SellWise User Group

Thursday, June 25th, 2020

Presenters
Will Atkinson, President – CAP/Sellwise
Don Day, Team Lead, Shared Services
User Group Topics

• Coronavirus Support Policy Reminder
• Windows 10 Upgrades
• New CAP Version Screenshots
• SellWise Update
• Most common CAP Service calls
• Updates
Coronavirus Support

• The Novel Coronavirus or COVID-19 is impacting retailers nationwide
• SellWise support is fully operational and we are actually bringing new techs online
• We are NOT reducing support hours or services as a result of COVID-19, so please continue to contact us for any assistance you need
Windows 10 Upgrade

• Reminder: Windows 7 EOL January 14, 2020
• No more security update or support for Win7
• Can upgrade existing PC to Win 10
• Or Buy new PCs
• Win 10 is fully supported by SellWise
• You do NOT need to purchase any new SellWise SW.
• You DO need to upgrade to Pervasive 13 if on an older version. Cost is $125 per computer
Windows 10 Upgrades

- Installation can be done by Council IT staff or contractors using online guides here:
  www.capretail.com/bsasupport

To get the order form for Pervasive 13, e-mail
bsaorders@capretail.com
Windows 10 Upgrades

CAP SellWise Guides & Manuals
Guides & Manuals

BSA Installation Checklists

CAP SellWise & Pervasive Installation Checklists
- Council or Scout Shop: Station 1 - Windows Preparation Checklist
- Council or Scout Shop: Stations 2 and Up - Windows Preparation Checklist
- Replacing an Existing SellWise Computer - Station 1
- Replacing an Existing SellWise Computer - Stations 2 & Instructions for Installing Pervasive on a Domain

Hardware Installation & Credit Card Setup
- Printer Installation Guide
- Mercury Pay Setup Guide
- BSA EMV Setup for Mercury Payments
- Verifone VX805 Setup Guide
- BSA Inventory Checker Guide

Miscellaneous
- Password Reset User Guide
- Cipher 8000 instructions
- Email a Receipt from the POS with no default mail client
- Inventory Checker Review Video
- Avoiding Duplicate Transactions

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Windows 10 Upgrades

- CAP Support can perform the upgrade for you for $120 per machine
- Scheduled appointment required
- Reminders:
  - Get Windows 10 or new PCs
  - Get Pervasive Licensing if needed
  - Ensure users have Admin/Install permissions
  - Use online guides or schedule with CAP
New Screenshots
HotKeys

![Image of HotKeys software interface]

<table>
<thead>
<tr>
<th>Quantity</th>
<th>SL</th>
<th>Description</th>
<th>Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>~NONSTK</td>
<td>Food</td>
<td>$99.00</td>
<td>$99.00</td>
</tr>
<tr>
<td>4</td>
<td>~NONSTK</td>
<td>Food</td>
<td>$29.50</td>
<td>$118.00</td>
</tr>
</tbody>
</table>

Subtotal: $205.00  
Tax: 0.00  
Total: $205.00

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Boy Scouts of America  
Prepared. For Life.
## Exceptions

### Sales Log

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>SL</th>
<th>Description</th>
<th>Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>-NONSTK</td>
<td>Food</td>
<td>$29.00</td>
<td>$29.00</td>
<td></td>
</tr>
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<td>-NONSTK</td>
<td>Food</td>
<td>$20.50</td>
<td>$80.50</td>
<td></td>
</tr>
</tbody>
</table>

### Calculations

- **Subtotal**: $205.00
- **Tax**: $0.00
- **Total**: $205.00

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[BOY SCOUTS OF AMERICA](https://www.bsa.org)

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Tender

Subtotal: $205.00
Tax: 0.00
Total: $205.00
SellWise Update

• New BSA Update Available
• The main addition is support for direct e-mailing of SellWise forms in Windows 10 for those sites that have had issues.
• If you have e-mail issues, contact SellWise support for the update at any time
Common CAP Service Calls

• User lockouts – Get the update!
• General Ledger questions – Get the manuals before adding/changing if you’re not sure
• Configuration questions
Updates

• How to ask Questions of the presenters

• Inventory myth

• Where this presentation is located online
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, August 20
10:00 am CST