## AutoCount Accounting Common FAQ

**1.** I used to have 2 decimal points for my Quantity and I've check my settings it's set to 2 decimal points for Quantity. However sometimes I do not see any decimal points for my item's Quantity after keying in?

Starting from version 1.8.12, our system had enhanced the decimal point feature to have different type of presentation. This type of presentation can be triggered under menu  $\rightarrow$  Tools  $\rightarrow$  Options  $\rightarrow$  General  $\rightarrow$  Decimals  $\rightarrow$  Tick or untick on the checkbox "Display Fixed Size Decimal" for respective type of figure.

Options	×
Category General General Category Genera	Quantity Decimal:     2       Sales Unit Price Decimal:     2       D splay fixed starting       D splay fixed starting
Account Code Format  Account Code Format  Miscellaneous  Goods and Services Tax  Mitholding Ta	Percentage Decimal:       2
Stock	Rounding Method         Image: Standard Rounding when rounding number         The value is rounded to the nearest even number. Also known as "Gaussian rounding". (This rounding method is provided for backward compatible, you should not use it.)         Image: Use Standard Rounding when rounding number         The value is rounded to the nearest number .         OK

## Examples of figure presentation in AutoCount:

Figure	<b>Decimals Setting</b>	No Tick Display Fixed Size	Tick Display Fixed Size
10.00	2	10	10.00
3.6840	4	3.684	3.6840
55.6048	4	55.6048	55.6048
8.4532	2	8.45 (Round to 2 Decimal)	8.45 (Round to 2 Decimal)
6.12395	4	6.124 (Round to 4 Decimal)	6.1240 (Round to 4 Decimal)

If you prefer the old version AutoCount presentation, may just tick the "Display Fixed Size Decimal" for all the type of decimal at the settings.

2. Why in my Invoice the Show Instant Info's Price History is blank? I remember I had transaction for this item.



In order to show the Price History, you can just right click on the blank area of the Price History  $\rightarrow$ Price History Setting. Make sure you had ticked the Show Sales Price History or Purchase Price History and select the document required.

Price History Settings	×
Filter by Date: No filter	OK Cancel
<ul> <li>✓ Quotation (QT)</li> <li>✓ Cancel S/O (XS)</li> <li>✓ Sales Order (SO)</li> <li>✓ Delivery Return (DR)</li> <li>✓ Delivery Order (DO)</li> <li>✓ Invoice (IV)</li> <li>✓ Cash Sale (CS)</li> <li>✓ Credit Note (CN)</li> <li>✓ Debit Note (DN)</li> </ul>	
Show Purchase Price History	
<ul> <li>Request Quotation (RQ)</li> <li>Goods Return (GT)</li> <li>Purchase Order (PO)</li> <li>Goods Received (GR)</li> <li>Purchase Invoice (PI)</li> <li>Cash Purchase (CP)</li> <li>Purchase Return (PR)</li> <li>Cancel P/O (XP)</li> </ul>	

🙎 New Invo	New Invoice - [Next Possible No; 1:000009] - GSTDATE - AutoCount Accounting (Ver; 1.8)														
Edit Copy Ir	nvoice Transfer Document Pa	ayment Tools	Window												
Debtor	300-D001 🔽 🔎													🖌 Ca	n Transfer?
Name	DEBTOR 1												Invoice No	< <new>&gt;</new>	
Address													Date	06/11/2015	
	Credit Term C.O.D.														
	Sales Agent														
	Ship via 🖸														
Branch		2											Shipping Info		
Sales Location	HQ														
Main More H	Main More Header 2 External Link Note User Defined Field														
Bar Code															
4 += -	🕹 🇇 🍯 🗐 Group T	otal Discount	P Total	Cost										Show	v Footer
Item Code	Description	Fur.	Qty	Unit Price	Location	Proj. No.	Discount	Total	GST Code	GST Rate	GST	Total (e	ex)	Total (inc)	
00001	CHAIR			1	50.00 HQ 💟				50.00 SR_S	6		3.00	50.00		53.00
				1					50.00			3.00	50.00		53.00
in in in Rec	ord 1 of 1 is in in i							-				ji.		1	5
Price History	Stock Balance Stock Item Info	Aging Item Rep	acement U	Ip To Date Cost	Debtor Note Purch	ase Price Histo	ory User De	fined Field						Refres	h Info
Branch Coo	de Item Code	UOM	т	Date	<ul> <li>Doc. No.</li> </ul>	Descrip	otion			Location	Qty	Unit Price	Discount	SubTotal	<u> </u>
	00001	UNIT	CS	27/10/2015	CS-000001	CHAIR				HQ		10.00			10.00
	00001	UNIT	IV	21/10/2015	I-000004	CHAIR				HQ		10.00			10.00
	00001	UNIT	IV	20/10/2015	I-000003	CHAIR				HQ		10.00			10.00 =
	00001	UNIT	IV	20/10/2015	I-000002	CHAIR				HQ		20.00			20.00
00001 UNIT IV 20/10/2015 I-000001 CHAIR HQ 1 30.00 30.00															
Rec	Record 1 of 6 2 1 1 1														
After save	, proceed with new Invoice											Save	Save & Preview	Save & Print	Cancel

3. Why when I try to create transactions it will prompt me an error when I select my date in year 2016? Do I need to update my AutoCount license to create 2016 transactions?

🙎 New Invo	ice - [Next Possible No: I-C	000009] - G	STDATE - A	\utoCoun	t Accounti	ng (Ver: 1.8)										_ 6 ×
Edit Copy In	voice Transfer Document	Payment To	ols Windo	w												
Debtor	300-D001 🔽 🔎														🗹 Can	Transfer?
Name	DEBTOR 1													Invoice No	< <new>&gt;</new>	
Address														Date	3 03/01/ <u>2016</u>	
														Credit Term	C.O.D.	
											Valid documen	t date is betv	ween 01/01/2015 and	31/12/2015.		
														Ship via		
Branch		2												Shipping Info		
Sales Location	HQ															
Main More H	eader More Header 2 Externa	al Link Note	User Defined	Field												
Bar Code																
+ + =	🛧 🗇 🧐 🗐 🖬 Group		int 🔎												Show Ins	tant Info
Item C	Description	F UOM	Batch	Location P	roj Qty	Unit Pric	e Discount	t Total	UDF01	UDF02	GST Code	GST Rate	GST	Total (ex)	Total (inc)	

No, this is not related to AutoCount license issue. This is because your account book had not created the fiscal year for 2016. In such situation, you can go to Tools  $\rightarrow$  Manage Fiscal Year  $\rightarrow$  New Next Fiscal Year. A new year will appear after you click on this button and now you can proceed to create transactions for year 2016.

💈 Manage Fiscal Year				×
Fiscal Year Name	Start Date 🔺	End Date	Current Year	New Previous Fiscal Vear
Fiscal Year 2015	01/01/2015	31/12/2015	✓	INCW FIEVIOUS FISCAL TEAL
				New Next Fiscal Year
				Edit Fiscal Year
				Delete Fiscal Year
				Manage Period Lock
				Close
Actual Data Start Date:	Lock Opening E	Balance		
01/01/2015 💟	Can Direct	Edit Debtor/Cre	ditor Opening Bala	nce
Change	Reset Debto	or/Creditor Oper	ning Balance to zero	D
	Update Debt	tor/Creditor Ope	ning Balance from	Past A/R and A/P Transactions
	Update La	st Month Year-T	o-Date Balance fro	om A/R and A/P Transactions

4. My account's staffs always forget to key in the document date accordingly. This causes them often need to edit check back the entries and edit the date to the correct date. Is there any function like making the date field blank or something to force them key in the date?

Yes there is a function where AutoCount will set the date field to an invalid date and force users to key in the appropriate date when creating transactions. To enable this function, you can go to Tools  $\rightarrow$  Options  $\rightarrow$  General  $\rightarrow$  Application Settings  $\rightarrow$  Tick Set New Document Date to Maximum Value in all G/L, A/R, A/P Edit.



5. I have an invoice with many items and I had key halfway and wish to continue later on. Is there any temporary save function available?

Yes, you can temporary save the invoice at the top Menu  $\rightarrow$  Edit  $\rightarrow$  Save in K.I.V Folder. When you next login into AutoCount, a message will be prompt reminding you that there is item in K.I.V Folder, do you want to open it or you can access Tools  $\rightarrow$  Open K.I.V Folder to access them.

6. Sometimes when I knock off my invoices it prompts me a message "Knock off date does not on or after payment and document date. Do you like to continue?" Can I know what causes this and what should I do?

🙎 Edit A/R	Receive Payment - [O	R-000026] - `	Testing1.8 ·	- AutoCount	Accountin	ng (Ver: 1.8)										LBX
Edit Copy Pa	ayment View Windov	v														
Debtor :	000-B001 🔛	Payment	's Currency :	MYR	Debto	or's Currency : MYR										
Project No. :																
Department No	p. :															
Main Extern	Man Estematiks Not															
Paid By :	BRANCH DEBTOR												Official Receipt	No.: OF	R-000026	
Description :													Date :	03	J/09/2015	
4 *** -	4 🕈 🎝												2nd Receipt No	).: TE	ST SCRIPT	
Payment N	fethod Chequ	ue No.	Payment Amo	ount	Bank Charg	e To Bar	k Rate	Bank Charge Tax	Bank Charg	ge Tax	Bank Charge Bill N	Payment By	Is RCH	Q	RCHQ Date	2
<ul> <li>Aliance</li> </ul>	S			106.00		0.00		1		0.00						
					AutoCoun	t Accounting										
		Bank Act RM 70.00	count Balance : )	for Aliance as	6 Kn	ock off date does no	t on or after pave	ment and document o	late. Do vou like	to continue?				Amoun		106.00
					(N	ote: Its may cause G	report and ARA	P report inconsistent	.)				Unappli	ied Amount	#	0.00
Туре	Date 🔺	No.	0	irg. Amt.			Yes	No			Pay			Ki	nock Off Date	2
▶ RI	24/09/2014	abc									0.00		0	.00		
RI	27/11/2014	test package			52.60		52.60				0.00		0	.00		
RI	02/05/2015	creditterm			1.00		1.00				0.00		0	.00		
RI	07/05/2015	1-000090			47.70		47.70				0.00		0	.00		
RI DT	01/09/2015	1-000093			212.00	2	0.00				0.00		106	.00 🕑 3	./08/2015	
RT RT	16/11/2015	image			3 163 80	3,	63.80				0.00		0	00		
	10/11/2010	mage			5,255,655						0.00					
Rei	cord 1 of 7 🕨 😥 🔣 <															
												Save Si	ave & Preview	Save &	Print	Cancel
												3	are dritevient	ouve or		Con reco

This is mainly because your knock off date is earlier than your AR Payment Date or Invoice Date (the one that you attempt to knock off). Logically thinking, you cannot knock off an invoice if the invoice or payment is not created yet, so your knock off date by right should be on the same day or later than the AR Payment or Invoice date. In such situation, just make sure your knock off date is on the same date with your AR Payment / Invoice, whichever later and you can save without problem.

If you wish to prevent such situation to happen, AutoCount has an option to not allow Knock-off date to be earlier than your AR Payment and Invoice date. You can go to Tools  $\rightarrow$  Options  $\rightarrow$  AR & AP  $\rightarrow$  Aging and Statement  $\rightarrow$  Tick on the checkbox "Knock off Date must Greater than or Equal to Document Date".



7. I understand that in AutoCount, Sales and Purchase transactions are being posted to my accounts automatically (AR and AP). But due to company policy, our account's department will like to double check all the transactions first before it is being posted into accounts. Is this possible in AutoCount?

Yes, this is possible. You can go to Tools  $\rightarrow$  Options  $\rightarrow$  Invoicing  $\rightarrow$  Document Control 2  $\rightarrow$  Untick Always post to G/L. By unticking this option, all your Sales and Purchases transactions will not post to your accounts automatically. You will need to post them manually after checking.

2 Options	×
Category General G/L G/L Huto Price Bonus Point Customize Invoicing Customize Invoicing 2 Customize Invoic	Always Post To G/L Always Post To Stock Can Edit Unit Price Can Edit Documents/Items that were transumation Show Summary Footer Can Edit Post To G/L Can Edit Post To Stock

In order to post transactions into your accounts, go to your Sales  $\rightarrow$  Invoice  $\rightarrow$  Top menu "Others"  $\rightarrow$  Post to G/L. It will prompt you a new window with all the Invoices that you had not posted to your account. You just need to tick on the Invoices you wish to post and click Post to G/L.

🙎 Post To G/	L							26	X
Post To	G/L								
Hint: This func	tion will allow to edit the Accour	t No. and re-post those records r	not yet posted to G/L.						_
Search Res	sult	1Tick	<b>ZINVOIC</b>	es that	VOII W	antt	o post		
Check Al	Uncheck All Uncheck All in Selection								
Drag a column	heade oy that c	olumn							
ToBeUpdate	ament No.	Document Date	<ul> <li>Debtor Code</li> </ul>	Debtor Name	Agent	Total	Net Total	Cancelled	
•	1-000004	21/10/2015	300-D001	DEBTOR 1			60.00	60.00	
	I-000003	20/10/2015	300-D001	DEBTOR 1			10.00	10.00	
									_
Recor	d 1 of 2 💽 🔛 💹 🤇			Detell Descende					>
These Code	Description	01-1	UniOries	Detail Records	O.A.T.M		Annual Ma	Assessment Descention from	
Tell Code ► 00001	CHAIR	Quy	Unitence	IO.01	0.00	10.00	Account No.	SALES	
÷ 00002	TABLE		1	50.00				SALES	
				<b>Z</b> . U	FIICK P	OSL	IO G/L		
Recor	d 1 of 2 🕩 🕨 🕅 🤇								>
							Defrech Do	st To GA	
							Pu	close	

8. When I'm doing ARAP Contra, upon save it prompt me an error "TempAccNo is empty". What can I do now?

💈 New Conti	ra - [Next Pos	ssible No: JV	/-000011] - 3	IS SDN BHD - Auto	oCount Acco	unting (Ver: 1	.8)	
Edit Copy Co	ontra View V	Window						
Debtor : Creditor : Journal Type : Main Externa	300-D001 400-C001 GENERAL al Links Note		roject No. :		Ref. No	. 2 :		
Ref. :						Contra No. :	< <new>&gt;</new>	
Contra Amt :		50.00				Date :	27/11/2015	
Knock-off A/R	Invoices / Debit	t Notes D	DEB AutoCou	unt Accounting	×	Unapplie	d Amount :	0.00
Туре	Date 🔷	No.				Pay		Knock Off D 🞑
RI	31/12/2014	I-000005		TempAccNo is empty.	(Contra[711])	00	0.00	=
RI	20/10/2015	I-000001				80	0.00	
▶ RI	20/10/2015	I-000002		UK		20	50.00 🗸	27/11/2015
	04/11/2015	1-000006				00	0.00	
Knock-off A/P	Invoices / Debit	Notes CR	REDITOR 1			Unapplie	ed Amount :	0.00
Туре	Date 🔺	No.	Supplier No.	Org. Amt.	Outstanding	Pay		Knock Off
PB	19/11/2015	PI-000003		130.00		0.00	50.00	✓ 27/11/2015
Description :								
After save,	proceed with ne	w contra recor	d	Sa	ave Save	& Preview	Save & Print	Cancel

This is because you did not set a temporary code for contra. In AutoCount, we will use a temporary account to pass the amount around to contra the invoices. In the end this temporary account should be empty. You can set temporary account under Tools  $\rightarrow$  Options  $\rightarrow$  G/L  $\rightarrow$  Default Accounts  $\rightarrow$  Set A/R & A/P Contra Temporary Account.

2 Options			×					
Category		Name	Value					
🔁 🔁 General	_	Sale Account	500-0000					
Ģ.⊆ G.L		Cash Sale Account	500-1000					
Default Accounts	-	Sale Return Account	510-0000					
Default Journals	-	Sale Discount Account	520-0000					
G/L Posting	-	Purchase Account	610-0000					
	-	Purchase Return Account	612-0000					
		Purchase Discount Account	610-0000					
Stock		A/R Forfeited Account						
		A/P Forfeited Account						
		Balance Stock Account for Live Stock Balance						
	►	A/R & A/P Contra Temporary Account	490-0000					
		5 Cents Rounding Adjustment Account						
	H	🕙 💽 Record 11 of 12 💽 🕑 🕅 <						
			OK Cancel					

Alternatively you can also set during creating the transaction as well. Under AR AP Contra entry, on top of the menu there is a bar Edit  $\rightarrow$  Set Temporary Account.

🙎 Edit	: Contra - [JV-000001] - JS SDN BH	D - AutoCount Accour	iting (Ver: 1.8)				. a x
Edit	Copy Contra View Window						
0	Copy Whole Document To Clipboard						
P	aste Whole Document From Clipboard						
	Indo	_h:					
	Jia MPH Januar		Ref. No. 2 :				
	dit WKO items						
5	et Temporary Account					Contra No. :	JV-000001
S	ave in K.I.V Folder					Date :	21/10/2015
Knoc	c-off A/R Invoices / Debit Notes DEB C	R 1				Unapplied	i Amount : 0.00
Ту	De Date	▲ No.		Org. Amt.	Outstanding	Pay	Knock Off Date
RI	31/12/2014	1-000005		12,345.00	11,845.00	500.00 🗸	21/10/2015
RI	20/10/2015	I-000001	-	31.80	31.80	0.00	
RI	20/10/2015	I-000002		74.20	74.20	0.00	
RI	04/11/2015	I-000006		106.00	6.00	0.00	
RI	06/11/2015	I-000008		10.00	10.00	0.00	
RD	19/11/2015	DN-000001		75.00	75.00	0.00	
RI	30/11/2015	test discount		90.00	90.00	0.00	
-							
Knoc	c-off A/P Invoices / Debit Notes CREDITO	DR 1				Unapplied	J Amount : 0.00
Ту	Date Date	▲ No.	Supplier No.	Org. Amt.	Outstanding	Pay	Knock Off Date
PB	20/10/2015	PI-000001	PI-101010	100,500.00	0.0	0 500.00	21/10/2015
PB	19/11/2015	PI-000003		130.00	50.0	0 0.00	
L							
Descrip	otion :						
						Save Save & Preview	Save & Print Cancel
						Jave Jave dereview	Carles

If you are worrying about the double entry, you can always click on top of the menu  $\rightarrow$  View  $\rightarrow$  View Posting Details to see how AutoCount did the double entry for this Contra.

9. Sometimes when I open too many windows or entry in my AutoCount Accounting, I often get a message that says I am attempting to open more than 10 windows and could face Out of Memory error. I had a powerful computer and I find this very troublesome to dick "YES" every single time. How can I disable this message box?

	Credit Note - Te	sting1.8 - Auto	Count Accounti	ng (Ver: 1.8)	(Rev: 133)										
Fil	e G/L A/R A/P	Inquiry Stock Sal	les Purchase Bor	nus Point Busir	ness Flow Point of S	Sale General Ma	intenance Tool	s GST Windo	w Help Repor	t Others					
	Credit Note														2
Hii	nt: In this credit no	ote window, you o	can create, modify	/, or delete cre	dit note for your c	ustomer.									
	You can:														
	Create a new Cr	edit Note	Find Credit Note		Print Credit Note	Listing									
0	r you can show a list (	of Credit Note, then	find your Credit Not	e and apply the a	action on it.										
ſ	Edit View	Preview	Print Delet	e Refresh										~	Show this grid at startup
Ē	Drag a column hoa	dar bara ta arour													
	orag a column nea	der here to group	p by that column												
	Doc. No.	Date	Debtor Code	Debtor Name	Agent	Curr. Code	Curr. Rate	Indusive?	Sub-Total (ex)	GST 170.0	Local GST	Total	Local Tota	2 159 90	Cancelled
	1990	02/04/2015	300-U001	USD Company	Too many windo	NS					05.0	0 3,1	30.00	1.855.00	
					You have opened 10 (Note: Open to Ina (Hint: You can alway	windows, which hi vy windows can wy vy windows can we so thange the defa	as hit the default lake you confused ult maximum numi Yes	10 maximum win and can easily of non- non- non- non- no- no- no- no- no-	dows. Do you still do	wan to open this error.) )	window?			5.022.80	
	Record 1 o	f 2 🕨 🕨 🕅 🤇									200.0	×		57515.00	5

There is no way to disable this message box to appear, however you can increase the number of windows that will trigger this message box. To change this setting, kindly go to Tools  $\rightarrow$  Current User Settings  $\rightarrow$  Application Form  $\rightarrow$  Set Maximum Windows.

	Current User Settings	×							
	Application Forms								
	Maximum Windows:								
	Show in Task Bar								
	Auto-save Document								
Enable Auto-Save Document									
	Auto-save document every 30 😜 seconds								
✓ Use Compression for auto-saved document									
	Report Designer								
	Snap to Grid Draw Grid								
	Default Report Options								
	OK								

## 10. How do I check my account book license validity?

In order to check your account book license, you can look at your bottom left corner after you login. There will be a status indicating showing your license validity.



Type of License Message:

*Trial Version with 500 Transaction limit* – Your account book has not been register with any license yet.

**Temporary License** – Your account book has been registered with a temporary license, you can use this account book up till the expired date specified. This usually happens if you still had any outstanding amount to be cleared against our AutoCount Dealer / Agent.

*Permanent License* – Your account book has been registered with a permanent license, you can use this account book without any transaction limits.

Please note that if you change your company name or company address, the license will immediately change to Trial license. This is because AutoCount control our license based on your company name and address. If you wish to change your company name or address, please look for your respective Dealer or Agent in order to do so.