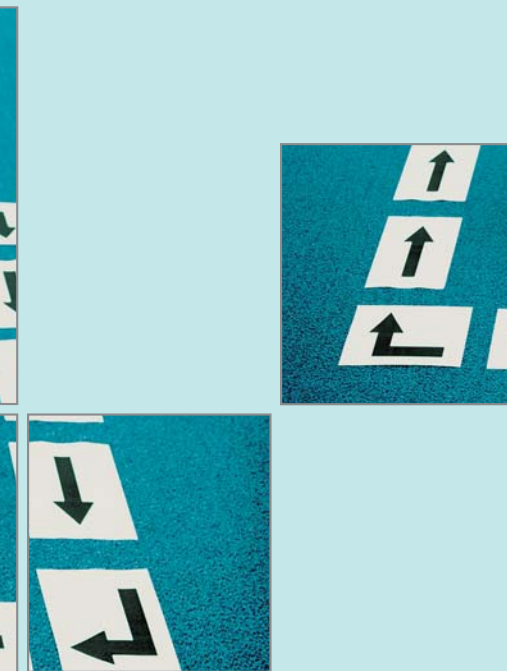
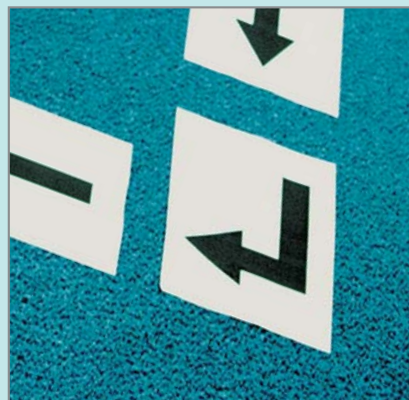




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Tips & tricks

Frequently asked questions about printing

Pastel's support centre regularly takes calls from users who are having printing problems. Below are some of the more frequently reported problems by Partner or Xpress customers, as well as solutions to them. Keep this information on hand for future use:

Q: When printing general reports, a thin margin is noted on the right which cuts off a thin line of the data.

A: We have found this to be most common with certain Samsung and Lexmark printers. Changing your printer layout to print in landscape mode has proved to be the most effective solution. To do this, click on **Start**, then **Printers and Faxes**, find the relevant printer and right-click on it. Select **Printing Preferences** and change to landscape mode.

Q: When printing Statements or Remittances which run over two or more pages, the first page prints data lines over the ageing at the bottom of the page.

A: Click on **File, Printer, Fonts Setup, Statements** and then on **Remittances**. Change the Main Font to Arial Narrow Size 8. This font is ideal for the spacing on the Pastel approved form.

Q: You inserted a logo on a form, but when you print, the logo is missing.

A: Ensure that you save the image file that you have used for the logo in the same folder as the form file that you have customised. For example, if you have customised an invoice layout using single, plain paper, this file would be called **csdocsp.eng**. The customised file would normally be found in the folder **C:\Pastel05\Custom\Forms**. If you have inserted a logo, you would have to have used a bitmap file stored on your hard drive, for example - Logo.bmp. Ensure that this bitmap file is located in the folder **C:\Pastel05\Custom\Forms** as well (for Pastel Xpress the directory will be **C:\Xpress05\Custom\Forms**).

Q: Runtime Error 5 (Invalid Procedure Call or Argument) when viewing any report in any company on one specific workstation.

A: Usually this is either a problem with the printer driver, or something has gone wrong with the Pastel Partner or Pastel Xpress installation. Ensure you have your printer driver CD handy as you may require this to reinstall

the driver for your specific printer. Click on **Start**, and then **Printers and Faxes** to go to your printers folder. Remove all the printer drivers from the workstation by deleting the printers listed there. Restart the PC and install the printers again. If this does not work, you will need to completely uninstall Pastel, and then reinstall it again.

Q: Some of the fields incorrectly drop characters to the next line instead of displaying them on the same line.

A: To correct this, go to **File, Printer, Fonts Setup, Statements** or **Remittances** and change the Main Font to Arial Narrow Size 8. This font is ideal for the spacing on the form.

Q: Printing is very slow on Windows XP.

A: The printer you are printing to is not the Windows default printer. To select the current printer as the Windows default you will need to exit Pastel and click on **Start, Printers and Faxes**. Right-click on the printer you wish to select as the default and click the option **Set as Default Printer**.

Q: How do I add a logo onto my stationery layout?

A: Most companies prefer having their company logos printed on their customer and supplier documentation, and often consult with other companies to get this done for them. We have simplified this procedure so that you can personally customise your documents at your own convenience. For a more professional image for your business, simply follow the steps below:

1. The company logo needs to be a **bitmap** image, so the filename must end with a **.bmp** extension.
2. Before inserting this logo into your stationery layout, format it to the **required size**. You cannot resize the logo afterwards in the Pastel forms designer.

3. Save this bitmap file into your **C:\Pastel05\Custom\Forms** folder; or for Xpress, the **C:\Xpress05\Custom\Forms** folder; as well as into the relevant company folders as you may have several companies on your books that all require their own letterheads and printouts.
4. Determine both the type of paper that you will print onto, and the relevant file that is going to be customised (i.e. that needs that logo). You need to know this upfront to determine the file that needs to be edited.
5. For example, if you are printing to single plain A4 paper, you would need to customise the file called **csdocsp.eng** for all customer and supplier documents, and **csmthsp.eng** for all customer and supplier statements and remittances.

(Please refer to our Help files within Pastel for more information on these form file names.)

6. Open your company in Pastel.
7. Click on the **Utility Menu** and select **Forms Designer**.
8. Click on **File** and then **Open**. Select the relevant **.eng** file that you need to customise.
9. Once you have decided where you would like your logo to appear on the form, click on the **Insert** menu and select **Picture**.
10. Your cursor will change into a **cross**. You will be able to draw a box with this cursor by clicking and dragging the mouse to the specifications of your logo image.
11. It will insert a **blank box** in the area where you would like your logo to appear.
12. At the bottom right-hand corner of the screen, you will see a few options where you are able to set the exact length, width and height of the box.

13. Click on the **Picture** option and then on the **Radio** button that allows you to **browse**.

14. Browse for the **bitmap** file you have saved into your **C:\Pastel05\Custom\Forms** folder (**C:\Xpress05\Custom\Forms** folder for Pastel Xpress).

15. This will insert the logo image onto the form.

(Note: This image cannot be resized once it is inserted onto the form in Pastel, it must be done prior to inserting it onto the form. This needs to be done in a program that allows image editing e.g. MS Paint.)

16. Once you are satisfied with the form, you will need to **save** it.

17. Click on **File, Save As** and select your company directory from the drop-down list to save this form into the specific company folder.

(Note: it is important that the logo and the form are saved in the same location i.e. your company directory.)

18. The filename will change from an **.eng** extension to an **.enz** which denotes customised forms.

19. It is that specific **.enz** file you will need to open if you wish to modify the form at a later stage.

CONTACT US

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