

## More to your Cover membership with expert Year End guidance

Part of being a Pastel Cover customer is receiving expert technical advice and assistance to get the most out of your Pastel software. While Cover offers a complete package of services, your membership also entitles you to a number of benefits, such as free gifts and guides. Our Year End guide makes an early appearance this year and has been included with this issue of Insight. It is exclusive to our Cover customers. And as it's designed to make your Year End a hassle-free procedure, you can spend more time focusing on other business priorities...

### Your free Year End guide

Last year's guide was particularly well received by our Cover customers, and feedback was positive all round. The 2006 guide has been developed well in advance of the upcoming Year End to allow adequate time for preparation. The easy-to-follow instructions and screen illustrations will greatly simplify the sometimes daunting Year End process.



You will, however, notice that we have incorporated some changes into the 2006 guide. Using valuable customer feedback, we've made the guides even more user-friendly. Compared to last year's version, there are now additional screenshots, tip boxes and pointers. We've also compiled a detailed FAQ section. Online assistance has been improved: the Year End guide will be available electronically on the Customer Zone, and will include comprehensive documentation on tips, tricks and troubleshooting. Visit the Customer Zone regularly for the most up-to-date information.

As priority customers we want you to spend less time in support queues and more time managing your business. And if you don't have the luxury of a dedicated accountant in-house, the guide will be a crucial tool in ensuring a smooth rollover into the new financial year.

### Calendar gift

You'll find another useful tool packaged with this issue. The 2006 calendar, developed for our Cover customers includes Pastel's support and other contact details, and keeps them available for easy reference on your desk.



### Are your address details current?

To check, simply visit the Customer Zone on our website and click on Update Details.

### Membership cards

Pastel Cover membership cards conveniently store useful Pastel contact details as well as your own important membership information, particularly your **Customer Number** which is essential when calling us.

By now, all customers should have received their membership cards. If you have not, simply contact our **welcome team on (011) 291 7488** or e-mail [welcometeam@pastel.co.za](mailto:welcometeam@pastel.co.za)

## Contact us



For more information about your Pastel Cover membership, contact us on

T: 011 291 7110  
E: [renewals@pastel.co.za](mailto:renewals@pastel.co.za)  
W: [www.pastel.co.za](http://www.pastel.co.za)

## Pastel Business Intelligence Centre

In this issue's Tips and Tricks we provide Business Intelligence Custom Report solutions and some shortcuts to save you time. In addition to your monthly electronic newsletter, this section is designed to help you get the most out of your software.

### Custom Reports

It's critically important to make a backup of your Custom Reports before uninstalling or reinstalling Pastel Business Intelligence Centre (BIC). All Custom Reports will be removed when uninstalling the module and, likewise, overwritten when doing a reinstall. Reports can be backed up in one of two ways to prevent this from happening.

#### 1. Backup Custom Report file

We suggest backing up the file containing your Custom Reports (**alchemex.svd**) to a different folder before reinstalling Pastel Business Intelligence Centre. Follow the instructions below to do this:

- Double click on **My Computer**
- Double click on your **Local Disk C**
- Go to **Pastel05 | Custom | Registration**
- Right click on the file **alchemex.svd** and select **Copy**
- Close all open screens, right click on your **Desktop** and select **Paste**
- Now you can **reinstall BIC**
- After the installation, right click on the **alchemex.svd** file on your desktop and select **Copy**
- Go to the folder **C:\Pastel05\Custom\Registration**
- Right click on the **Registration** folder and select **Paste**

#### 2. Exporting and importing Custom Reports

You may also decide to export your Custom Reports. Do this in the following way:

- Export your Custom Reports by going to **Business Intelligence Centre | Report Manager**
- Right click on the **Custom Report** and select **Export Report**
- You will be prompted to select a folder to save the report to and select a name you want to save it as
- Please ensure that you save it to an easily accessible folder (e.g. **My Documents**)
- Click on **Save** and the file will be exported as a **.al\_file**

After reinstalling Pastel Business Intelligence Centre you need to import the files:

- Import the Custom Reports by going to **Business Intelligence Centre | Report Manager**
- Right click on **Home** and select **Import Report**
- You will be prompted to choose the file you want to import
- Select your Custom Report (**.al\_file**) and click on **Open**
- On the next screen, select **Pastel 2005 (Auto Connect)** as the **Target Connection**
- Select **Report Destination** (i.e. Financial reports, Inventory reports, etc) to import this report
- Click on **Import**
- The report will be imported and you will be prompted to enter a **Template Name**
- Enter a **name** and click on **OK**
- You will now get a message that the import was successful

### Shortcut

#### Identifying which users are currently logged on to Pastel Partner 2005, quickly.

There may be times when you urgently need to identify which users are logged onto Pastel 2005. For instance, when running a utility, all users may need to be logged off. Simply follow the easy step below:

- Go to **Process\Jump to Another User**
- You will be able to identify which user has the **Status - In Use**

If the **Status** is **In Use** then this will indicate that the user is currently logged on. Simply contact those users and ask them to log off.

If you missed any of our monthly electronic newsletters, you can easily refer back to the useful tips and tricks they provide by visiting the Customer Zone on our website. Select Newsletters, choose your product and click on the month you'd like to preview.

## Contact us



For your support queries, contact us on:

T: 0860 PASTEL / 011 290 2880  
E: [support@pastel.co.za](mailto:support@pastel.co.za)  
W: [www.pastel.co.za](http://www.pastel.co.za)