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# Tips & tricks

## Get the most out of your Pastel software

In the recent Insight survey, customers rated our Tips & tricks section as the most useful to their businesses. In light of this, we've incorporated more practical advice, support news and software shortcuts below to save you time and help simplify everyday accounting tasks.

### The spotlight on e-mail support

The Pastel Cover support team is here to ensure you always have someone to turn to for technical advice when you need it. And many of our customers are increasingly using e-mail to log and resolve their support queries. To keep pace with this demand and provide faster turnaround times, Softline Pastel has set up a special support team that specifically focuses on resolving e-mail queries. This team aims to respond to your e-mail queries within **one hour**, delivering fast, efficient and accurate responses.

#### The e-mail support team will be available

Monday - Thursday 07h30 to 17h00  
Fridays 08h00 to 17h00  
Saturdays 09h00 to 12h00

Simply send your query to [support@pastel.co.za](mailto:support@pastel.co.za) and one of our knowledgeable consultants will respond to you.

### General Ledger Report Writer in Pastel Partner

The General Ledger Report Writer facility is useful for creating reports that suit your particular business requirements. The main strength of the facility is that it offers you great flexibility in accessing and presenting current and last year general ledger values, including current, last and next year's budgets.

You can create up to **96 reports** in any one company. If you use the Setup Assistant when creating your company, Pastel creates sample reports that include income statements, balance sheets and budgets. You can either study these report formats to learn about this facility or customise them to meet your reporting needs.

You access the general ledger reporting facility via the **View | General Ledger | Report Writer** menu option.

The report writer has added functionality to ensure that while one user is busy updating a particular report, other users can view, but not alter that report. This is called "Stop Update" mode and ensures that figures on the ledger remain the same during a report writing session.

### Moving Pastel Business Intelligence Centre reports from one computer to another

- 1 Open the **Report Manager** within Pastel Partner 2005.
- 2 Double click on the **Home** folder.
- 3 A list of **Report** folders will now be visible.
- 4 Double click on the folder that the report you wish to export is in.
- 5 Right click on the report and then click on **Export Report**.
- 6 This exports the report to an \*.a\_ file. Store this file in a location on your computer.
- 7 Follow the same procedure to open the report manager on the other computer.
- 8 Right click on **Home** and choose to import the report.
- 9 Find the \*.a\_ file in the location that you stored it in.
- 10 You'll then be asked to choose the reports folder that you wish to store the report in, as well as whether you want to create a new container.

### Count Inventory in Pastel Partner

The Process | Count Inventory menu option automates the whole process of counting inventory, simplifying the often laborious task of **'taking stock'**.

By using the inventory count module, the system will take a snapshot of stock quantities at a point in time, which you need to print out. Once you have completed the physical count you would enter these physical quantities into the system. You can then print out a variance report and adjust for any discrepancies.

For more information, visit the Customer Zone on our website, click on Newsletters, and select January 2006.

### Pastel Navigator

The Pastel Navigator is a tool that can **now** be activated directly from the **Picture Tool Bar**, on the default Pastel screen, when you load the Pastel Accounting 2005 program. With previous versions you could only invoke this useful tool by going into Users | Passwords and selecting the option for the required user.

### Importing data into Pastel

The **File | Export/Import function** is used to export and import data. Among the options available is the ability to export and/or import general ledger accounts as well as customer, supplier and master file records. A full list of the available options can be found in the **Pastel Help File**. When importing data, it is essential that the file layout is correct. Details of these file layouts are also available in the Pastel Help File. In addition, you can also export and import batches into Journals, Cashbooks, Customer and Supplier documents. To access this function in the processing screens of the journals, cashbooks, customer or supplier documents, simply click on **Batch | Import**, type in the **filename** and click on **Process**. When importing data into Pastel, the program will validate the entire import file. If any errors are detected in the import file you will receive an error message and the file will not import into Pastel. You can correct these errors and then re-import the file into Pastel again.

### Support News

Did you know that our Support Team continually develops in-depth, online documentation covering a variety of support topics and frequently asked questions that could help your business? Visit the Customer Zone on our website and click on Tools and Guides or What's New from the left-hand menu. Then select your product (Pastel Xpress Start-Up, Xpress or Partner) and click on a relevant topic. For example, topics covered for Pastel Xpress 2005 include:

Errors that arise as a result of Power Failures

Terms, Ageing, Open Item & Balance Brought Forward

Backing up & restoring data

Using the Update Assistant

How to register

Managing your companies

Installation Guide

Tutorial on installation and registration

The Pastel Partner topics include all the above topics plus the extra ones below:

Business Intelligence Centre

Uninstalling / Reinstalling Pervasive 2000i on Pastel Partner 2005

Uninstalling / Reinstalling Pervasive 8.6 on Pastel Partner 2005

### 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)