

# SellWise User Group

Thursday, February 17th, 2022

## **Presenters**

Will Atkinson, President – CAP/Sellwise

Don Day, Team Lead, Shared Services



# 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



# 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



# Receipts and Options in CAP

- Output Options:
    - 40 column thermal printer
    - 80 column report printer
    - E-mail from the POS
    - 2<sup>nd</sup> or 3<sup>rd</sup> copies
- Station Settings → Printers



# 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



# 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

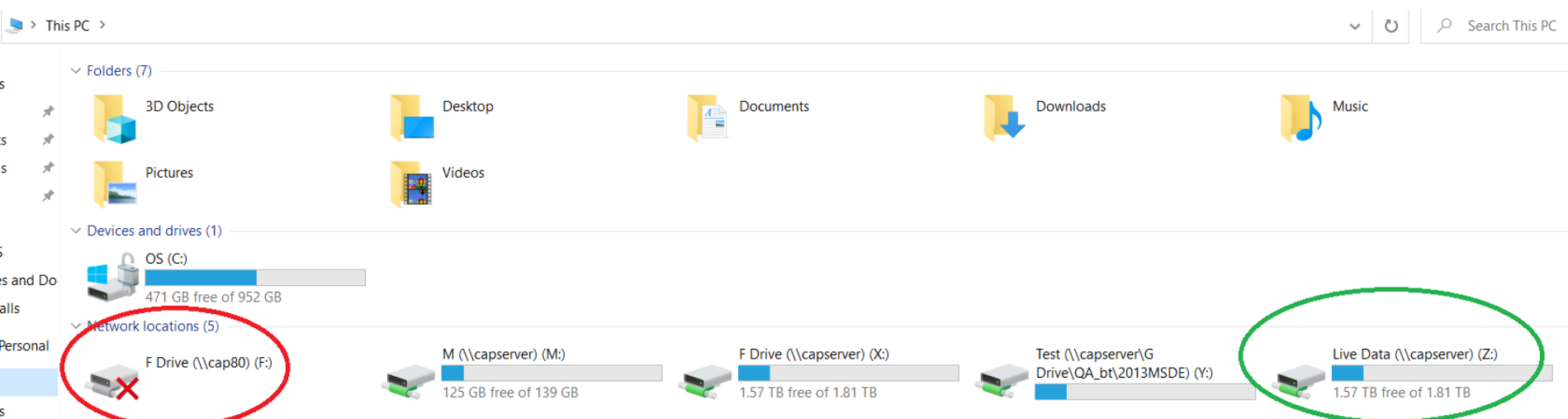


# SellWise Drive Mapping

- 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



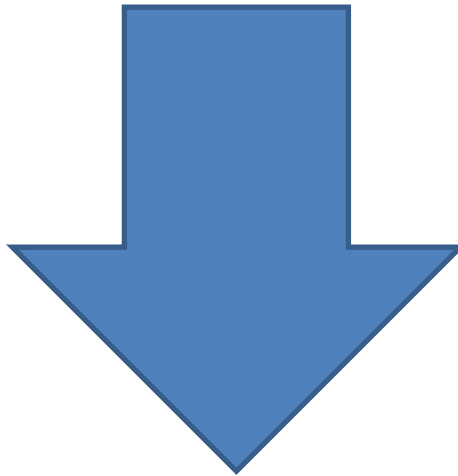
# Backing up SellWise

- 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



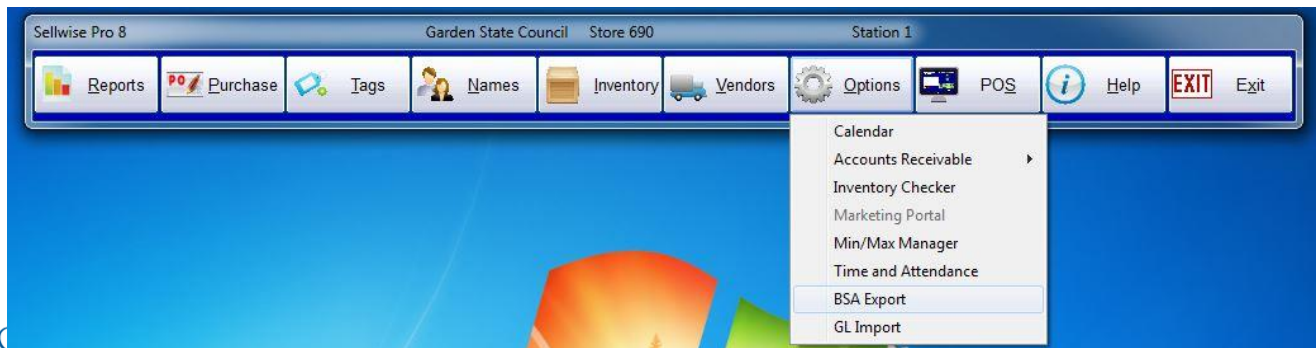
## **If you have questions:**

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

The screenshot shows the Boy Scouts of America website. The top navigation bar includes links for Join, Give, Shop, and My.Scouting Login. The main content area is titled 'Council Funding and Finance' and includes a breadcrumb trail: Home > Council Support > Council Funding and Finance. The left sidebar lists various support topics, with 'Council Funding and Finance' highlighted in green. The right sidebar lists specific resources, with 'Council Administration' highlighted in yellow and circled in red. Other resources listed include Financial Planning, Funding the Council, Local Council Financial Audits, Back Office Business Solutions, and BSA-COVID-19 Financial Resources.

**Council Support**

- Council Management Support
- Contact Council Management Support
- Council Assessments
- Council Board Resources
- Council Business Practices
- Council Fiscal Management and Training
- Journey to Excellence
- Council Funding and Finance**
- Financial Planning
- Funding The Council
- Council Administration**

**Council Funding and Finance**

Home > Council Support > Council Funding and Finance

## Council Funding and Finance

Funding a Council and assuring proper financial management of the Council Board. The material presented in this Section provides information that is designed to be used by both Volunteers and Council Staff.

[Financial Planning](#)

[Funding the Council](#)

**[Council Administration](#)**

[Local Council Financial Audits](#)

[Back Office Business Solutions](#)

[BSA-COVID-19 Financial Resources](#)



# QUESTIONS!

## Next Meeting

### Thursday, March 24th

### 10:00am CST

