo Jet	Tax Invoice - OP12PPOP	INA10135	11/05/08	21/07/08	0.00	0.00
						<b>0.00</b>	<b>0.00</b>

**PDC - Post Dated Cheque Received**

Account	Name	Description	Reference	InvDate	PTPDate	Inv Bal o/s	Expected Amount
747	Jumbo Jet	Tax Invoice - HEATH12	INA10103	16/03/08	10/06/08	0.00	0.00
747	Jumbo Jet	Tax Invoice - 747ZONE	INA10104	16/03/08	10/06/08	0.00	0.00
						<b>0.00</b>	<b>0.00</b>

Current Page No.: 1 Total Page No.: 2 Zoom Factor: 100%

## Action Codes

You can attach Action Codes to any invoice for follow up. For example, you can remind yourself to pass a credit note, or to update a customer's credit profile. Action codes are customisable – you can create action codes to suit your business.

## Credit Notes to be Passed

Within the age analysis, you can drill down to a specific invoice, view the balance outstanding on that invoice, and adjust the amount that you expect to collect.

For example, if there is a price dispute or a short delivery, you may want to capture the decreased amount the customer is going to pay. You can then get a report that lists all credit notes to be passed, see the reason for the credit note, and the amounts. You will need to pass the actual credit note from Pastel Accounting as usual.

## Email Notices – Payment Reminders

Debtors Manager enables you to email Payment Reminder notices to overdue customers very easily. For example, you can select all debtors that are 90 days and over, and Debtors Manager will generate a list of the relevant invoices complete with customer order numbers, dates and amounts, and email this to the customer.

The list is contained within the body of the email, so the customer does not have to open an attachment in order to view the contents of the email:

Account No : 9  
Debtor Name : Virgin Atlantic

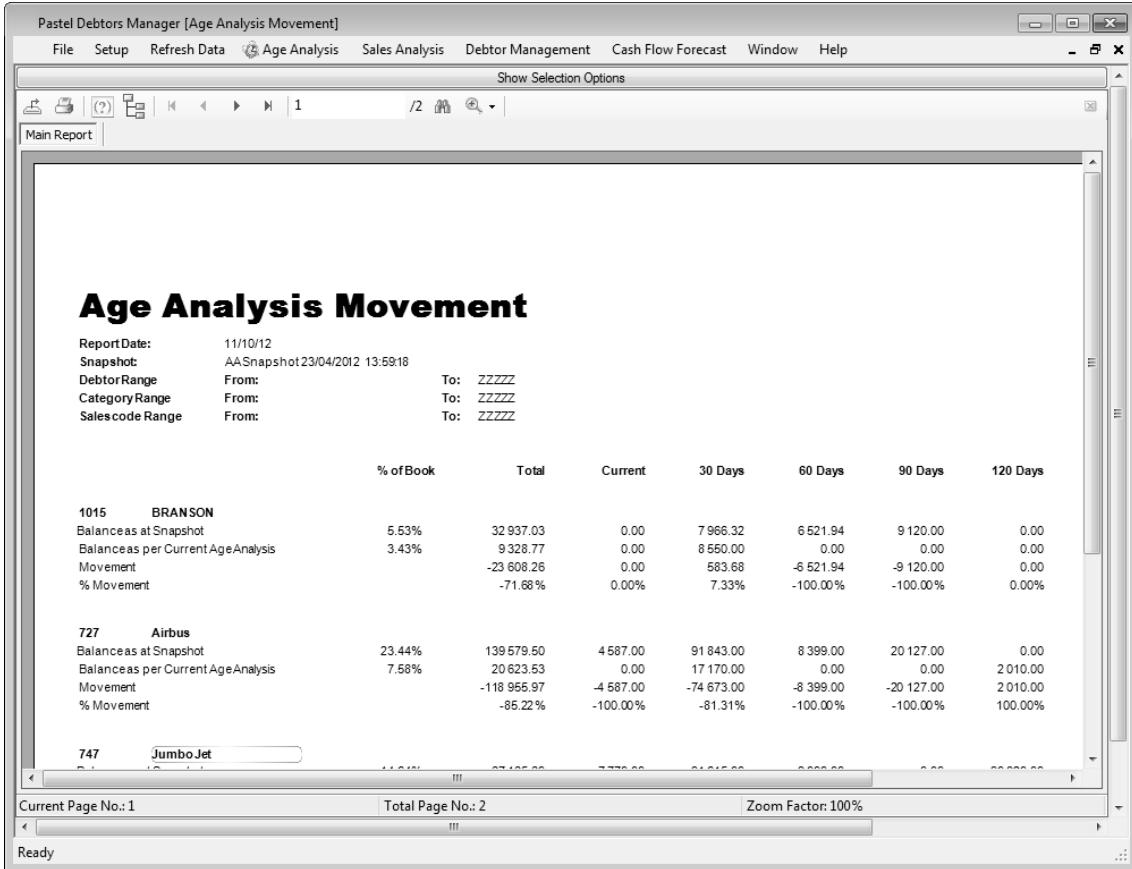
According to our records, the following invoices are beyond the terms of credit extended to your business.  
Kindly let us know the date that you will settle the invoices listed below.

Reference	Description	Order No	Invoice Date	Days Overdue	Amount	Outstanding
INA10038	Tax Invoice		14/08/2007	1838	R 20.00	R 20.00
INA10012	Tax Invoice - IVAN	IVAN	01/03/2007	1991	R 2,777.00	R 3,554.00
INA10052	Tax Invoice		05/04/2007	1960	R 1,000.00	R 1,000.00
<b>Totals:</b>					R 3,797.00	R 4,574.00

Thank You

### Age Analysis Movement Report

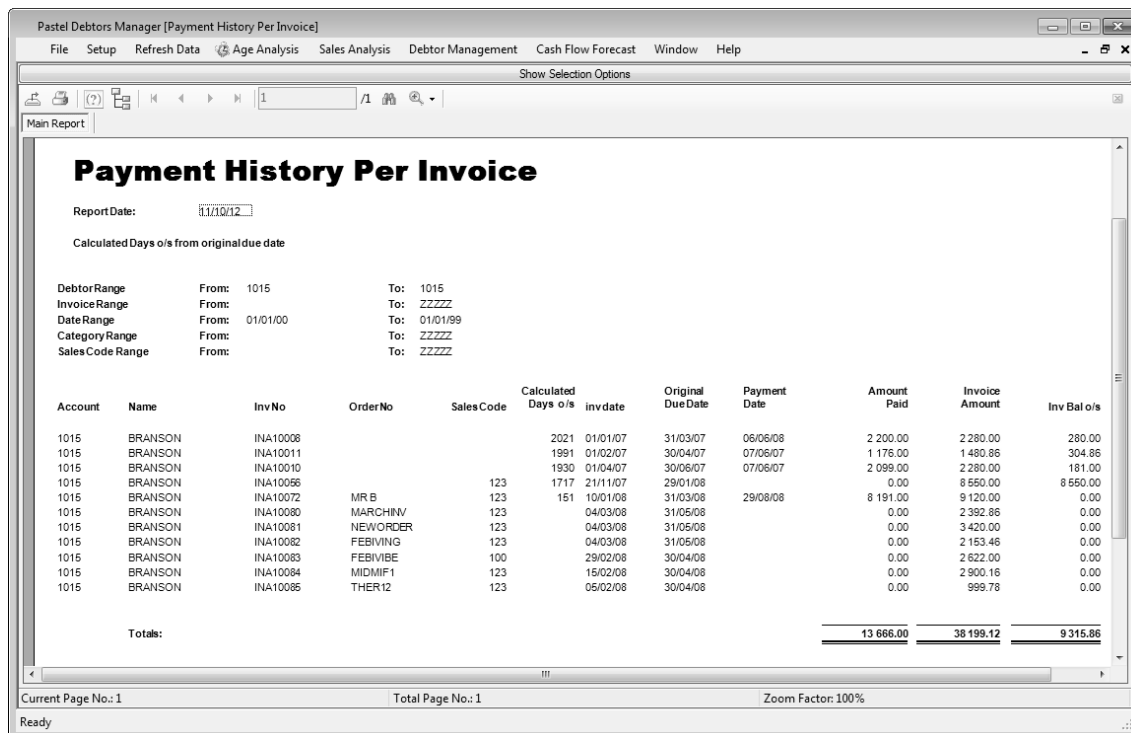
With the Age Analysis Movement Report, you can easily track movements in balances per individual debtor, for each ageing category. You can also track movements for the entire age analysis, or by selected customer category or sales code category:



### Payment History per Invoice (Reconciliations)

You can quickly draw a report to view how a customer has conducted their account in the past. This report displays how many days the customer took to settle each invoice. This report also lists all invoices, both paid and unpaid, per customer, in an easy to understand format that you can email to the customer.

You can also select this report per sales code, and quickly see the outstanding customers per sales person. If you pay sales commission only once the customer pays you, this report is very useful:



### Credit Limit Report

This report compares the customer's aged balances to the credit limit set in Pastel. The report provides instant visibility of customers who are over their credit limits.

### Totals per Transaction Type

Here you can see a summary of all customer-related transactions for a selected date range. You can view this per customer or by category, or obtain a summary total of transaction types for the entire customer book.

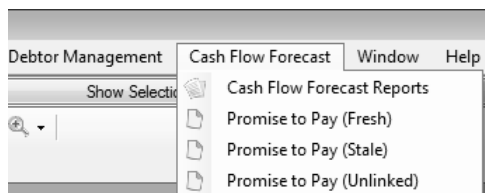
### Transaction Credits

This report displays an audit trail of credit applied to specific invoices. You can select a specific customer, and for each invoice, you can view how the customer paid, displaying multiple receipt dates (if any), and credit notes allocated to that invoice. This report is useful if a customer asks to see how you allocated their payments to specific invoices.

### Unmatched Credits

This report displays payments received from debtors that you have not yet allocated to specific invoices.

### Cash Flow Forecast Menu – Promise to Pay (Fresh /Stale)



Debtors Manager easily tracks all customers' Promises to Pay. These reflect in a Promise to Pay "Fresh" report.

If the customer pays on time, the system automatically updates the report, and the customer no longer appears. If the customer misses their Promise to Pay date, the system lists the outstanding invoices in a "Stale" report, making it easy to chase up on missed promises:



Pastel Debtors Manager [Promise to Pay (Fresh)]

File Setup Refresh Data Age Analysis Sales Analysis Debtor Management Cash Flow Forecast Window Help

Show Selection Options

Main Report

## Promise to Pay (Fresh)

Report Date: 11/10/12

Debtor Range From: To: ZZZZ

Collection Date Range From: 11/01/07 To: 31/12/12

Category Range From: To: ZZZZ

Sales Code Range From: To: ZZZZ

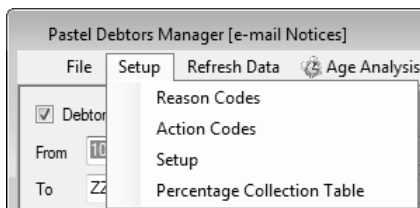
Account	DebtorName	Contact	Telephone	InvNo	InvDate	PTPDate	Inv Bal o/s	Expected Amount
<b>1015 - BRANSON</b>								
1015	BRANSON	RichieRich	011 902 9222	INA10010	01/04/07	30/06/08	181.00	181.00
1015	BRANSON	RichieRich	011 902 9222	INA10085	05/02/08	30/06/08	0.00	0.00
1015	BRANSON	RichieRich	011 902 9222	INA10008	01/01/07	30/06/08	280.00	80.00
1015	BRANSON	RichieRich	011 902 9222	INA10011	01/02/07	30/06/08	304.86	304.86
1015	BRANSON	RichieRich	011 902 9222	INA10056	21/11/07	17/07/08	8 550.00	8 550.00
1015	BRANSON	RichieRich	011 902 9222	INA10072	10/01/08	07/07/08	0.00	0.00
1015	BRANSON	RichieRich	011 902 9222	INA10080	04/03/08	30/06/08	0.00	0.00
1015	BRANSON	RichieRich	011 902 9222	INA10081	04/03/08	30/06/08	0.00	0.00
1015	BRANSON	RichieRich	011 902 9222	INA10082	04/03/08	30/06/08	0.00	0.00
1015	BRANSON	RichieRich	011 902 9222	INA10083	29/02/08	30/06/08	0.00	0.00
1015	BRANSON	RichieRich	011 902 9222	INA10084	15/02/08	30/06/08	0.00	0.00
<b>Sub Total:</b>							<b>9 315.86</b>	<b>9,115.86</b>

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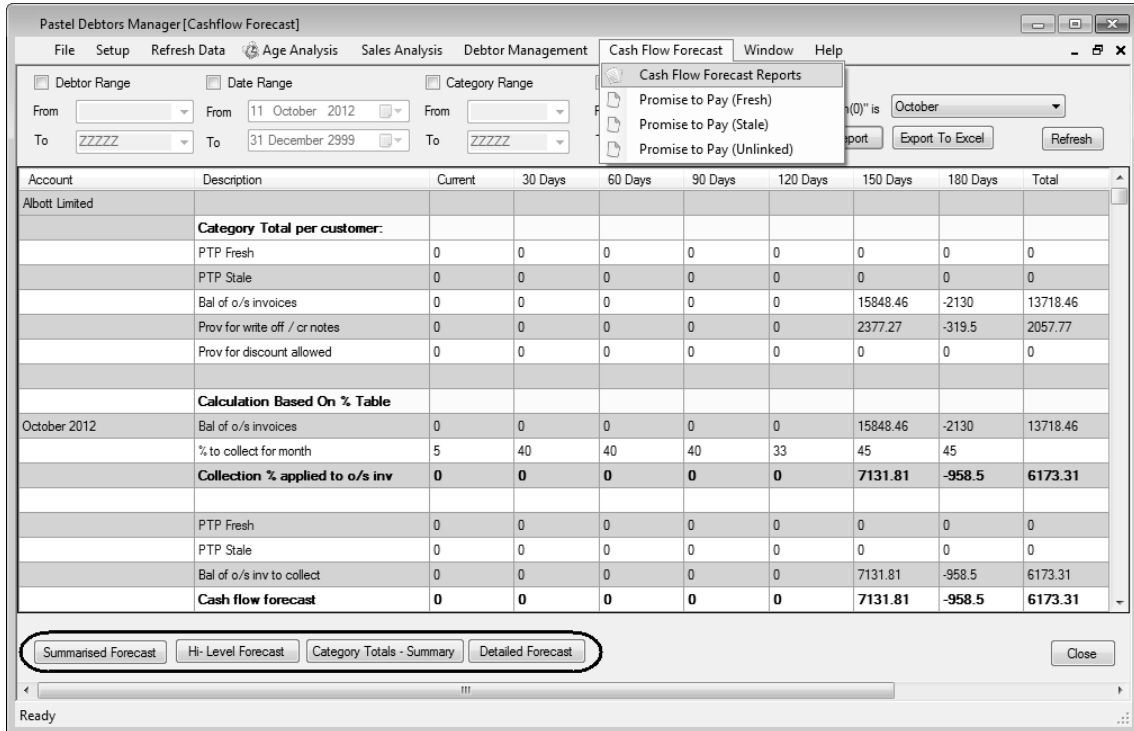
Ready

This report forecasts your cash flow from the customer book based on the Promises to Pay that you have entered, as well as percentages that you expect to collect per customer.

The system applies a collection percentage to each invoice that does not have a Promise to Pay associated with it. Therefore, before you run this report, you must set up the Percentage Collection Table in the Setup menu:



### Cash Flow Forecast Reports



Once you have selected to run this report, the following cash flow reports are available:

- **Hi Level Forecast** This report displays the total cash you expect to collect per month, for the entire customer book.
- **Category Totals - Summary** This report shows how the cash flow forecast is derived, from a mix of Promises to Pay, and collection percentages.
- **Summarised Forecast** This report shows from which ageing category you have forecast to collect your cash, and over which months the money will be collected.
- **Detailed Forecast** This is a fully detailed report that displays the calculations for the above cash flow forecast reports.

