

## PASTEL PARTNER 2009 TRAINING

### Pastel Partner 2009 Product Specialist

Pastel Product Specialist gives you an understanding of processing procedure and how to troubleshoot any errors encountered. The Pastel Product Specialist course is designed to:

- Assist you in understanding the back-end processes of the program.
- The relationship between the front-end of the application and the backend.
- To understand how Partner reads and writes its information.
- Understanding will further help you to interpret the information and troubleshoot any problems you might encounter.

### Entrance Requirements

Learners need to meet the following prerequisites before attending this course.

- Bookkeeping NQF Level 3 qualification or equivalent.
- Computer Literacy at NQF Level 3.
- Mathematical Literacy at NQF Level 3.
- Pastel Partner Practitioner Course
- Pastel Partner Installation Technician Course.
- Pastel Partner Product Consultant Course.

### Target Learners

This training course is designed to enhance the troubleshooting skills of experienced Pastel users. It provides much of the understanding necessary to performing data fixes in Pastel Partner and Xpress, and so acts as an important step on your path to becoming a Pastel Technical Specialist – the next and final stage in the Pastel training regime.

### Training

This is a two day course.

### Delivery Methods

Delivery methods include:

- Facilitated workshops

## Benefits

This qualification is designed to enable the distributor / reseller to effectively troubleshoot and assist Pastel Partner 2009 clients.

After-sales service is greatly enhanced when the Pastel Product Specialist (Module 4) is equipped with the required knowledge and skills to deal with the application and related product data problems.

Once you have passed the assessment, you will have a Pastel accredited certificate in the most widely used computerised accounting package in South Africa.

## Course Outline

This course explains and demonstrates how General Ledger, Customer, Supplier and Inventory transactions filter through into the back end of the Pastel Partner programme.

This course mostly focuses on troubleshooting errors and supplying the solution for those errors.

## Assessments

The assessment is not part of the course and is not included in the course price. Assessments must be completed within four weeks of attending the course.

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