SellWise User Group

Thursday, February 17th, 2022

Presenters

Will Atkinson, President – CAP/Sellwise

Don Day, Team Lead, Shared Services

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User Group Topics

- Receipts and Options

- Pinpad Availability

- Pervasive 13 and Windows 10 Upgrades – Reminder

- How to check your drive mapping

- Most common CAP Service calls

- Updates

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Receipts and Options in CAP

- POS receipts are customizable:
  - Choose what to display
  - Store Hours
  - Store policies
  - Optional messages
  - Gift Receipts
  - Barcode for returns
  - Help → Configuration → Invoices and Receipts

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Receipts and Options in CAP

- Output Options:
  - 40 column thermal printer
  - 80 column report printer
  - E-mail from the POS
  - 2nd or 3rd copies

  → Station Settings → Printers

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Current Pinpad for SellWise

- The Verifone VX805 is officially End of Life

- Your VX805 is still supported

- The replacement is the Verifone P400

- Supports ApplePay, EMV, etc.

- Supply chain issues have been

  intermittent in 2021-2

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Windows 10 and Pervasive

- REMINDER! Please try to budget to upgrade

- If you already have Pervasive 13, you MUST deactivate the license on the old computer prior to installing on the new one

- A new install has a 30 day trial period

- When it expires, a DB-120 error will result, locking you out of SellWise

- CAP cannot unlock the license, you must call the vendor

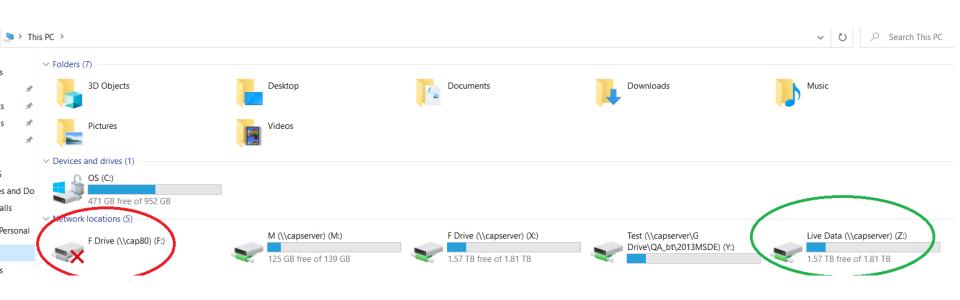BOY SCOUTS OF AMERICA®

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SellWise Drive Mapping

- Server Not Found Message?

- Database error on Station 2+?

- Check your "mapped drive" in your This PC folder

- Find the drive letter assigned to the SW folder on the main SellWise PC and ensure it is green

- Typically F:\SW

- Double click a red drive to reconnect

SellWise Drive Mapping

Common CAP Service Calls

- Pervasive DB-120 error – license expiration

- Price Import

- General Ledger questions – Get the manuals before adding/changing if you're not sure

- Configuration questions – including receipts!

Updates

- CAP Backup

- How to ask Questions of the presenters

- Inventory myth
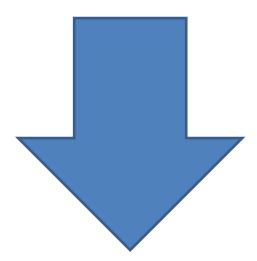
- Where this presentation is located online

Backing up SellWise

- Is your data secure?

- New (added cost) service available ($225/year)

- Scheduled backup daily, runs automatically

- Creates an encrypted file stored securely to the cloud

- Reviewed daily for success by CAP

- We contact you if your system fails to backup

- CAP will restore your system if you have a failure

- AVAILABLE NOW. Contact CAP for Pricing

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If you have questions:

1. Look for horizontal bars at bottom of your screen
2. Click on "chat"
3. Type in your question and hit enter to send to all participants
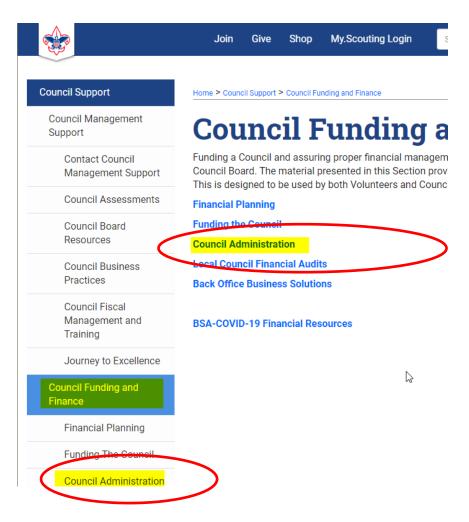
Common Myth: Inventory is once a year

- Truth – Inventory is a weekly process
- Check five to ten different items each week
  - Choose five to ten items and count total inventory on the shelf, in the back room, etc
  - Write the inventory counts on a piece of paper
  - Open Inventory Checker from 'Options' in SW

Slides and recording posted on **scouting.org/financeimpact** Look on the *Council Administration* link, then look at the bottom for Sellwise Support/User Group link

QUESTIONS!

Next Meeting
Thursday, March 24th
10:00am CST