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# SellWise User Group

Thursday, July 20th, 2017

## Presenters

Will Atkinson, President – CAP/Sellwise

Don Day, Team Lead, Shared Services



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# User Group Topics

- New Backup Process – CAP Backup is LIVE!
- Inventory Audit – Cost Price Update Reminder
- Did You Know? Properly using Mail Codes in Names
- Manually Receiving Inventory (Camp Closing, etc.)
- PASSWORDS!
- Most common CAP Service calls
- Updates



# Backing up SellWise

- New (added cost) service available
- Scheduled backup daily
- Creates an encrypted file stored securely to the cloud
- Reviewed daily for success by CAP
- CAP will restore your system if you have a failure
- **AVAILABLE NOW.** Contact CAP for Pricing



# Inventory Audits

- Auditors commonly review the Monthly Value Analysis
- Value Analysis Shows:
  - # of Item Records
  - # of Physical Items in Inventory
  - Retail Value (quantity on hand x retail price)
  - Net Value (quantity on hand x 'current cost')
  - True Value (quantity on hand x 'actual cost')



# Inventory Audits

Auditors use the month to month Inventory Analysis data to look at sales versus value of inventory to identify possible discrepancies.

Discrepancies can be caused by:

- Items not received properly or at all
- Items sold incorrectly
- Items counted incorrectly
- Theft/shrinkage/breakage not recorded
- Cost/Price Update (?!?!?!)



# Cost Price Update and Value Analysis

The Cost/Price Update File Includes:

- New Inventory Items
- Updated Inventory Items
- Current Cost Updates
- **Actual Cost Updates**
- Retail Price Updates



# Cost Price Update and Value Analysis

The “Actual Cost Update” is the one to be aware of when working through an audit.

Changing the ‘Actual Cost’ in your Inventory changes the Actual book value of your inventory, independent of sales/receipts of items.

**Make sure your auditor knows** that you have done Cost/Price Updates during the review period to help identify changes to your Value Analysis.



# SellWise Mail Codes

- Mail Codes are a way to group your customers in the Names database, including Units, Employees, Volunteers or Activities. You can use these codes to sort customers in Custom Lists.

These are the recommended Mail Codes for common Names:

- U – Units
- S – Staff
- V – Volunteers





# SellWise Mail Codes

By design, the Mail Codes are tied to GL numbers where appropriate so that transactions associated with these Names go to the appropriate GL number in your nightly export to PeopleSoft.

U = 2341

E = 1255

V = 2306

“On Account” transactions rung up to Names without a valid mail code will go to the 1242 GL Account.



# SellWise Mail Codes

You can run a Custom List in Names to see all of your customers and the associated Mail Code.

It is good practice to do this occasionally to ensure all your units are coded correctly.

If your GL isn't balancing or transactions are missing from 2341, double-check your Mail Codes and correct any missing or invalid ones.

Unit accounts **MUST** have Mail Code U to work properly in the GL!



# End of Camp Inventory

- Camp is over, time to reconcile inventory at camp
- Who does the counts at Camp?
  - If Camp staff, who verifies
- What happens to your camp inventory at end of season
- Can you return any to National Supply



# End of Camp Inventory

- Do you have SellWise at camp
  - Many camps do – a great investment to minimize the risk of inventory loss & incorrect prices
- If no year-round trading post at camp, where is camp inventory stored? Do you bring it to the Service Center?
- How do you enter it into SellWise at your Service Center?



# Purchasing: Manual Receive

- Inventory from an outside source with no packing slip can be entered using “Manual Receive”

The screenshot displays the CAP Purchasing software interface. At the top, a table lists two orders:

Sent	Clerk	Order Date	Cancel Date	Ship Date	PO Number	Vendor	Amount
No	HELLO	07/05/2006	07/05/2006	07/05/2006	00000001	VENDOR CODE:ELECT	1200.00
No	HELLO	07/05/2006	07/05/2006	07/05/2006	00000002	VENDOR CODE:LSPET	6.66

Below the table, a summary bar shows "2 Orders - Total" with a total amount of "\$1,206.66". At the bottom of the interface, there are several buttons: "Add", "Change", "Delete", "Receive PO", "Receive Manual", "Help", "Suggested Order", "Understock", "Matrix Ordering", "Transfers", "On Order Report", and "Exit". A red arrow points to the "Receive Manual" button.



# Purchasing: Manual Receive

- Type in the Stock Locator or press F3 to search.

Item Receive

Enter Item Received (SL / ItemID / UPC)  or

Receive Items

Stock Locator  Item ID  UPC

Description

Vendor  Code

Quantity  unit

F5 Cost  /pack  / unit

F6 Margin  %  % Markup

F7 Price  /pack  / unit

Set Margin from Price and Cost  
 Set Price from Cost and Margin  
 Set Cost from Price and Margin



# Purchasing: Manual Receive

CAP Purchasing - Receiving Utility

00001001

PO Number: MAN00001001

Vendor: [Redacted]

Billing Acct: [Redacted]

Ship Date: 8/15/2016

Cancel Date: 8/15/2016

Order By: H - HELLO

Approved By: H - HELLO

Line	S/L	Item ID	Description	Sub Desc	Received	/Pkg	Cost	Total
1	2313.	P8776	PEPSI 2L BOT		5	1	1.13	\$5.65
2	2314.	P3130	MOUNTAIN DEW 2L		6	1	1.13	\$6.78

Item Receive

Enter Item Received (SL / ItemID / UPC) [ ] or F3 Find Item

Receive Items

Stock Locator: [ ] Item ID: [ ] UPC: [ ]

Description: [ ]

Vendor: [ ] Code: [ ]

Quantity: [ ] unit

F5 Cost: [ ] /pack [ ] / unit

F6 Margin: [ ] % [ ] % Markup

F7 Price: [ ] /pack [ ] / unit

Set Margin from Price and Cost  
 Set Price from Cost and Margin  
 Set Cost from Price and Margin

F1 Help F10 Accept Esc Cancel

**Total \$12.43**

Help Add Edit Item Add Freight Print Tag Notification E-Mail Print F10 Accept Cancel

Windows Taskbar: 2:07 PM 8/15/2016



# Sales Code Best Practices

- User lockouts are the #1 service call
- Write your password down and put it in the safe EACH time it changes.
- E-mail it to yourself.
- Create a generic Manager Sales Code and Password and put it in the safe
- If you lock yourself out, it will unlock after 30 minutes





# Common CAP Service Calls

- User lockouts
- General Ledger questions
- Configuration questions.



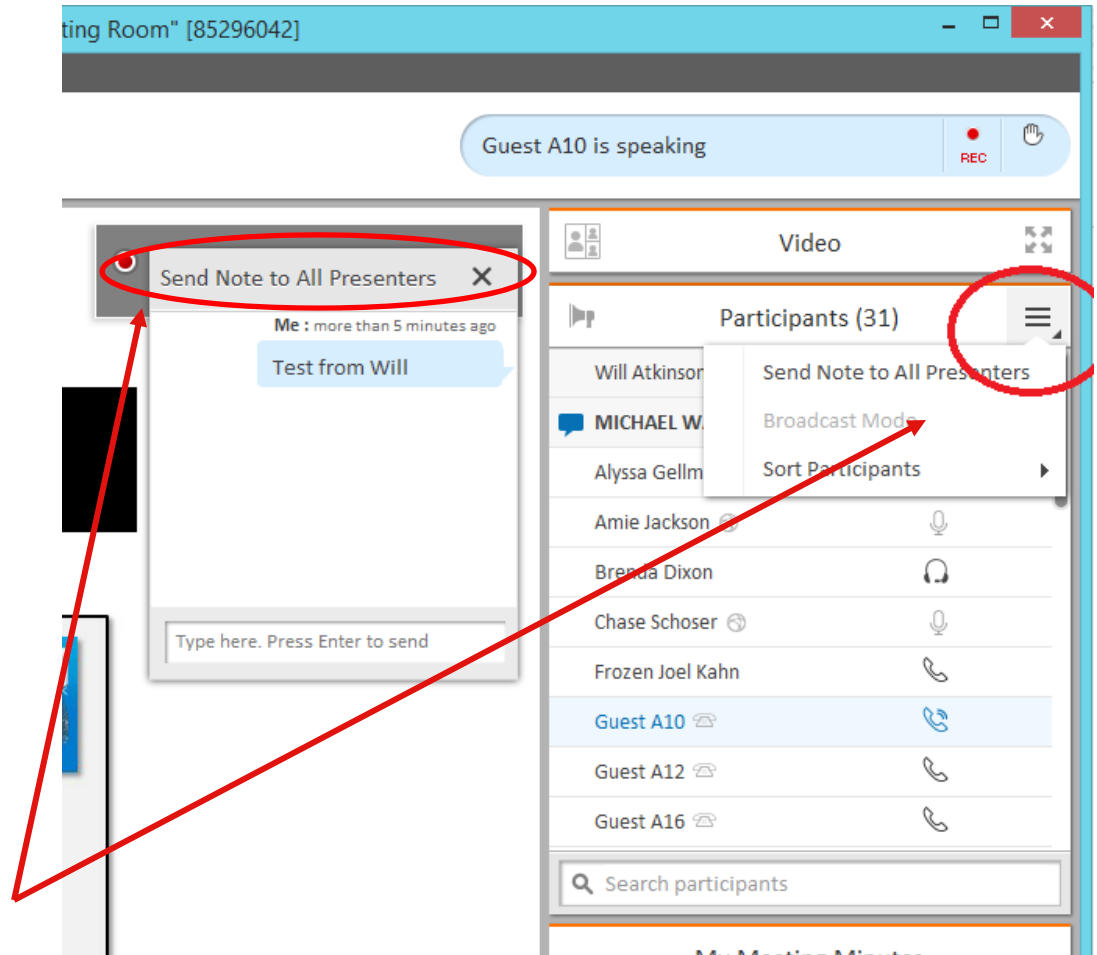
# Updates

- How to ask Questions of the presenters
- Inventory myth
- Where this presentation will be online
- Customer Service Survey



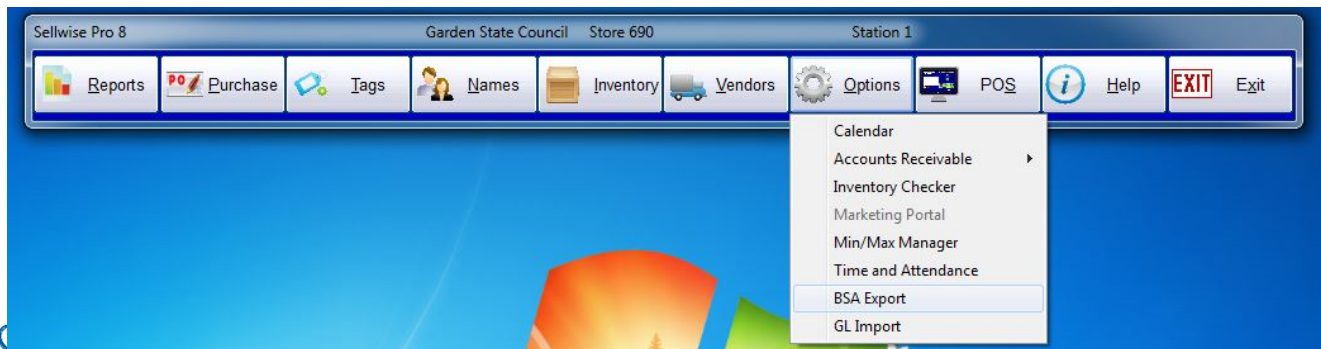
### If you have questions:

1. Look for horizontal bars at top right of your screen
2. Click on the bars and a chat window opens
3. Type in your question and hit enter to send



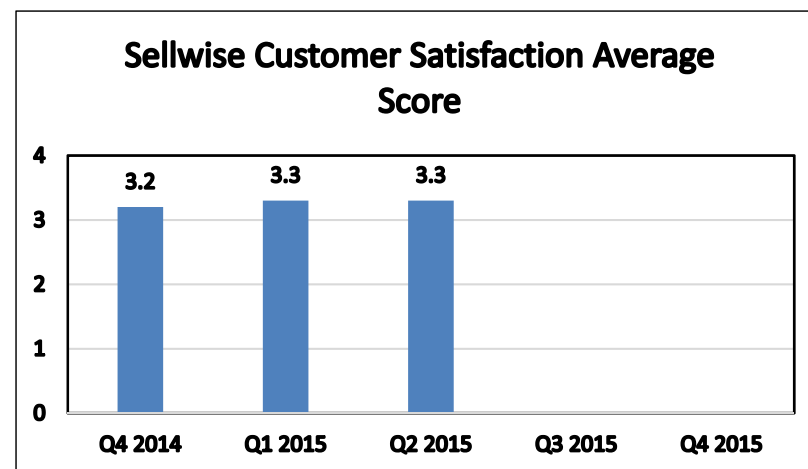
# Have you done your weekly inventory?

- 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



# Customer Service Surveys

- CAP Software is continually trying to improve your customer experience
- BRIEF customer satisfaction survey link on every closed ticket email
- Average score in 2016 was 3.3 out of 4
- Tell us how we're doing!
- We're LISTENING and we CARE



# SAMPLE SURVEY EMAIL

Dear BSA User,

Thank you for contracting CAP Sellwise Support. The detailed ticket from your call is attached.

If your issue is not completely resolved, please let us know.

If you need further assistance, please reply or call for support. If the follow-up is already scheduled, then please standby for further contact from CAP.

Please click the survey link below to rate this interaction and to help us continually improve our support services.

[http://scouting.co1.qualtrics.com/SE/?SID=SV\\_6Yxn5YOGfV0DkTH](http://scouting.co1.qualtrics.com/SE/?SID=SV_6Yxn5YOGfV0DkTH)

Sincerely,

Cap Technical Support

CAP SUPPORT TEAM



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Finance Impact > Council Fiscal Management

## Council Fiscal Management

Council Fiscal Management provides councils with resources and stewardship through on-site support, training courses, sharing of best practices, and more.

Webinar: Staying Tax-Exempt - PDF version of February 26, 2014  
Read the Frequently Asked Questions  
View the LiveStream presentation

Preferred Service Providers

- COUNCIL FISCAL MANAGEMENT
- 2013 National Annual Meeting
- 5-Year Financial Planning
- Budget Building Materials
- Council Finance Facts
- Fiscal Documents
- Payroll / Personnel
- Sample Policies
- Sphere (Kintera) Help
- PeopleSoft Documents
  - Accounts Payable
  - Asset Management
  - Audit Adjustments
  - Bank Reconciliation
  - Budget Tools
  - Communications
  - General Ledger
  - Month End
  - Point Of Sale
  - PeopleSoft User Group
  - PeopleSoft BSA User Guide
  - Webinars
  - Year End
- SellWise Support**
  - Document Library
  - User Group Information

Slides and recording posted on [scouting.org/financeimpact](http://scouting.org/financeimpact)  
Look on the Council Fiscal Management Tab, then look at the bottom left for Sellwise Support/User Group link



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# QUESTIONS!

## Next Meeting

### Thursday, August 17th

### 10:00 am CST

### 2:00 pm CST



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