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 Category Category General Category Categ	Quantity Decimal: 2 Sales Unit Price Decimal: 2 Purchase Unit Price Decimal: 2
Account Code Format Account C	Purchase Unit Price Decimal: 2 Image: Display fixed size decimal Cost Decimal: 4 Image: Display fixed size decimal Percentage Decimal: 2 Image: Display fixed size decimal Currency Decimal: 2 Image: Display fixed size decimal Currency Rate Decimal: 6 Image: Display fixed size decimal Weight Decimal: 2 Image: Display fixed size decimal Volume Decimal: 2 Image: Display fixed size decimal Volume Decimal: 2 Image: Display fixed size decimal
A/R & A/P	Rounding Method Use Banker 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	Decimals Setting	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	5
Filter by Date: No filter	OK Cancel
 ✓ Quotation (QT) ✓ Cancel S/O (XS) ✓ Sales Order (SO) ✓ Delivery Return (DR) ✓ Delivery Order (DO) ✓ Invoice (IV) ✓ Cash Sale (CS) ✓ Credit Note (CN) ✓ Debit Note (DN) 	
Show Purchase Price History	
Request Quotation (RQ) Goods Return (GT) Purchase Order (PO) Goods Received (GR)	

🙎 New Invo	oice - [Next Possible No: I-00	10009] - GSTD	ATE - Auto	oCount Accou	nting (Ver: 1.8)										- 6 ×
Edit Copy Ir	nvoice Transfer Document Pa	ayment Tools	Window												
Debtor	300-D001 💟 🔎													🗹 Ca	n Transfer?
Name	DEBTOR 1												Invoice No	< <new>></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	leader More Header 2 External I	Link Note User	Defined Field	d											
Bar Code															
4 += -	🕹 🇇 🍯 🗐 Group T	otal Discount	P Total	Cost										Shov	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 💿 🗑 🕅 🤇							-				ji.			5
Price History	Stock Balance Stock Item Info	Aging Item Rep	acement U	p To Date Cost	Debtor Note Purch	ase Price Histo	ry User De	fined Field						Refres	h Info
Branch Coo	de Item Code	UOM	т	Date	 Doc. No. 	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		1 20.00			20.00
	00001	UNIT	IV	20/10/2015	I-000001	CHAIR				HQ		1 30.00			30.00 🤍
Rec	cord 1 of 6 🕨 🕨 🖂														
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>></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 Year
Fiscal Year 2015	01/01/2015	31/12/2015		INCONFICUIDUS 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 Open	ning Balance to zero	D
	Update Debt	or/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?

-	ceive Payment ment View W	: - [OR-000026] - indow	Testing1.8 - Auto	oCount Accoun	ting (Ver: 1.8)								- 183
Debtor : Project No. : Department No. : Main External L		Paymen	t's Currency : MYR	De De	btor's Currency : MYR								
Paid By : Description :	BRANCH DEBTOR	۲									fficial Receipt No. : ate :	OR-000026 03/09/2015	
Payment Meth Aliance		Cheque No.	Payment Amount	Bank Cha 106.00	rge To Bank Rate	Bank Charge	Tax Bank Charg	ge Tax Bank Char 0.00	ge Bill N Paym		Id Receipt No. : Is RCHQ	TEST SCRIPT RCHQ Dat	e
		Bank Ac RM 70.0	count Balance for Alia 0	ince as	Int Accounting Knock off date does not on or (Note: Its may cause GL report	after payment and docum t and ARAP report inconsis	ent date. Do you like tent.)	to continue?			Ar Unapplied Ar	nount:	106.00
Type RI	Date 24/09/2014	 No. abc 	Org. Am	t.		No No)		Pay 0.00		0.00	Knock Off Dat	e
RI	27/11/2014	test package		52.60					0.00		0.00	-	
RI	02/05/2015	creditterm		1.00					0.00		0.00	-	
RI	07/05/2015	1-000090		47.70					0.00		0.00	-	
RI RI	01/09/2015	I-000093		212.00					0.00		105.00	31/08/2015	
RI	09/09/2015 16/11/2015	I-000094 image		3,158.80					0.00		0.00	-	
Record	d 1 of 7 🍺 🍺 🖗												
									Save	Save &	Preview Sa	ve & Print	Cancel

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 Model 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								E18
Post To	G/L								
Hint: This fun	ction will all	low to edit the Accou	nt No. and re-post those records	not yet posted to G/L.					
Search Re			1Tic	k.Invoic	es that	VOII W	antit	o post	
Check All	Uncheck All	Uncheck All in Select							
Drag a colum	n heade	ay that o	column						
ToBeUpdate		ament No.	Document Date	▼ Debtor Code	Debtor Name	Agent	Total	Net Total	Cancelled
► E		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
Reco	ord 1 of 2 🚺	► [¥] (4] (
Reco	ord 1 of 2 🚺	k (b) (b) 🔍			Detail Records				
Item Code	ord 1 of 2 🚺	Description	Qty	UnitPrice	Discount Amt.	Sub Total		Account No.	Account Description
Item Code • • 00001	ord 1 of 2 🚺	Description	Qty	1	Discount Amt.	0.00	10.00	500-0000	SALES
Item Code	ord 1 of 2 🚺	Description	Qty	UniPrice	Discount Amt.	0.00	ost?	500-0000	
Item Code • • 00001	ord 1 of 2 🚺	Description	Qty	1	Discount Amt.	0.00	ost		SALES
Item Code • • 00001	ord 1 of 2 🚺	Description	Qty	1	Discount Amt.	0.00	ost	500-0000	SALES
Item Code + 00001	ord 1 of 2 🚺	Description	Qty	1	Discount Amt.	0.00	ost	500-0000	SALES
Item Code + 00001	ord 1 of 2 🚺	Description	Qty	1	Discount Amt.	0.00	ost	500-0000	SALES
Item Code + 00001	ord 1 of 2 🚺	Description	Qty	1	Discount Amt.	0.00	ost	500-0000	SALES
Item Code ► < 00001 < 00002		Description Griftle TABLE	Qty	1	Discount Amt.	0.00	20st	500-0000	SALES
Item Code + 00001		Description Griftle TABLE	Qty	1	Discount Amt.	0.00	ost 1	500-0000	SALES

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

ebtor : reditor : ournal Type : Main Externa	300-D001 400-C001 GENERAL		Project No. :		Ref. No.	2:		
Ref. : Contra Amt :		50.00				Contra No. : Date :	< <new>> 27/11/2015</new>	
Knock-off A/R	Invoices / Debit	t Notes	DEB AutoCo	unt Accounting	×	Unapplie	ed Amount :	0.0
Type RI RI	31/12/2014 20/10/2015	No. I-000005 I-000001		TempAccNo is empty.	(Contra[711])	Pay 00 80	0.00	Knock Off D
RI RI	20/10/2015 04/11/2015	I-000002		OK		20 00 	50.00 🗹 : 0.00 📃 ed Amount :	0.0
Knock-off A/P Type PB	Invoices / Debit Date / 19/11/2015	No. PI-000003	CREDITOR 1 Supplier No.	Org. Amt. 130.00	Outstanding	Pay 0.00	50.00	Knock Off.

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
ia ia GL		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
a A/R & A/P		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.

	tra View Window								
	le Document To Clipboard	1							
	le Document From Clipboard								
	e bocument riom clipboard).:							
Undo			Ref. No. 2 :						
Edit MRU It	tems	_							
Set Tempor	rary Account							ontra No. : JV-000001	
Save in K.I.V	V Folder								
							L	ate : 21/10/2015	
	voices / Debit Notes DEB	OR 1						Unapplied Amount :	0.
Type	Date Date	▲ No.		Org. Amt.		Outstanding	Pay	Knock Off Da	
RI	31/12/2014	1-000005		Org. Amc.	12,345.00	outstanding 11,845.0		500.00 V 21/10/2015	e
RI	20/10/2015	I-000001			31.80	31.8		0.00	
RI	20/10/2015	I-000002			74.20	74.2		0.00	
RI	04/11/2015	I-000006			106.00	6.0	0	0.00	
RI	06/11/2015	I-000008			10.00	10.0	0	0.00	
RD	19/11/2015	DN-000001			75.00	75.0	0	0.00	
RI	30/11/2015	test discount			90.00	90.0	0	0.00	
nock-off A/P Inv	voices / Debit Notes CRED	ITOR 1						Unapplied Amount :	0
Туре	Date	▲ No.	Supplier No.	Org. Amt.		Outstanding	Pay	Knock O	fDate
PB	20/10/2015	PI-000001	PI-101010		100,500.00		.00	500.00 🔽 21/10/20	15
PB	19/11/2015	PI-000003			130.00	50	00	0.00	

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?

2 Credit Note - Testing1.8 - AutoCount Accounting (Ver: 1.8) (Rev: 133)		
File G/L A/R A/P Inquiry Stock Sales Purchase Bonus Point Business Flow Point of Sale General Maintenance Tools GST Window Help Report Others		
Credit Note		2
Hint: In this credit note window, you can create, modify, or delete credit note for your customer.		
You can:		
Create a new Credit Note Find Credit Note Print Credit Note Listing		
or you can show a list of Credit Note, then find your Credit Note and apply the action on it.		
Edit View Preview Print Delete Refresh		Show this grid at startup
Drag a column header here to group by that column		
Doc. No. Date Debtor Code Debtor Name Agent Curr. Code Curr. Rate Indusive? Sub-Total (ex) GST Image: Character Science	Local GST Total 78.80 3.	Local Total Cancelled 158.80 3,158.80
1990 02(04/2015 300-001 USD company windows		530.00 1,855.00
You have opened 10 windows, which has hit we default 10 maximum windows. Do you still want to open this: (Note: Open can make you confused and can easily get to Memory error) (Hint: You can always change the default maximum number of windows in the Option dialog.) Yes No	283.60	5,013,60
💽 💽 Record 1 of 2 💽 🕅 🕅 🤇		2

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	x
Application Forms	
Maximum Windows: 10 😜	
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.