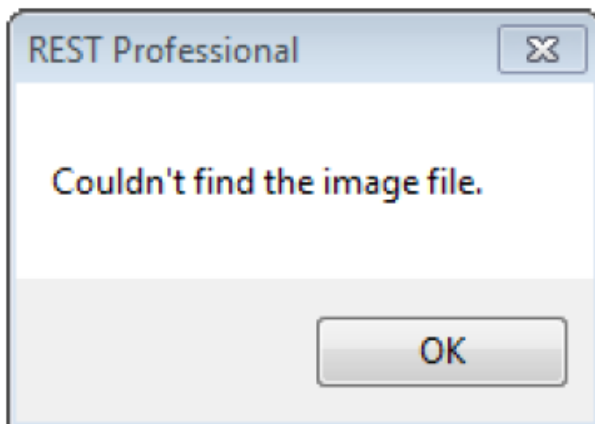




Statement Printing – Couldn't Find the Image File

You may encounter the following message when sending Owner Statements, Tenant Invoices or Creditor Remittance etc.



If the error message “couldn't find the image file” generates, this means that REST is trying to locate the logo to attach to the top of the statement but cannot find the path. If you have changed server locations or had some changes to your environment you may need to re-save this information for the logo to be printed on the statements.

1. Go to Other >Utilities > Company Details and click on the Defaults Tab and make sure that you have the logo saved in the browse section.

Company Details

General | Charges/Taxes | Internal Accounts | Defaults | Advertising | Water Invoicing | Third Party

Print header on statements & reports

Owner Remittance Printing styles

Tenant Quote and work order Owner statement default 7

Print logo Vacancy Counter rpt Creditor cheque style 1

Company Logo to be printed on report headers

M:\Rockend Logo\Rockend\Rockend_logo_medium.jpg Browse

Owner, Property, Tenant Defaults

Charge Bank Charges Management Fee 8.00

Sundry/Postage 5.00 Disbursement Fee 0.00

Income & Expenditure Fee 30.00 Inspection Fee(Excl) 50.00

Owner tenancy agreement fee default 30.00 Inspection Frequency M6

Tenant tenancy agreement fee default 0.00 Holiday Management Fee 10.00

Tenant Invoice Commission % 6.00 Current Accounting Month Year

November 2016

Miscellaneous defaults

Portfolio checker Edit Diary options Edit Align Cheque

Edit text files Attached cheque layout Edit

SMS provider email address jaimie.filton@rockend.com.au

SMS default reply string, NOTE: Does not apply to merge SMS's

Next Tax Invoice No. 101007

End Of Month Wizard Auto deposit (EFT)


Internal Payment Method

Locked - Payments process is active, cannot change payment method at this time!

Cancel - ESC

OK - F12

2. Ensure that Print Logo is ticked.
3. Ensure that you have a valid path to where the image is saved. If the image has been moved or the path has changed, you will need to click on browse and browse to the location of the saved jpg.

 It is recommended that you save the image to the server location so anyone printing statements, invoices and remittances can access this location.

4. Click OK-F12 to save changes.

17/10/2017 5:29 am AEDT