Scotia Enterprise Manager (SEM) User's Manual

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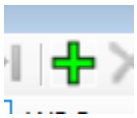
General Tips

Adding a record

A general tip for adding a record on almost any window is to click on the green (or yellow) plus sign.

You will see these plus signs throughout the entire program and they all have the same job: to add a record.



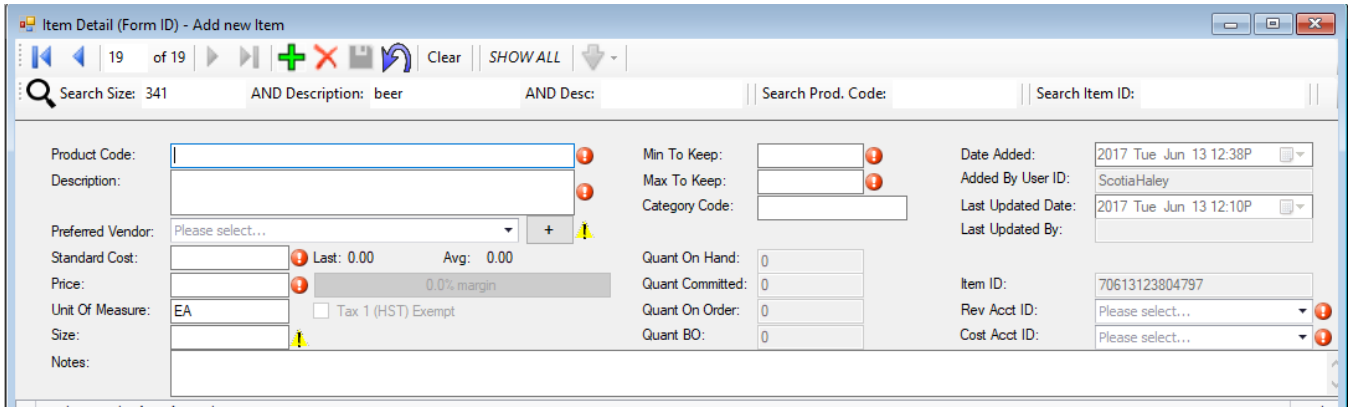
Records consist of vendors, vendor terms, customers, customer terms, G/L accounts, barcodes, items, users, employees, sales reps, payments, payment types, transactions, button images, buttons, purchase orders, and reports. Almost any move that is made within the system is a new record.

Warning signs

After you click the green plus sign, you will see red and yellow exclamations pop up beside some fields.

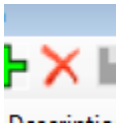
The red exclamation points are beside fields that must be filled before saving the record.

The yellow exclamation points are beside fields that should be filled in, but are not necessary to save the record.



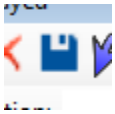
Deleting a record

To delete a record from your database, click on the red X at the top of the window of the record you wish to delete. The red X is located between the green plus sign and the blue save button.



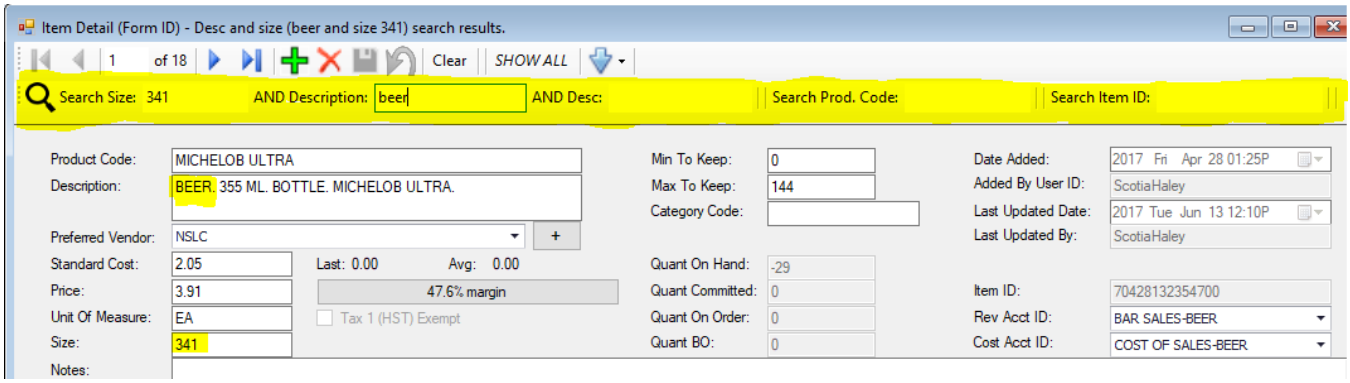
Saving a record

To save a record, you must have all the required fields filled in. Once these fields are filled in with the correct information, the save button will turn from grey to blue. You can click on the blue save button to save the record.



Searching a record using search tools

There are search tools at the top of every window. To help narrow down the results of the record you are looking for, start filling in the appropriate search bars at the top of the window.

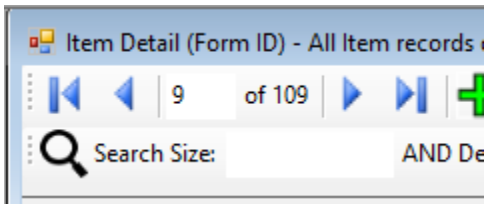


Searching a record using scrolling tools

You may have the option on some windows to "SHOW ALL." This will show all the records you have of that type.

If you would like to scroll through records one-by-one, use the blue arrows at the top of the window.

The two arrows on the inside will let you scroll through the records one by one. The two arrows on the outside will take you to the very first and the very last record.

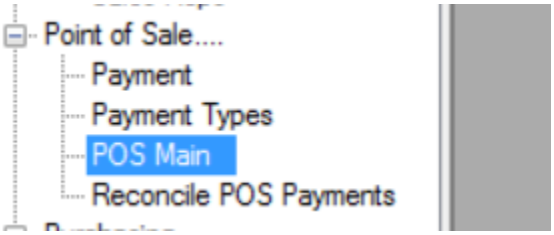


Point of Sale

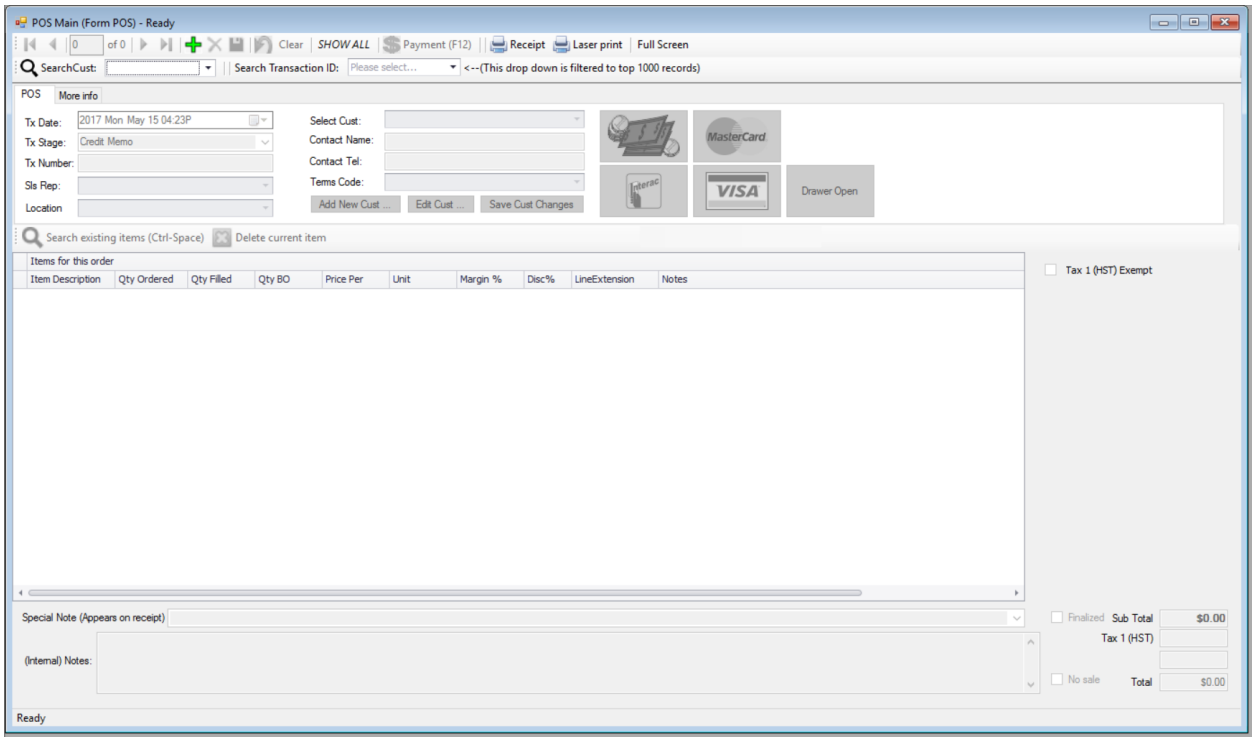
POS Retail

Create a Quote

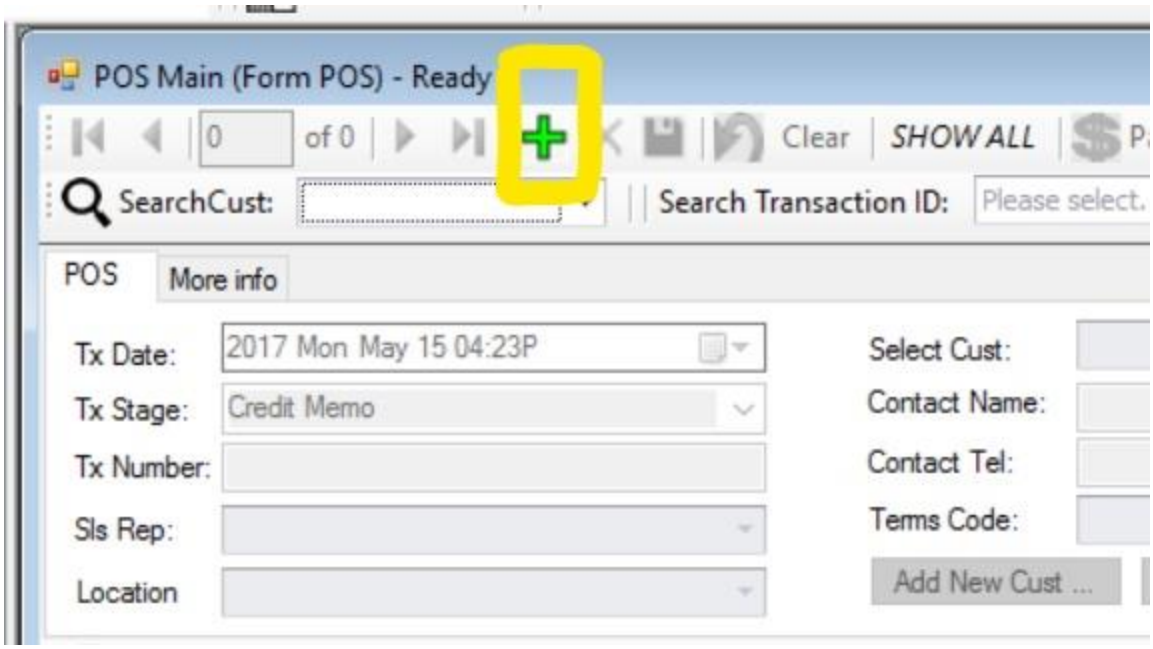
Double click on POS Main



The POS Retail main window appears:

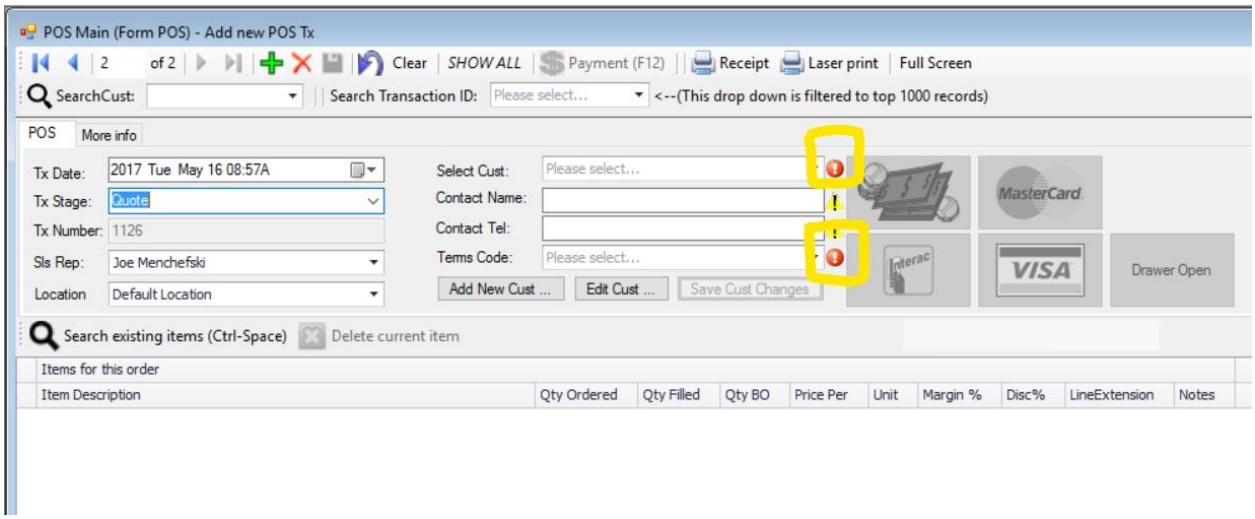


Click the green "Plus" sign to add a form – in this case a new quote:

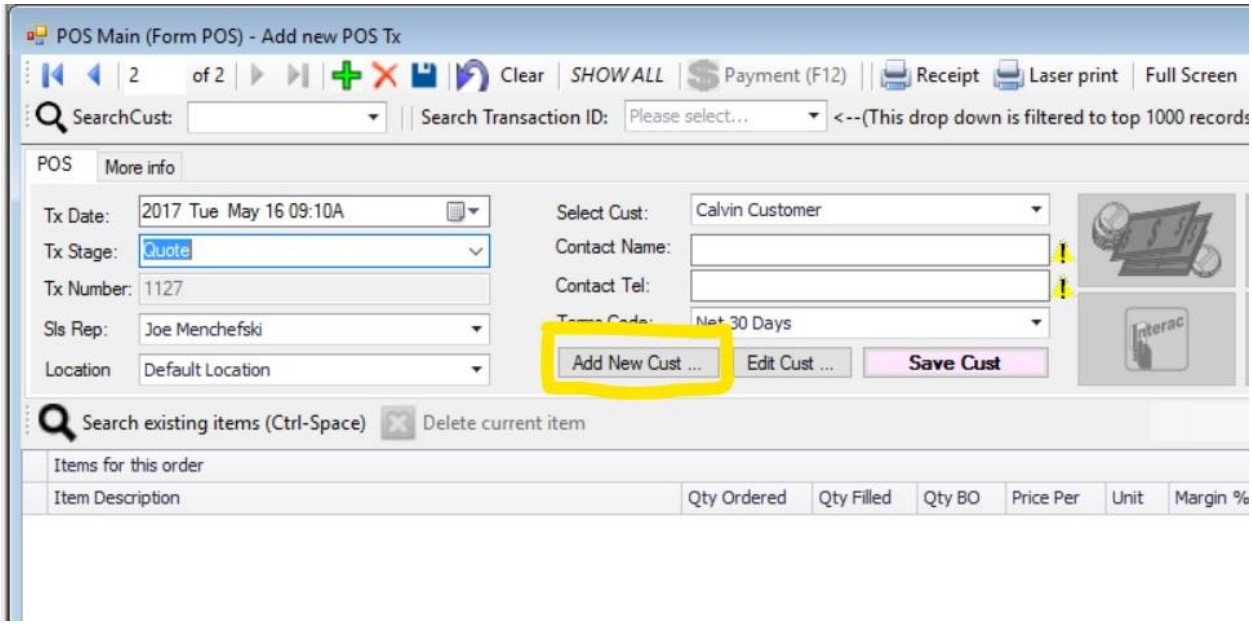


Change the "Tx Stage" (transaction stage) to "Quote" using the drop-down menu. You can also use the drop-down menus to choose the sales rep and location (for operations with multiple locations).

The red warning signs indicate fields that must be completed.



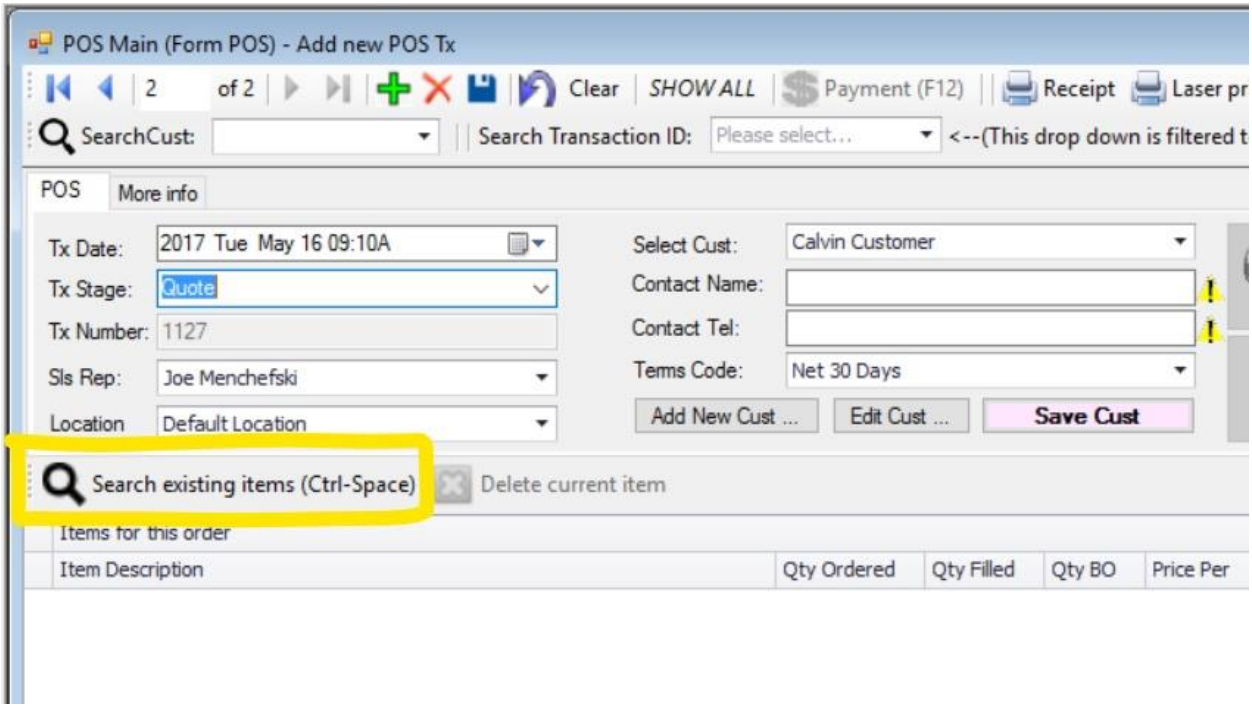
You can use the drop down to select a customer. If the customer doesn't exist, simply click the "Add new customer button".



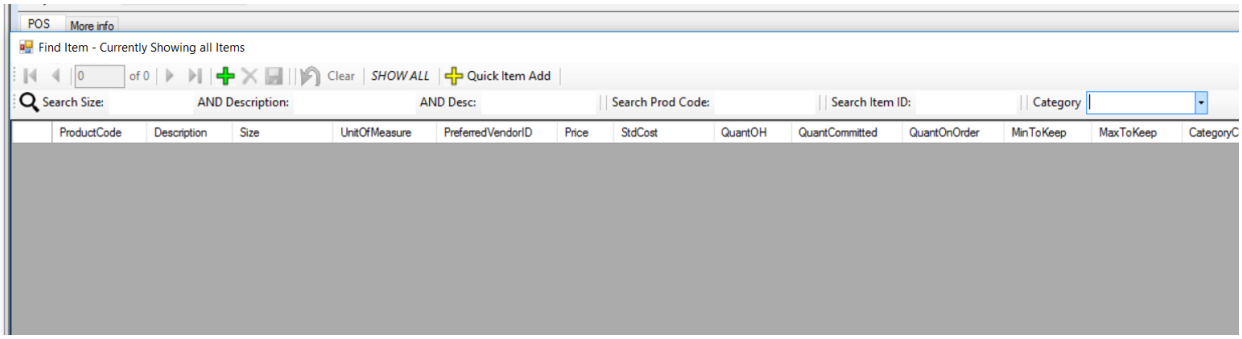
The Terms Code will update automatically when the Customer is selected.

Next, you will have to add some items to the quote. Most times you will simple scan an item in using its bar code and that item will automatically be added to the order. If the item does not have a bar code, you can search as follows.

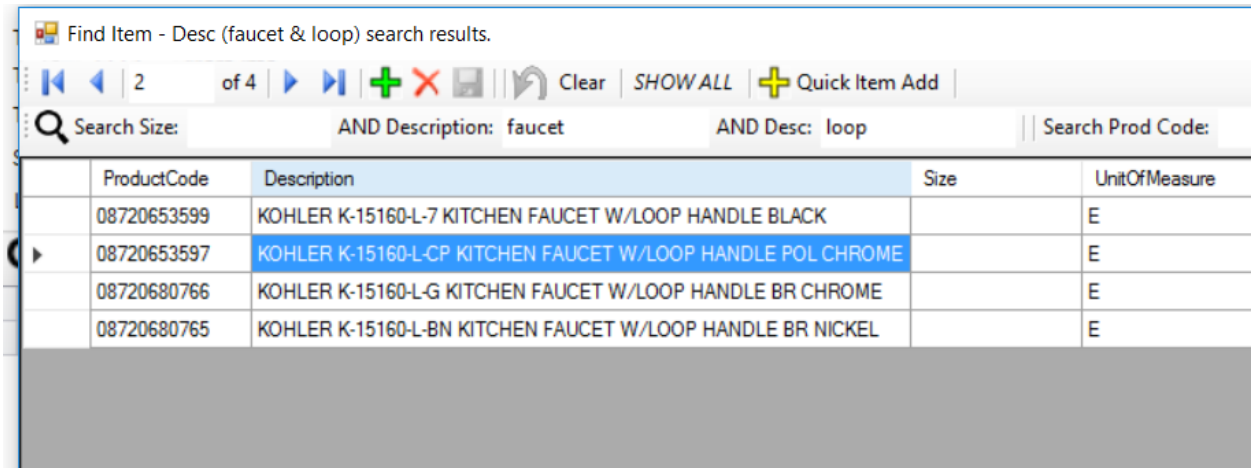
Click on Search existing items or hit <Ctrl-Space> on your keyboard.



A new window will open called "Find Items". There are multiple ways to search for your items within this window:

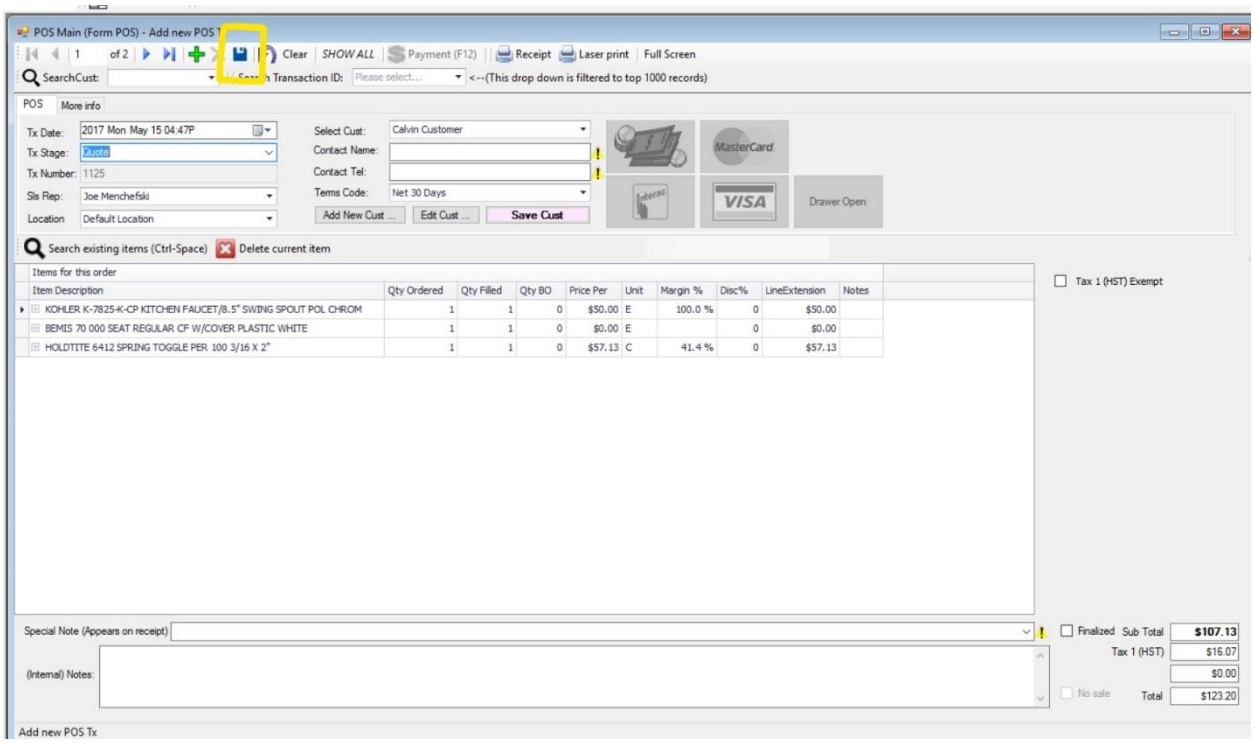


You can start typing in any or all of the search fields, including size, two description fields, product code, item ID and category.

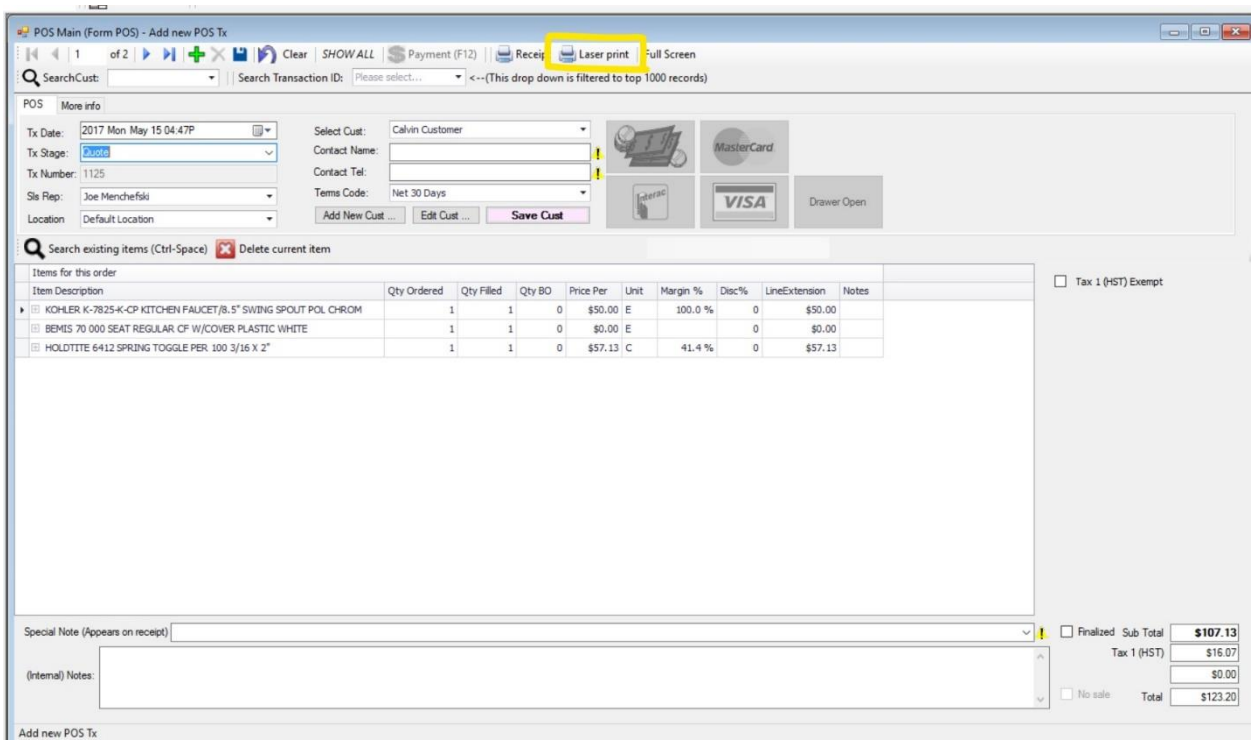


Double click on the item that your customer needs.

You can add as many items as you would like, using either the barcode scanner or the "Search Existing Items" function. When all of the required items are added you can save the quote by clicking the save button. (You'll notice the save button changed from "grey" to "blue" after you added a customer – meaning that it is possible to save the quote now).

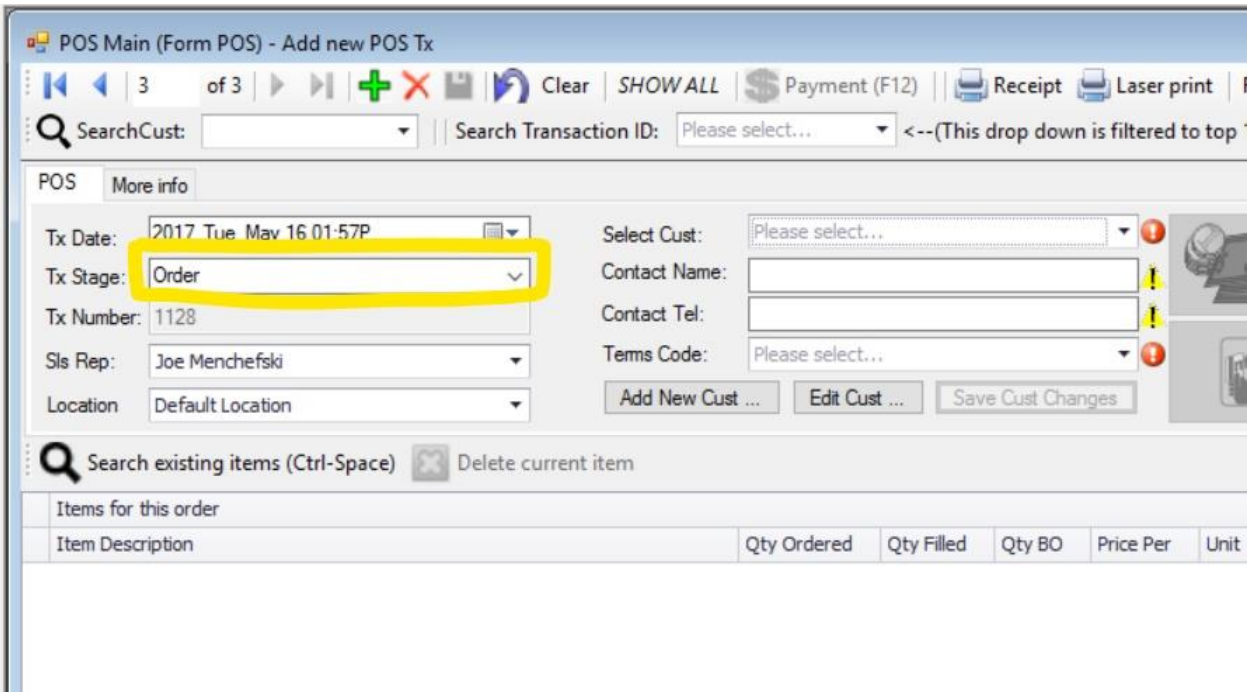


You can now print the Quote for the customer by clicking on Laser Print

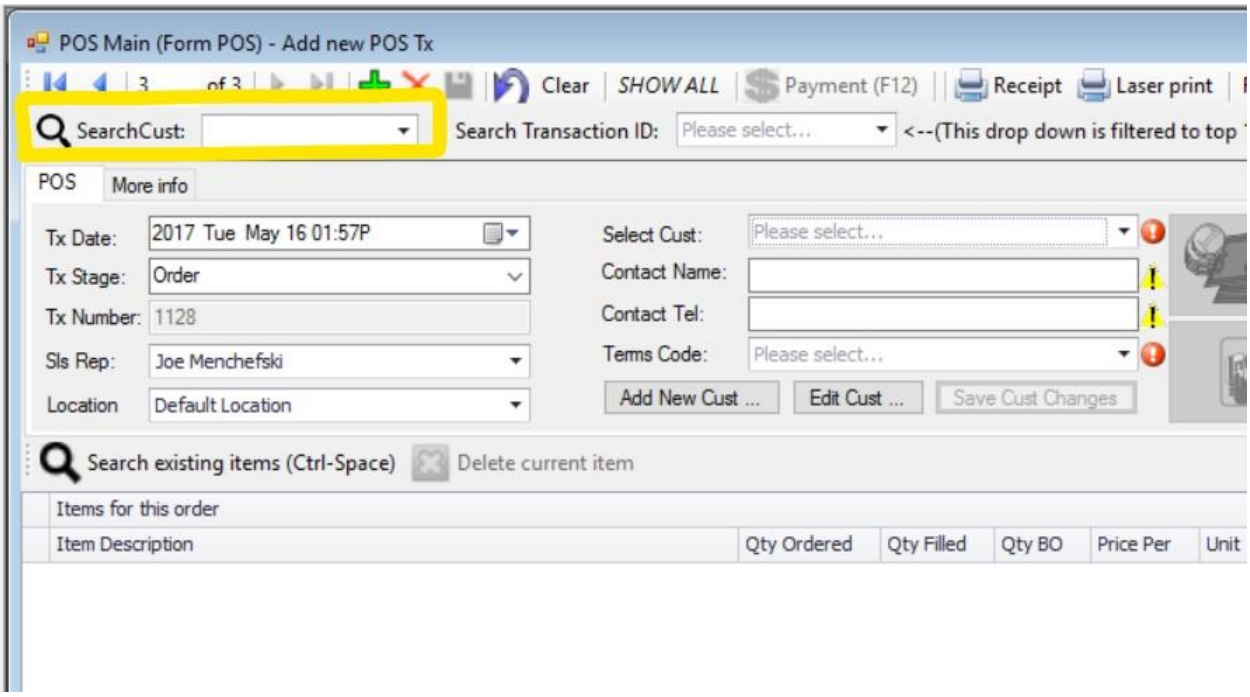


Create an Order / Convert a Quote to an Order

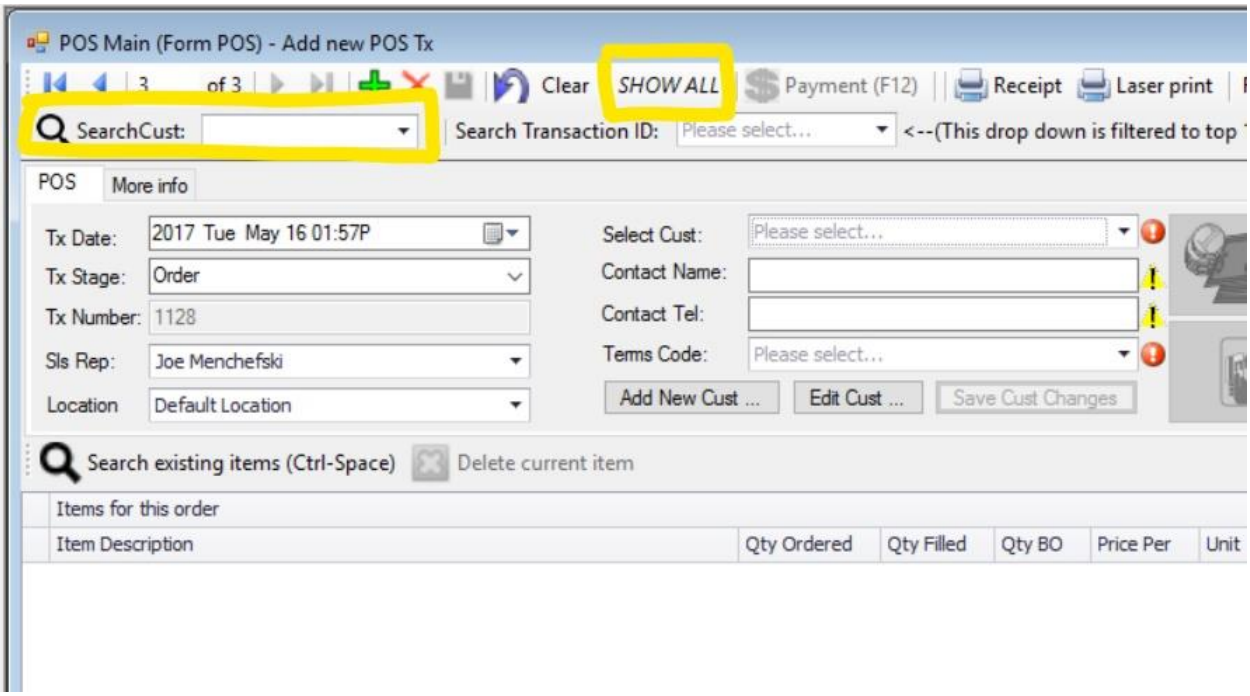
To create an order, follow all of the same steps as creating a quote, except change the Tx Stage to Order instead of Quote.



If you are converting a Quote to an Order, you first need to find the Quote. You can find the quote by using the drop-down menu to search by Customer:



Searching by customer is typically the fastest approach. However you can also search by Transaction ID, or you can hit "*SHOW ALL"* and scroll through the entire list of quotes. Use the left and right arrows to scroll.



Once you've found the quote you're looking for, simply use the drop-down menu to change the Tx Stage to "Order".

Create an Invoice / Convert an Order to an Invoice

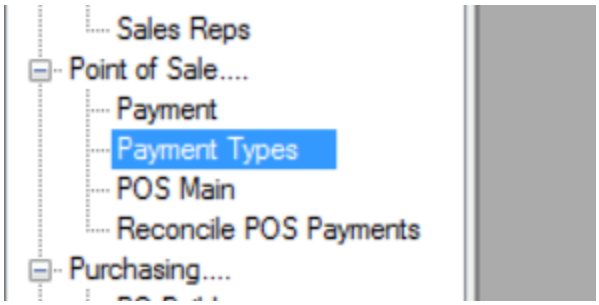
To create an Invoice, follow all of the same steps as creating a quote or an order, except change the Tx Stage to Invoice.

You can also search a Quote or an Order following the exact same procedure covered in the "Create an Order / Convert a Quote to an Order" section. You can then convert either a Quote or an Order directly into an Invoice by changing the Tx Stage to "Invoice".

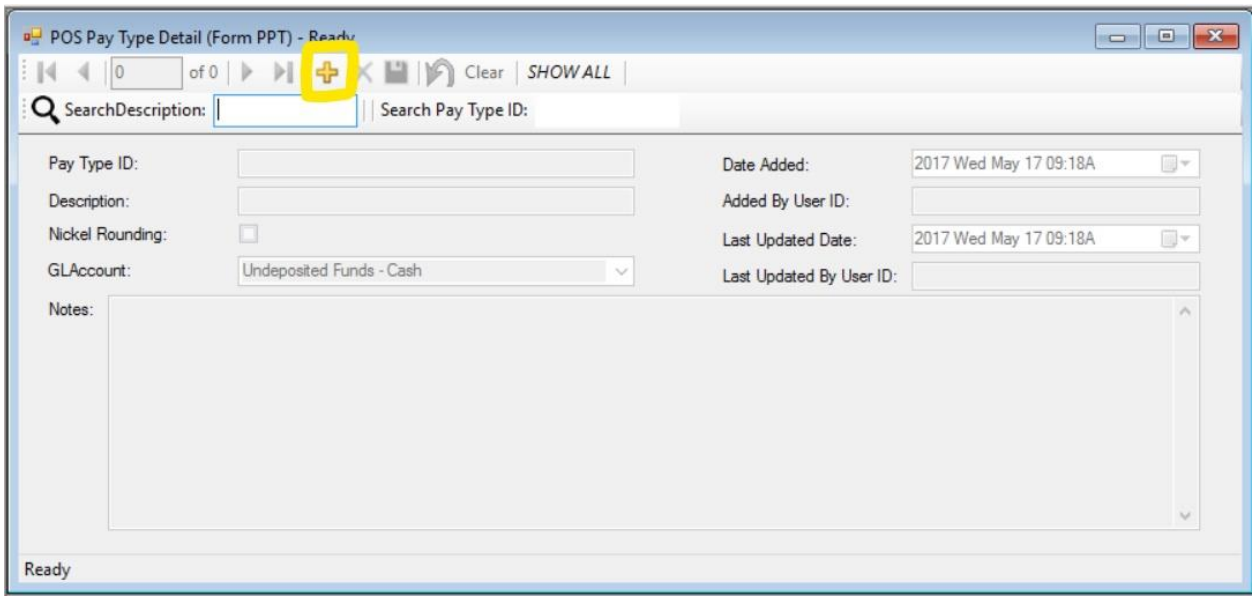
Unlike a Quote or an Order, you can receive payment on an Invoice. Please see immediately below for details on receiving payments.

Create a Payment Type

Begin by double clicking on Payment Types:

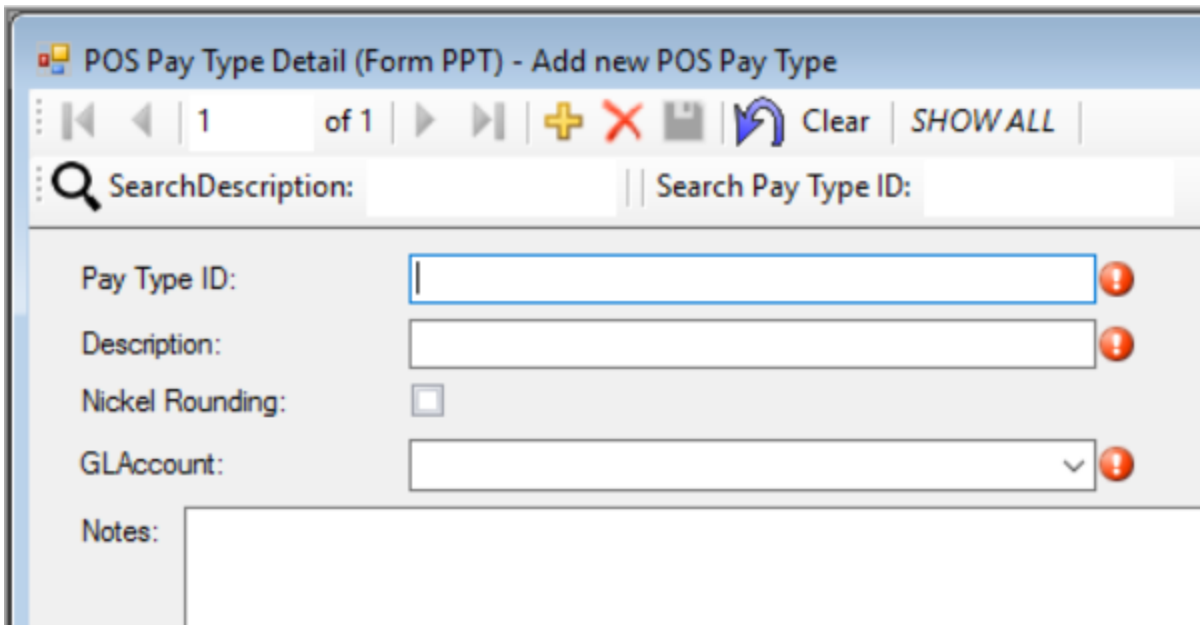


This will open the Payment Type Detail Form shown below. Click on the yellow "+" sign to create a new Payment Type.

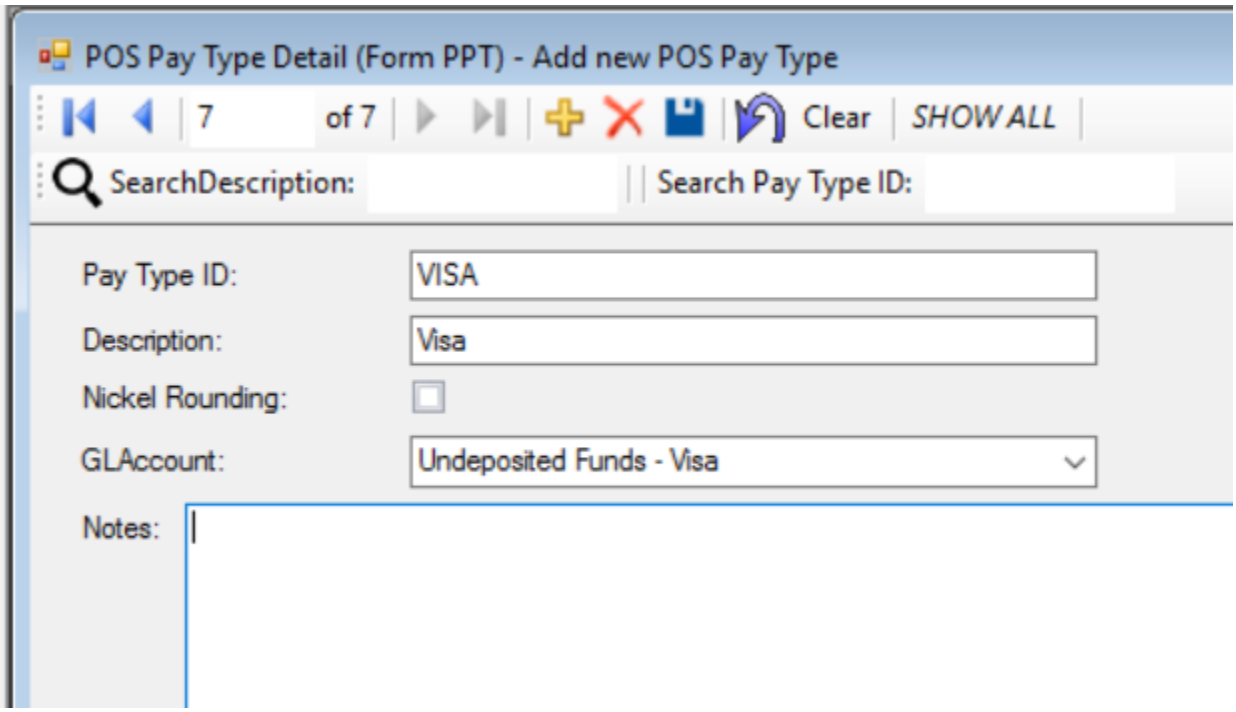


The system requires you to enter a Pay Type ID (a code that you choose), a very brief description of the Payment Type, and a General Ledger Account that ties to the payment method.

Nickel rounding is available for Cash payments. There is plenty of room available for notes as required.

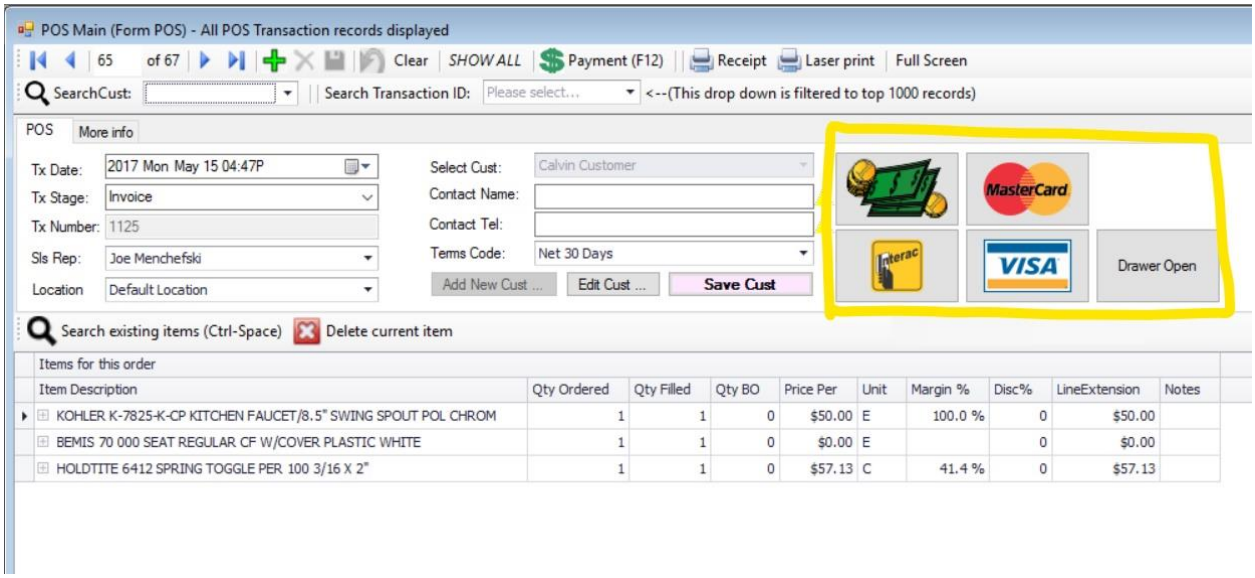


Once the three critical items are filled in, the save button will turn blue indicating that you can save the new Payment Type.



Receive a Payment Using "Quick Keys"

This is the simplest method for receiving a Payment. If the Customer is paying in full and using only one Payment Type, simply click the payment method using the Quick Payment Keys.

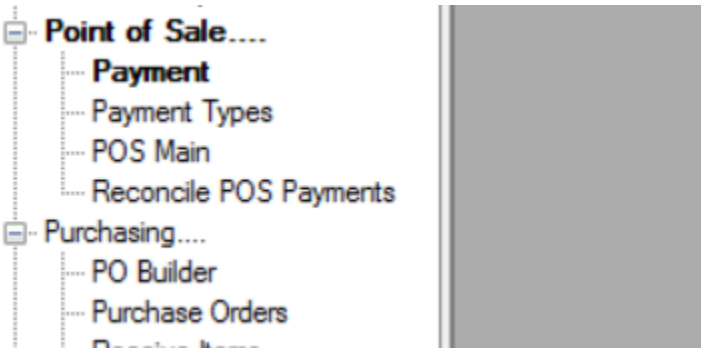


Receive a Payment Using Full Payment Function

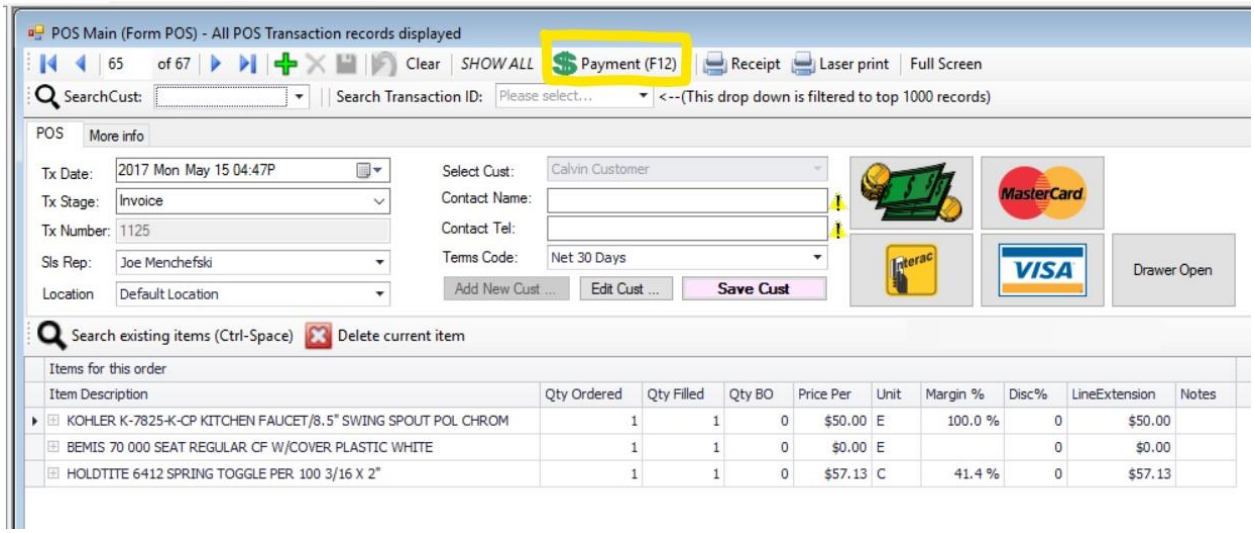
The full Payment system is necessary under the following circumstances:

1. The Customer is doing a Layaway or making any kid of partial payment.
2. The Customer will be using multiple methods of payment.
3. The Customer has been extended credit terms and you would like to see their payment history and/or current balance.

There are two ways to access the full Payment screen. The first is to access it directly from the Main Menu:

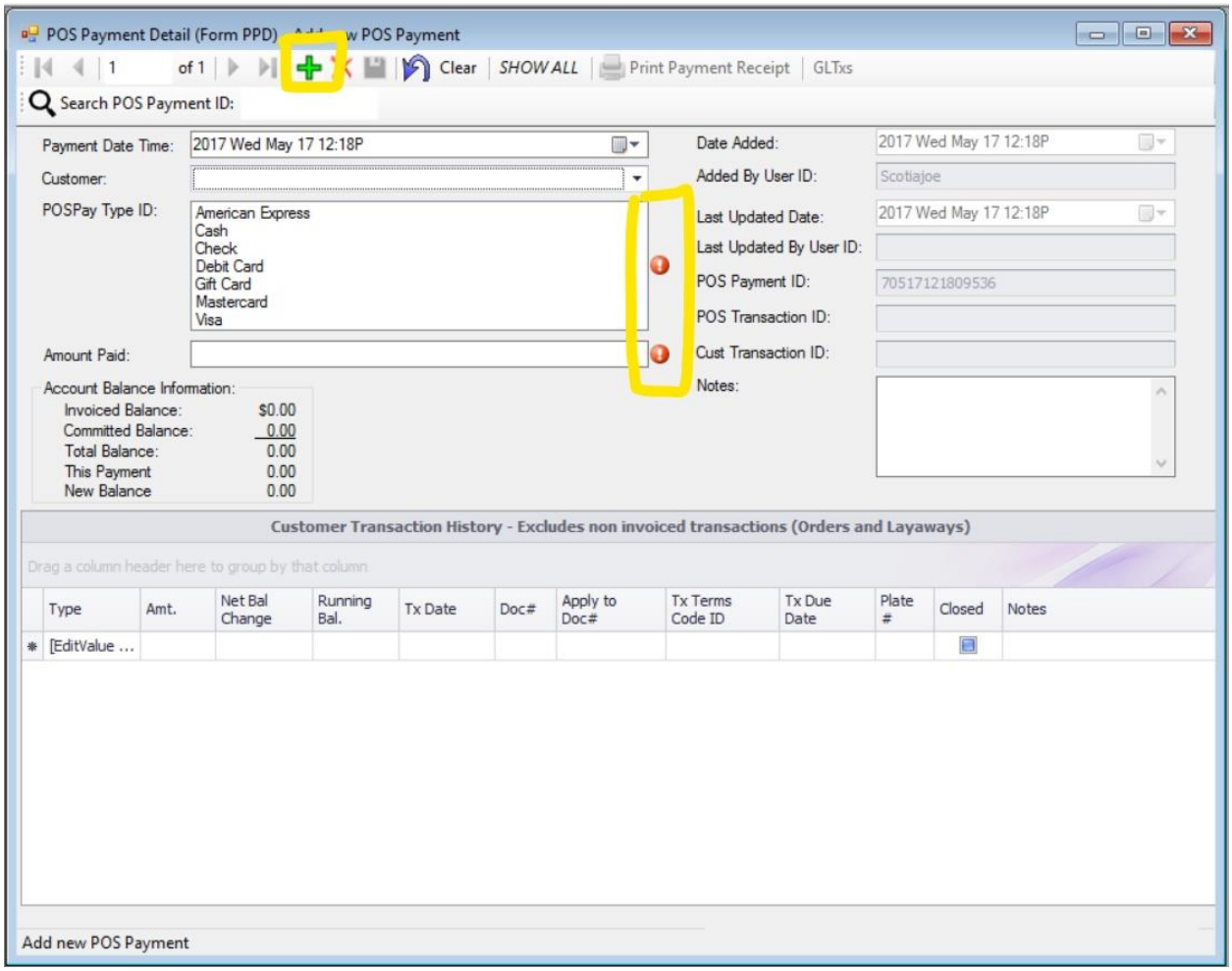


It can also be accessed directly from the main POS Retail screen:



Hitting the F12 key when the POS Retail Main screen is open will also open the full Payment screen.

Begin by clicking the green "+" icon to start a new Payment on a new Invoice or a new Layaway.

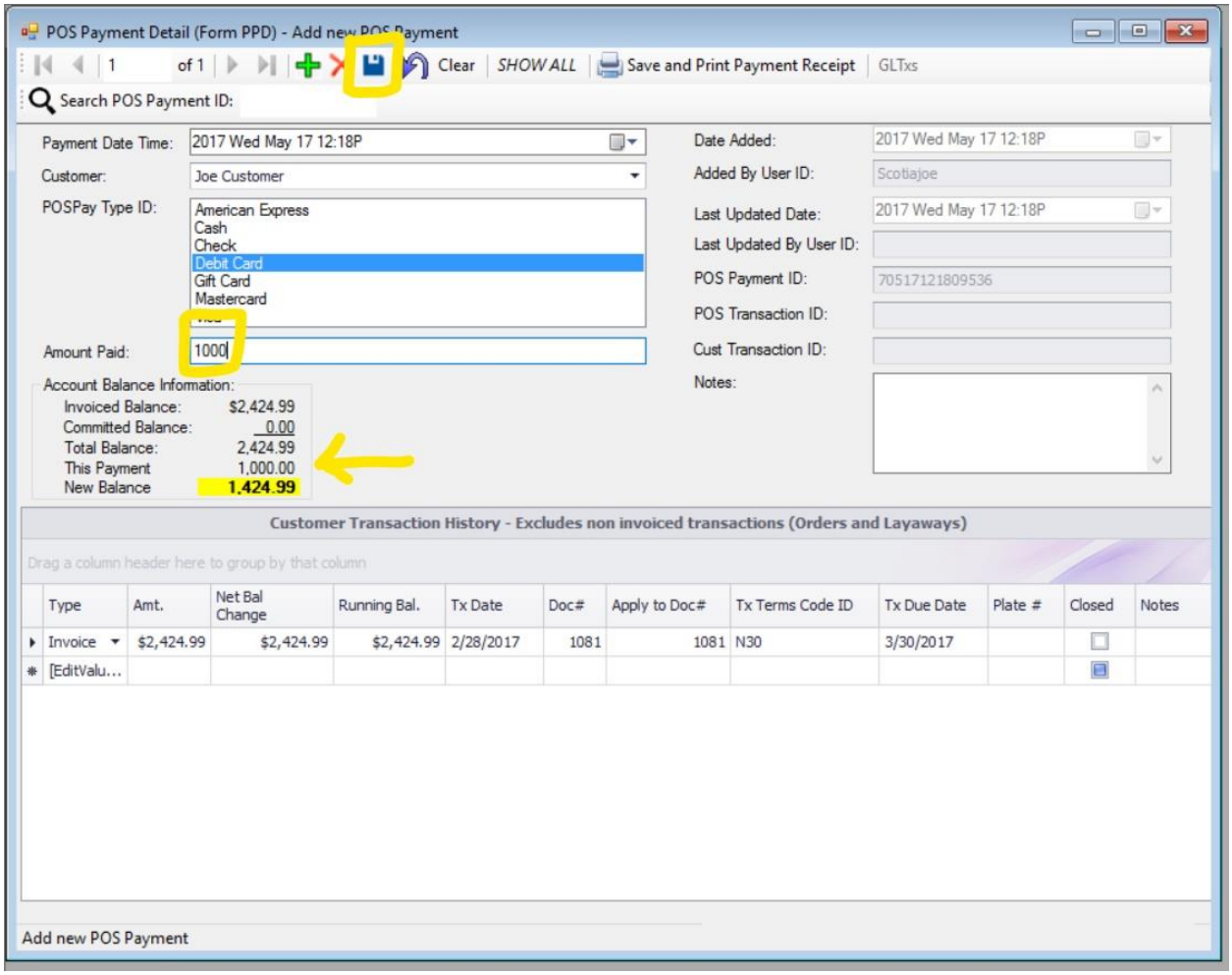


The red exclamation points indicate fields that must be filled out in order to continue and be able to save the transaction. A payment type and the amount paid must be filled out.

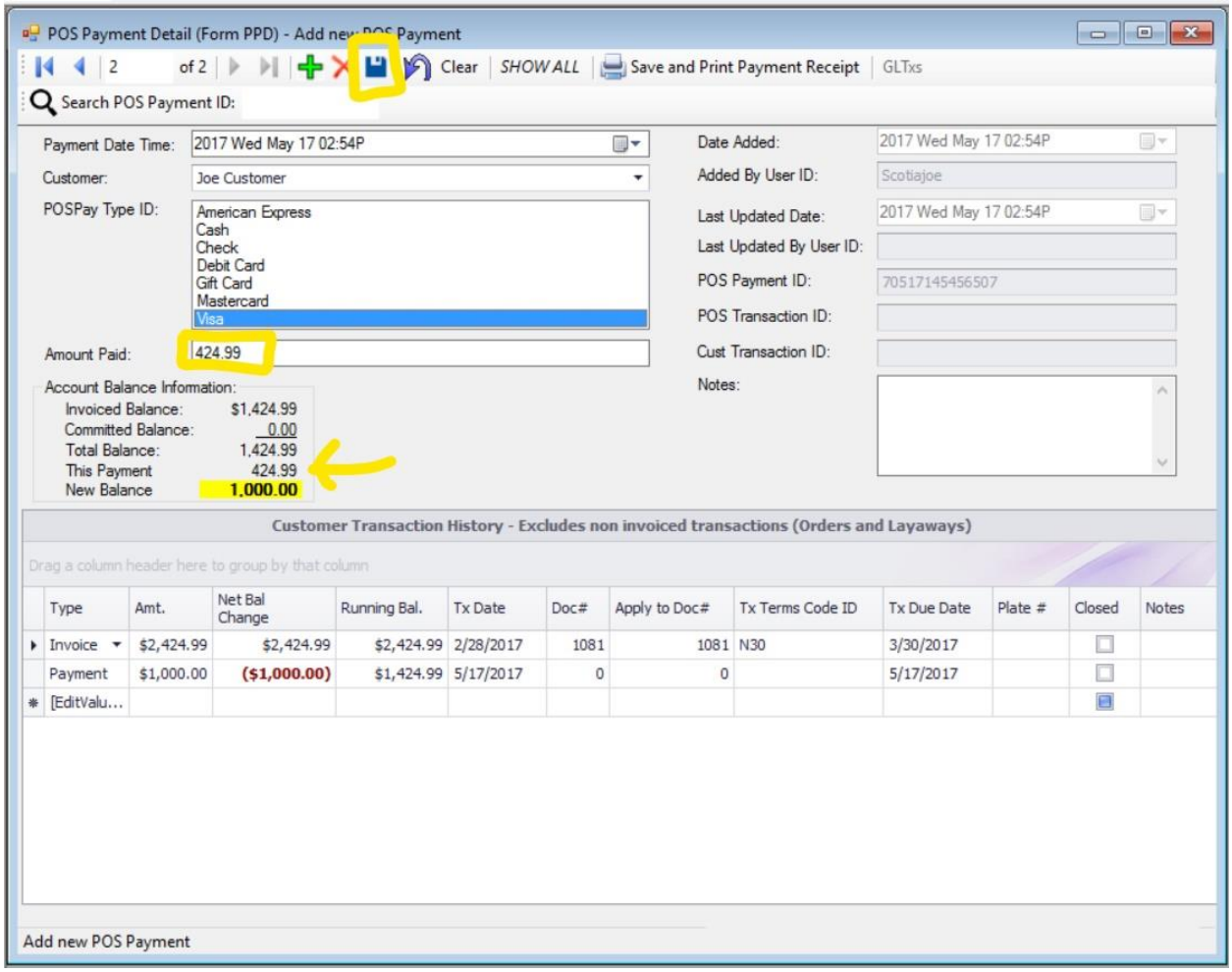
If the Payment screen was opened directly from an active Invoice, the Customer and the amount due would automatically fill when a new Payment was created.

If the Payment screen was opened from the Main Menu, the Customer would have to be chosen from the drop-down menu. Once the customer was chosen, their amount owed will be listed.

Partial Payments can be made by entering the amount to be paid and choosing the Payment method. The Payment can then be saved by clicking the blue "Save" icon.



Click on the green "+" icon to make another Payment. You could choose the same Customer and make another Payment using a different method.



As illustrated above, the Customer's payment history is shown at the bottom of the Payment screen.

Cancel an Order

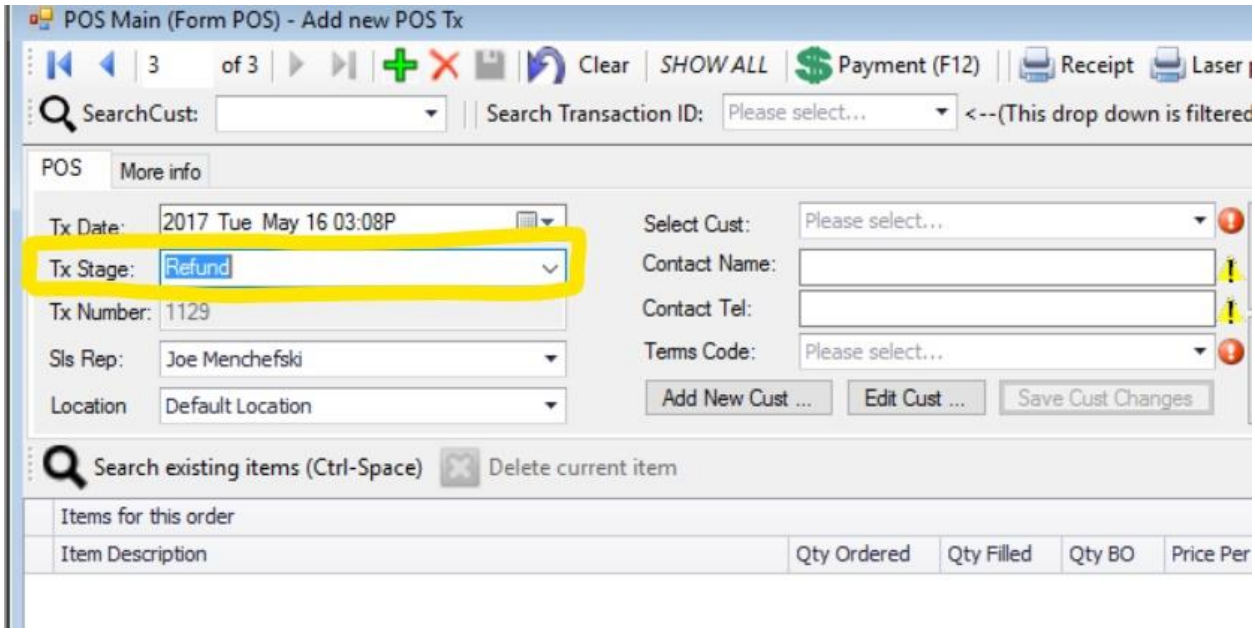
The first step in canceling an Order is finding it. You can find an Order by following the procedures outlined in the "Create an Order / Convert a Quote to an Order" section.

Once you've found the order, simply change the Tx Stage to "Cancelled".

Process a Refund

The first step in processing a Refund is creating a new Transaction. As per the procedure outlined in the "Create a Quote" section, click on the green "+" symbol.

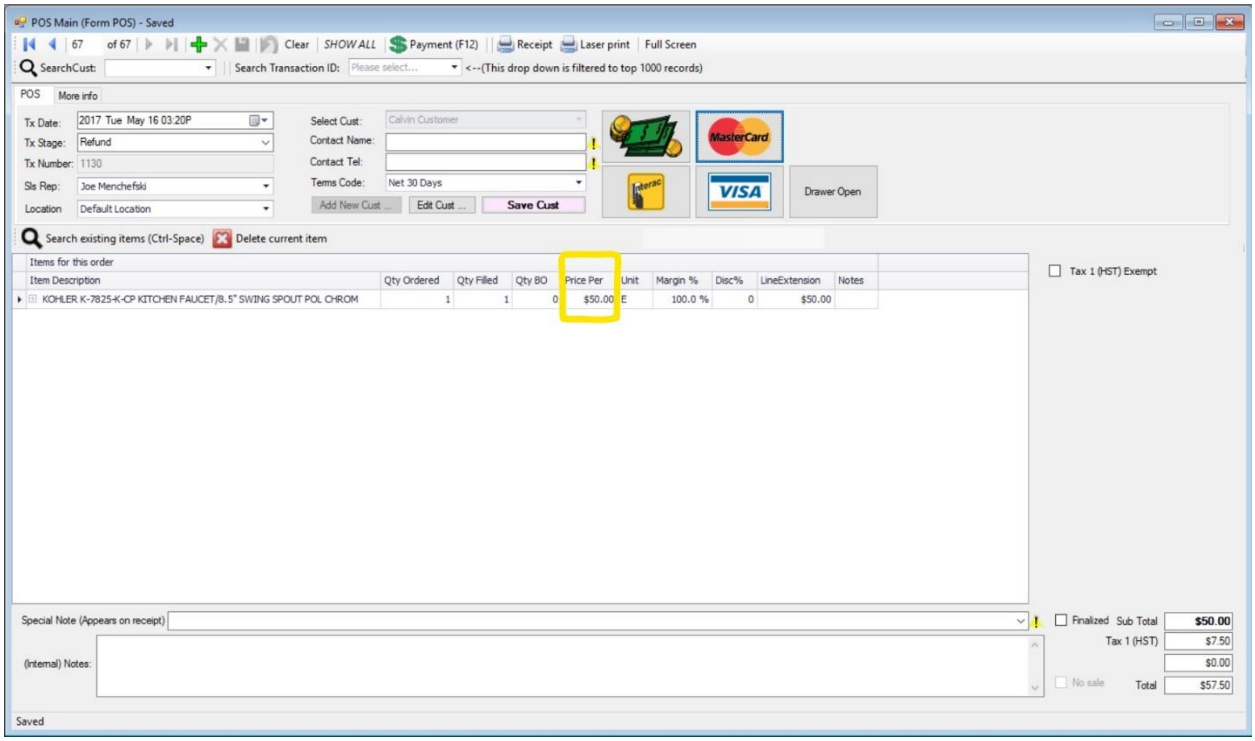
Change the Tx Stage to Refund.



Next, select the Customer from the drop-down menu (it will be highlighted with a red exclamation point, as it is necessary to choose a Customer before you can save any POS Retail Transaction).

If you have a barcode scanner and the barcode is still available with the returned product, simply scan the item to add it to the Refund. If you need to search for the item, follow the procedure as outlined in the "Create a Quote" section.

If the price has changed relative to what the Customer paid, you can simply override the price.



At this point, you can process the Refund following the same procedure outlined in the "Payment" section.

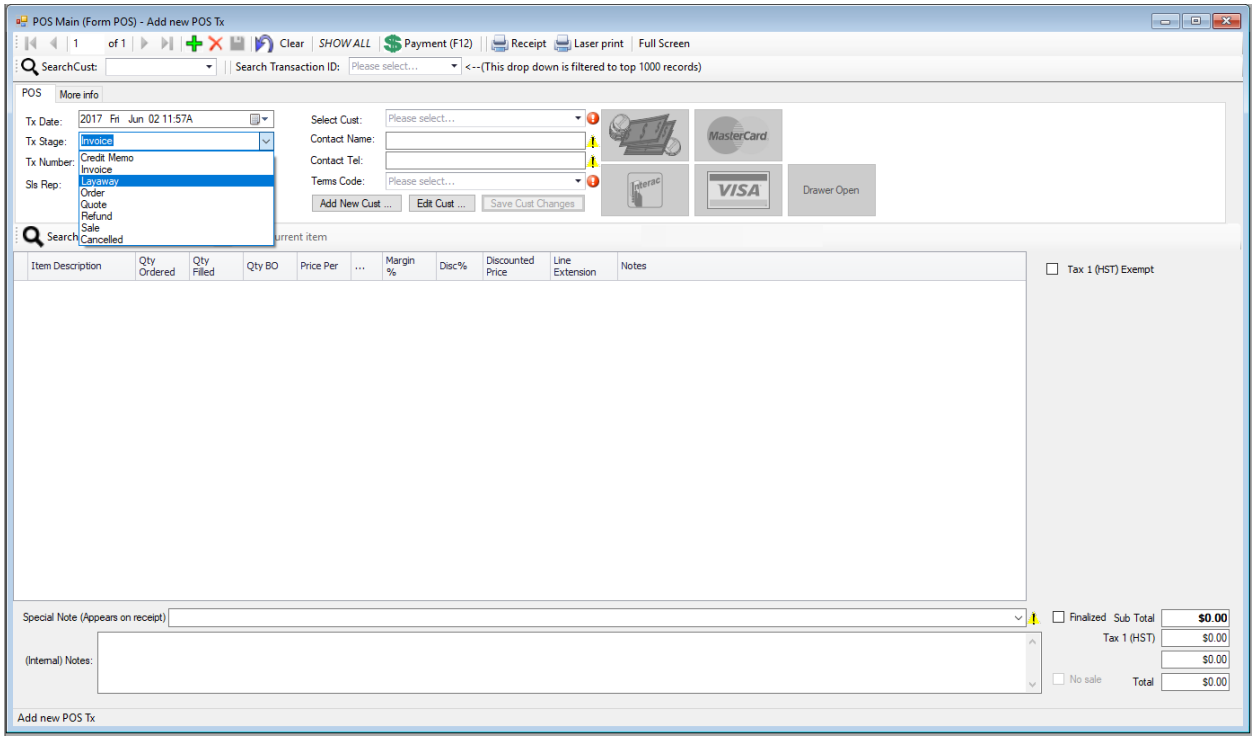
Process a Credit Memo

The procedure for processing a Credit Memo is identical to the process for issuing a Refund, only there will be no cash, debit or credit refund issued. A credit will be added to the Customer's account.

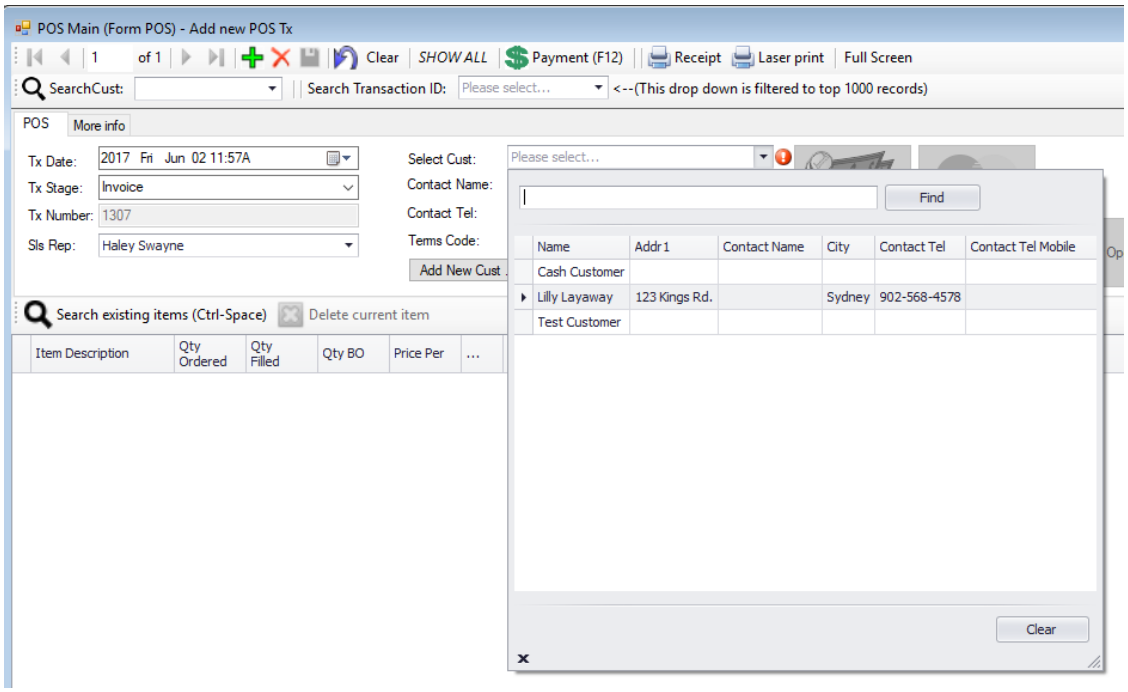
Printing the receipt will show the in store Credit that is available to the Customer.

Create a Layaway, Make a Payment, and Finalize

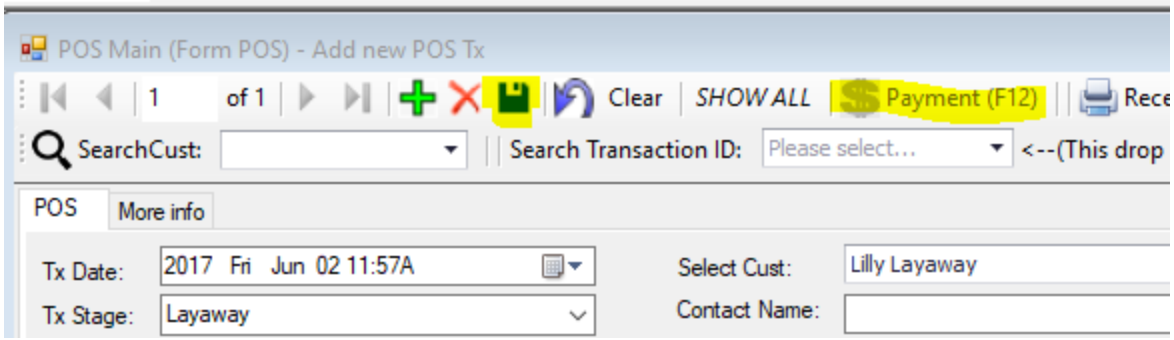
Open POS Main and click on the green plus. Use the drop-down menu to change Invoice to Layaway.



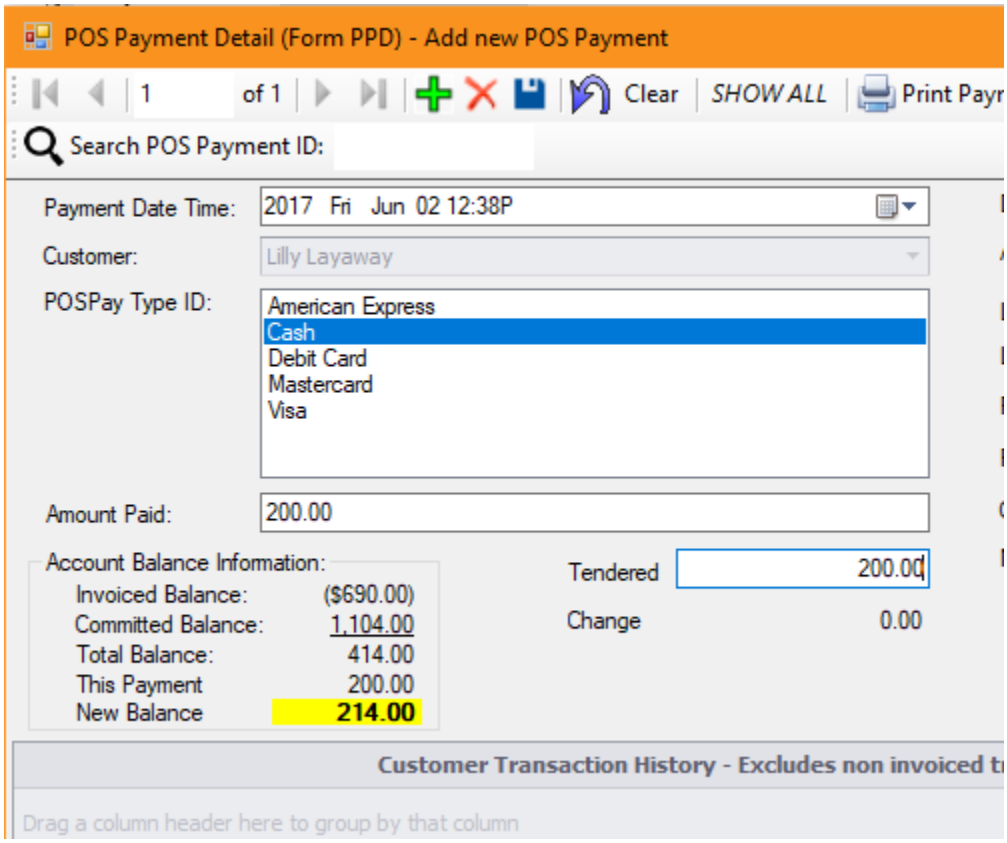
Select the customer that is laying away product or add a new customer that is not already in the system database.



Add the items to the layaway order as if you were adding items to an invoice. Once you have finished adding the items. Click the blue save button. To make a down payment on the layaway, click on the payment button at the top of the window. Once you click save, the payments button will turn green.

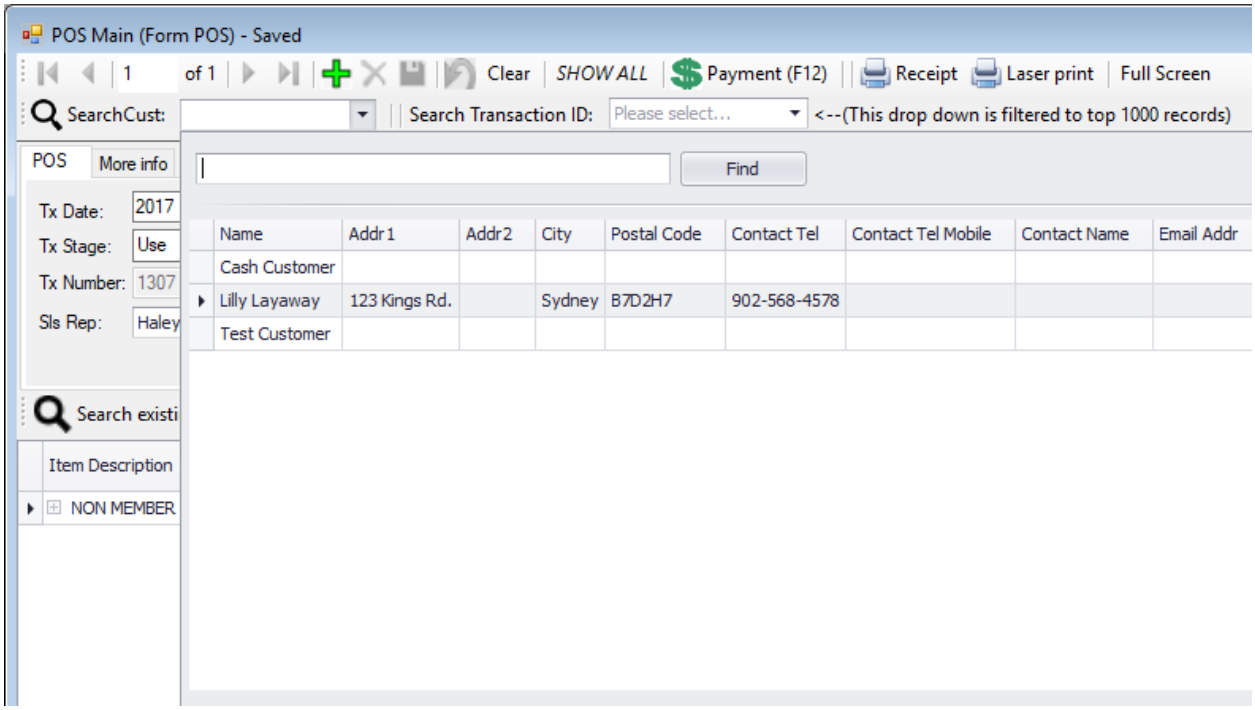


The Payments window will show all previous payments made to the transaction and will allow you to apply payments to a transaction. To apply a payment, click on the green plus. Select how the customer will be paying (cash, MC, Visa, etc.) and put the amount paying in the Amount Paid field. When paying cash, put how much cash the customer is giving you. This will calculate the change.



To print a receipt for a customer, exit out of the payments window and at the top of the POS Main window select the type of receipt you would like printed. This will show payments made and balance. If a customer returns to make a payment, or pick up the laid away items. Open POS Main, use the "search customer" function to find the customer and use the blue arrows to browse through the

customer's transactions to find the layaway transaction.



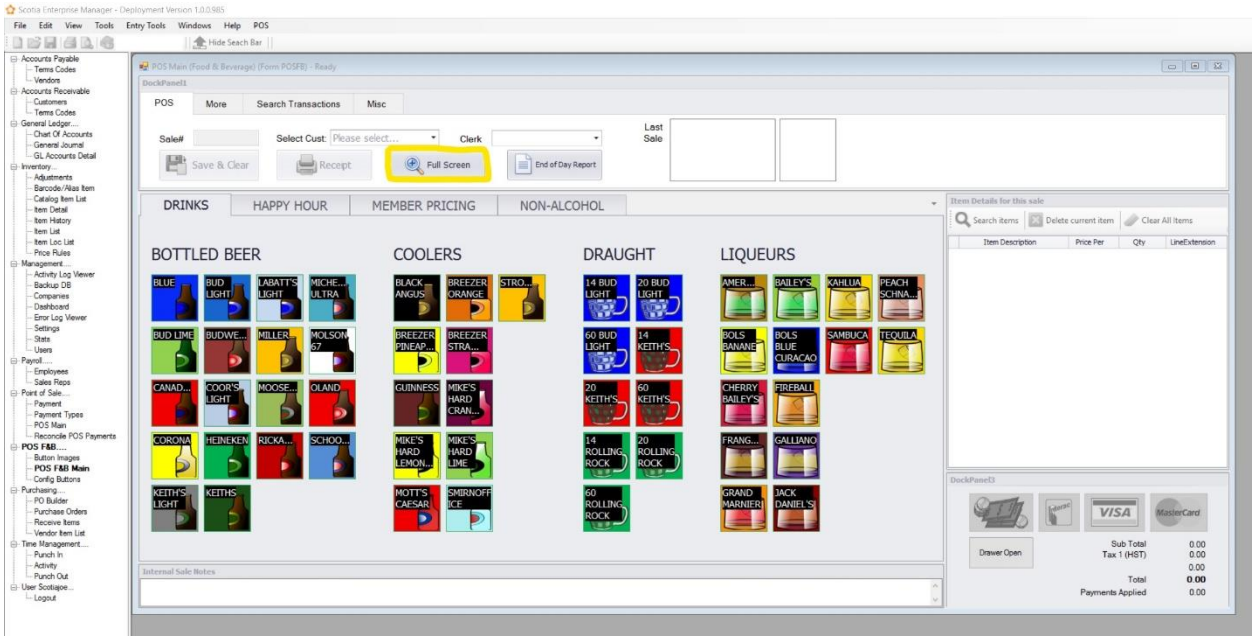
Go directly to the Payments button at the top of the window to see the remaining balance and make a payment. Once the transaction is paid in full, you may exit out of the payments window, change the Tx Stage to "Invoice," and print receipt for the customer showing a $0.00 balance. It is critical change the Tx Stage from Layaway to Invoice because the items will not be taken from the inventory until this time.

POS Food & Beverage

The Food & Beverage POS User Interface (UI) is designed to be used with a touch screen monitor with programmed keys to reflect current menus, available drinks, and other typical items found in a bar as well as a quick serve or, take out restaurant.

Full Screen vs. Partial Screen Operation

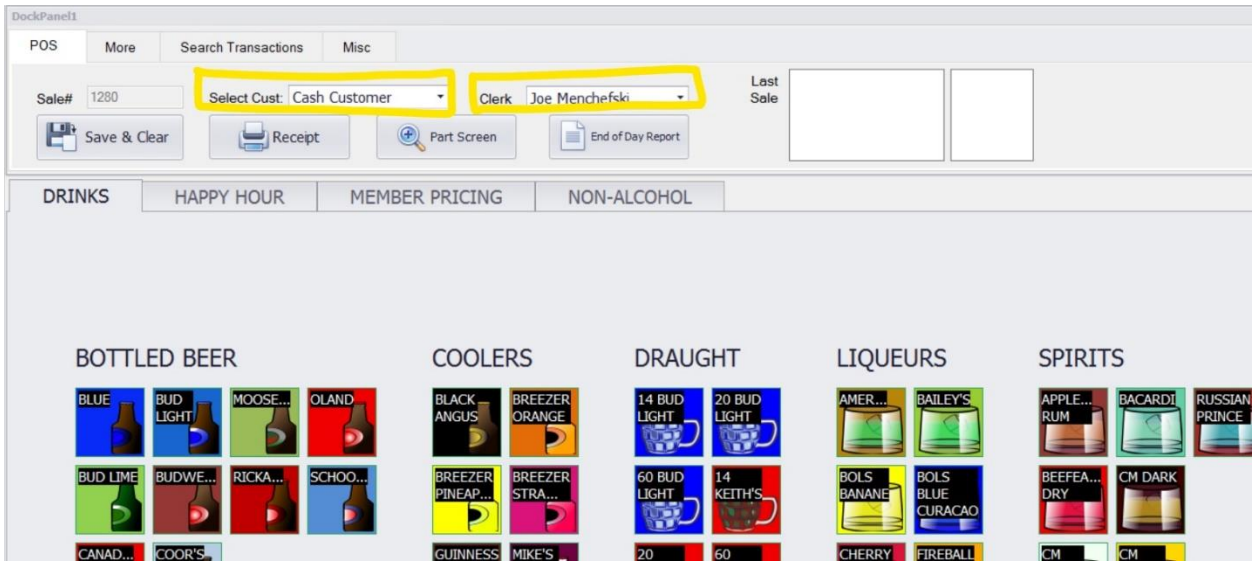
The Food & Beverage POS User Interface can be operated in partial screen mode as shown below, or expanded to full screen to hide the menu and back office functions.



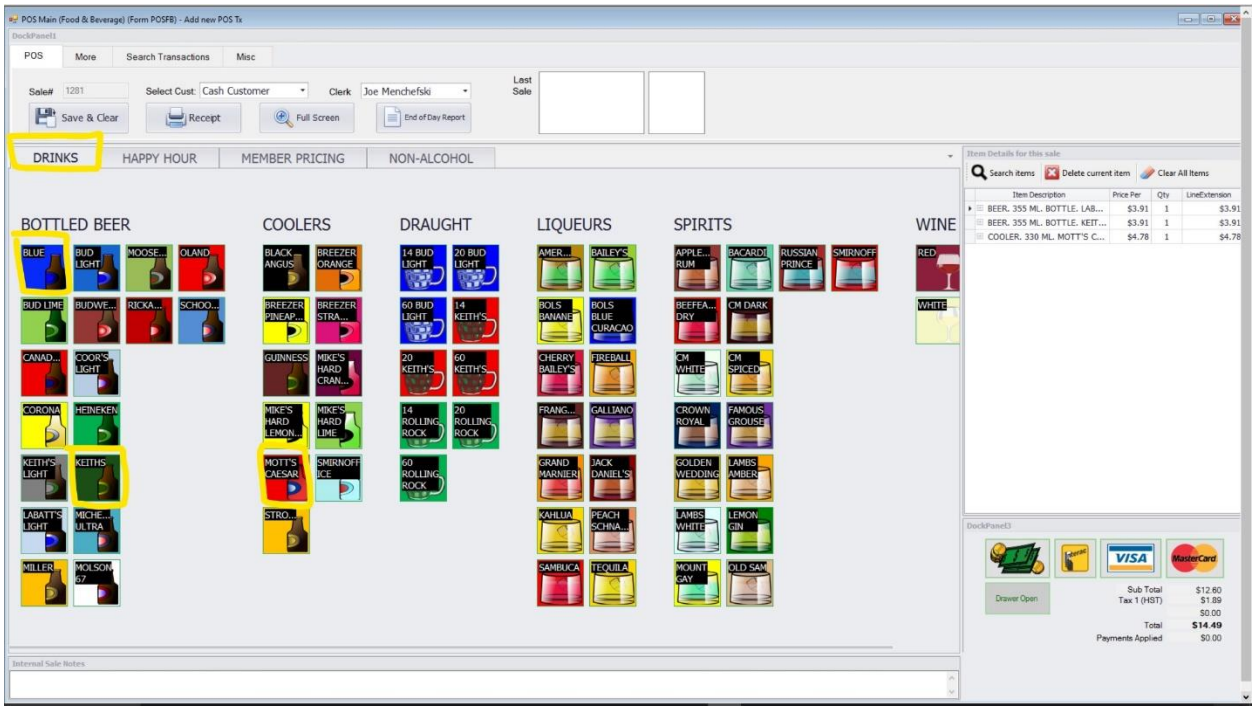
Full screen mode reflects normal operation during business hours.

Ringing in a Sale and Accepting Payment

First, ensure that the Customer and Clerk are chosen. Typically, you would set up an account called "Cash Customer" for normal operations rather than a particular customer name.

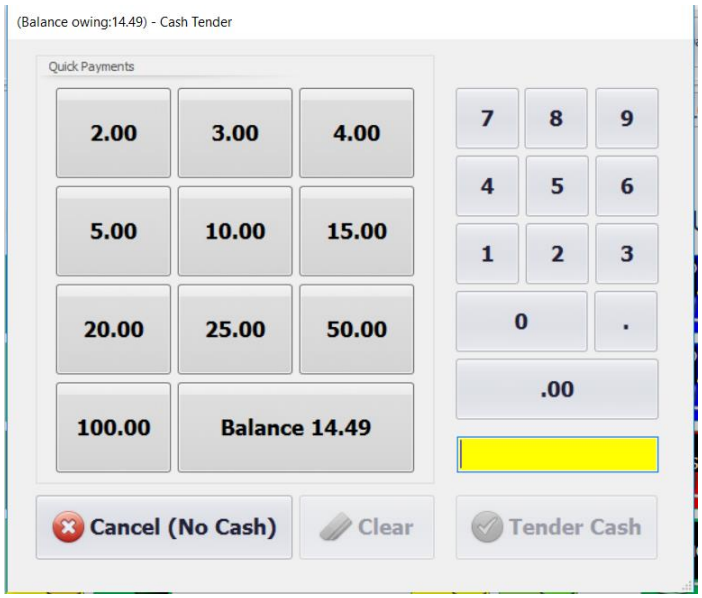


Choose the tab or tabs where each purchased item is located by pressing on the appropriate tab as shown below. Next, press the Buttons that represent each item that is ordered. As shown below, we rang in a Labatt's Blue, and Alexander Ketih's IPA, and a Mott's Caesar.

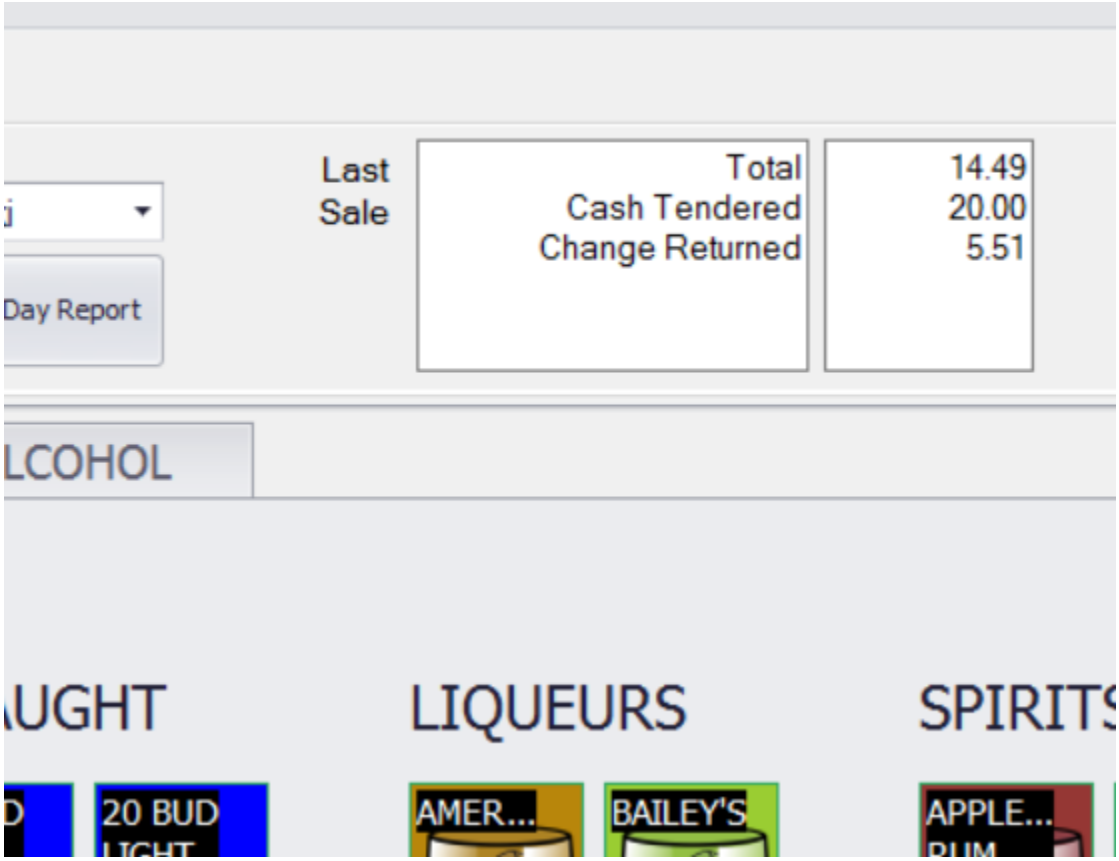


To accept payment, imply choose the payment method. In this case we will choose Cash.

The following screen will allow you to enter the amount tendered:



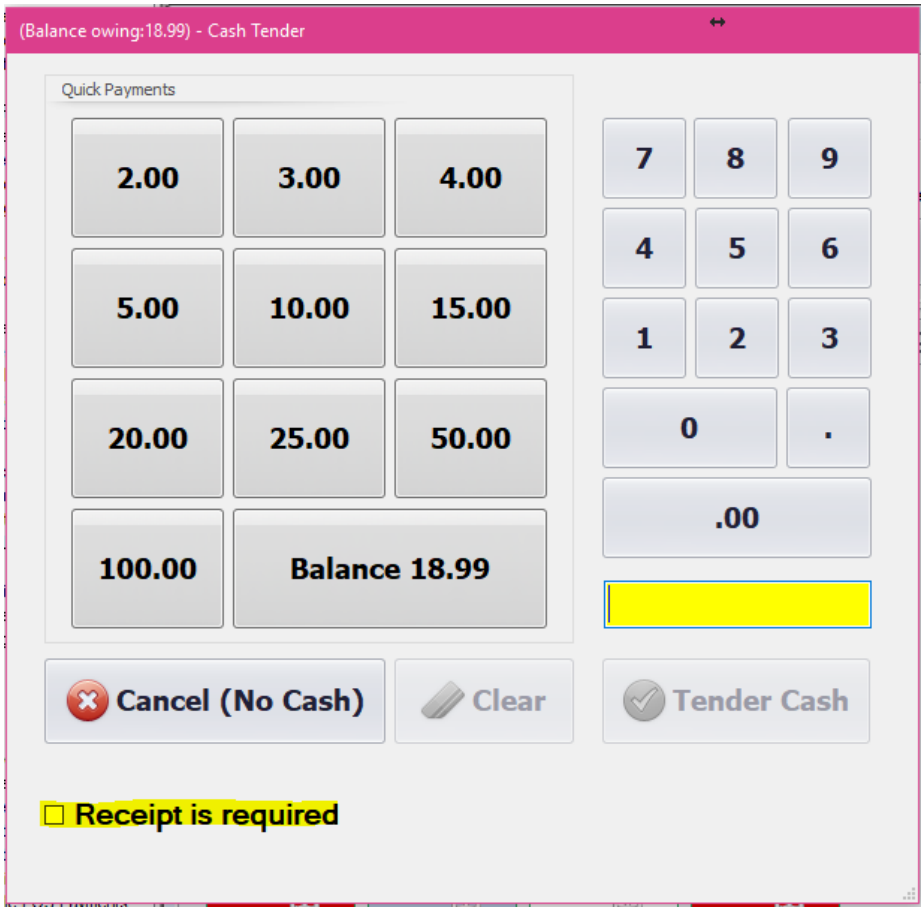
Enter the amount tendered using the quick keys on the left, or the keypad on the right. The payment will be entered and the change owing will be shown as per the illustration below:



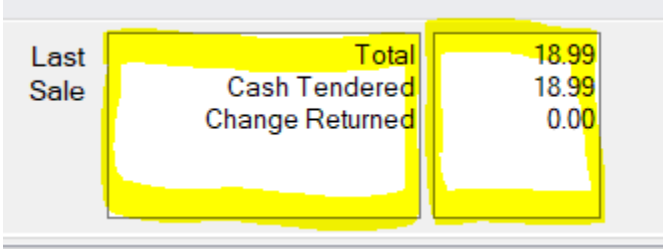
Running a Tab [DEFERRED]

Printing a Receipt

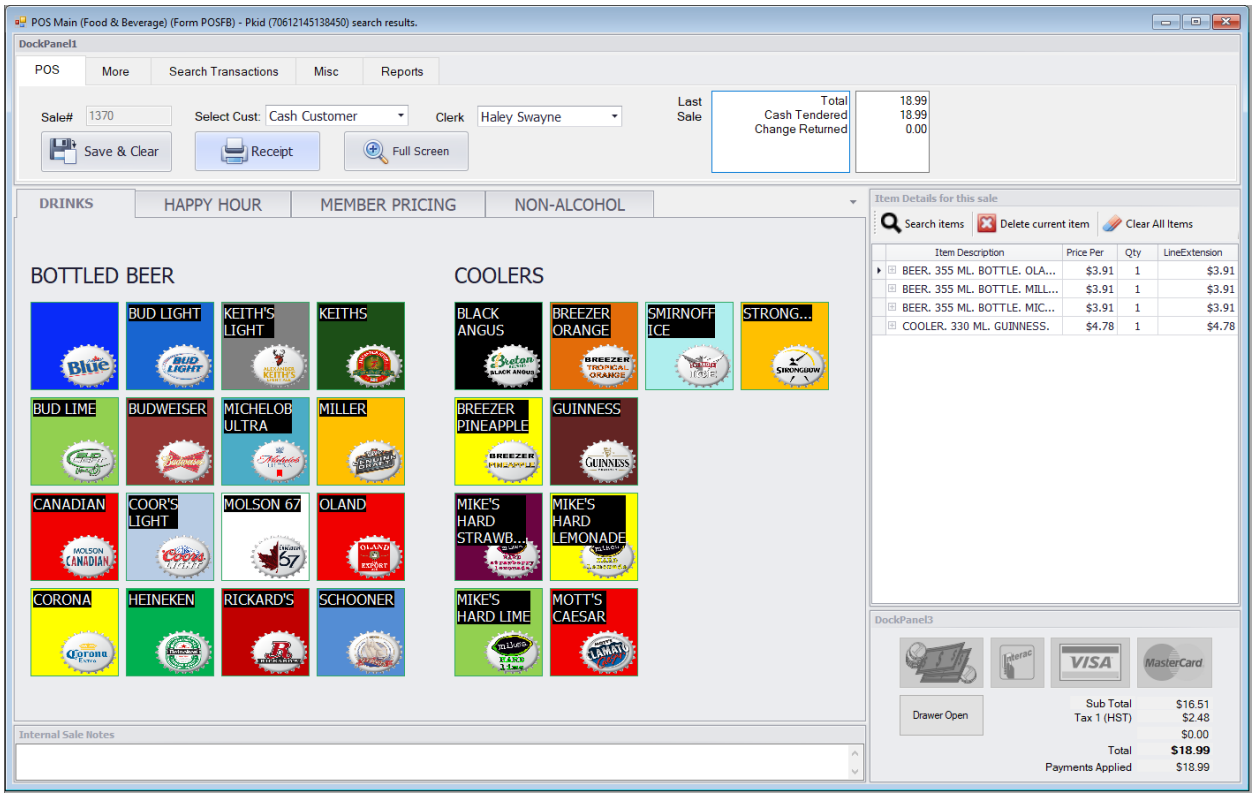
When a sale is being paid for, you can check off the check box in the cash, Debit, Visa, or MasterCard Quick Pay pop-up.



You may also click on the Last Sale box after the payment has been made to call up the last sale and print a receipt off for it. Simple click on the "Last Sale" box after the payment has been made.

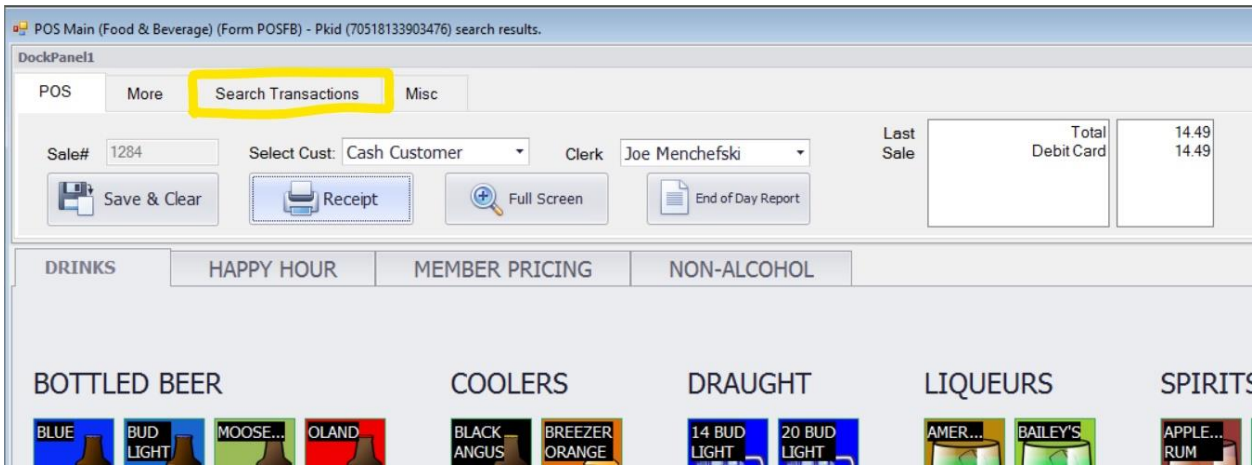


Go back to the POS tab once the last sale has been called up and click on "Receipt."

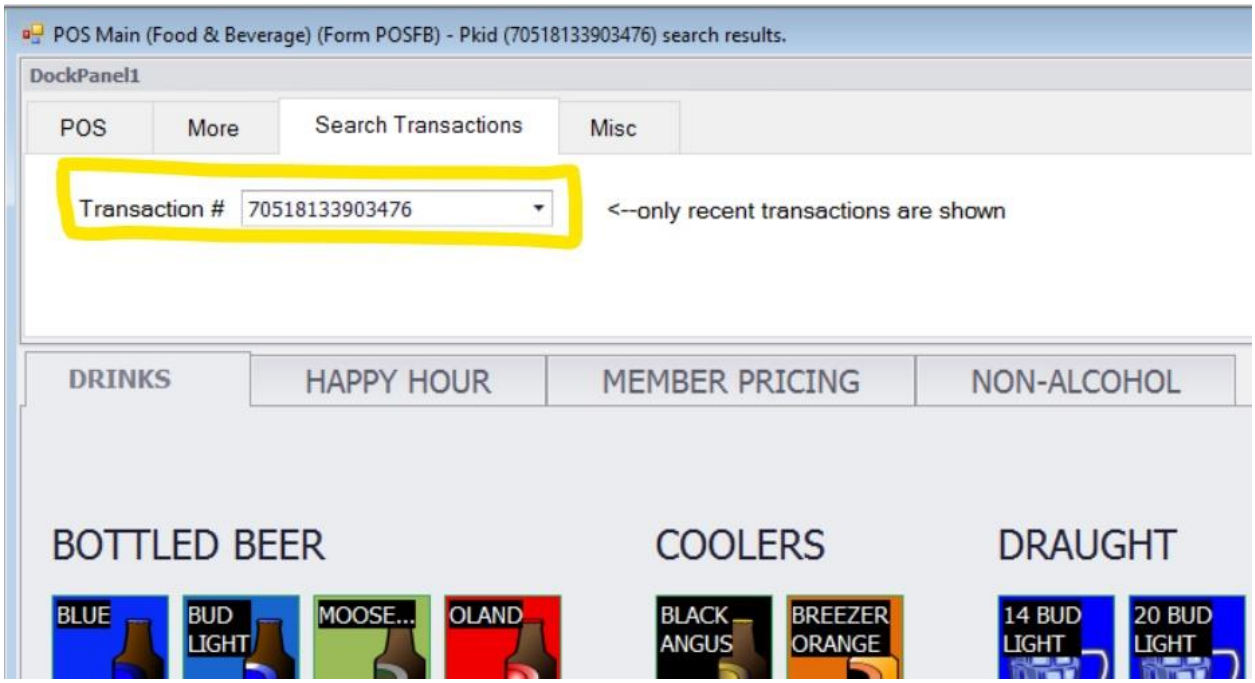


Search Transactions

If a customer asks for a receipt of a past transaction, or if you simply want to check what was ordered on a previous transaction, press the Search Transactions screen tab as shown below.



Now, use the drop-down and scroll to search for the desired transaction.

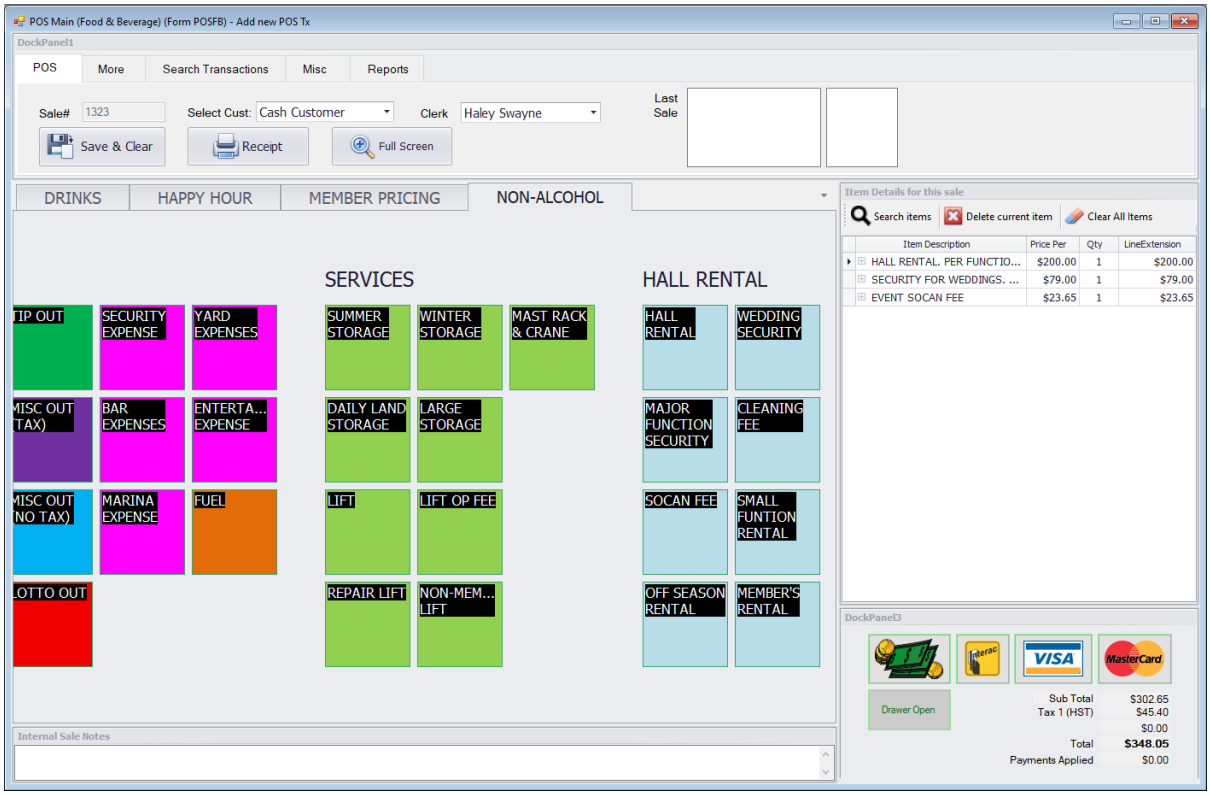


Return to the POS tab and click on "Receipt" to print. When you have finished printing the receipts, click on "Save & Clear."

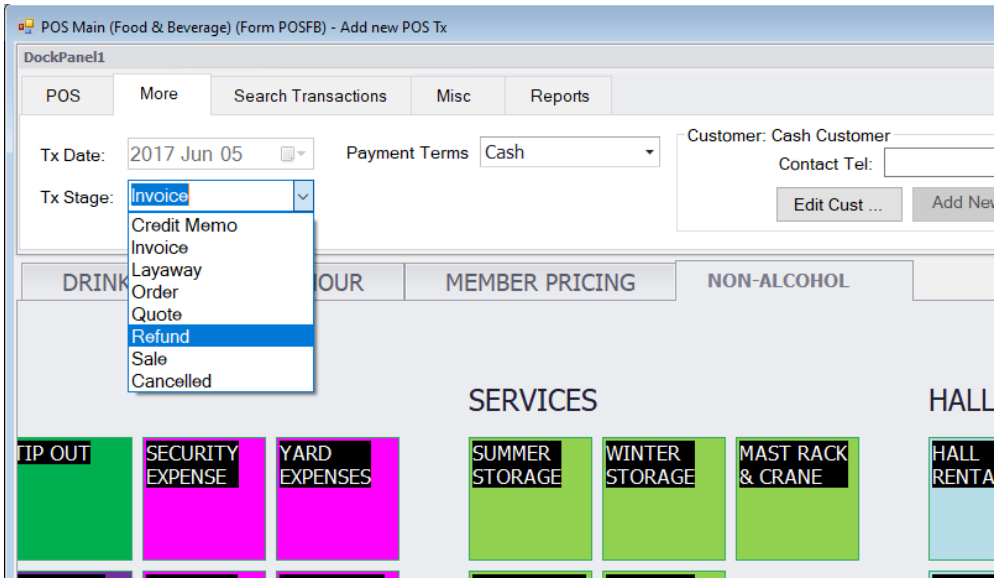
Completing a Refund from POS F&B

In the rare occurrence that you must complete a refund from the Fast Retail POS screen, complete the following steps.

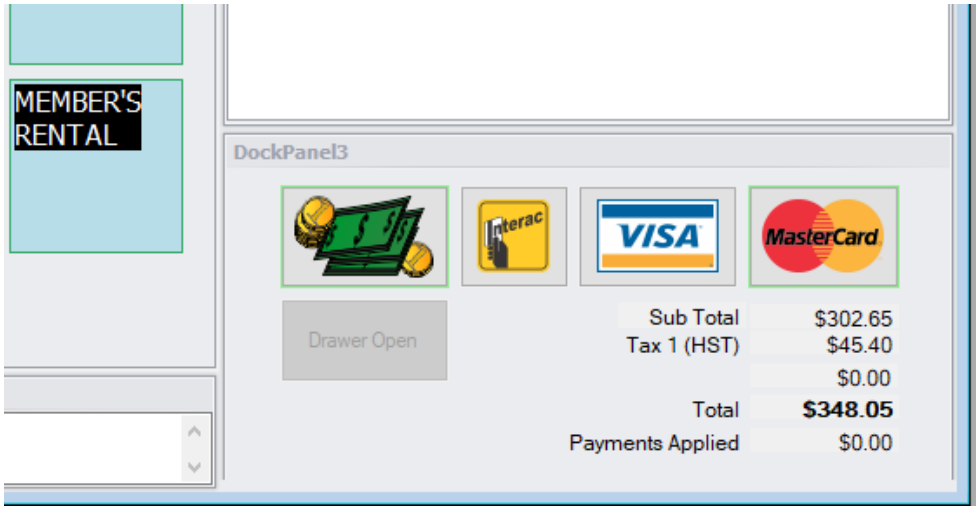
Go to the POS F&B Main screen as usual. Select the items that the customer wishes to refund.



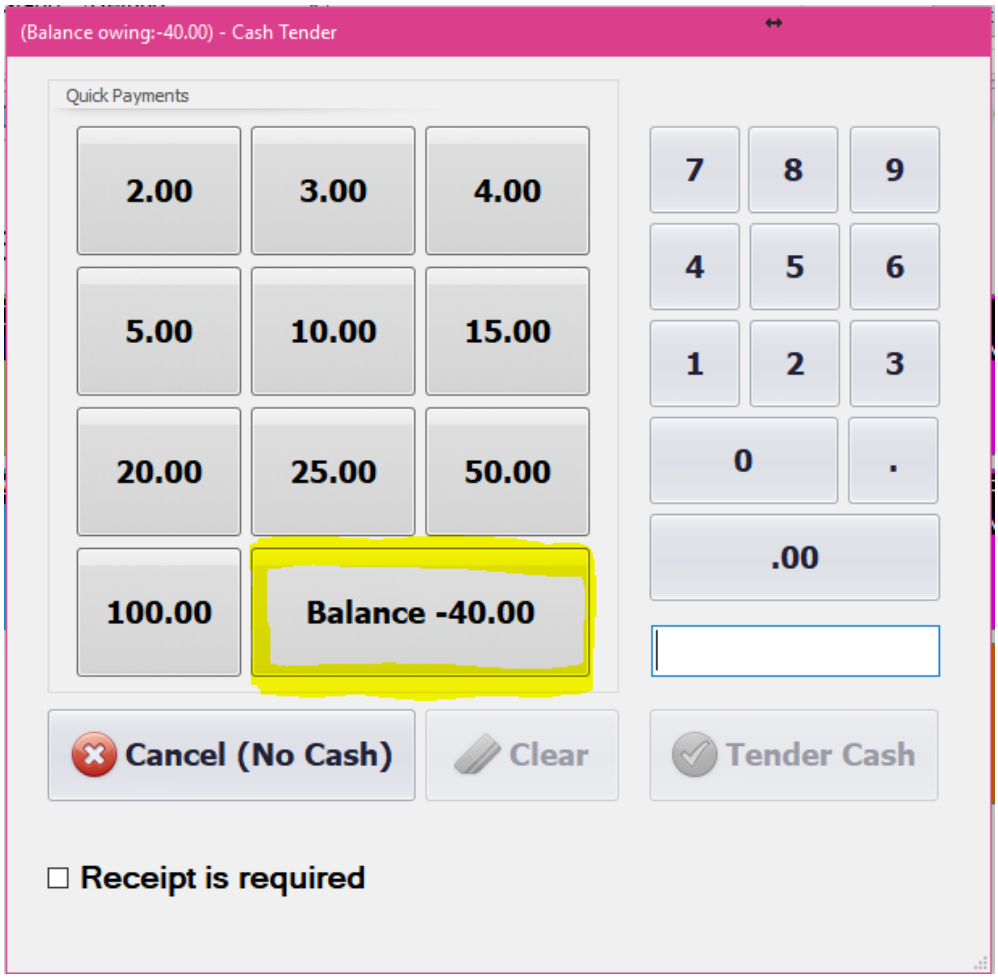
Once you have selected all the items to be refunded, click on the "More" tab at the top of the window. Use the Tx Stage drop down menu to change the type of transaction from an Invoice to a Refund.



Use the Quick Pay buttons to refund to the customer via cash, debit, Visa, or MasterCard.



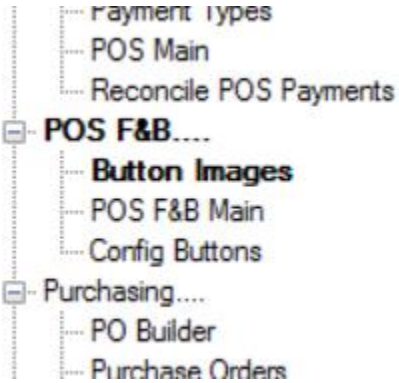
If you are refunding cash, in the cash window, click on the "Balance" button to return the exact amount of cash to the customer. You may click the check box in this window to have a receipt automatically print out.



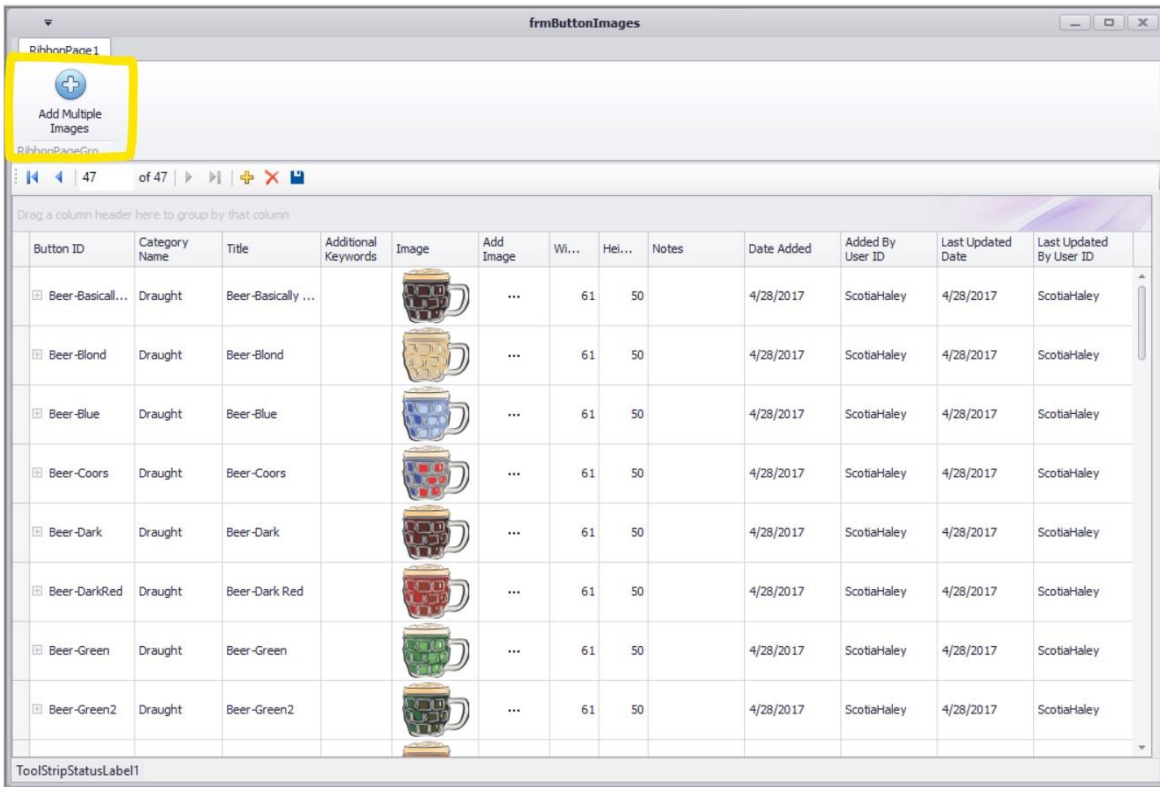
If you would like more than one receipt to print, go back to the POS tab and hit "Receipt" as many times as you would like for each copy of a receipt that you would like to print off. Don't forget to press "Save & Clear" after you have printed the receipts.

Adding Button Images

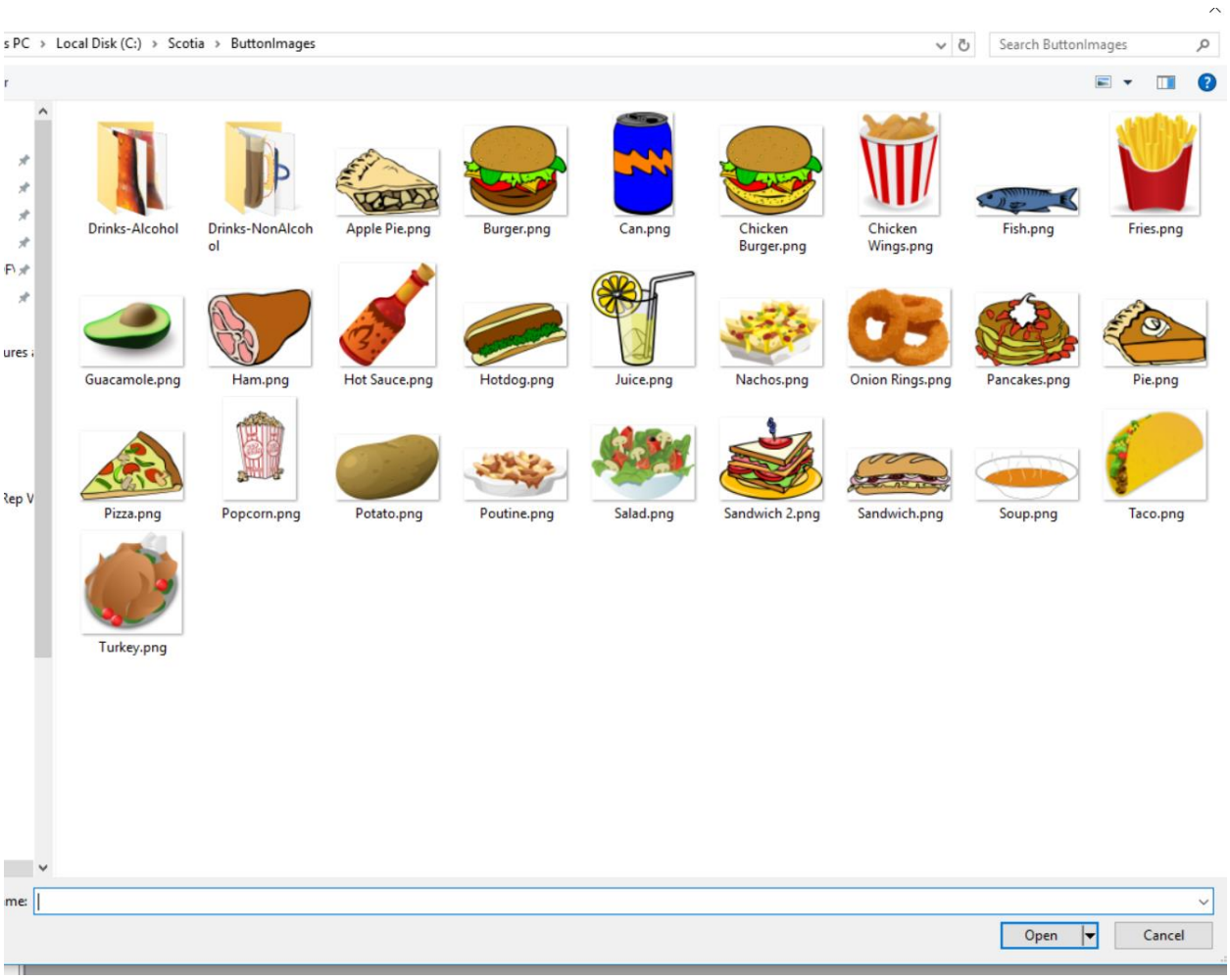
Begin by opening the screen to add button. Click on Buttons on the Main Menu under POS F&B:



Click or press "Add Multiple Images" to import the images that will be used in the buttons.



This will open Windows explorer where you can find the images that have been saved on your PC.

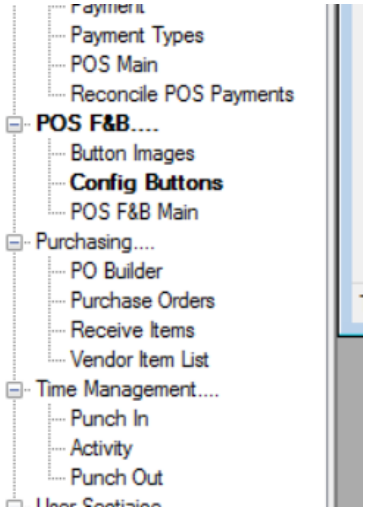


You can now import any or all of these images to be used in created buttons. Give the image a Title (brief but descriptive) and a category name. You can also add keywords to make the image easier to find.

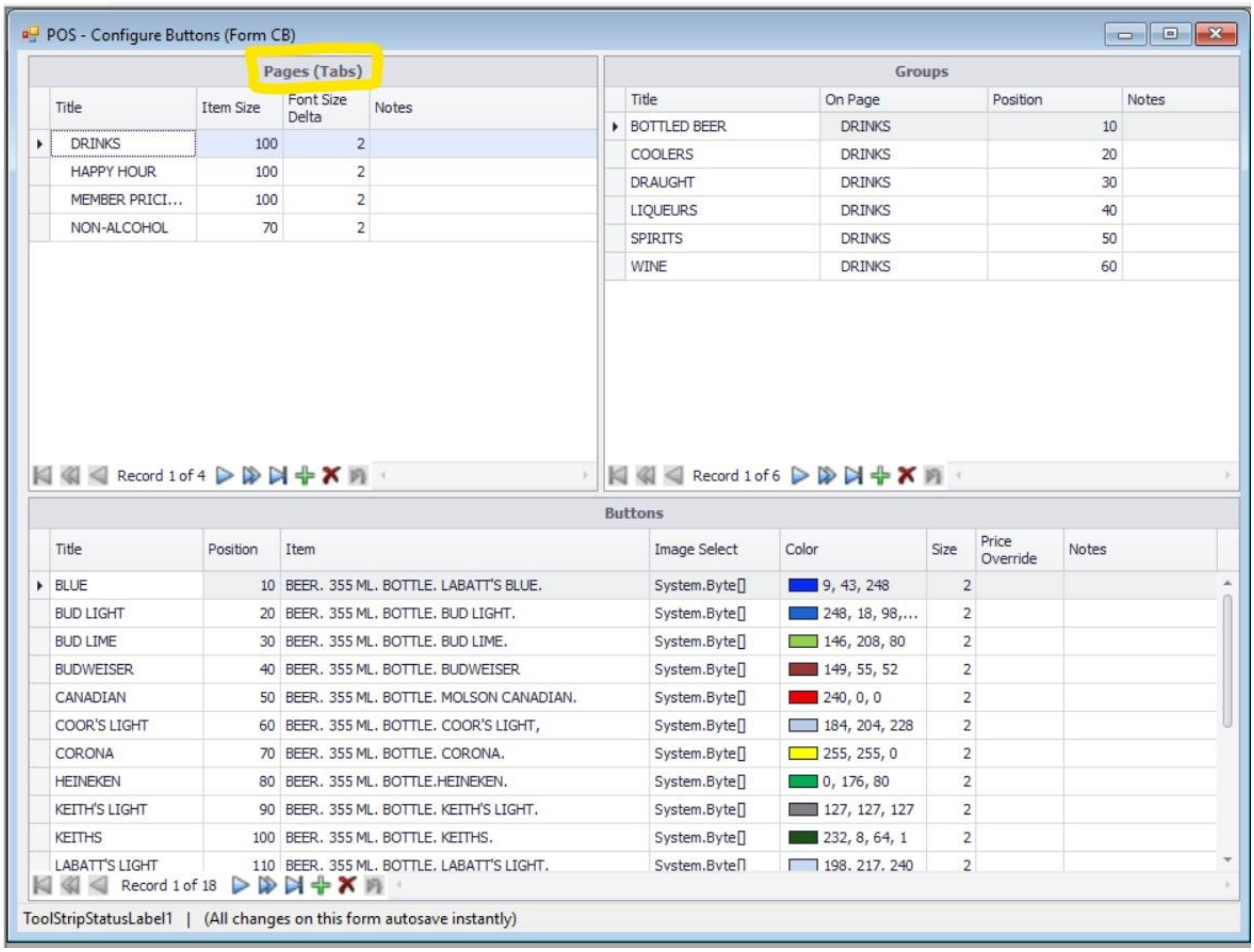
Scotia Software provides a basic library of graphic images for your buttons. The system does not include graphical design capabilities, so if you would like to have custom graphics for buttons, they would need to be created or purchased.

Configuring Buttons

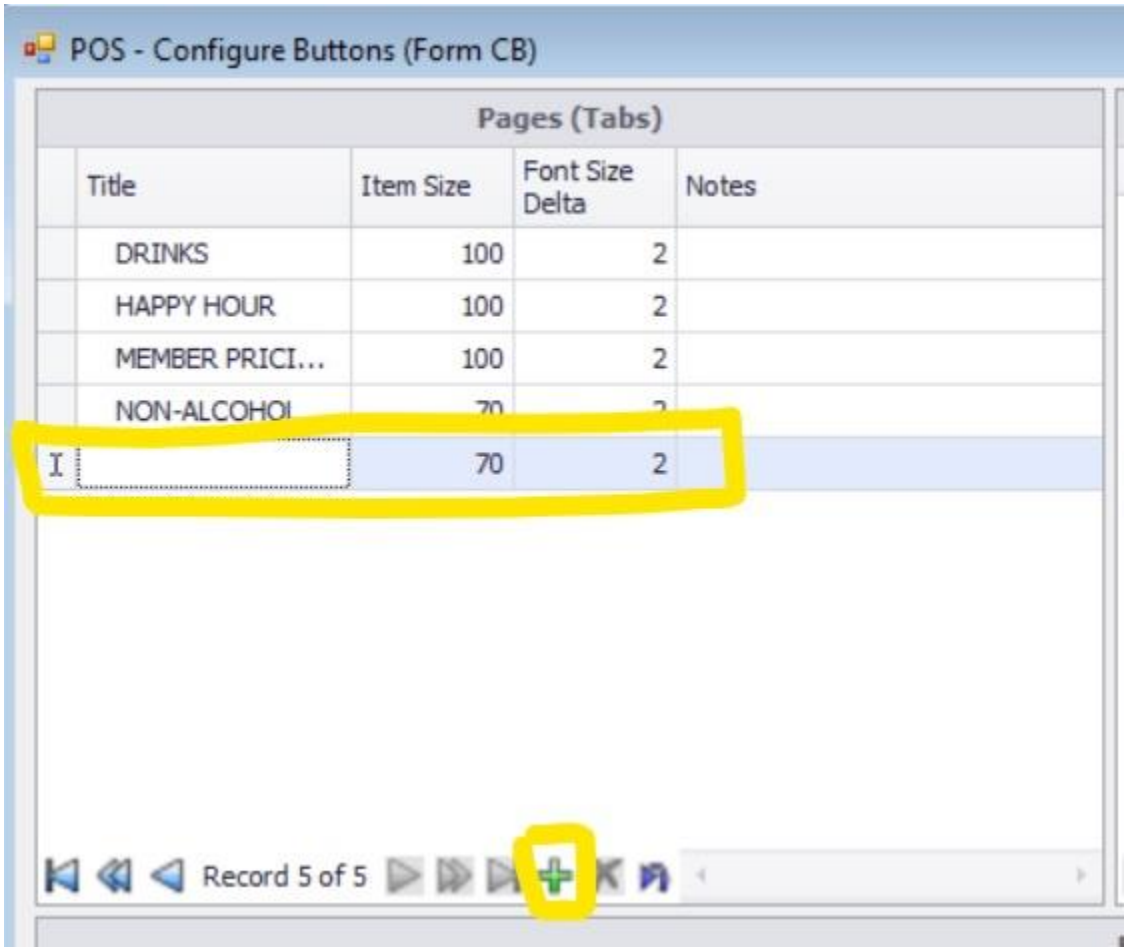
Begin by opening the screen to configure new buttons.



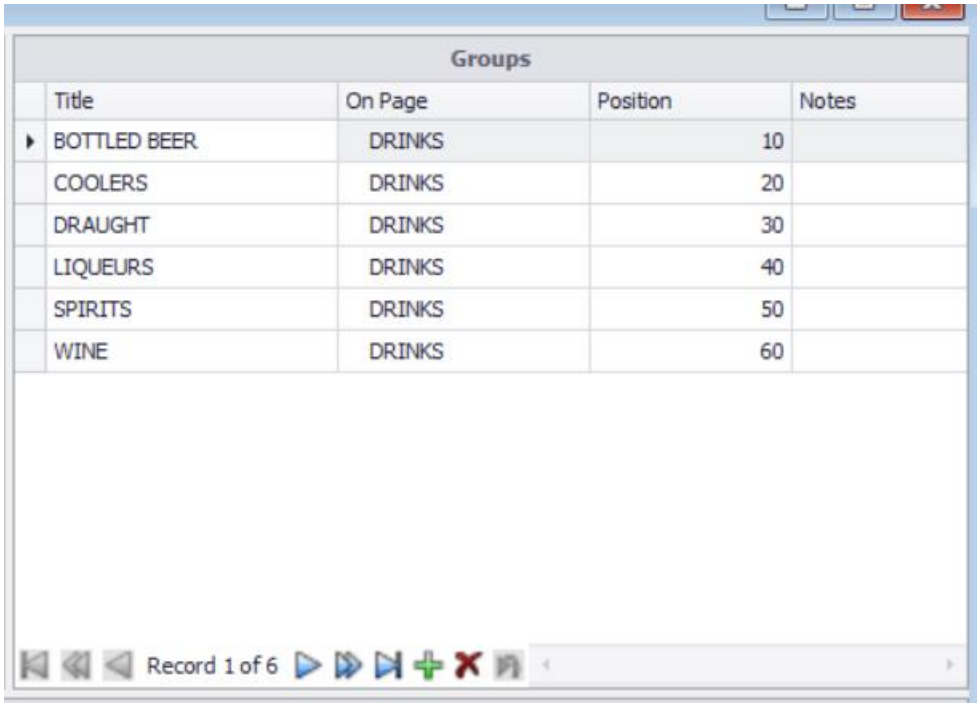
Buttons are first categorized by page / tab. Here, you could separate items by broad category, like hot food, packaged snacks, alcohol drinks, non-alcohol drinks, etc.



Click on the green "+" button to add a new tab. Enter the size of the button and the font size for the button's label. "Font Size Delta" actually means is actually the increase in font size over the default of a size 8 font.



Items can then be sub-categorized into groups within a tab. Click on the green "+" sign to add a new group. Determine what page / tab the group sits on, the choose its position – the lower numbers are positioned closer to the left of the tab. We recommend choosing numbers in increments of 10 in case you decide you want to insert new groups between existing groups at some future point.



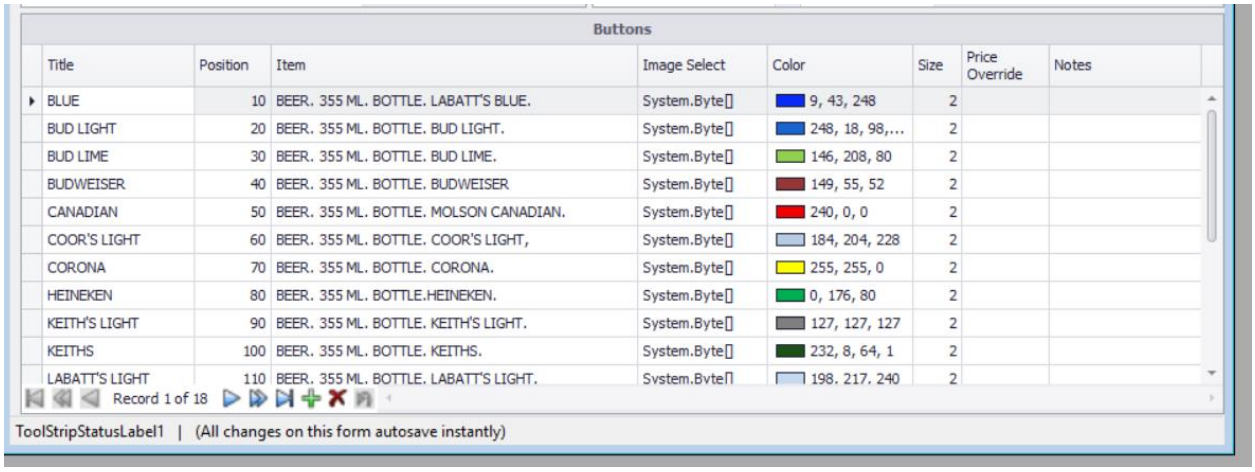
Groups

Title	On Page	Position	Notes
BOTTLED BEER	DRINKS	10	
COOLERS	DRINKS	20	
DRAUGHT	DRINKS	30	
LIQUEURS	DRINKS	40	
SPIRITS	DRINKS	50	
WINE	DRINKS	60	

Record 1 of 6

The bottom section of the screen is where a button is actually created. Click the green "+" icon to add a new button. Choose a descriptive but brief title for the item. Choose the position of the button. Lower numbers will sit to the left of the group. The system will automatically start a new column when one is filled (the number of buttons per column will depend on the size of the icon that you have chosen). We recommend incrementing your positions in 10's so that you can easily insert new buttons between existing buttons if required in the future.

The "Item" is a drop-down menu that inserts items that have already been entered into the system (see the "Inventory" section).



Buttons

Title	Position	Item	Image Select	Color	Size	Price Override	Notes
BLUE	10	BEER. 355 ML. BOTTLE. LABATT'S BLUE.	System.Byte[]	9, 43, 248	2		
BUD LIGHT	20	BEER. 355 ML. BOTTLE. BUD LIGHT.	System.Byte[]	248, 18, 98,...	2		
BUD LIME	30	BEER. 355 ML. BOTTLE. BUD LIME.	System.Byte[]	146, 208, 80	2		
BUDWEISER	40	BEER. 355 ML. BOTTLE. BUDWEISER	System.Byte[]	149, 55, 52	2		
CANADIAN	50	BEER. 355 ML. BOTTLE. MOLSON CANADIAN.	System.Byte[]	240, 0, 0	2		
COOR'S LIGHT	60	BEER. 355 ML. BOTTLE. COOR'S LIGHT,	System.Byte[]	184, 204, 228	2		
CORONA	70	BEER. 355 ML. BOTTLE. CORONA.	System.Byte[]	255, 255, 0	2		
HEINEKEN	80	BEER. 355 ML. BOTTLE.HEINEKEN.	System.Byte[]	0, 176, 80	2		
KEITH'S LIGHT	90	BEER. 355 ML. BOTTLE. KEITH'S LIGHT.	System.Byte[]	127, 127, 127	2		
KEITHS	100	BEER. 355 ML. BOTTLE. KEITHS.	System.Byte[]	232, 8, 64, 1	2		
LABATT'S LIGHT	110	BEER. 355 ML. BOTTLE. LABATT'S LIGHT.	System.Byte[]	198, 217, 240	2		

Record 1 of 18

ToolStripStatusLabel1 | (All changes on this form autosave instantly)

"Image Select" is a drop-down menu of the images that you had imported previously. Choose the image that is most descriptive if your item. Choose the button colour using the pop-out "Colour" menu. The previously chosen font size can be overridden at this point.

You can use the "Size" drop down to determine make a button bigger than the others in the tab as a way of making it stand out.

You can override the price that is found in the Item Detail. This allows you to do temporary pricing without changing the primary price that is stored in the Item Detail. (See the Inventory Section for more on "Item Detail").

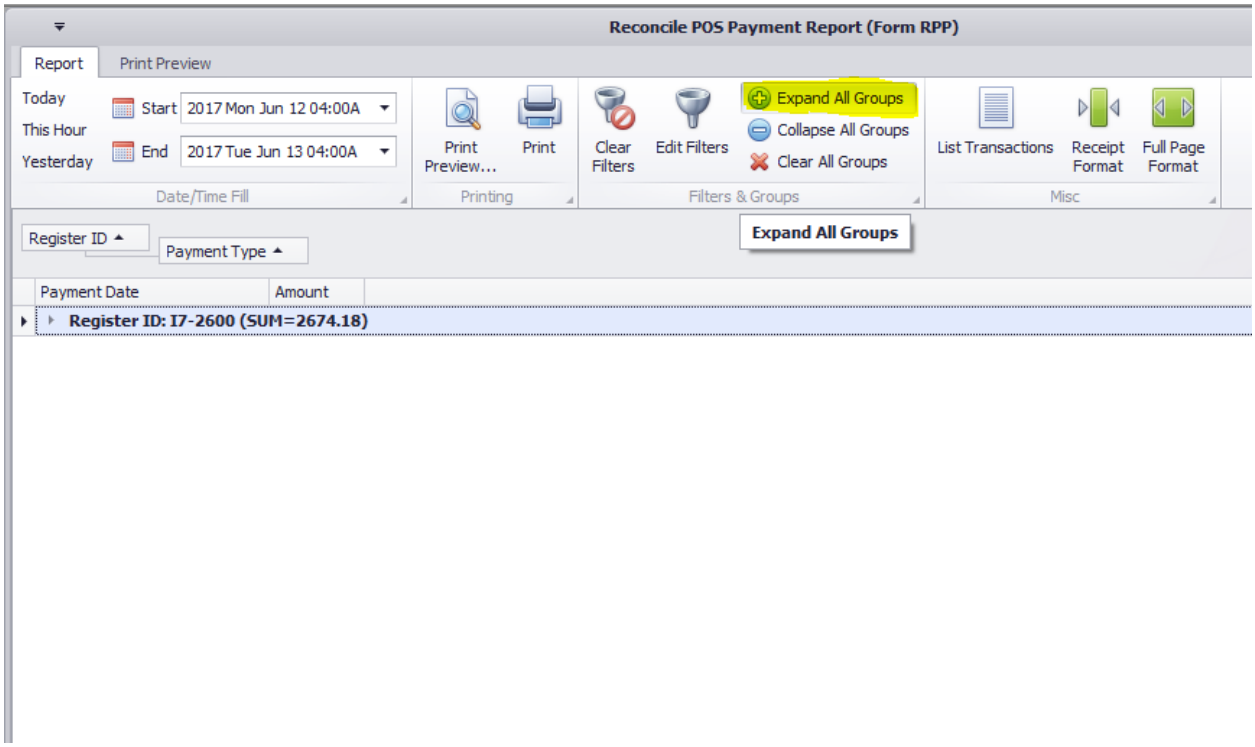
End of Shift Cash Out

See Reconcile POS Payments

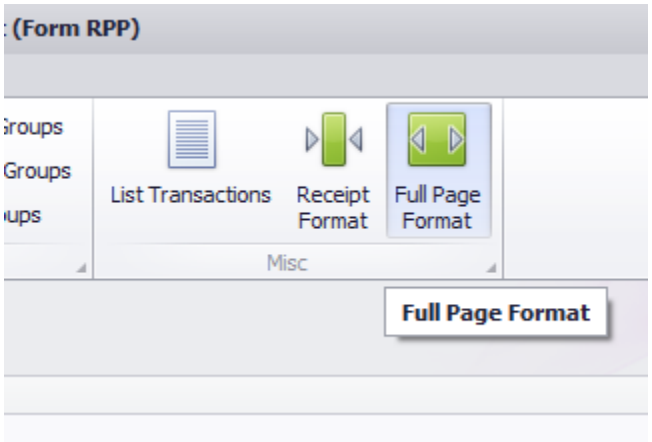
Reconcile POS Payments

Reconciling POS Payments

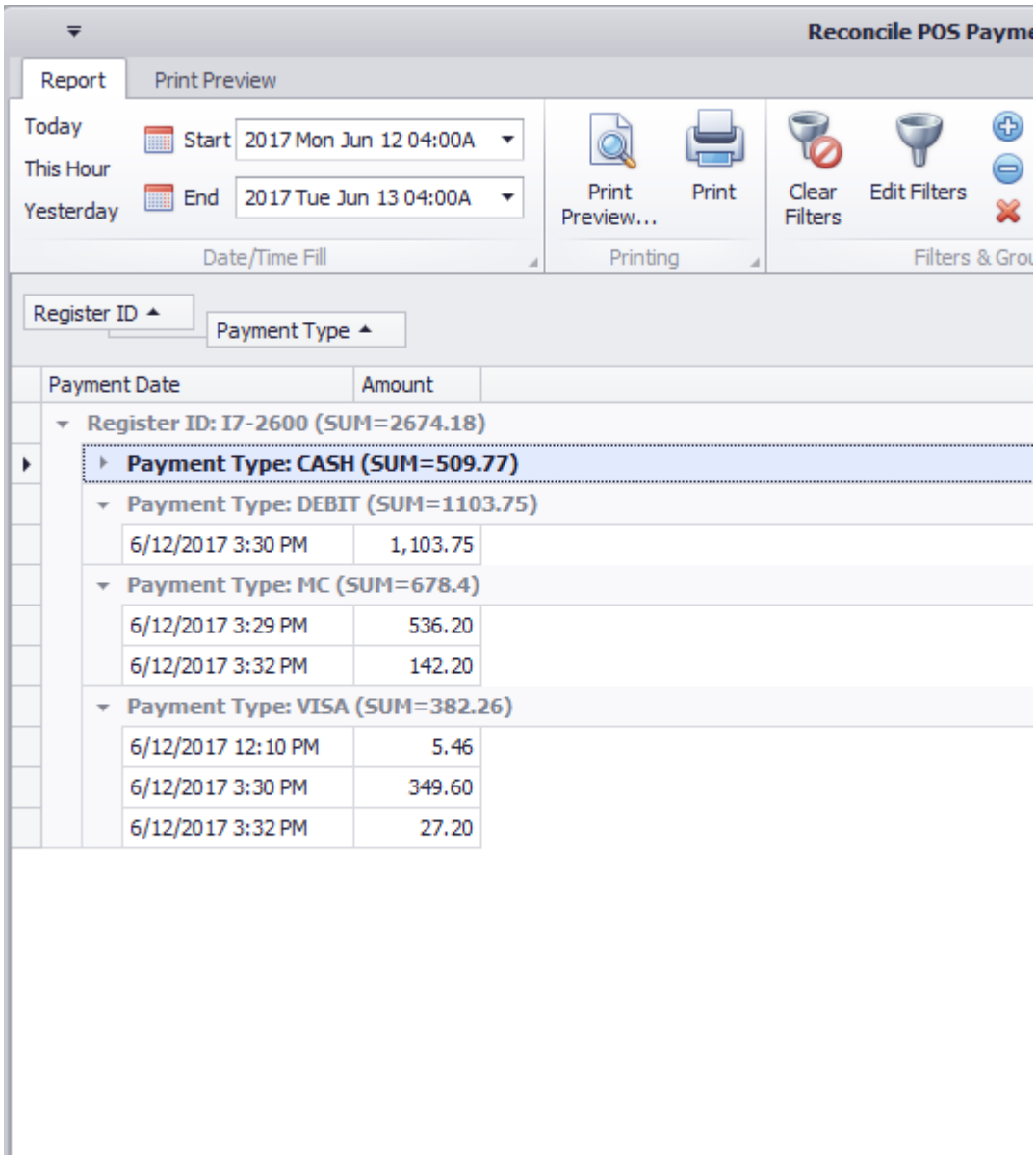
At the end of the business day, click on the Reports tab in the POS Main window and select "End of Day Report" or click Reconcile POS Payments in the Menu under Point of Sale.



Click on "Receipt Format" if you would like to print the report on receipt paper or click on "Full Page Format" if you would like to print the report with more detail from a laser printer.

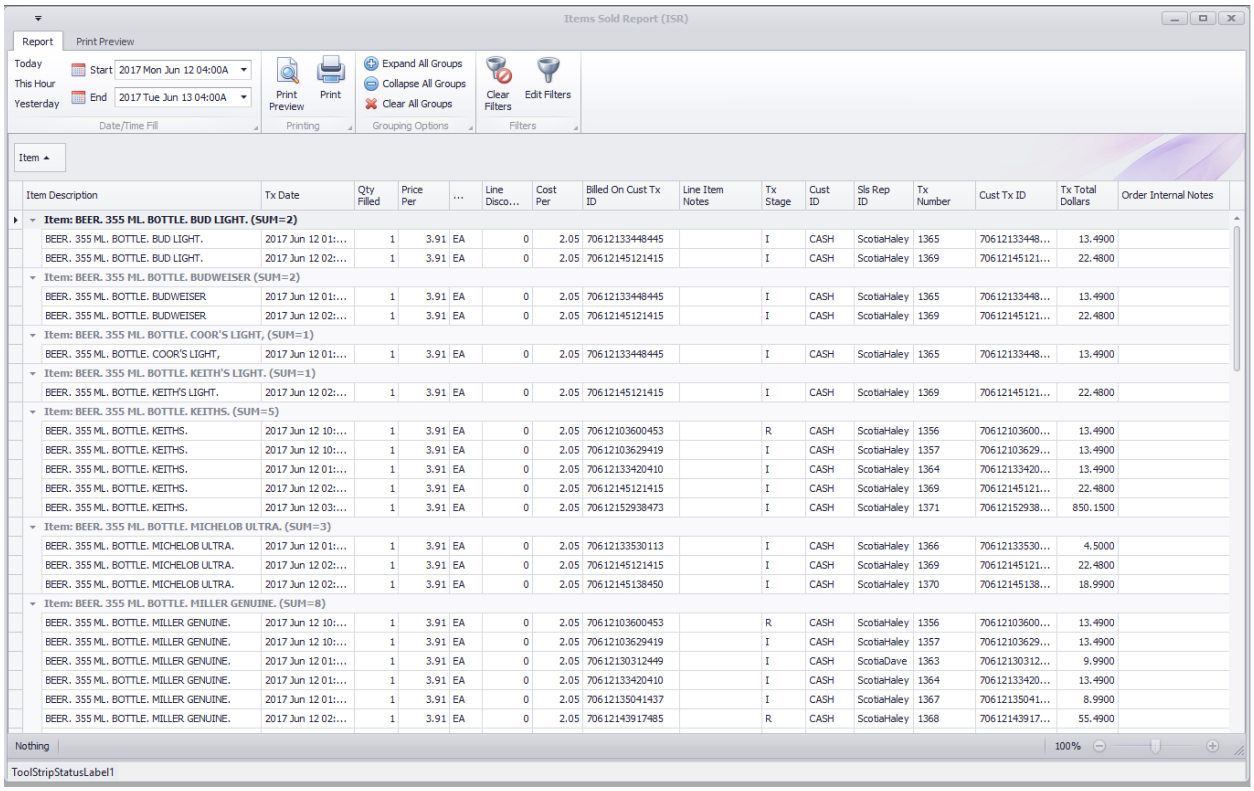


Click "Print Preview" to see the report before it prints or click on "Print" to print the document.



Items Sold Report

This report can be printed as often as you would like (daily, weekly, monthly, etc) and can cover any period of dates that you would like to see. This report can be accessed from the Reports tab under POS F&B or from the Menu under Reports. The purpose of this report is to track inventory and how many of each item was sold over a period of time. This report needs to be printed on a laser printer.



Fixing Human Errors in Transactions

If, after reconciling your payments, your payment methods differ from your actual amounts, you can see if there were any errors made while recording transactions. There are two stages of each transaction

1. Ringing in items and coming up with

Gift Cards [DEFERRED]

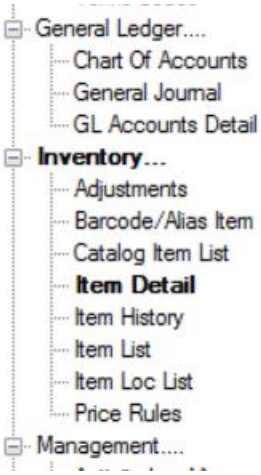
Adding a New Gift Card [DEFERRED]

Using a Gift Card as a Method of Payment [DEFERRED]

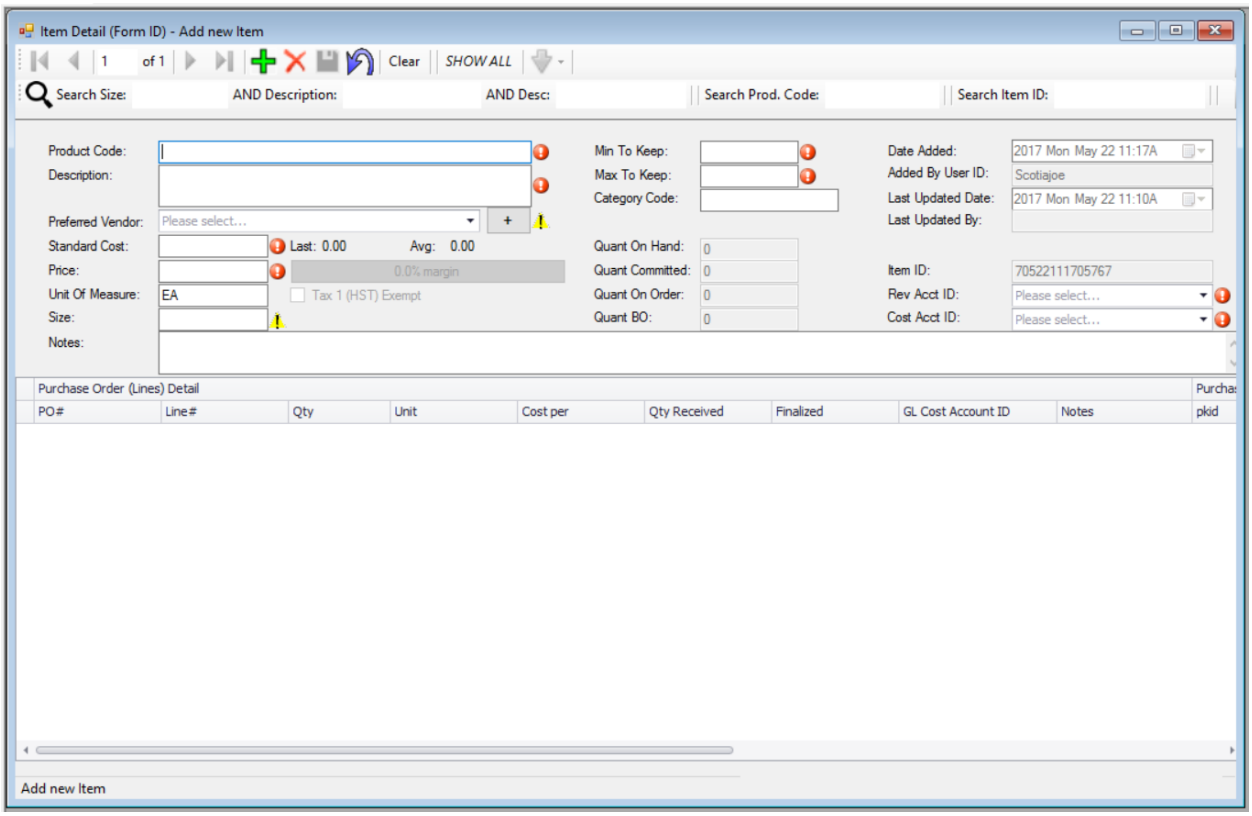
Inventory

Adding New Items without Barcodes

Click on Item Detail under Inventory in the Main Menu.



Click the green "+" icon to add a new Inventory Item. Items highlighted with red warning signs must be filled in. Enter a product code and a description. Use a good descriptive

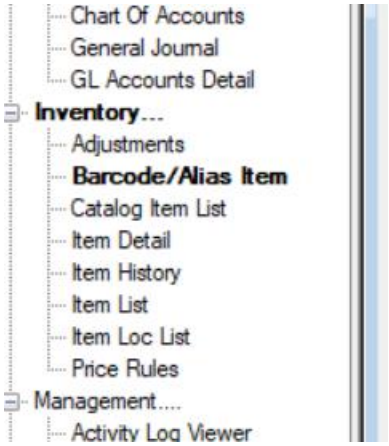


The Product Code is determined by your internal systems.

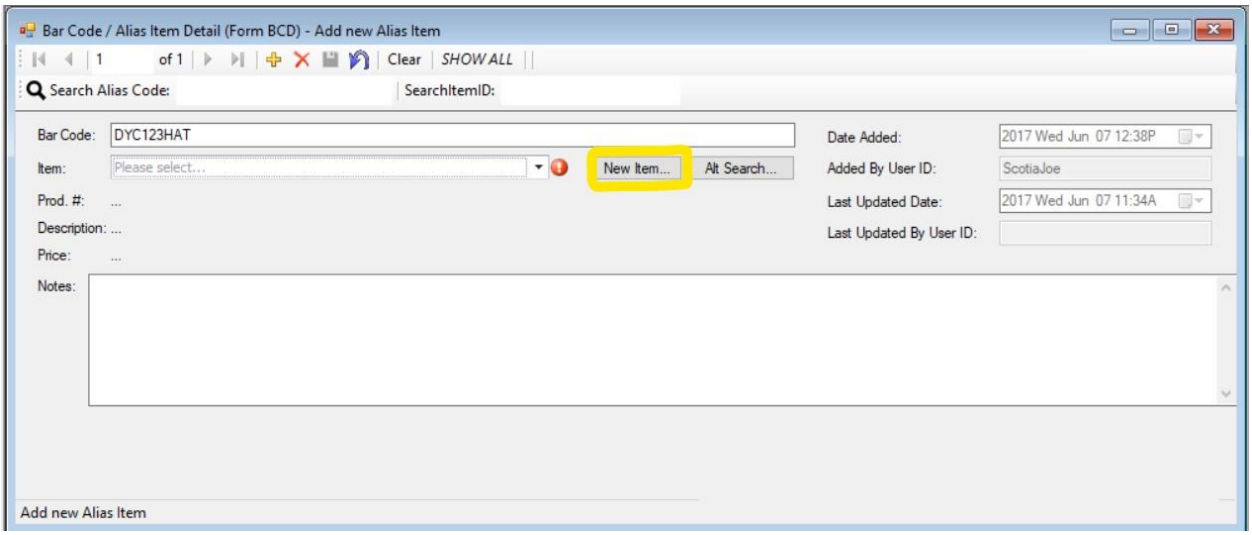
You can type whatever you want for the Description, however, please note that it makes sense to be very descriptive and specific as this will help with future item searches – especially if your operation has a lot of sku's.

Adding New Items with Barcodes

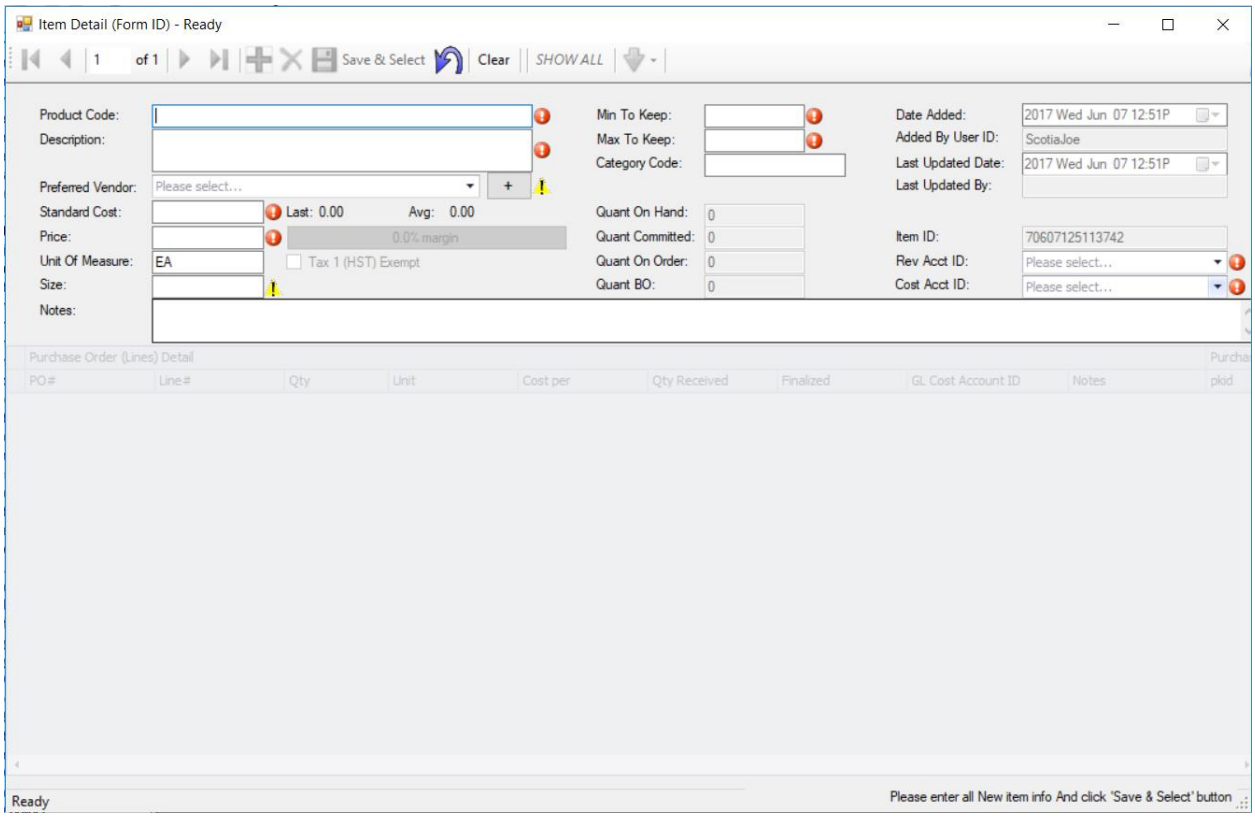
This is the simplest method for adding new items. Being by opening the "Barcode / Alias Item" screen from the Main Menu:



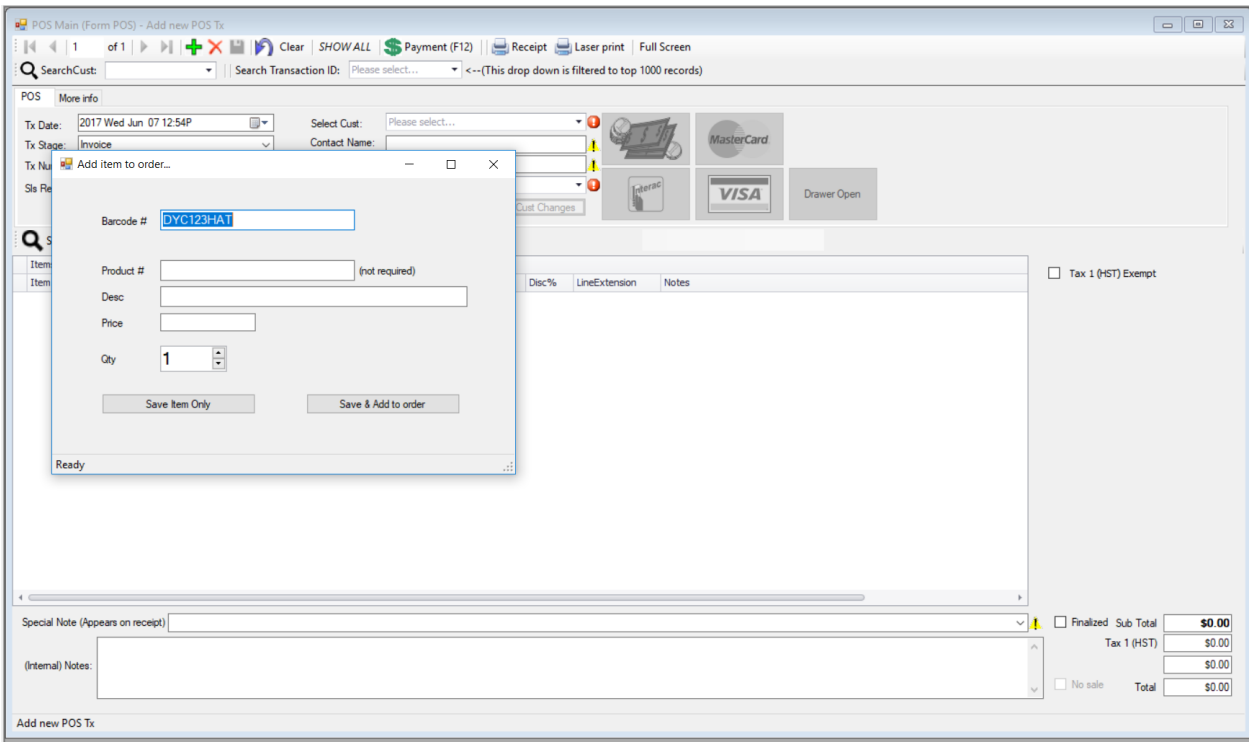
Scan the item. The name associated with the barcode will appear. Click "New Item".



The Item Detail form will appear:



New items can also be added directly at the customer interface. If an item has a barcode but was not included in inventory, simply open POS main and scan the barcode. A pop up will appear with the ability to enter the minimum amount of information that is required to complete the sales transaction.



When the sale has been completed, the Item Detail can be used to enter more information about that item. They key is that the item can be entered "on the fly" at the checkout counter without slowing down the transaction by using this method.

Importing Catalogs [DEFERRED]

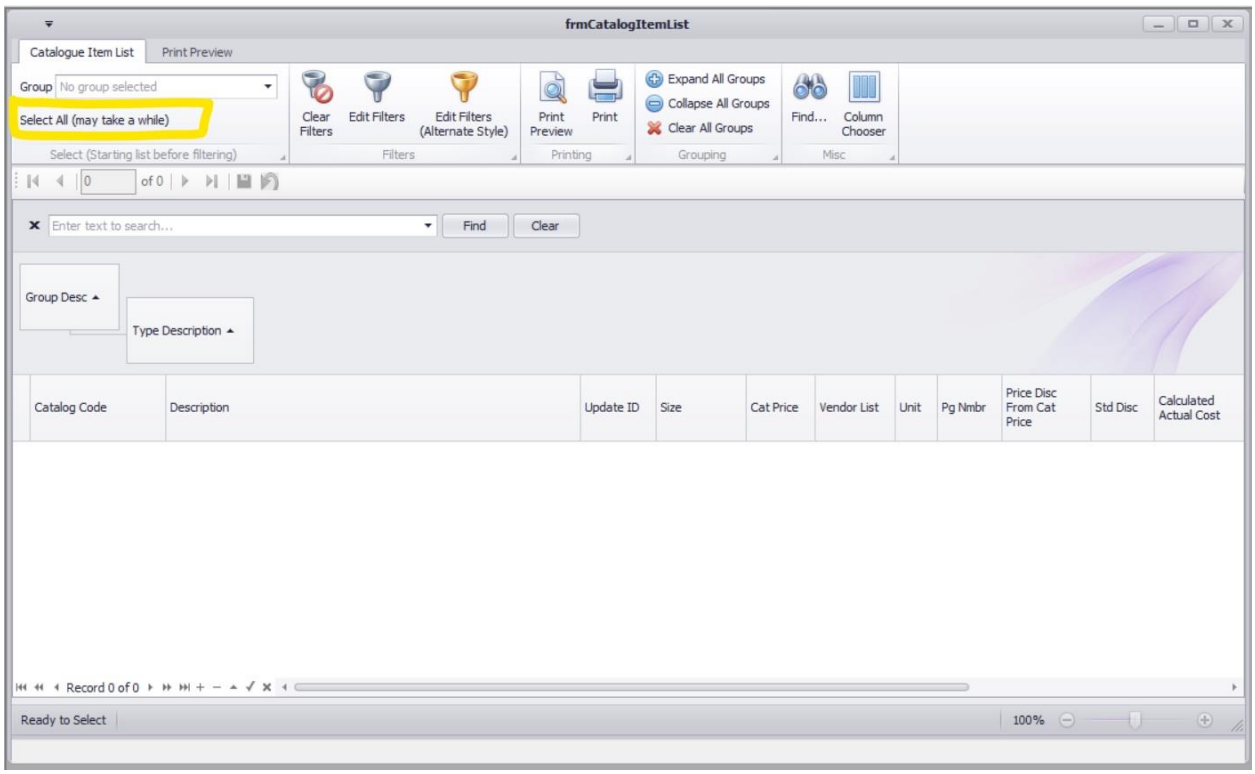
Search Tools for Catalog Items and Adding Catalog Items as Inventory Items

Full vendor catalogs can be imported into the system. Please speak to your manager about catalogs that are imported or that should be imported.

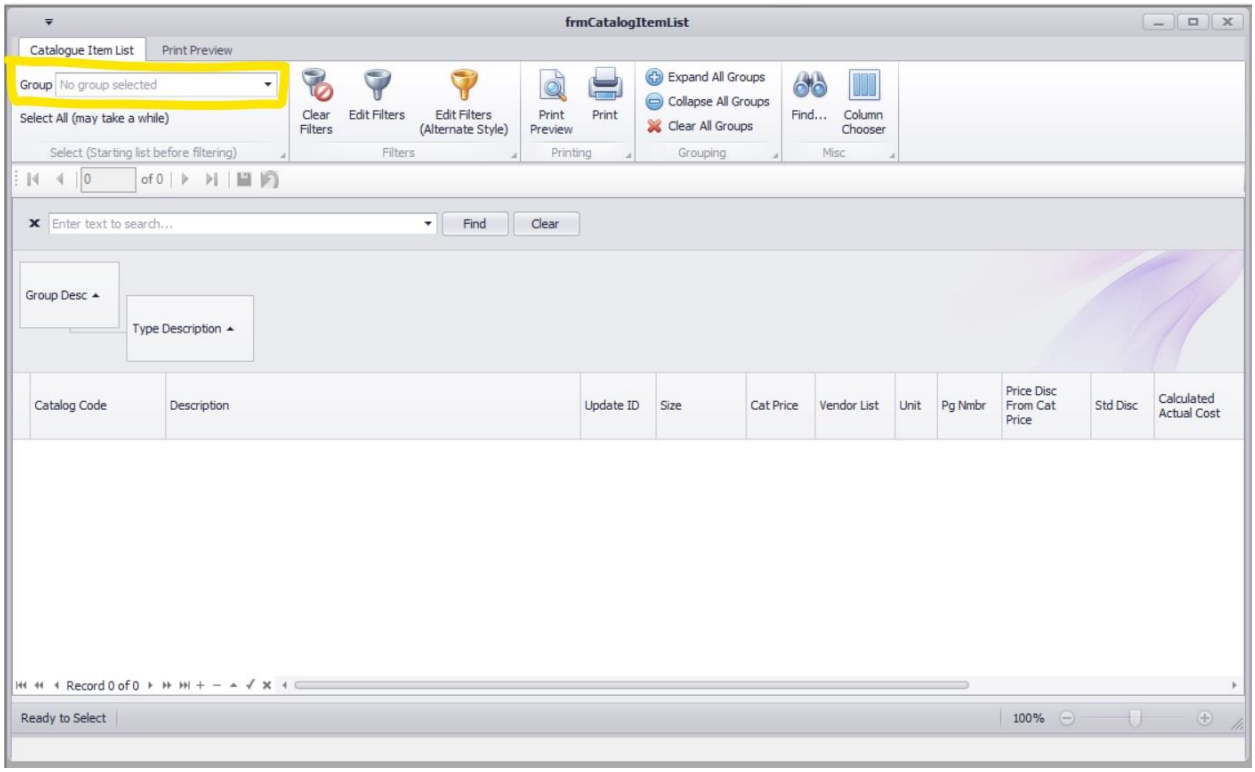
Items that have been imported from a vendor's catalog can be searched. PLEASE NOTE: Items that have been imported still need to be added as Inventory Items if they are to be sold and tracked using Scotia's inventory management systems. First, let's look at some search tools for finding imported items from a vendor catalog.

First, we begin by opening the Catalog Item List.

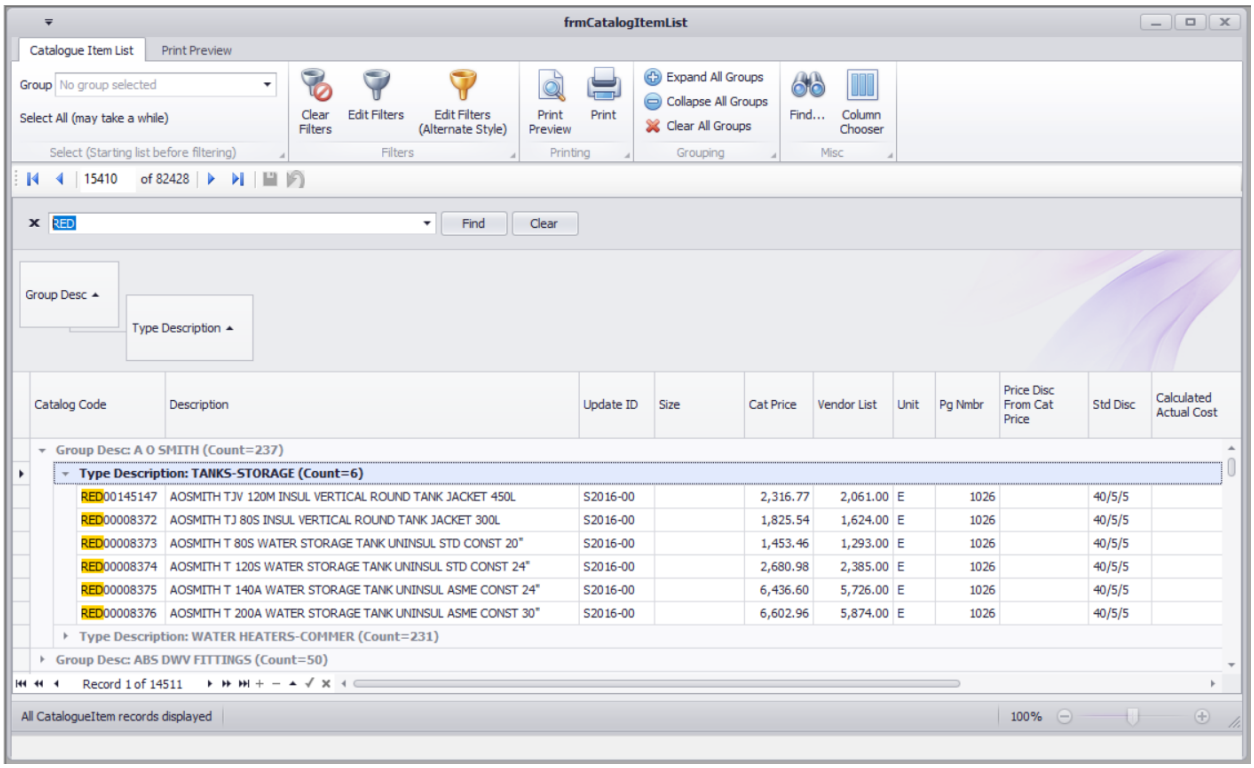
We can then select all imported items to be part of our search.



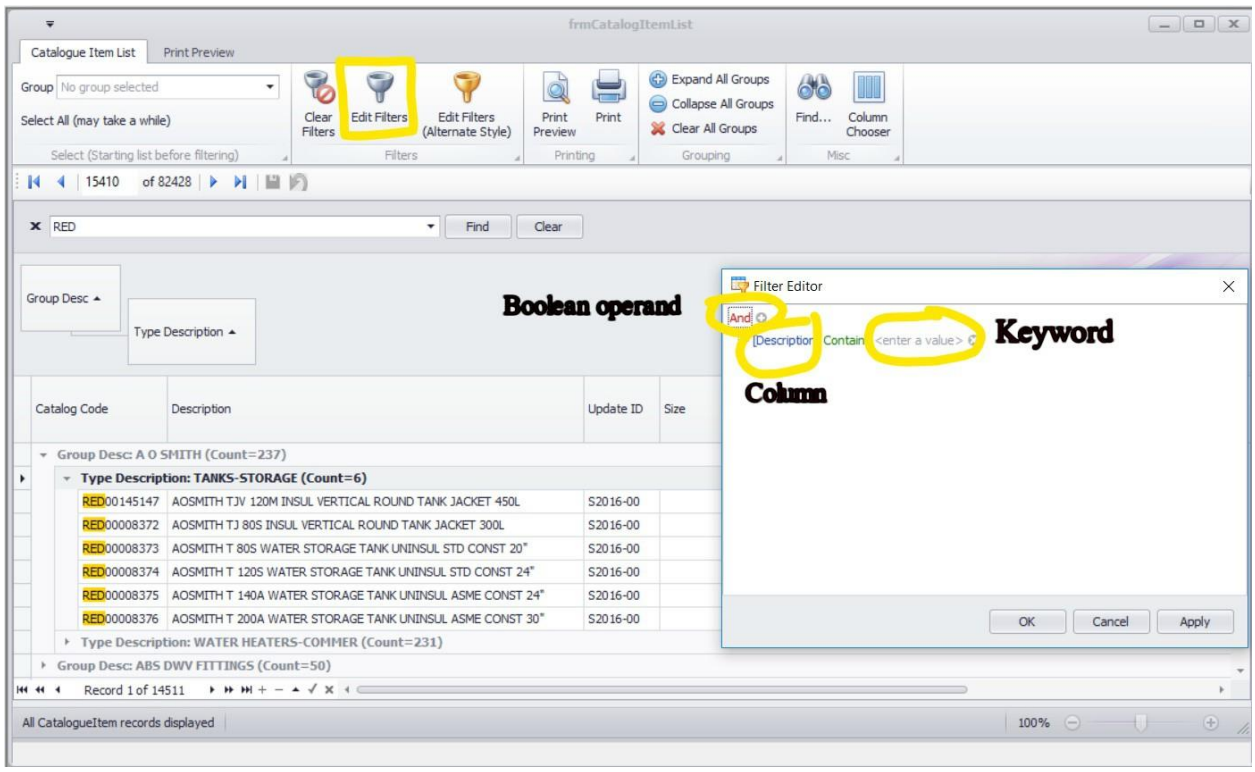
We can also narrow down the search immediately by searching only within a specified Group (typically a vendor or product type. We can use the drop-down menu to search by Group.



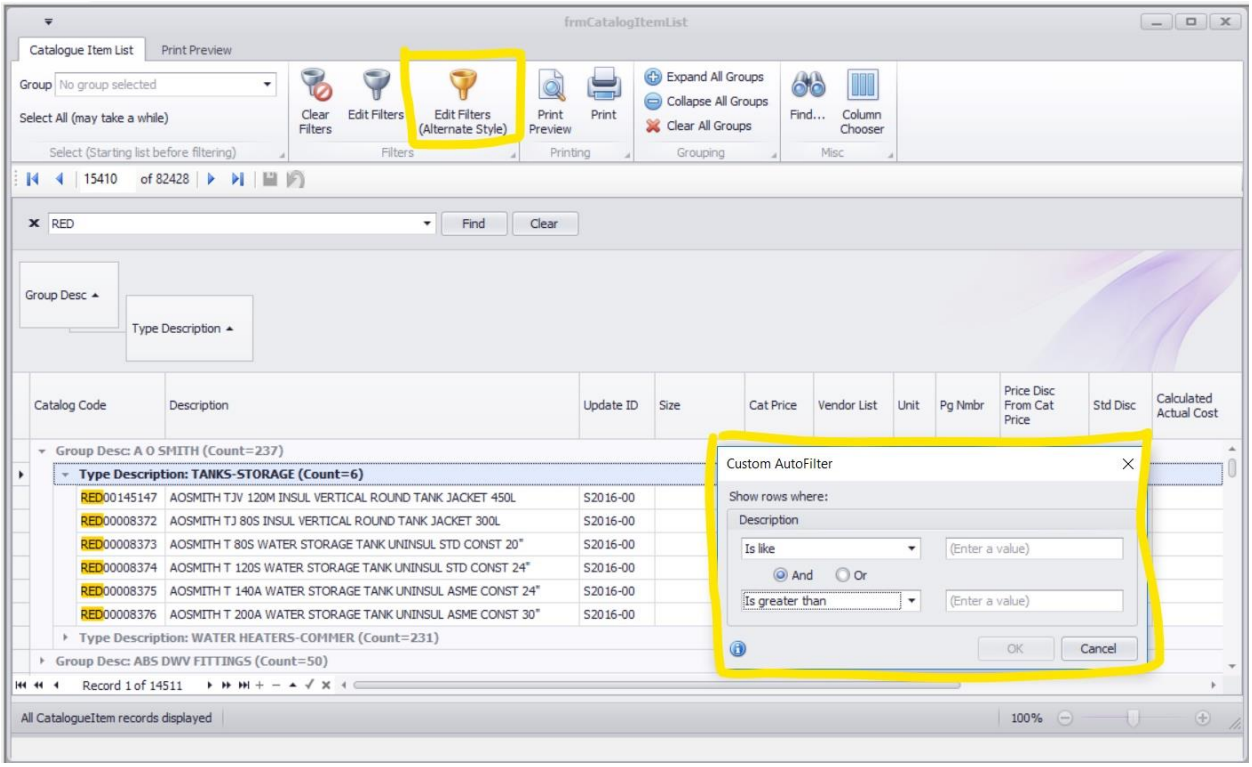
Simply start typing keywords into the search bar to execute the most basic kind of search:



You can perform far more advanced searches using the two filter tools (Please note: these are rather advanced techniques that may require some assistance from your manager or Scotia Software's Technical Support Team). This is especially valuable for vendors with very large databases. Using the standard filter editor, you can choose a Boolean operand (you can choose if it must include both keywords, one keyword or the other, etc.) the category (column) to search within, and the keyword to quickly narrow down your search.



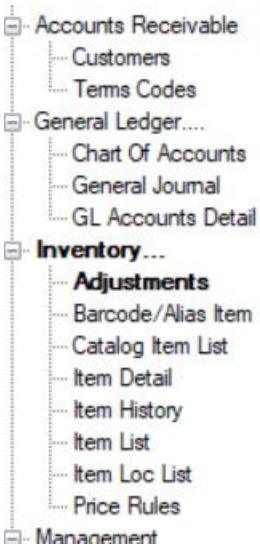
An alternate filter is available as a search technique. With the alternate method, you can apply two filters. The two filters can be used with an "And" operand (both conditions must be me in order for the filter to find the Item) or an "Or" operand (either one of the two conditions can be met in order to find the Item). You can choose from a variety of Descriptions (Is Like, Is Greater Than, Is Less Than, etc.) for each filter, with keywords entered on the right.



Making Inventory Adjustments

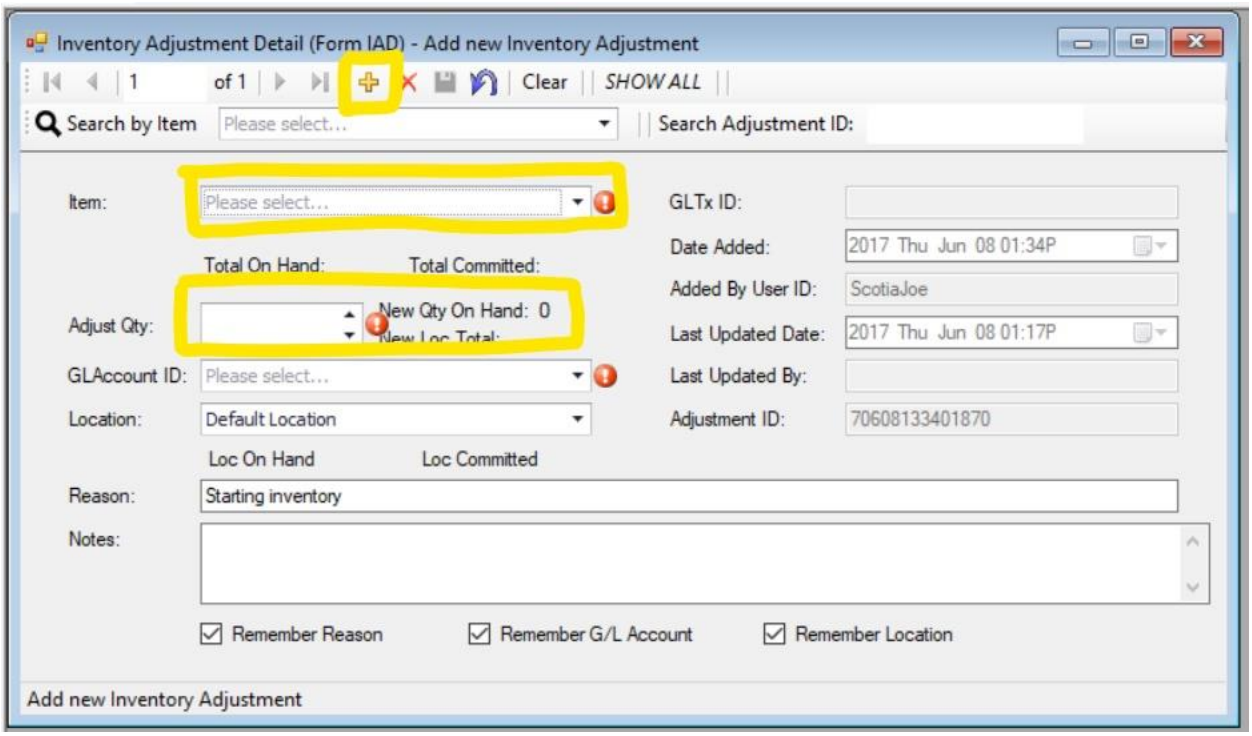
Inventory tracking takes place automatically as the result of product sale or product purchases from vendors. Occasionally, inventory needs to be adjusted for a variety of reasons including defective inventory, lost inventory, found inventory, etc. A reason should always be chosen for an inventory adjustment. Please see your manager in regards to the list of appropriate reasons and in regards to the General Ledger account to which the adjustment will be entered.

Begin by opening the Inventory Adjustments screen.



Click the yellow "+" button to create an adjustment. As always, all items highlighted with a red exclamation point must be completed in order to save the transaction.

Use the drop-down menu to search for and select the item that needs to have its inventory level adjusted. Make the adjustment using the up and down arrows or by typing in the adjustment. (Please note: the number that you enter here refers to how many units of the item will be added or subtracted to inventory).



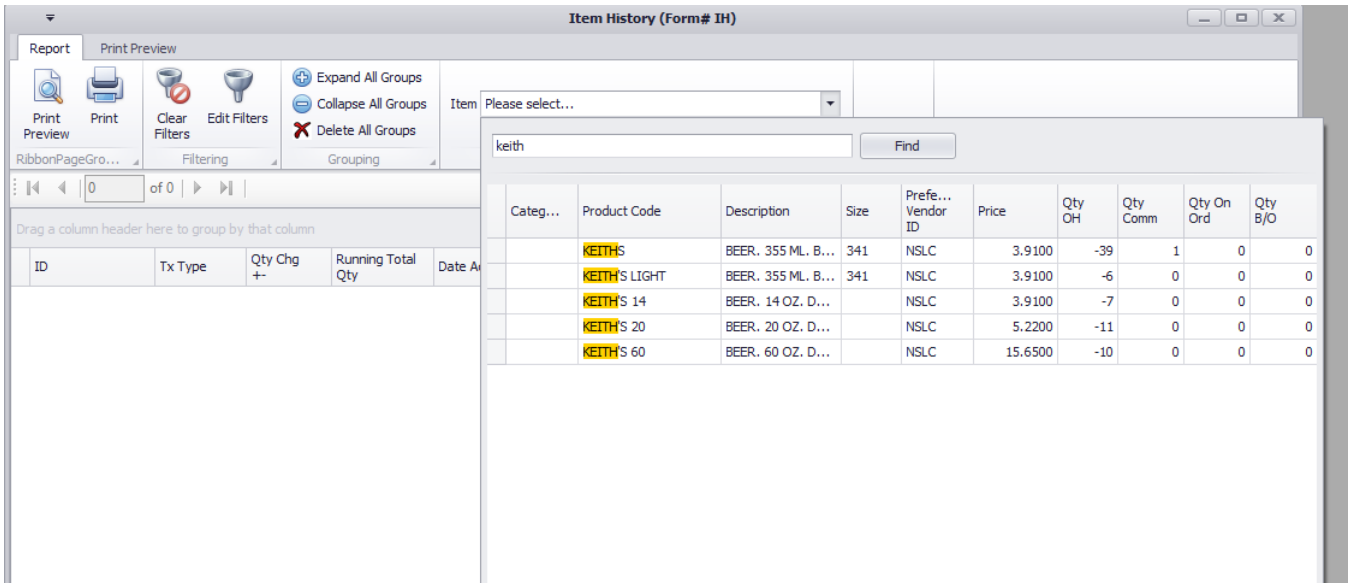
Choose the General Ledger (GL) account to which the adjustment will be entered (check with your manager as necessary).

If you have multiple inventory locations, you can choose the location to which the adjustment is being made. Enter a reason for making the adjustment and enter as many notes as required to ensure the reasons for the adjustment are understood.

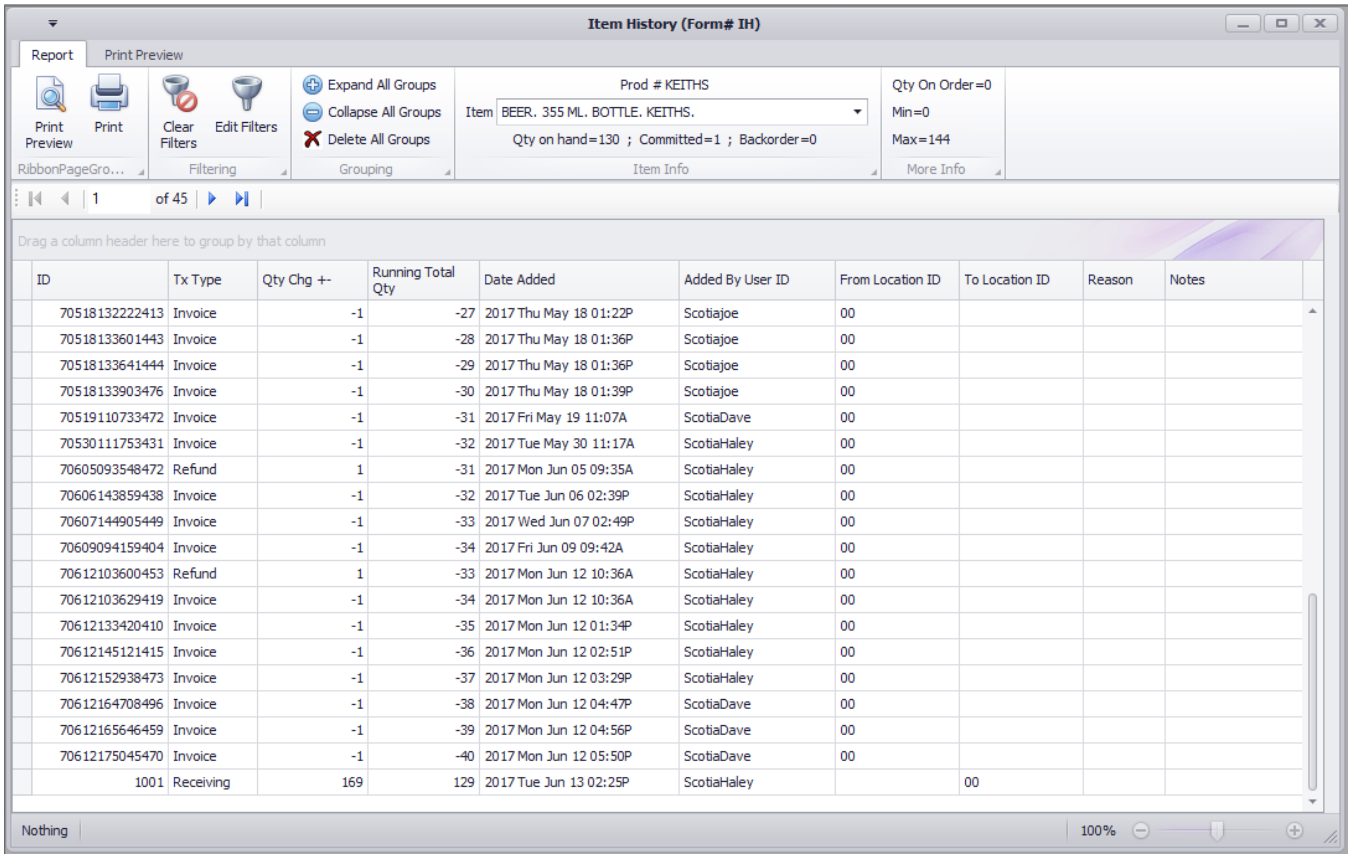
If you are doing multiple adjustments – as may occur during an inventory count – you can have the system remember the reason for the adjustment, the General Ledger account to which the adjustment will be entered, and the location where the Items are located.

Working with Item History

To see the entire record history for a specific item, click on Item History under Inventory in the menu. In the top menu bar of the window, click on the "Item" drop-down and scroll through to find the item you are looking for or use the search bar to search for the item.



From item history, you can see every purchase, sale, refund, order, and commitment of each item and keep track of exactly how the Quantity on Hand came to be.

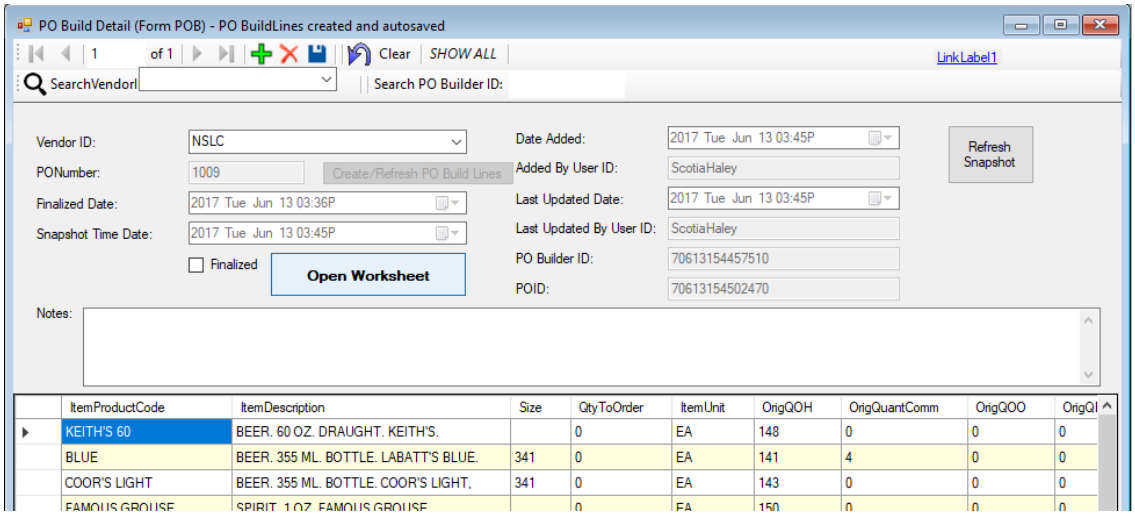


Create and Work with Inventory Locations [DEFERRED]

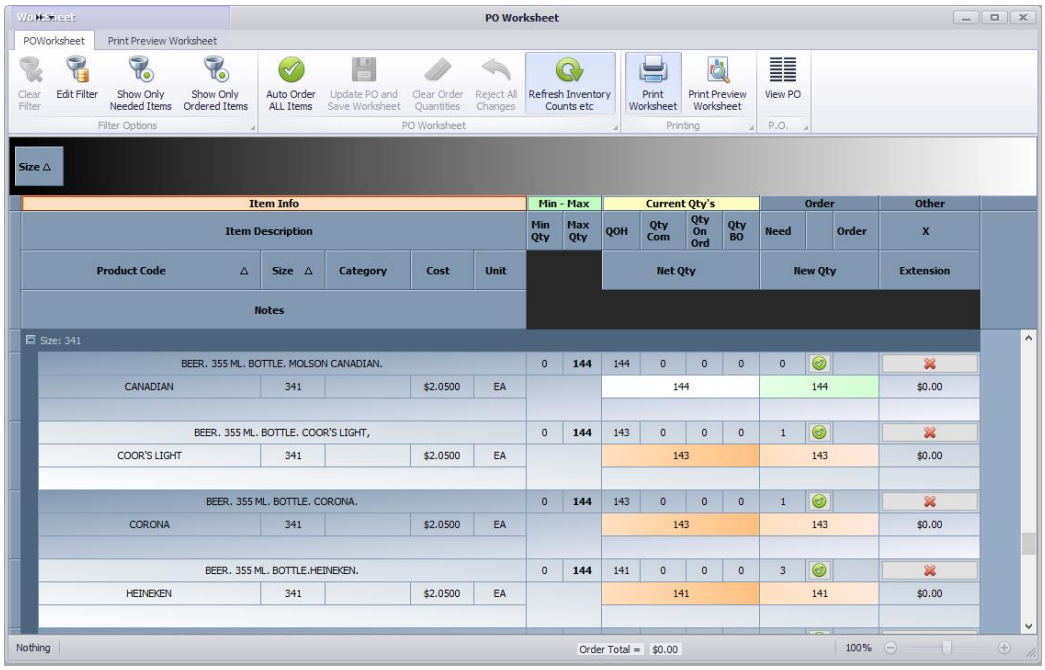
Purchasing

Creating a PO Using PO Builder

Click on "PO Builder" under Purchasing. Click on the green plus and use the drop-down to select which vendor the purchase order is for. Click "Create/Refresh PO Build Lines" and then click "Open WorkSheet."

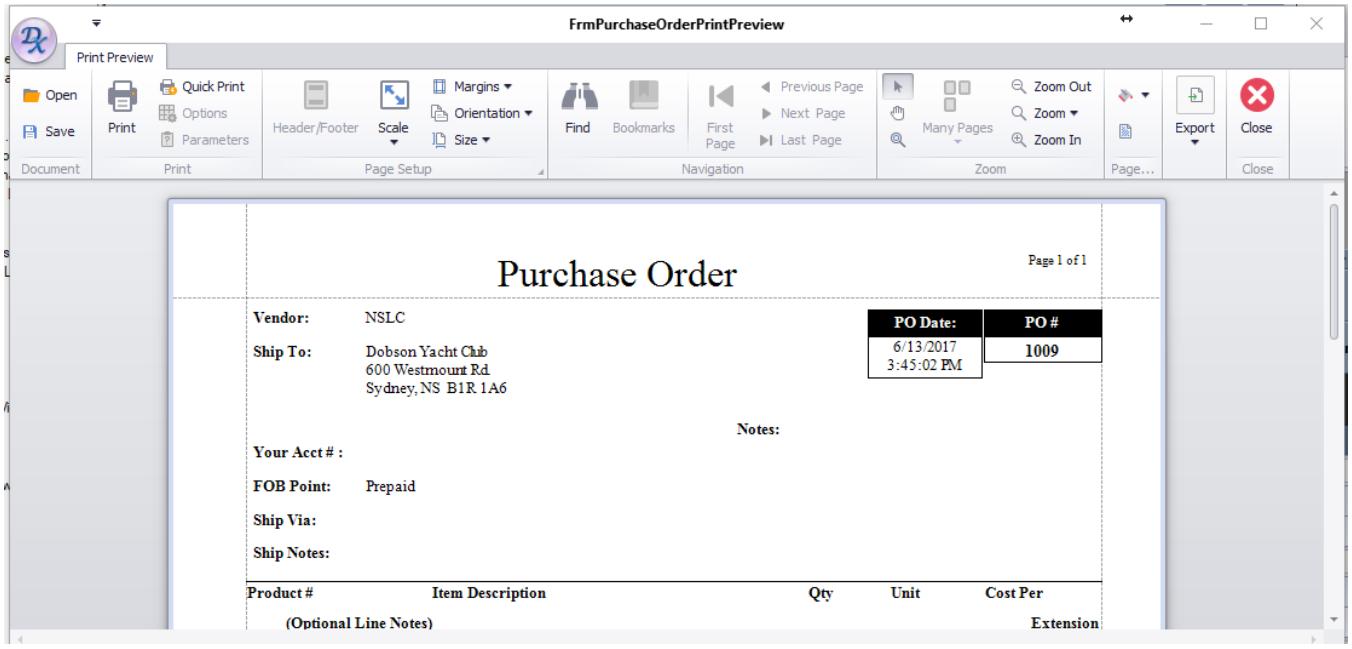


From here, you can Auto-Order all items to the Max quantity that is noted in for each item in Item Detail. If there are only some items you need ordered, you can scroll down the list and either click on the green check mark under order to order the Max quantity to have on hand, or you can just type in as many as you would like under "Order."



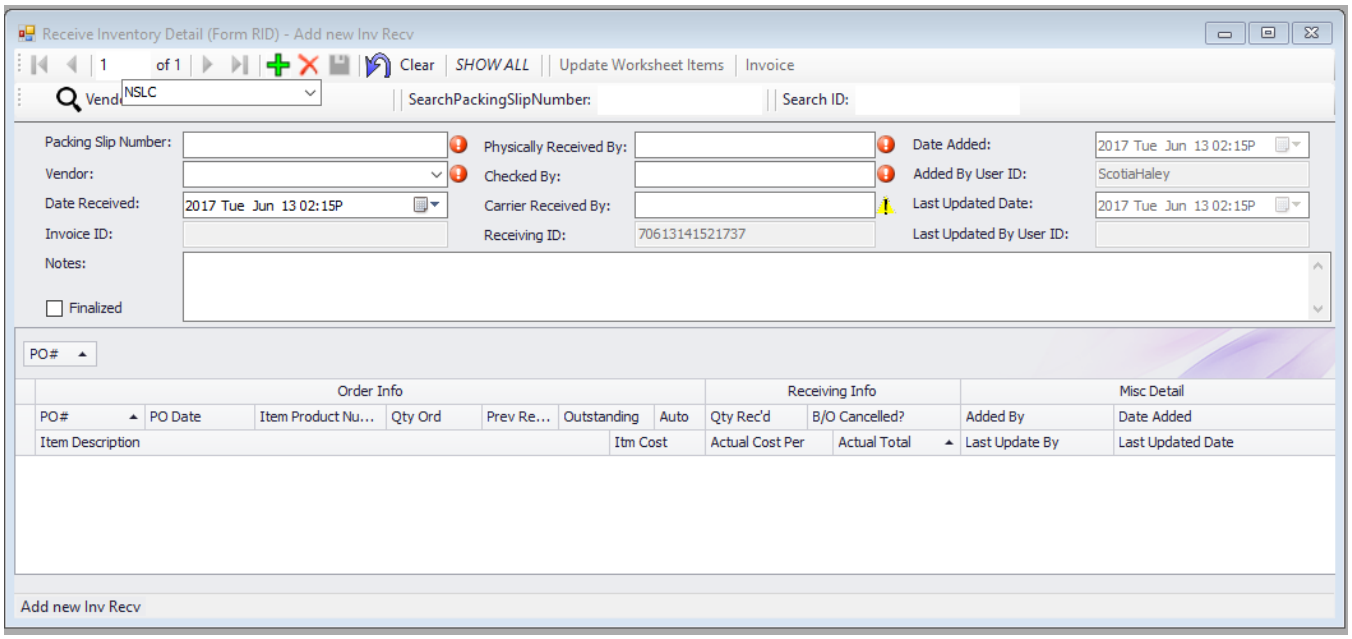
Once you have entered all your quantities of items that need to be ordered, click on "Update PO and Save WorkSheet" at the top of the page and click on "View PO." From the PO Detail Form, you can click

on "Print Preview" and print the PO or save it as a PDF or email it right from the system. Just use the "Export" tool to save the PO to your computer or email it to a vendor.



Receiving Items from a PO

Once a purchase order has been made, it will need to be received. Click on "Receive Items" under Purchasing and click on the green plus to make a new receiving record.



Use the drop-down field (not in the search bar) to select which vendor the shipment is coming from. Click on "Update Worksheet Items". You should now see all the purchase orders for that vendor below. Go to the purchase order that you're receiving items from and click the ellipsis button if you received

what you ordered. If you did not receive what you ordered, you can type in the amount in the cooresponding field. If the cost of the item was different from when you made the purchase order, you can change that here too. If your back order is cancelled, just put a check in the check box.

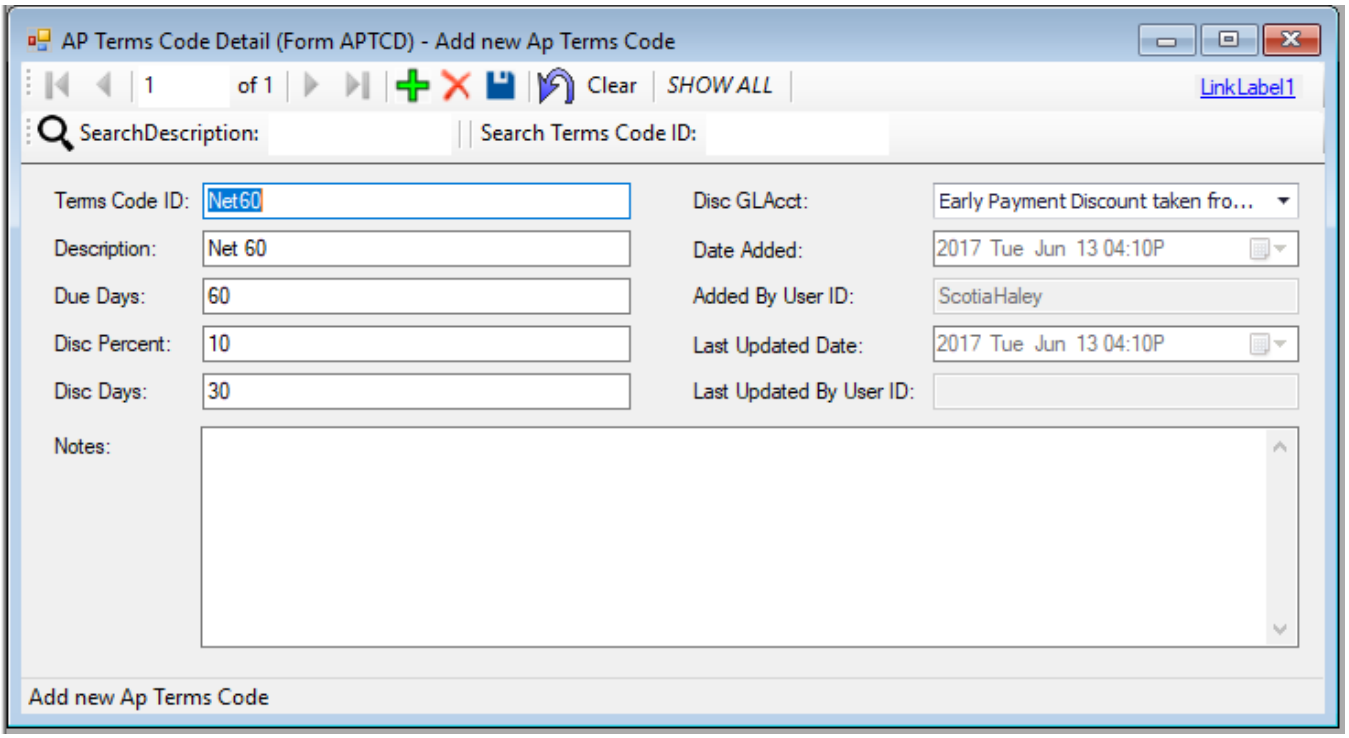
	Order Info							Receiving Info	
	PO#	PO Date	Item Product Number	Qty Ord	Prev Re...	Outstanding	Auto	Qty Rec'd	B/O Cancelled?
	Item Description					Itm Cost		Actual Cost Per	Actual Total
	PO#: 1001								
	PO#: 1007								
	1007	6/13/2017	MOLSON 67	24	0	24	...	24	☐
	BEER. 355 ML. BOTTLE. MOLSON 67.					$2.0500			
	1007	6/13/2017	OLAND	24	0	24	...	24	☐
	BEER. 355 ML. BOTTLE. OLAND.					$2.0500			

Don't forget to fill in all the required information above and put a check in the "Finalized" box if all the items from the purchase order have been received. Don't forget to click the blue save button when you are finished modifying or creating the Receiving record.

Accounts Payable

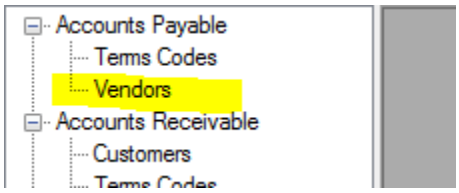
Adding Vendor Term Codes

A vendor term code is what terms you will pay the vendor on. Click on Term Codes under Accounts Payable and fill in the required fields. If you receive a discount from the vendor if you pay within the terms, you must apply a vendor discount G/L account to account for the discount on product. Simply fill in the required fields and click on the blue save button on the top of the window.

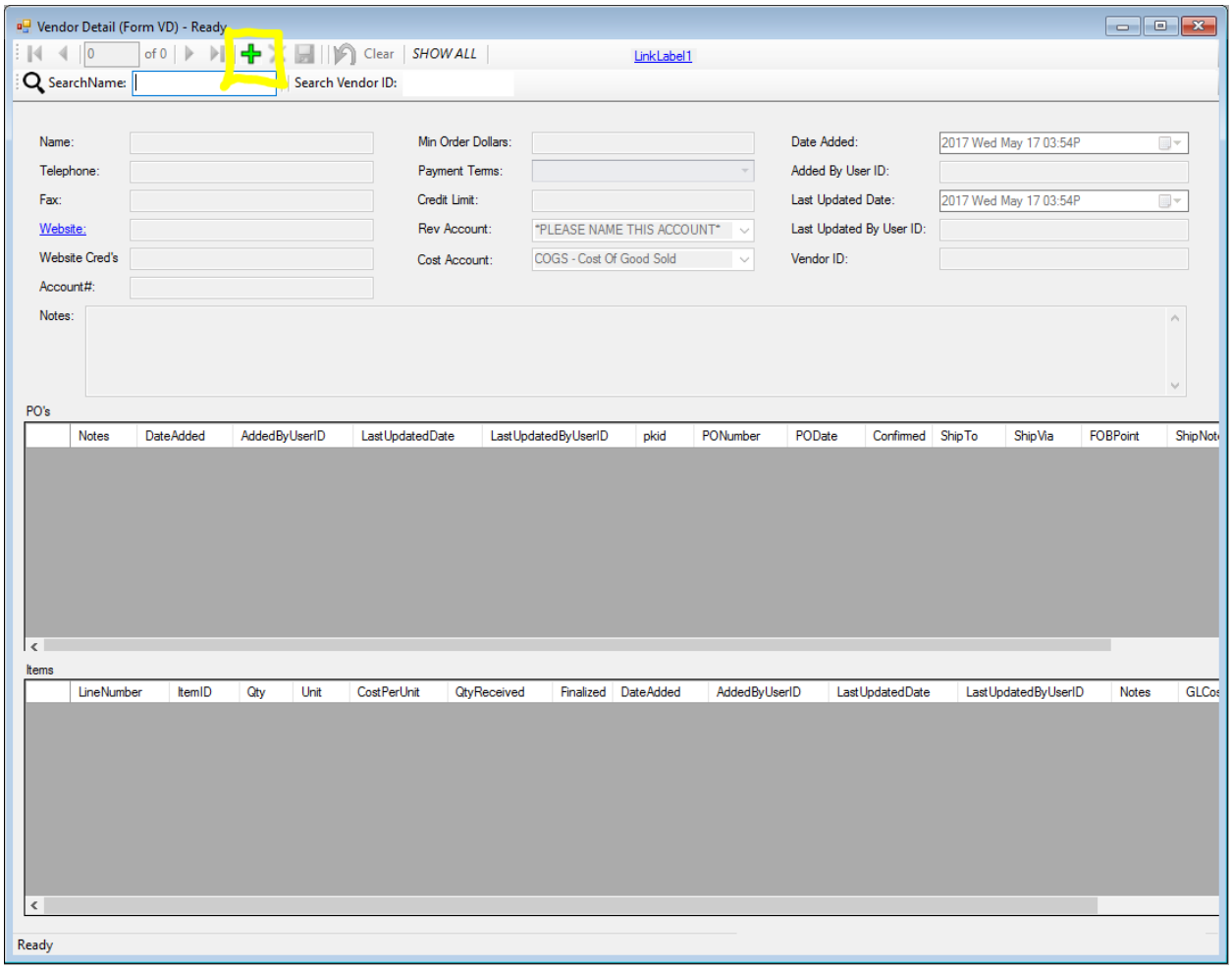


Adding Vendors

Start by clicking on Vendors under the Accounts Payable category in the Menu.



Click on the green plus sign to add a new vendor.

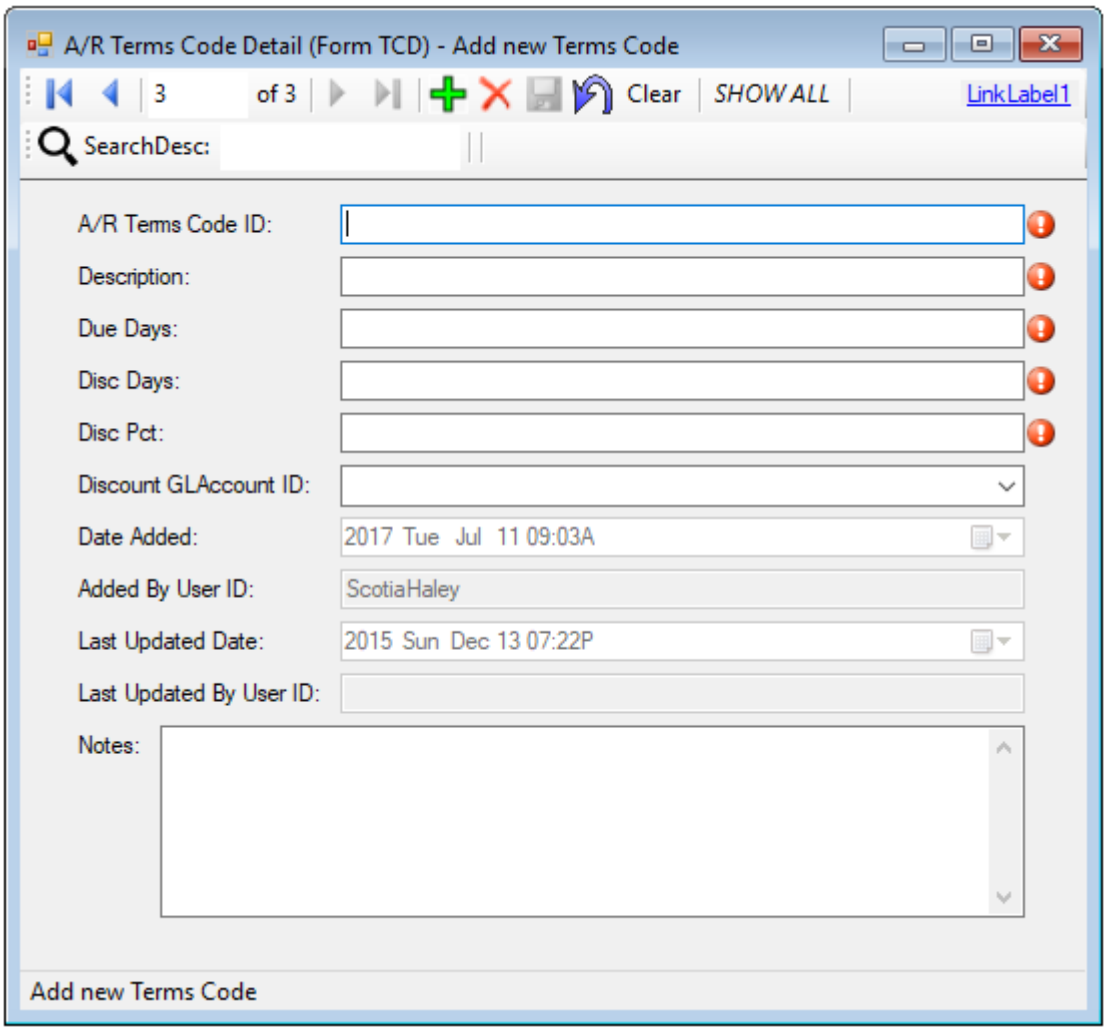


Fill out the information required (fields with red exclamation points) and recommended (fields with yellow exclamation points) for the vendor. The required fields must be filled out before the blue save button appears (next to the red X at the top of the window).

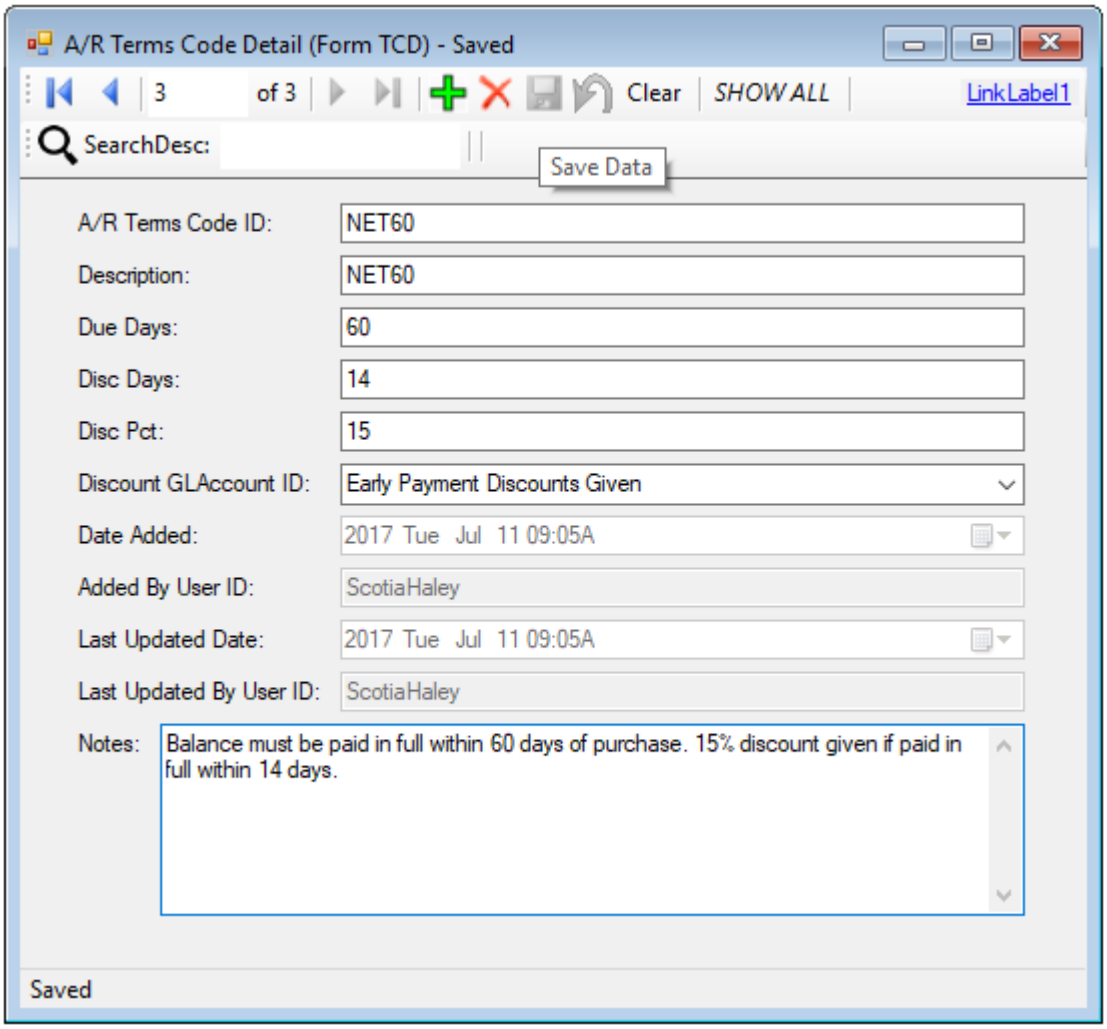
Accounts Receivable

Adding Customer Term Codes

To add a customer, you must first add a term code that your customers will be classified by for payments on their account. Terms can be Cash, Net 30 Days, Net 60 Days, 30-60-90, etc. To add a term code, click on "Term Codes" under Accounts Receivable in the menu. Click on the green plus.



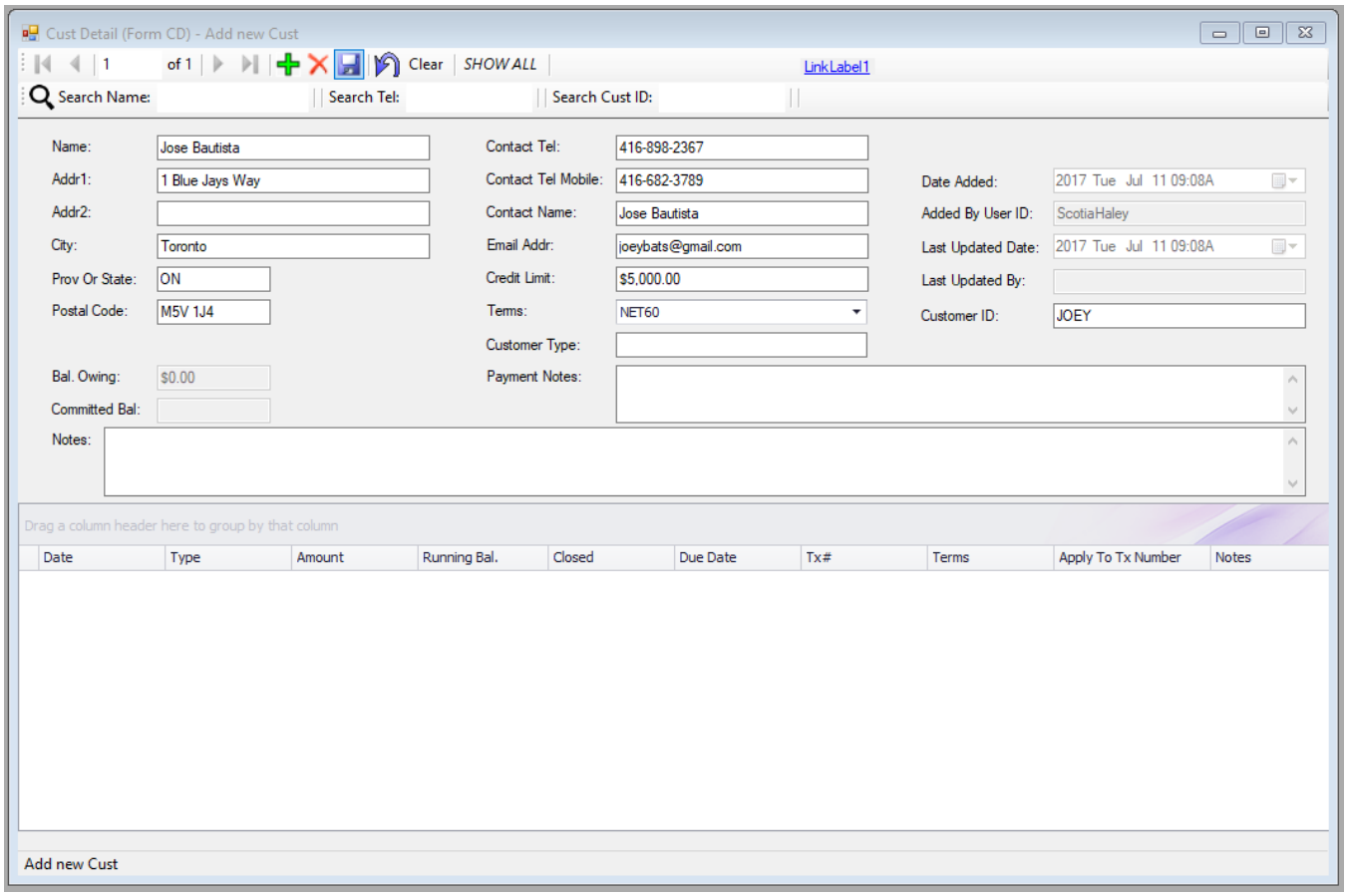
Fill in all the required fields. If no discount is given, type 0 in the Disc Days and Disc Pct (%) fields.



Once you have filled all the required fields, click on the blue save button at the top of the window.

Adding Customers

To add a customer or a business account, click on "Customers" under Accounts Receivable. Click on the green plus and start filling in the required fields.



This is where you will use the terms codes that you created as payment agreements. Some customers may only pay cash up front, while other customers with large accounts may pay off their balance at the end of every month. Once all the fields have been filled, click on the blue save button.

Customer Pricing Matrix [COMING SOON]

Banking [DEFFERED]

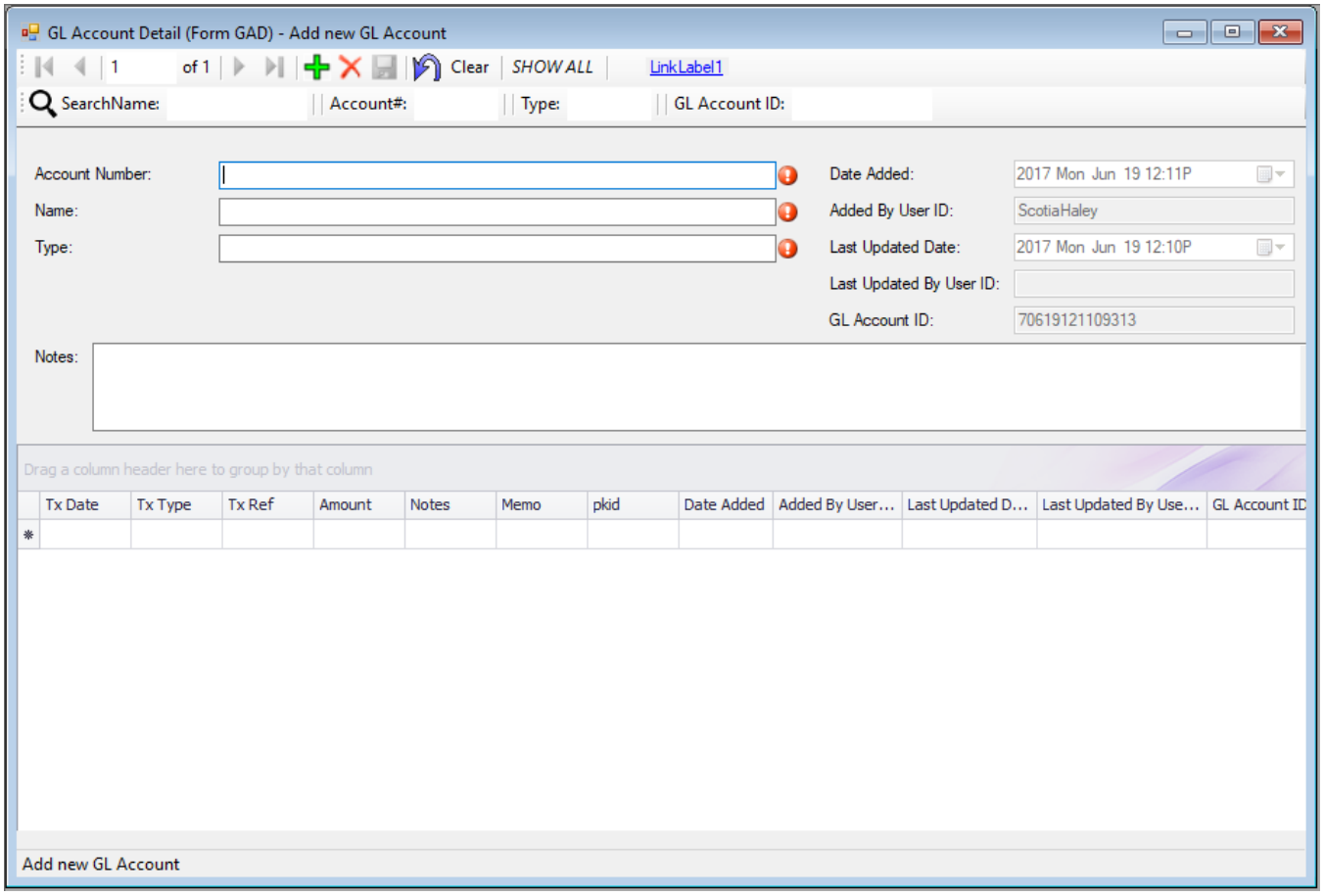
Deposits [DEFERRED]

Statements [DEFERRED]

General Ledger

Adding a New G/L Account

Adding new General Ledger accounts to assign records to is very simple. Simply click on GL Accounts Detail under General Ledger in the menu and click on the green plus.



Fill in the required fields with accurate information. Use the information below to fill in the Account Type field.

GL Account Types

1000+AS "Assets"

1100+CA	Cash & Cash Equiv's
1110+BK	Bank Account
1120+UF	Undeposited Funds
1123+UF	Undeposited Funds Mastercard
1126+UF	Undeposited Funds Visa

1128+UF	Undeposited Debit
1129+UF	Undeposited American Express
1155+UF	Undeposited Checks / Cheques
1200+LQ	Liquid Assets
1210+LQ	Life Insurance Cashout Value
1300+FX	Fixtures
1400+AR	Accounts Receivable
1500+AD	Adjustments
1600+IV	Inventory
1700+RL	Real Estate
1800+VH	Vehicles
1999+OT	OTHER ASSETS

2000+LI "Liabilities"

2100+AP	Accounts Payable Short Term
2150+GT	GOVT. TAX LIABILITY
2200+LT	Long Term Liabilities
2222+GC	Gift Certificate Liability
2999+OT	OTHER LIABILITIES

3000+EQ "Equity"

3100+RE	Retained Earning
3200+SE	Shareholder Equity
3300+GW	Goodwill
3999+OT	OTHER EQUITY

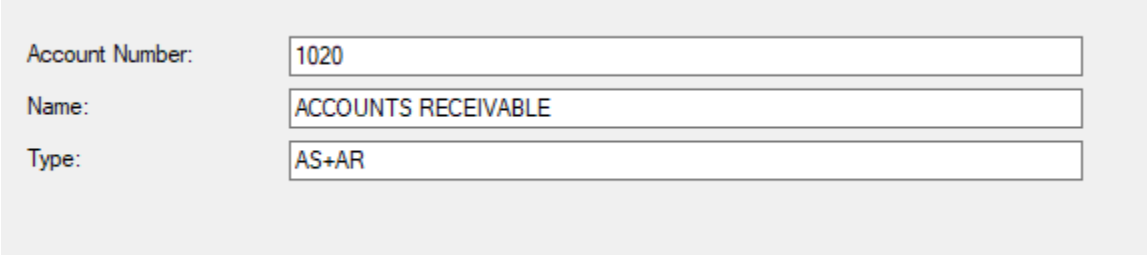
4000+IN "Income"

4100+RV	Revenues
4200+FC	Finance Charges
4300+VH	Vehicles Mileage Income
4999+OT	OTHER INCOME

6000+EX "Expenses"

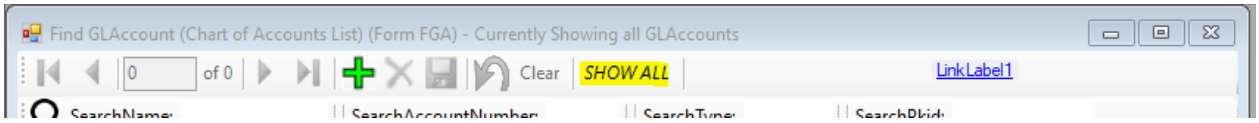
6010+CG	Cost Of Goods Sold
6200+EP	Early Payment Discounts Given To Customers
6250+VD	Early Payment Discounts taken from Vendor
6300+AD	Adjustment Costs
6400+PR	Promotions & Advertising Costs
6450+CH	Charitable Contribution
6500+OH	Overhead & Other Office Expenses
6600+VH	Vehicle Expenses
6700+DP	Depreciation Expense
6800+BK	BANKING AND FINANCE EXPENSE
6850+PR	PAYROLL EXPENSE
6999+OT	OTHER EXPENSES

Once the fields have been filled in, click on the blue save. You may add as many accounts as you like, just repeat the above instructions.

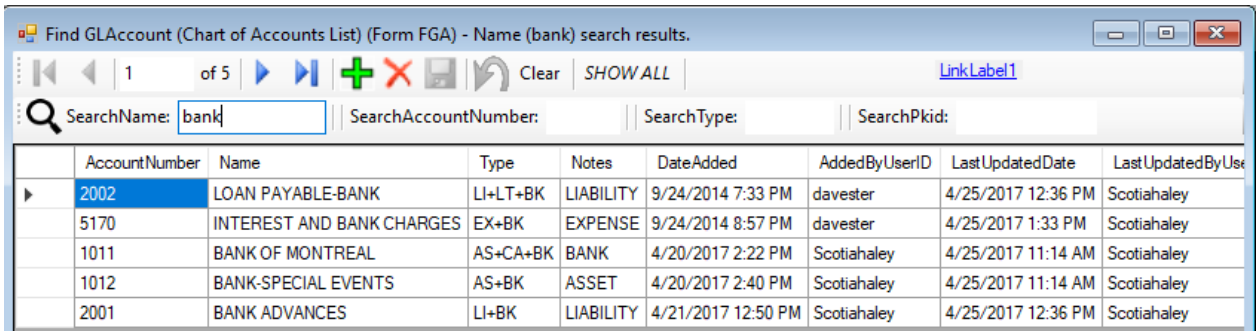


Search the Chart of Accounts

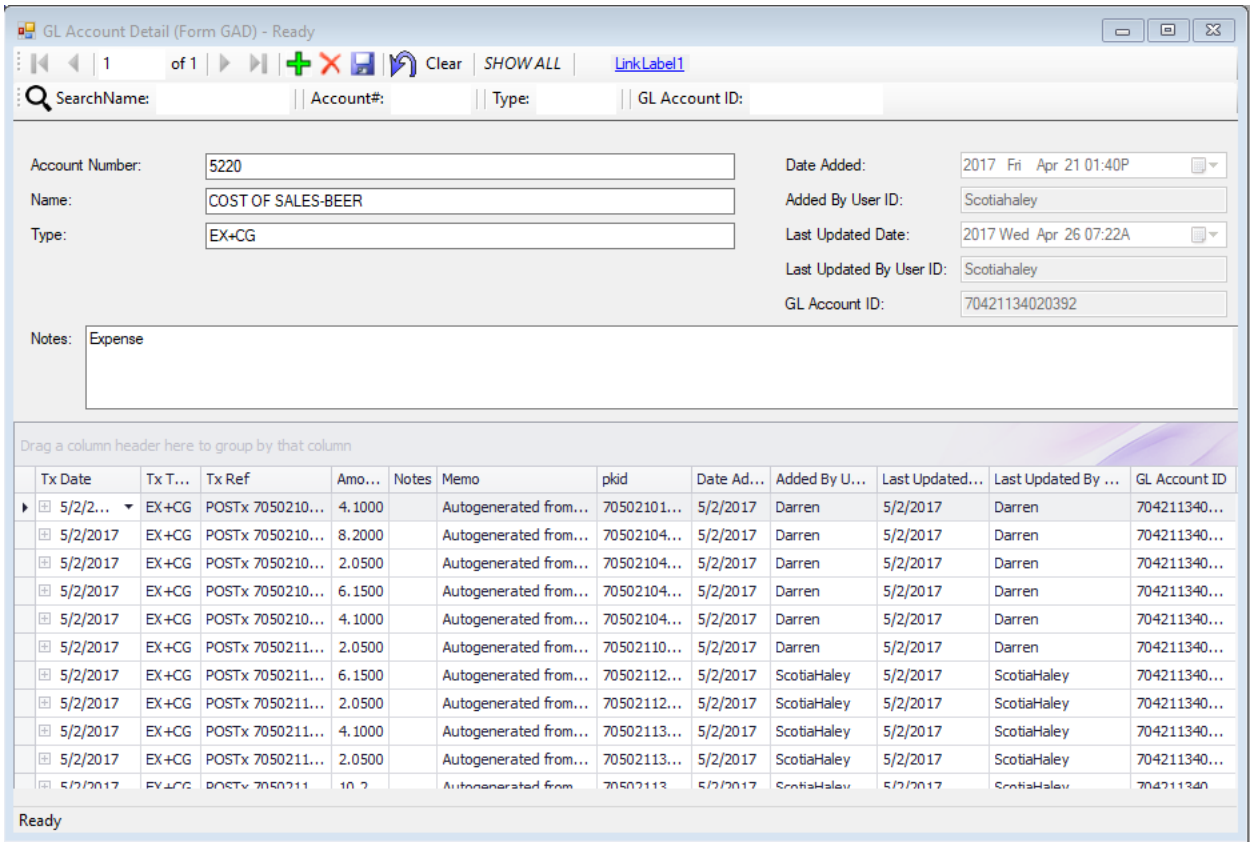
Click on Chart of Accounts under General Ledger in the menu. You may add a G/L account here as well following the same instructions from the "Adding a New G/L Account" section. If you would like to see all of the accounts in your database, click on "SHOW ALL" at the top of the window.



Here, you can see that all of the accounts are listed in numerical order by account number. If you would like to narrow down your search, use the search fields at the top of the window.



Double click on the account number that you would like to see details for. In the Account Detail form, you can see every change that was made to the account.



Deleting a G/L Account

Before you delete a G/L account, make sure there are no records attached to that account or that it is not a required account. The user deleting accounts must have the authority to delete records.

For example, you may want to delete "Cost of Sales – Cigarettes" if you do not sell cigarettes anymore. You would not want to delete the Accounts Receivable account because it is automatically attached to every transaction.

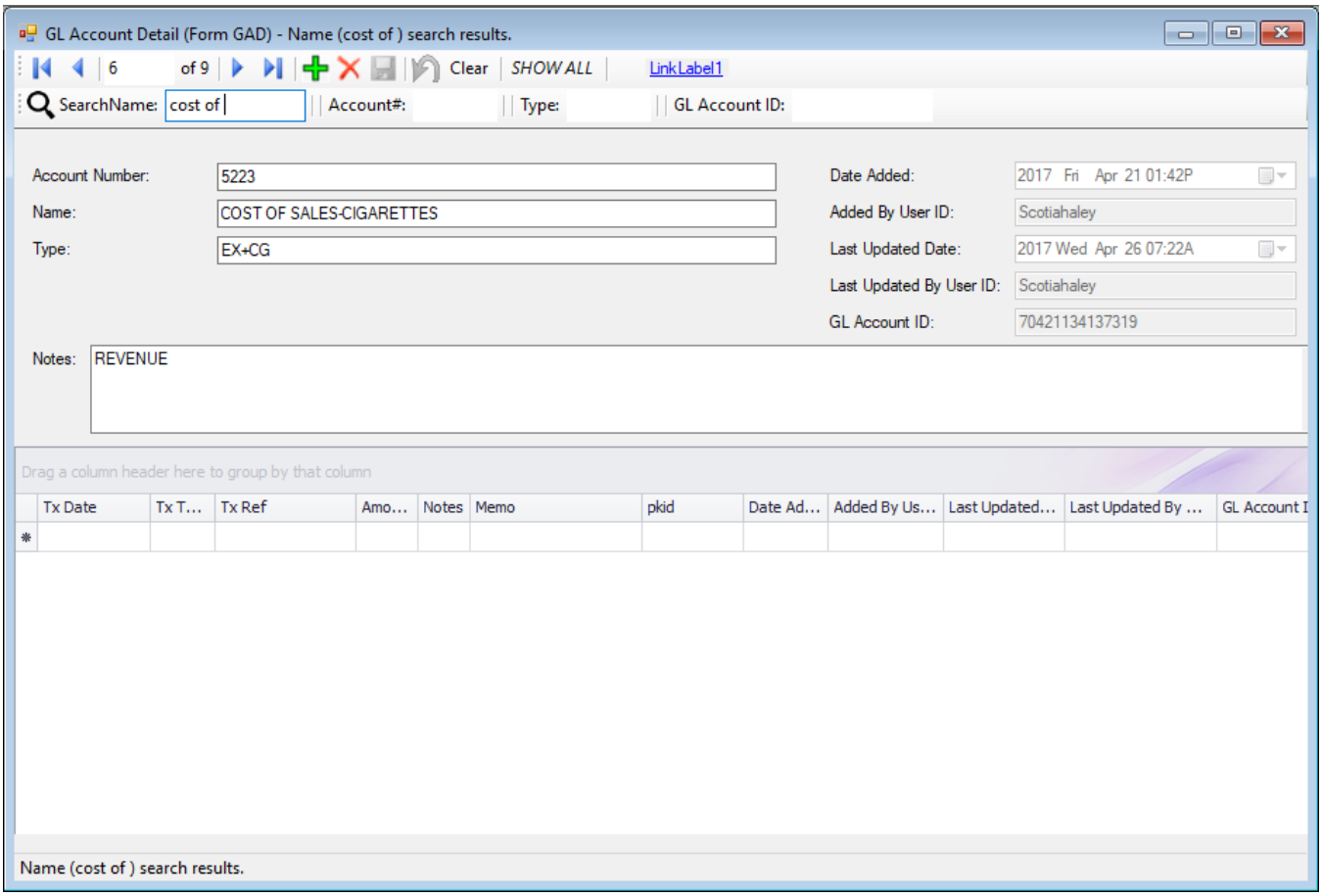
G/L accounts can be deleted one of two ways:

1. From the Chart of Accounts window

   When you open up the Chart of Accounts window, simply search and select the account that you would like to delete. Click the red X at the top of the window. The account has now been deleted.

2. From the GL Account Detail window

   Click on GL Accounts Detail in the menu and search for the account you want to delete.

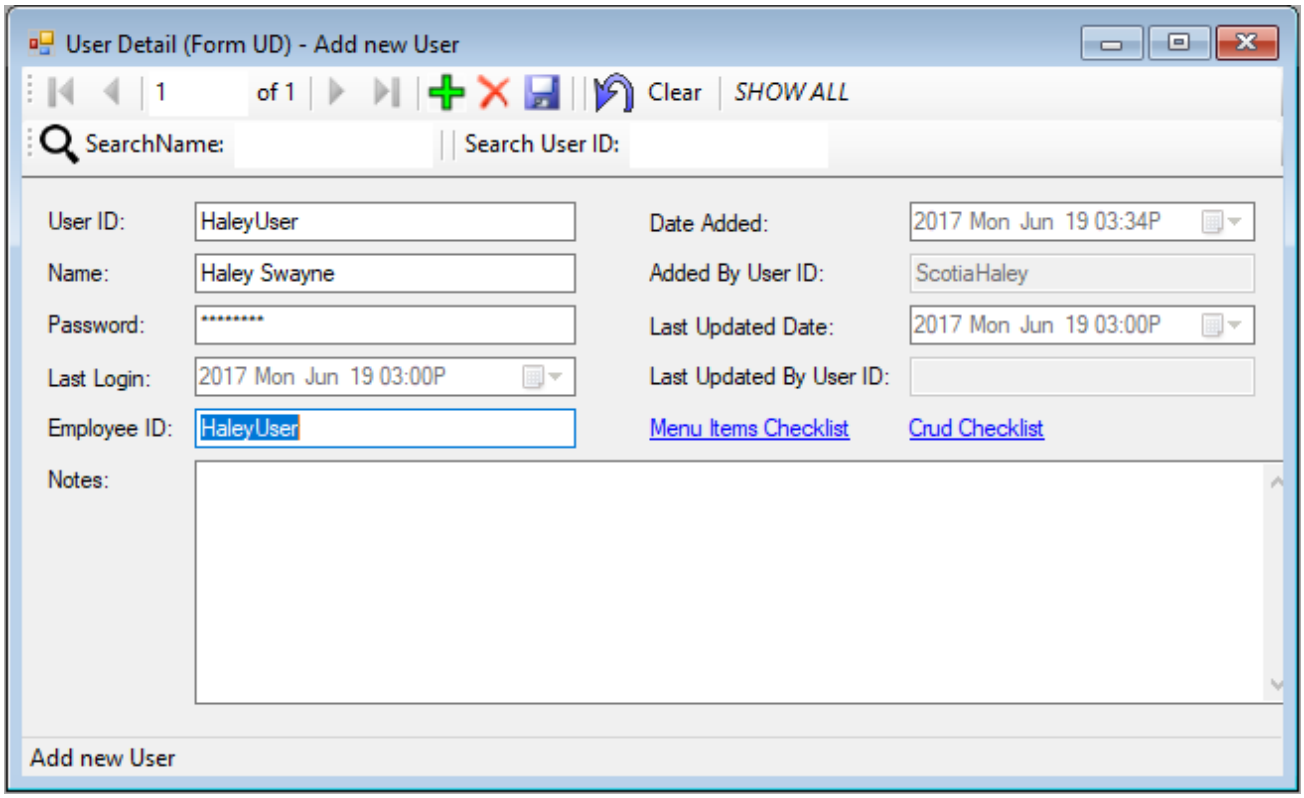


   Once you found the correct account, click on the red X at the top of the window. The account has been deleted. If you see records when you find the account you wish to delete, make sure the account has been reconciled before you delete it.

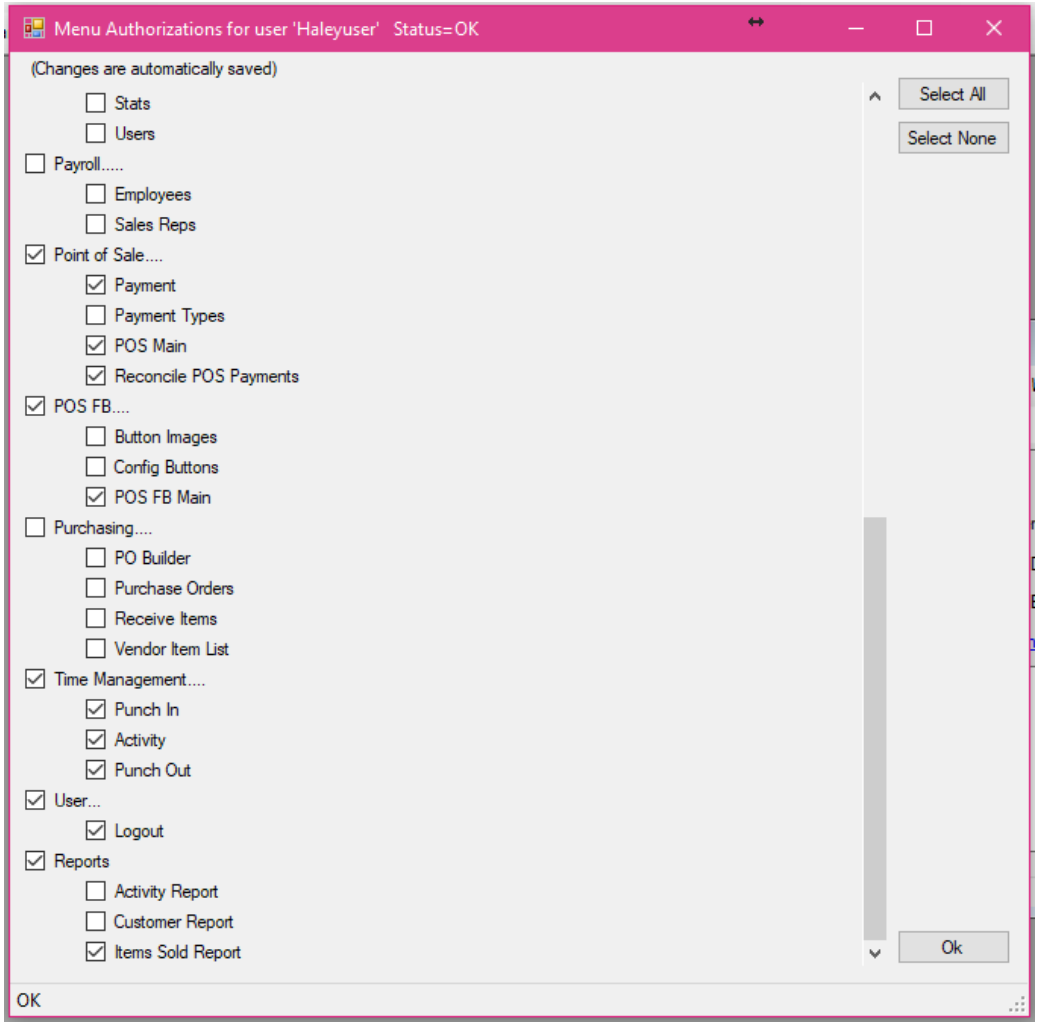
Payroll

Creating a User

To create a Scotia Enterprise Manager user for your business, follow the instructions in the next three sections. Under Management, click on Users. Click on the green plus at the top of the window and start filling in the required fields. Make sure the User ID and Employee ID are always the same.

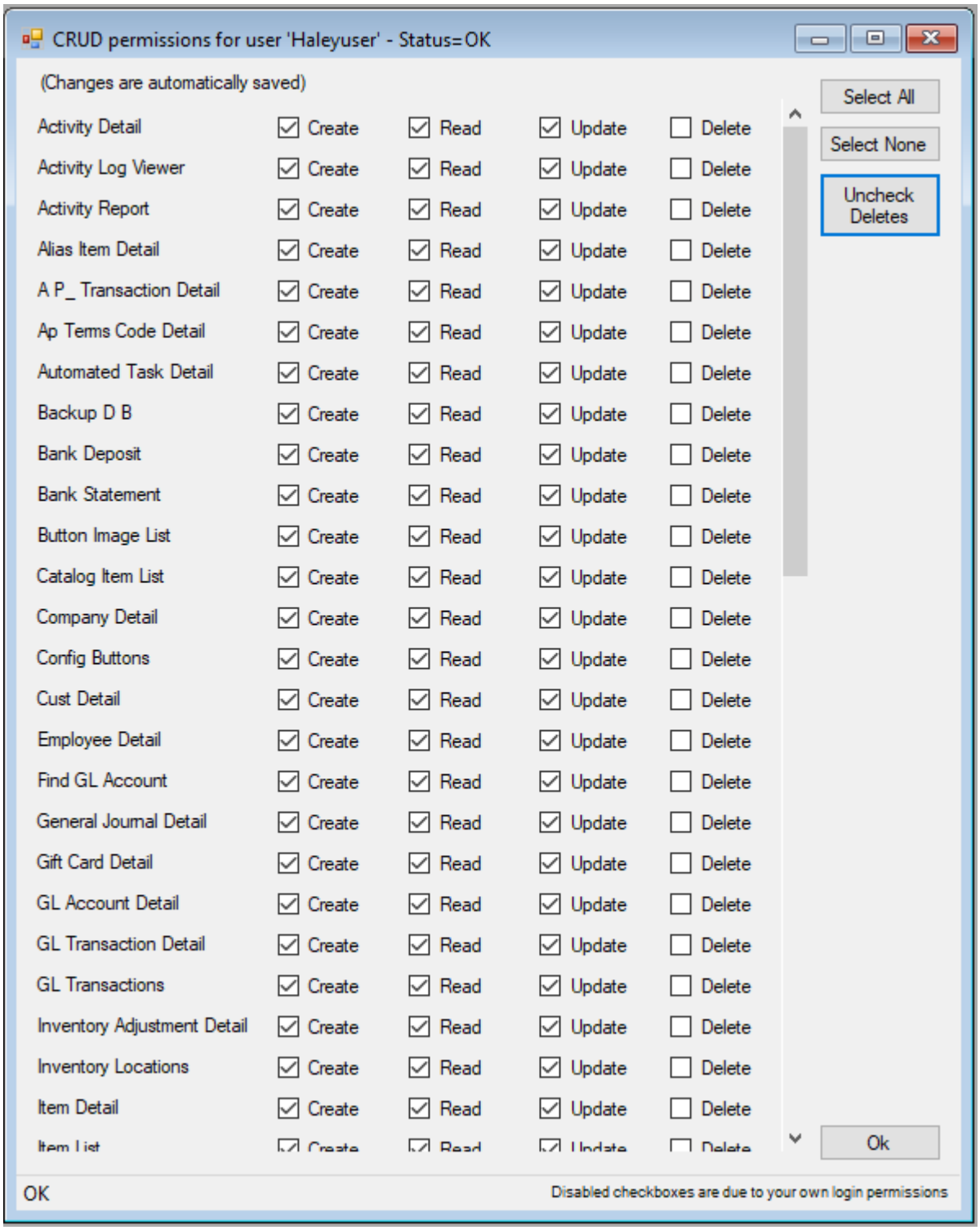


Click on the blue save button and click on Menu Items Checklist. This is where you, as a system administrator, can decide what authorities each system user has. Go through the checklist and put a checkmark in the boxes you would like the system user to have access to. You can use the Select All button if you would like the new user to have access to everything.



Once you have finished with the menu items, click Ok.

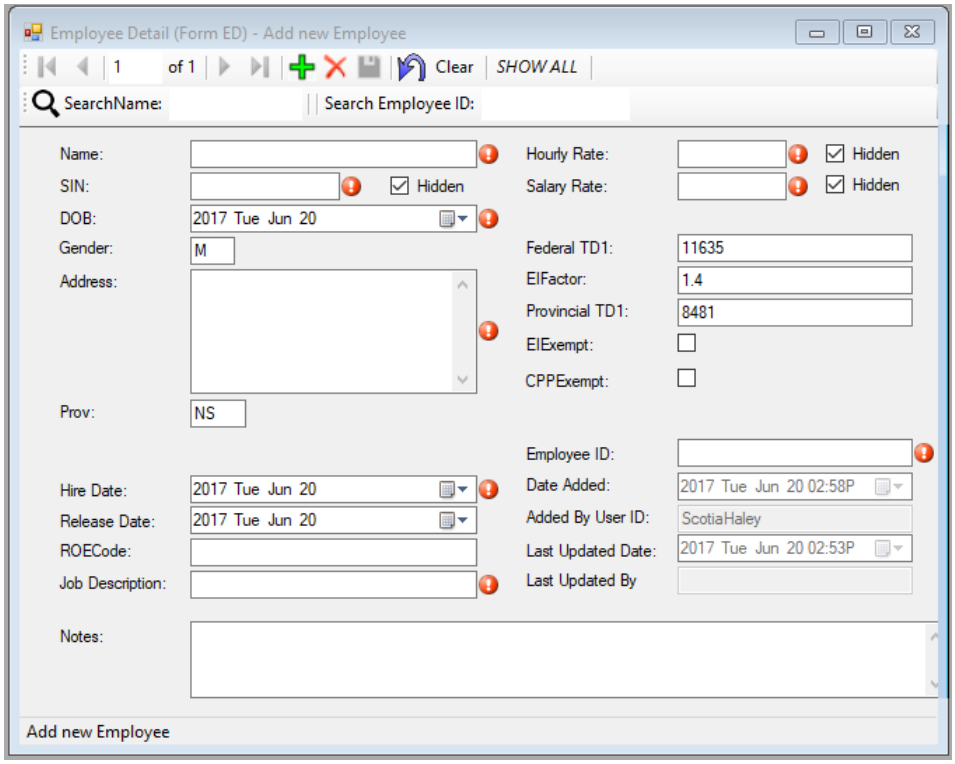
Click on the CRUD Checklist from the User Detail form. This form of check boxes is how you can give users authority to Create, Read, Update, and Delete records. Most system administrators have check marks in all of the CRUD authority check boxes, while most system users just have access to create, read, and update records, but do not have authority to delete records. To avoid spending time checking all the boxes, you can just click Select All. If you would not like that user to have deleting authority, click on Uncheck Deletes after clicking on Select All. You can also go through all the permissions you may grant the system users and just select the permissions you wish to give. Click Ok once you have selected the authorities you wish to grant.



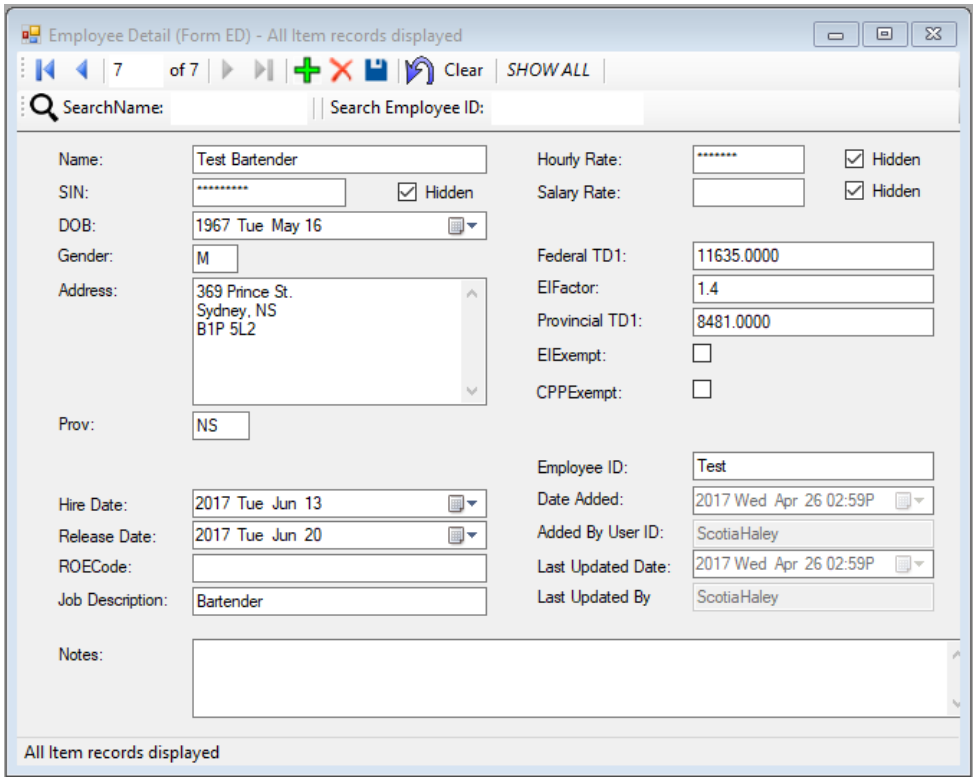
Creating an Employee

First you must create a user to create an employee. Please follow the above steps in the section "Creating a User."

Click on Employees under Payroll in the menu and click on the green plus. Fill in all the required fields.



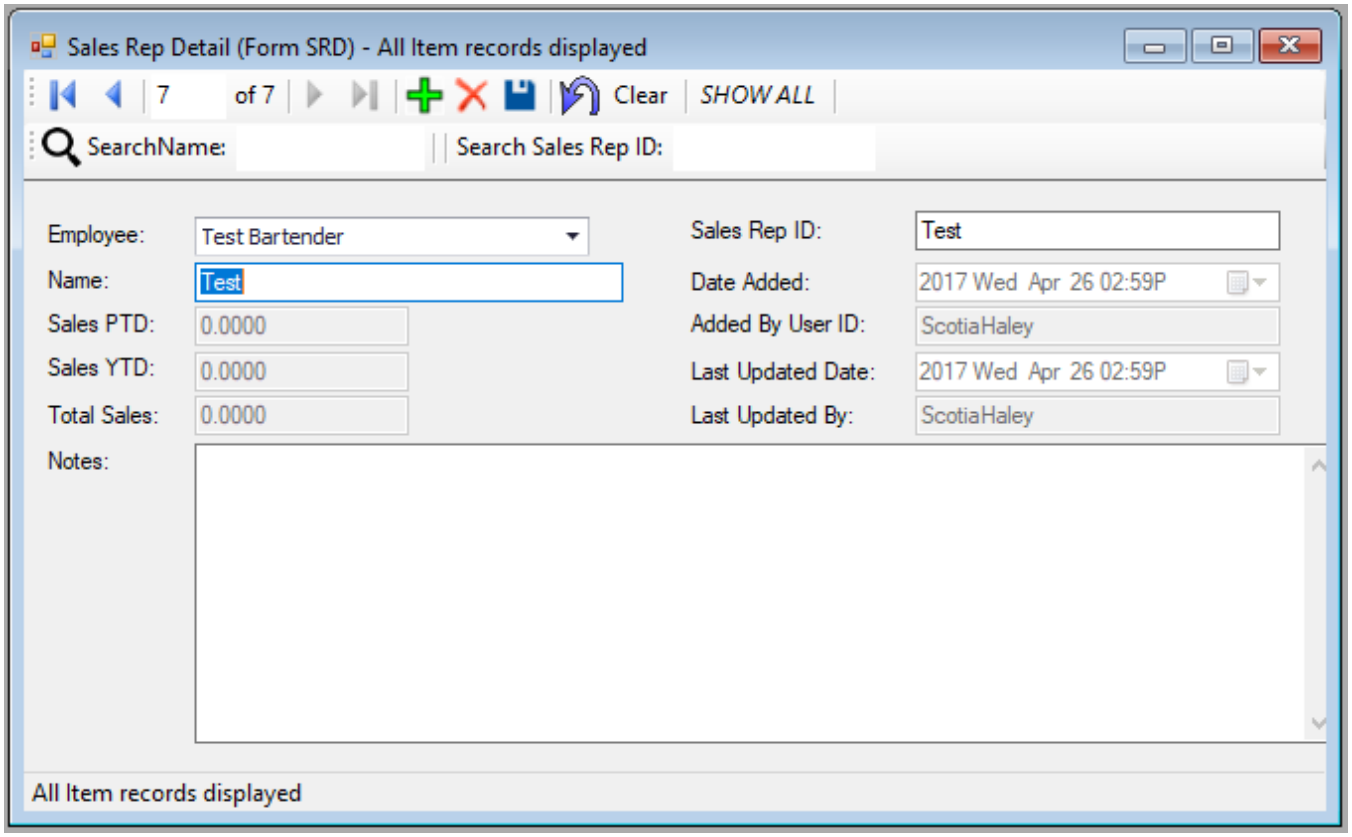
Once all the appropriate fields have been filled in, click on the blue save. Make sure the Employee ID in the Employee Detail form matches the Employee ID from the Users Detail form.



Creating a Sales Rep

First you must create an employee to create a sales rep. Please follow the above steps in the section "Creating an Employee."

Click on Sales Reps under Payroll in the menu and click on the green plus. Use the drop-down menu to select the employee that you are making a sales rep. In the Name field, type how you would like the employee's name to appear on the receipts. In Sales Rep ID, type the Employee ID that was used in the Employee and User Detail forms.



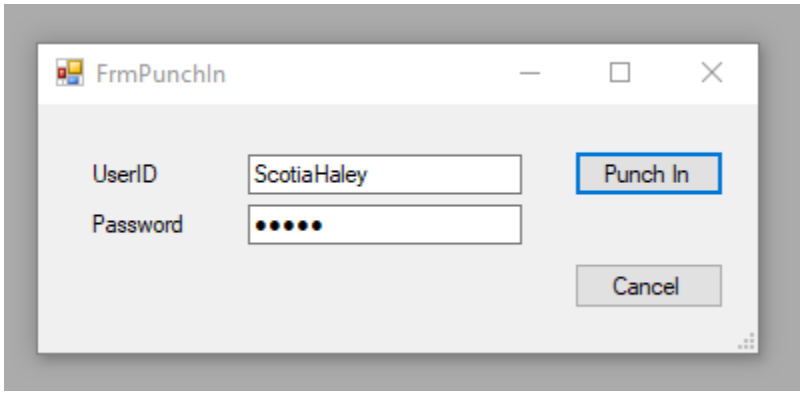
Once all required fields are filled, click on the blue save.

Time Management

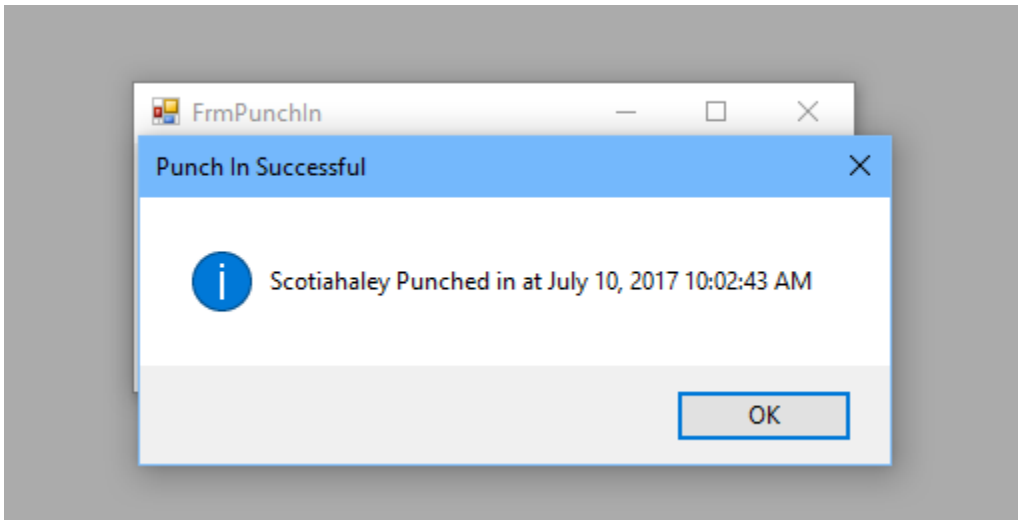
Punch In

Before punching in, you must have a user account on the SEM database. To set this up, see the Payroll section above. This is where your UserID and password is set up.

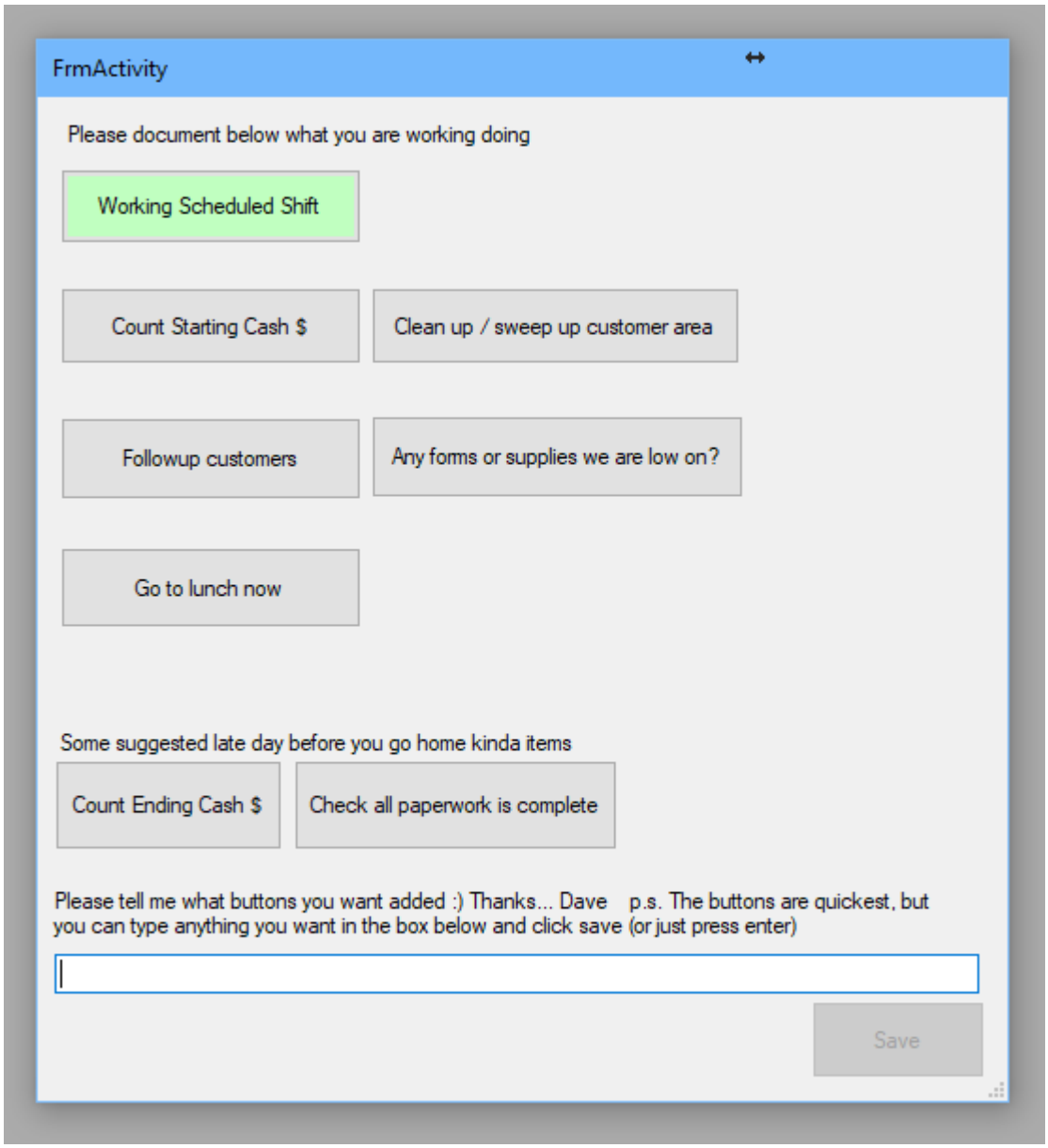
Click on "Punch In" in the Time Management section of the menu. Type in your UserID (if it is not already automatically filled in for you) and type in your password. Click Punch In.



If Punch In is successful, a new window will appear with the exact time your punch was recorded. Click ok.



The Activity Log will appear. You must click on what activity you are currently working on or if you are just punching in for your scheduled shift.



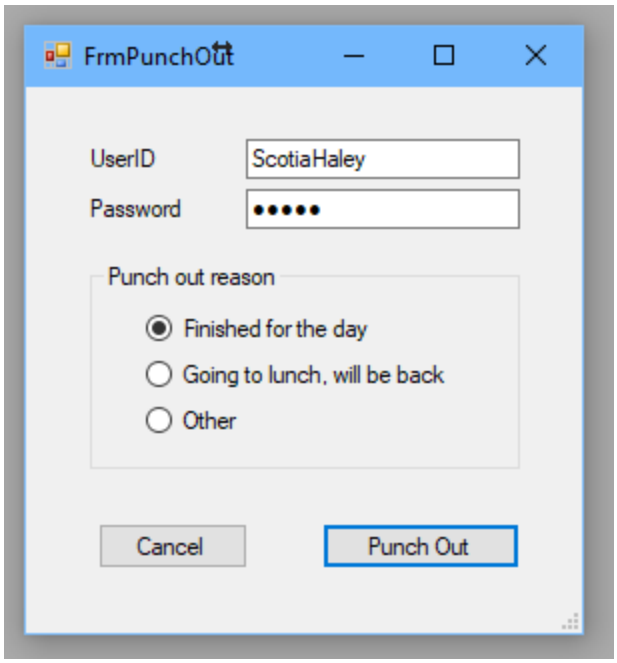
Activity Log

The Activity Log is used by management to track what their employees are working on throughout the day. To record a new activity, click on "Activity" under Time Management in the menu.

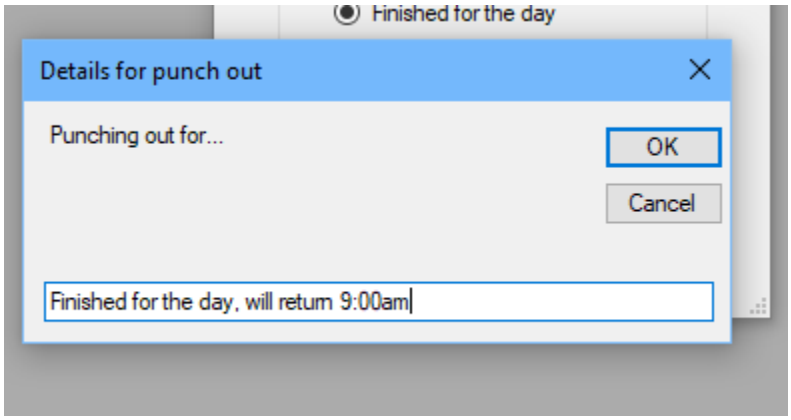
The same Activity Log form appears that would appear when you punch in. You can record as many activities as you would like throughout your shift. If there is not a button for the activity that you are doing, you can simply type it in the field and click save.

Punch Out

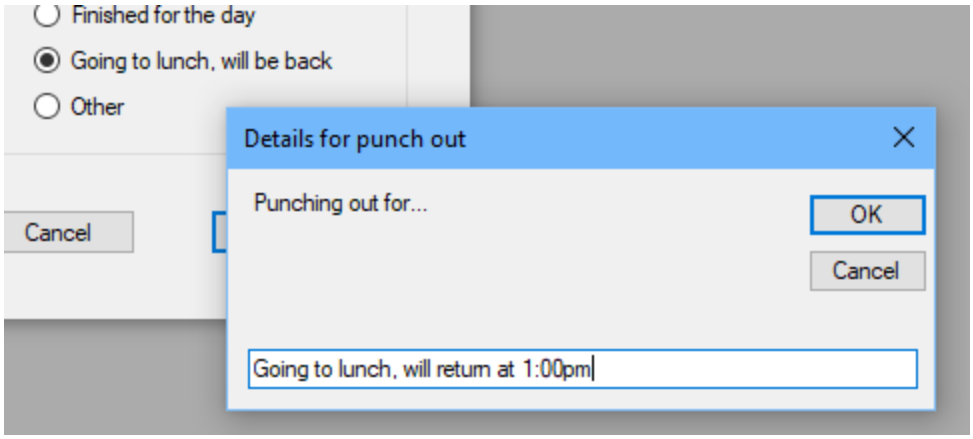
To punch out, simply click on "Punch Out" under Time Management in the menu. A window will appear where you will fill in the same UserID and password you used to punch in. You can punch out for the day, punch out for lunch, or punch out for any other reason.



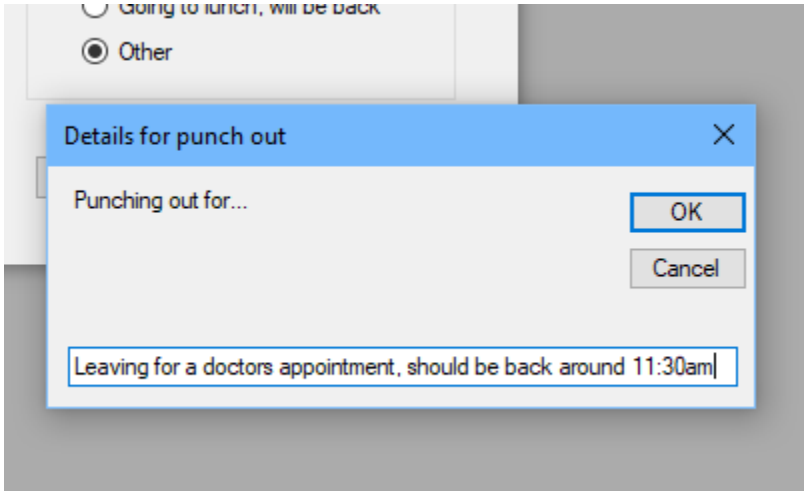
You can punch out for the day. If you choose this option, a window will appear asking when you are returning for your next shift. When your punch out is successful, the program will automatically close for you.



You can punch out for lunch. If you choose this option, a window will appear asking when you are returning to work. When your punch out is successful, the program will automatically make the Punch In box appear so you don't forget to punch in when you return.



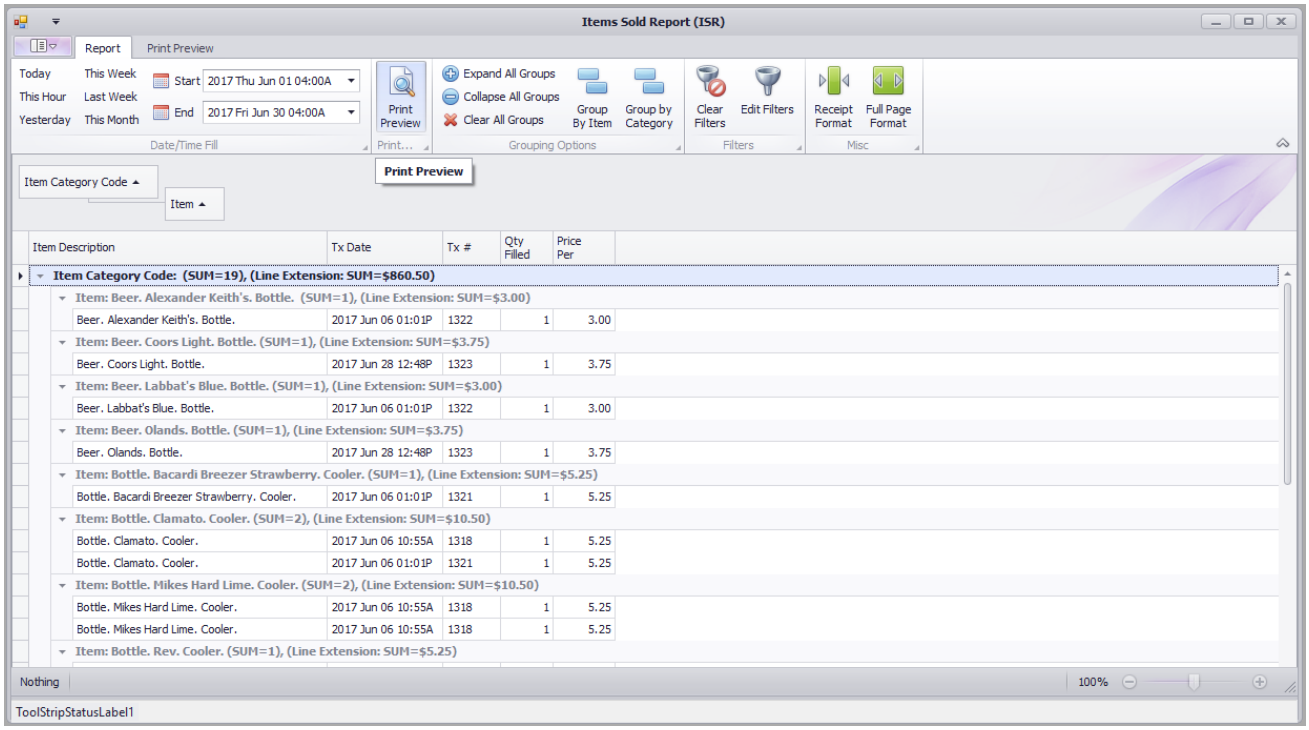
You can also punch out for any other reason. Just choose other and type your reason in the field that pops up. When your punch out is successful, the Punch In box will appear so you don't forget to punch in when you return.



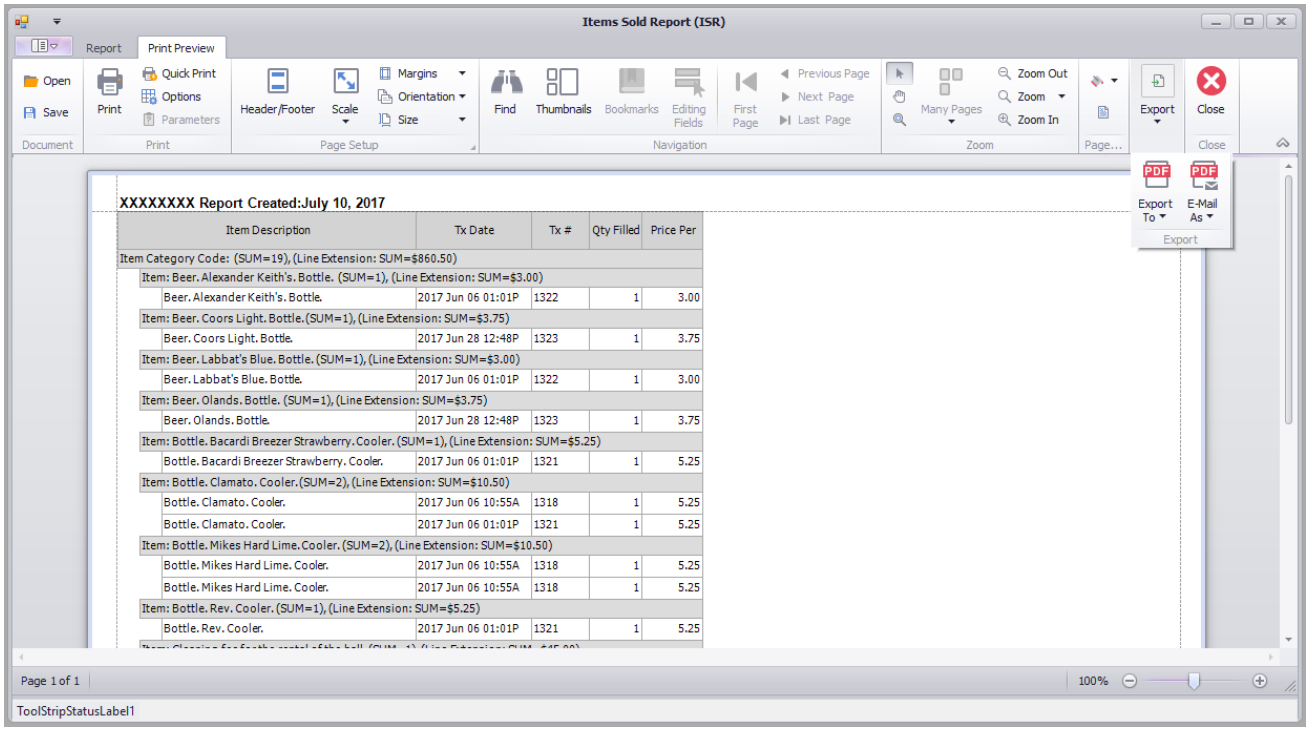
Reporting

Exporting Data from Reports

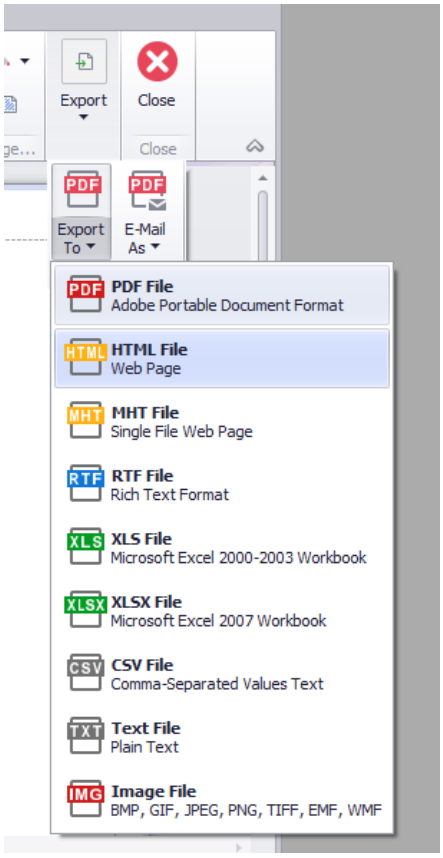
To export data from any report in SEM, click on "Print Preview."



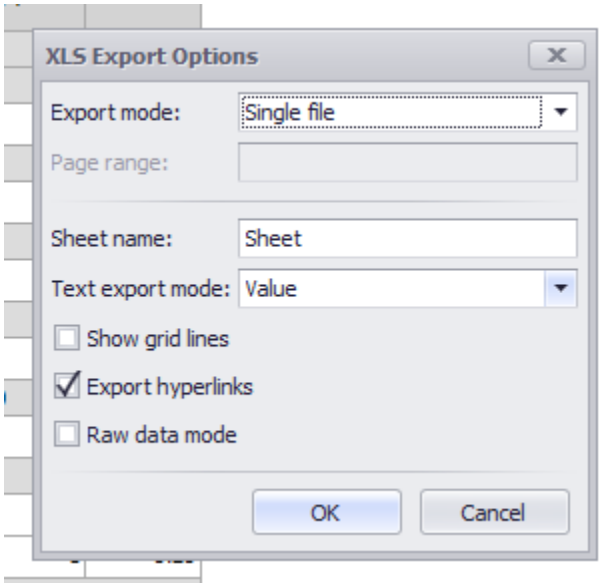
Click on "Export" and choose if you would like to export the report or email the report.



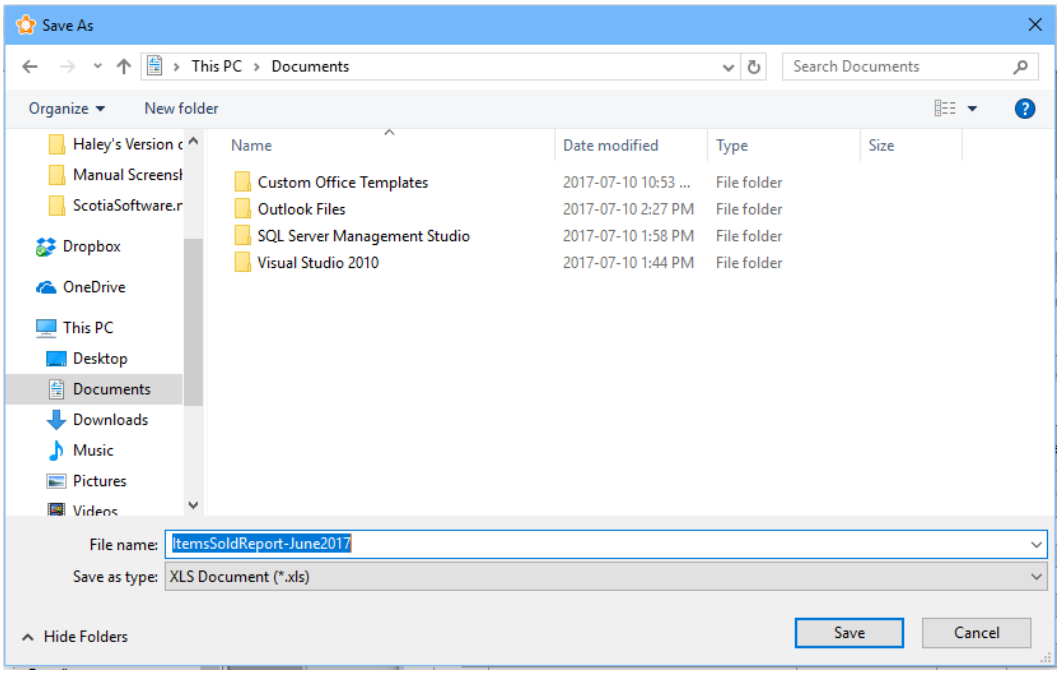
If you would like to simply export the report, click on "Export to" and choose which type of file you would like to save the report as.



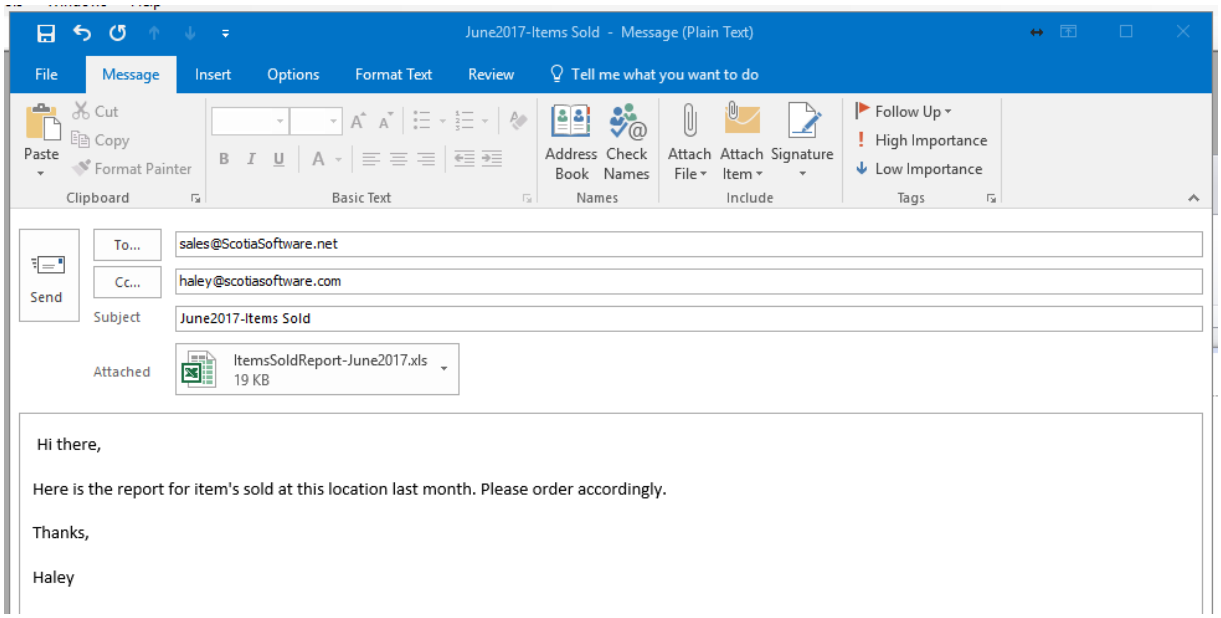
Configure how you would like the document to be saved.



Save the document to the folder you would like the report to be exported to and type the name of your document in the File Name field. The Save As window automatically selects the Save as Type of document you choose based on how you said you wanted it exported in SEM Print Preview.



If you would like to send the document as an email, select Email As. Under Email As, select the type of document you would like to send the report as. Follow the same steps as you would to Export the document. Once you save the document, a new email with the document attached will appear. Simply fill in the email address with any note you would like to attach and hit "Send."

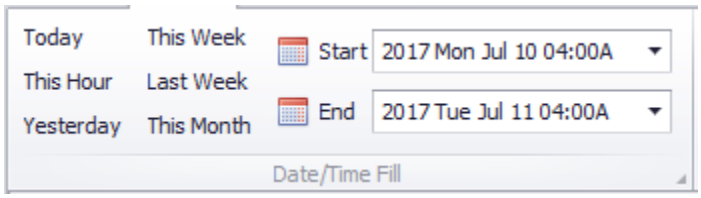


Customizing Reports

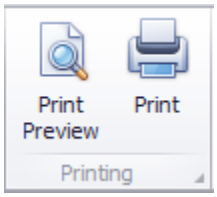
Reports can be grouped and sorted almost any way you wish if you know how to use the advanced tools. Every report window looks almost identical with many of the same functions. If you can figure out how to customize one report, you can customize any report!

Our reports are normally set up to the most basic standards that everyone can read and understand. They can be changed though.

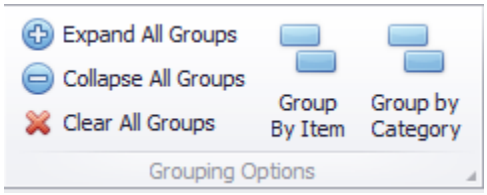
- Specifying a Time Period – Use the buttons to specify a recent day or a recent month. Use the start and end calendars to specify a certain number minutes, hours, days, weeks, months, or years.



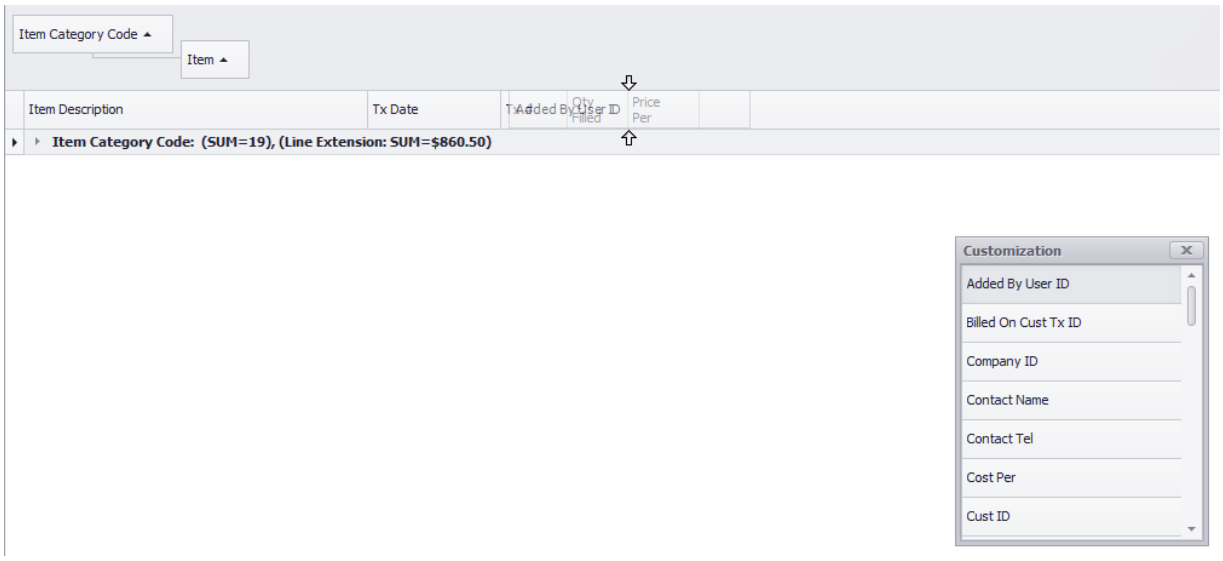
- Print Preview – Use these buttons to print OR export your reports. See details in the Exporting Data from Reports section for more info.



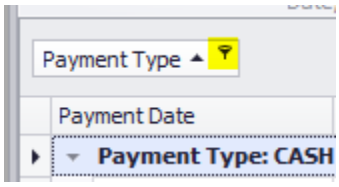
- Grouping Options – Use the expand and collapse buttons to see more or less information for each group. Use the "Group by …" buttons to group by a popular filter.

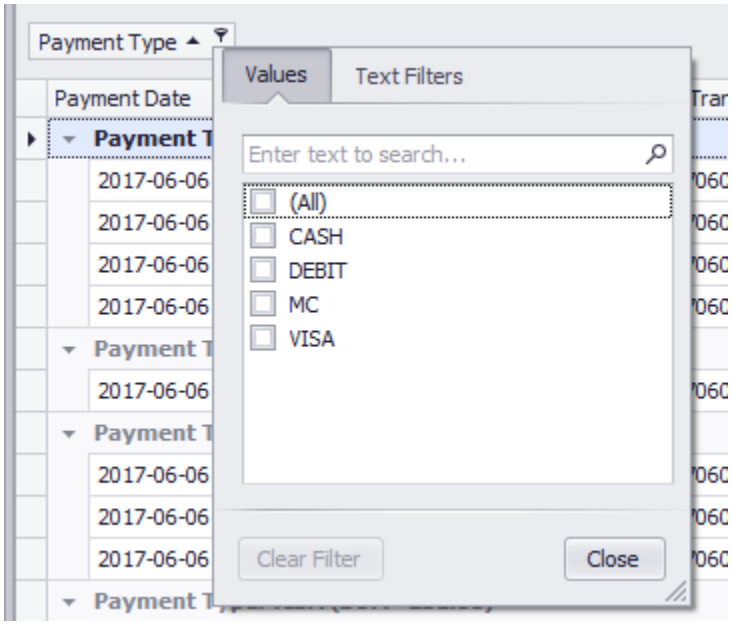


- Adding a new column – Hover on the line between two columns until you see a double headed arrow. Right click and select "Column Chooser." Search through the various columns you can add and when you have found the column you are looking for, simply drag and drop into the spot where you would like that column to be.



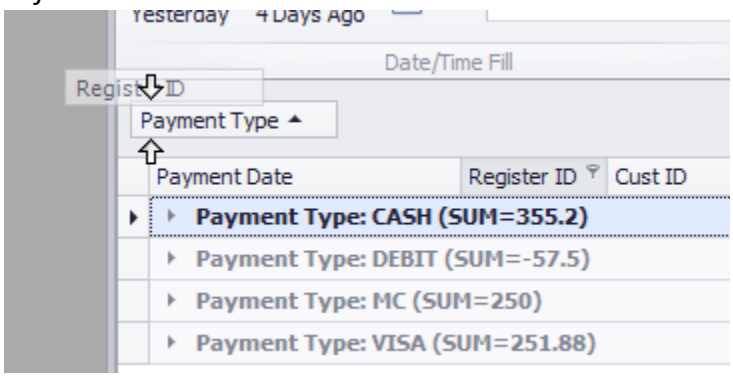
- Using the Filter – This little filter button can be seen when hovering over a column title. Use the small filter to select one or a few of the options to sort by. For example, in the Reconcile POS Payments report, if you only want to see credit card payments, only click on MC and Visa. If you need to see how many pairs of shoes you sold last month, select shoes under item category in the Items Sold Report.



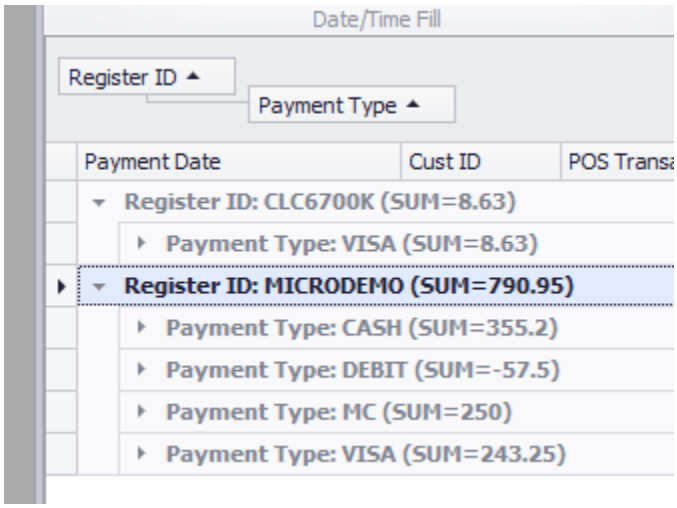


- Other sorting tools – Drag and drop any column out to remove it from the report. Drag and drop any column to the master sorting area (see below).

Before



After

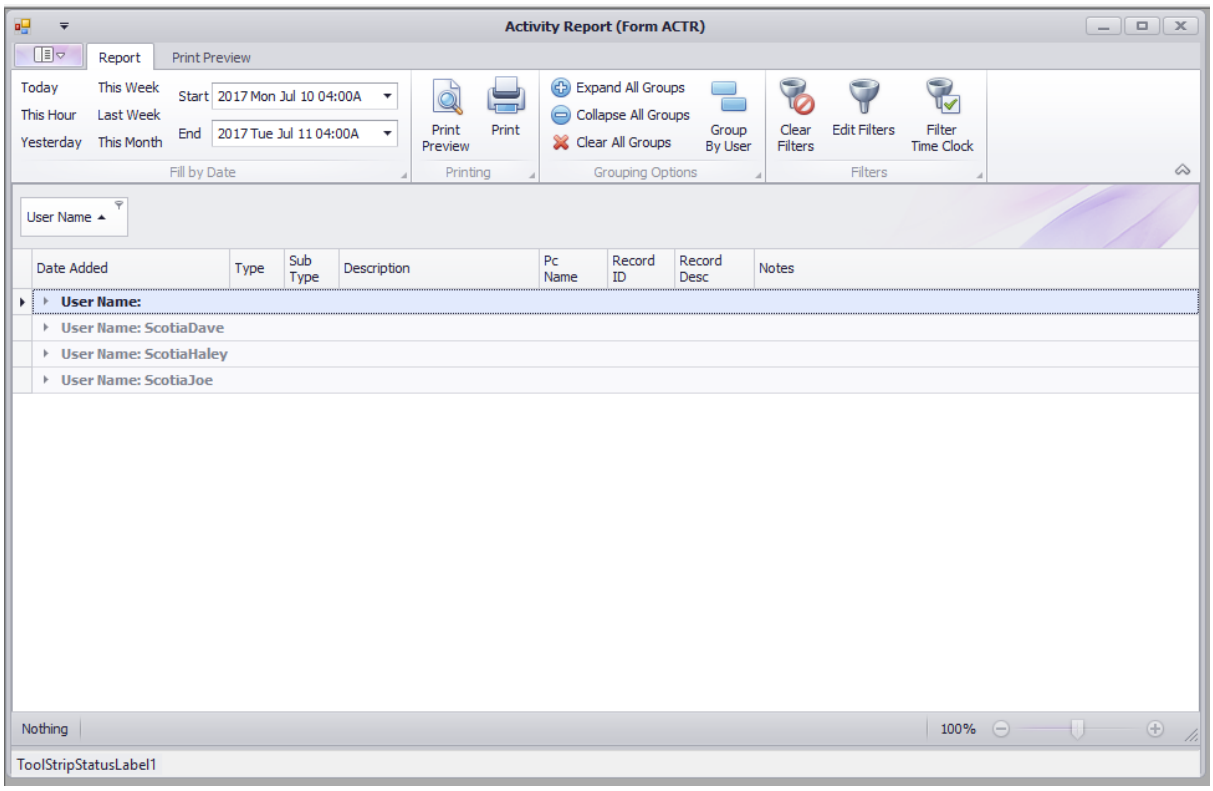


Custom Dashboard Creation [COMING SOON]

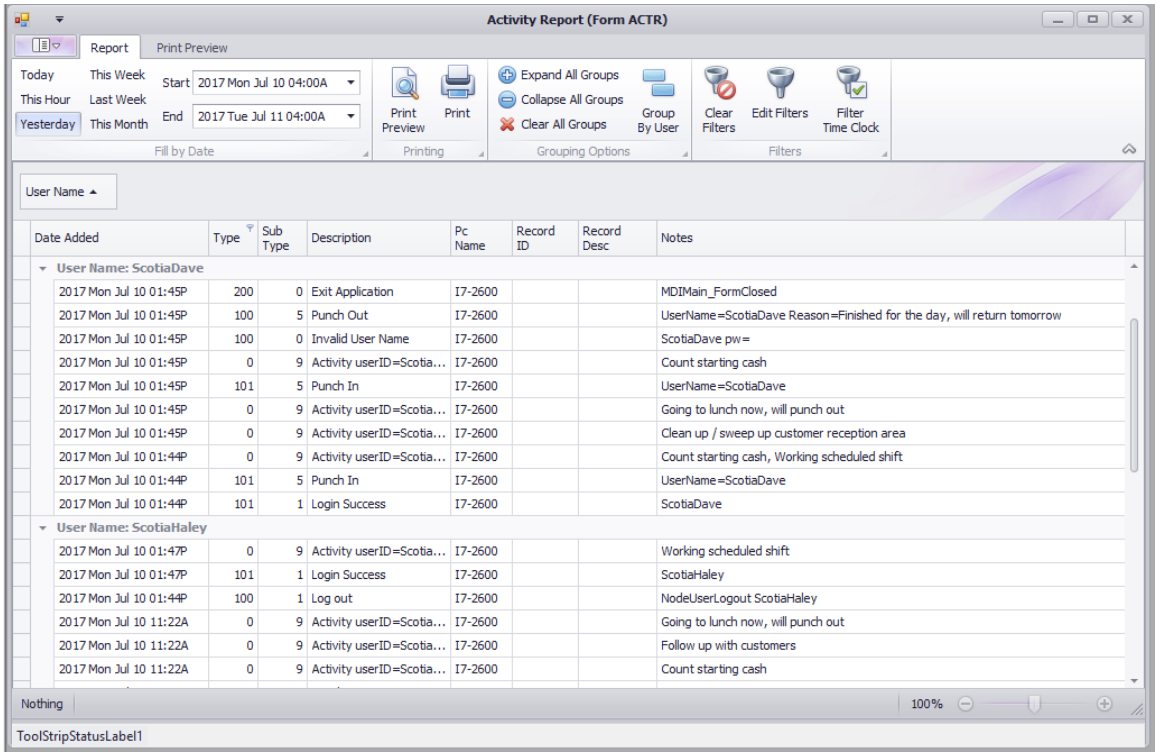
Activity Report

The Activity Report is an important report for management that uses the Time Management function. This report shows the times and dates when staff punch in, punch out, and record activities. This report, along with every other report you see in SEM, can be exported to many other formats and to email. See Exporting Data from Reports above to learn how to do this.

To access the Activity Report, click on "Activity Report" under Reports in the menu.



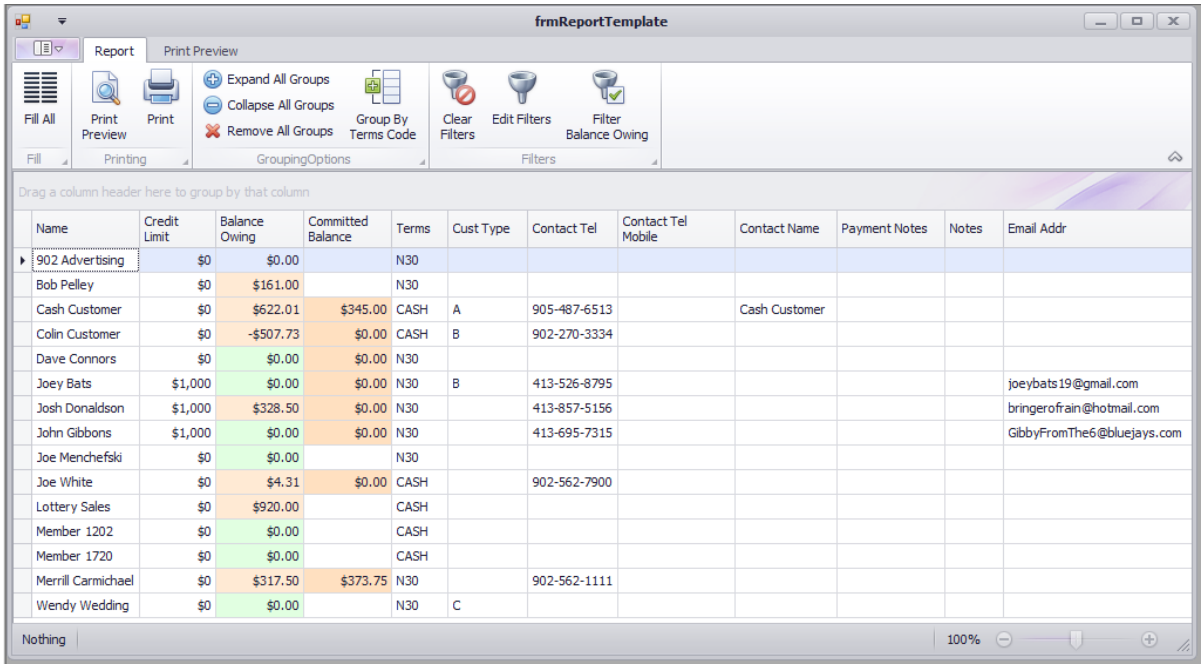
Here, you will see all your employee's UserIDs. Click on "Filter Time Clock" and then "Expand All Groups." This is where you will see every user's punch in, punch out, log in, log out, and activity.



Follow the instructions in the Exporting Data from Reports section to export this report.

Customer Report

The Customer Report is used to track all of your business's customers and see which customers are owing money. Click on "Customer Report" under Reports in the menu.

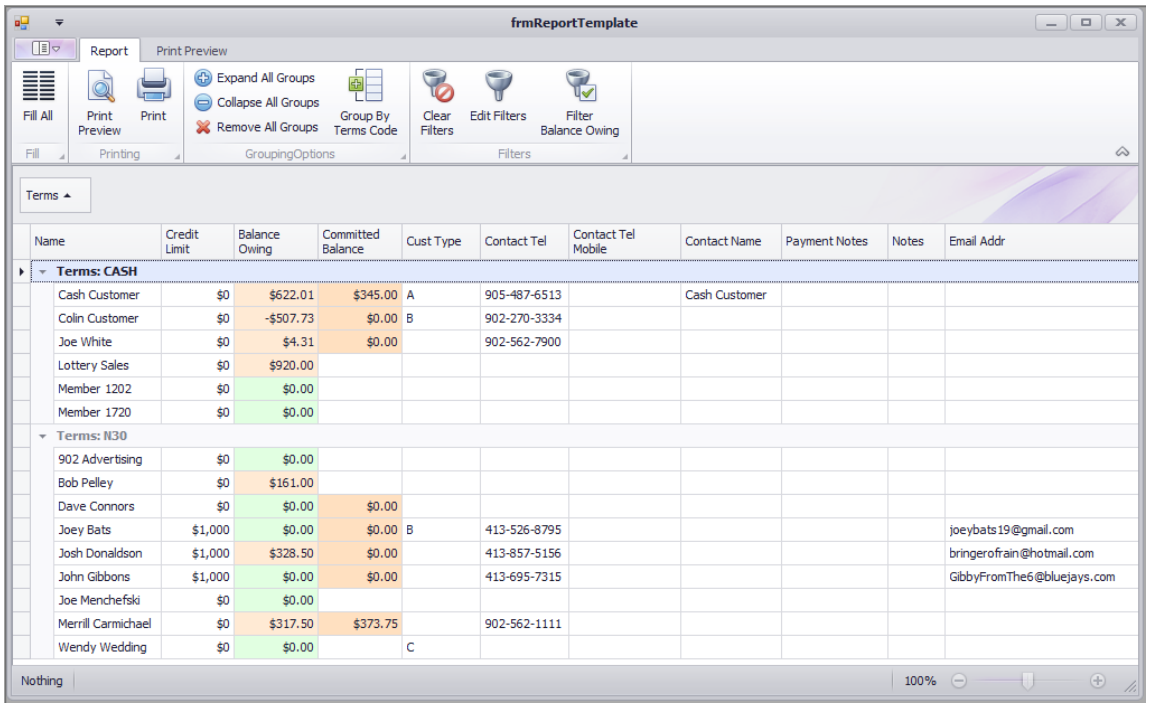


Name	Credit Limit	Balance Owing	Committed Balance	Terms	Cust Type	Contact Tel	Contact Tel Mobile	Contact Name	Payment Notes	Notes	Email Addr
902 Advertising	$0	$0.00		N30							
Bob Pelley	$0	$161.00		N30							
Cash Customer	$0	$622.01	$345.00	CASH	A	905-487-6513		Cash Customer			
Colin Customer	$0	-$507.73	$0.00	CASH	B	902-270-3334					
Dave Connors	$0	$0.00	$0.00	N30							
Joey Bats	$1,000	$0.00	$0.00	N30	B	413-526-8795					joeybats19@gmail.com
Josh Donaldson	$1,000	$328.50	$0.00	N30		413-857-5156					bringerofrain@hotmail.com
John Gibbons	$1,000	$0.00	$0.00	N30		413-695-7315					GibbyFromThe6@bluejays.com
Joe Menchefski	$0	$0.00		N30							
Joe White	$0	$4.31	$0.00	CASH		902-562-7900					
Lottery Sales	$0	$920.00		CASH							
Member 1202	$0	$0.00		CASH							
Member 1720	$0	$0.00		CASH							
Merrill Carmichael	$0	$317.50	$373.75	N30		902-562-1111					
Wendy Wedding	$0	$0.00		N30	C						

Customers with red spots next to their name are either owing cash or have items committed to them.

Customers with green spots next to their name have no balance owing on their account.

You can also sort customers by grouping them by their Terms Code, which is assigned in the Customer Detail form.



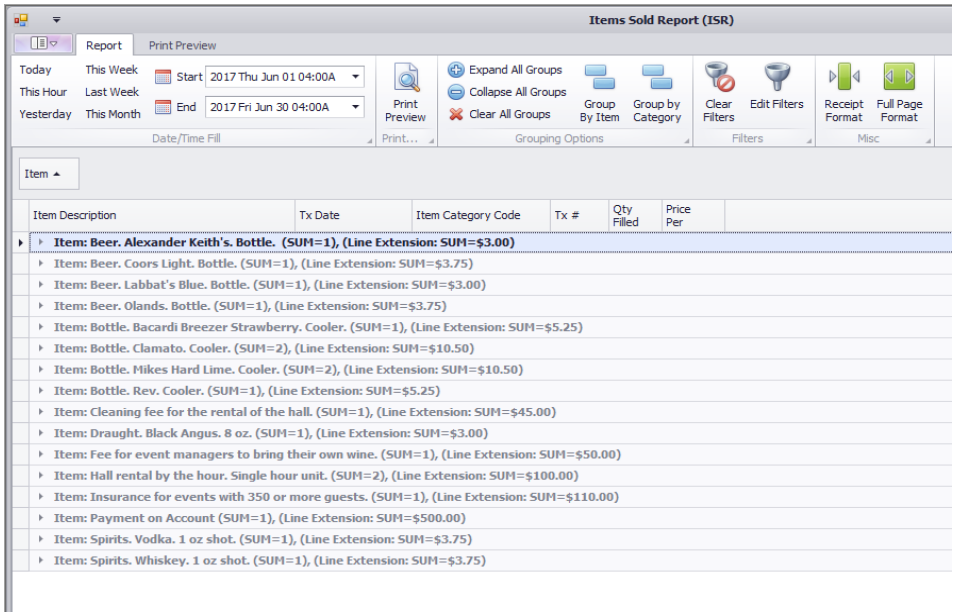
Name	Credit Limit	Balance Owing	Committed Balance	Cust Type	Contact Tel	Contact Tel Mobile	Contact Name	Payment Notes	Notes	Email Addr
Terms: CASH										
Cash Customer	$0	$622.01	$345.00	A	905-487-6513		Cash Customer			
Colin Customer	$0	-$507.73	$0.00	B	902-270-3334					
Joe White	$0	$4.31	$0.00		902-562-7900					
Lottery Sales	$0	$920.00								
Member 1202	$0	$0.00								
Member 1720	$0	$0.00								
Terms: N30										
902 Advertising	$0	$0.00								
Bob Pelley	$0	$161.00								
Dave Connors	$0	$0.00	$0.00							
Joey Bats	$1,000	$0.00	$0.00	B	413-526-8795					joeybats19@gmail.com
Josh Donaldson	$1,000	$328.50	$0.00		413-857-5156					bringerofrain@hotmail.com
John Gibbons	$1,000	$0.00	$0.00		413-695-7315					GibbyFromThe6@bluejays.com
Joe Menchefski	$0	$0.00								
Merrill Carmichael	$0	$317.50	$373.75		902-562-1111					
Wendy Wedding	$0	$0.00		C						

Follow the instructions in the Exporting Data from Reports section to export this report.

Items Sold Report

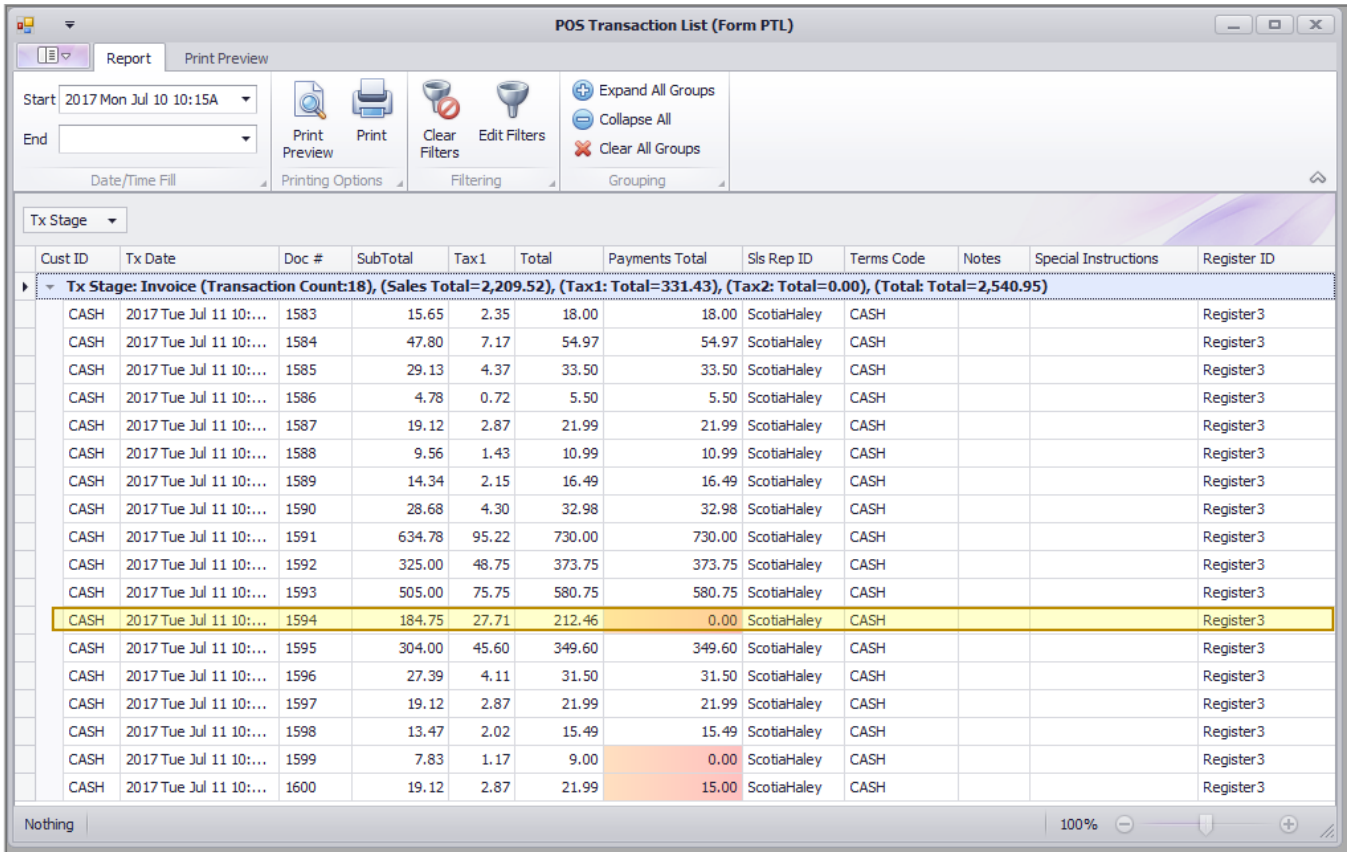
The Items Sold Report is NOT a report of Sales or Revenue. It is a report that shows how many items of each were sold or returned in a specified period of time.

Click on "Items Sold Report" under Reports in the menu. You can use the buttons in the toolbar at the top of the report to customize how you would like to see the report.



POS Transactions List

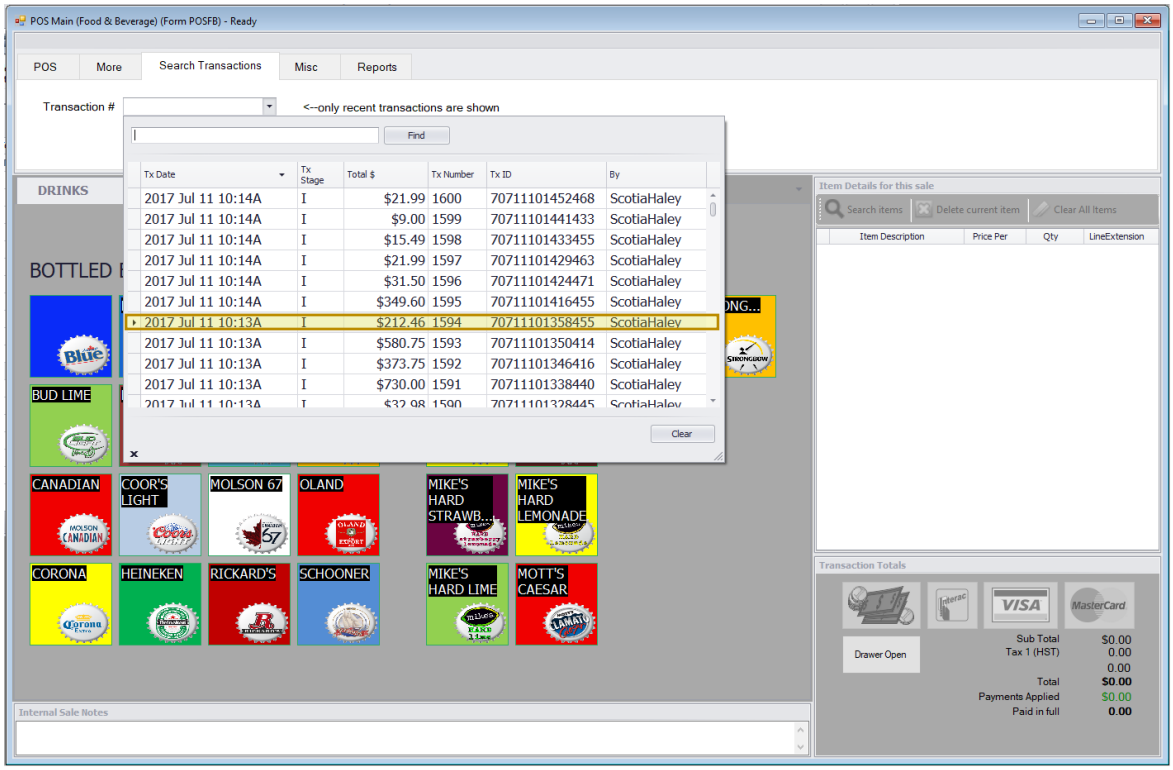
The POS Transaction List is a report used to determine where errors may have occurred if there is a discrepancy between actual cash and cash recorded in the POS. Here you can see what a transaction's balance was and how much was paid toward that balance. Click on "POS Transactions List" under Reports in the menu.



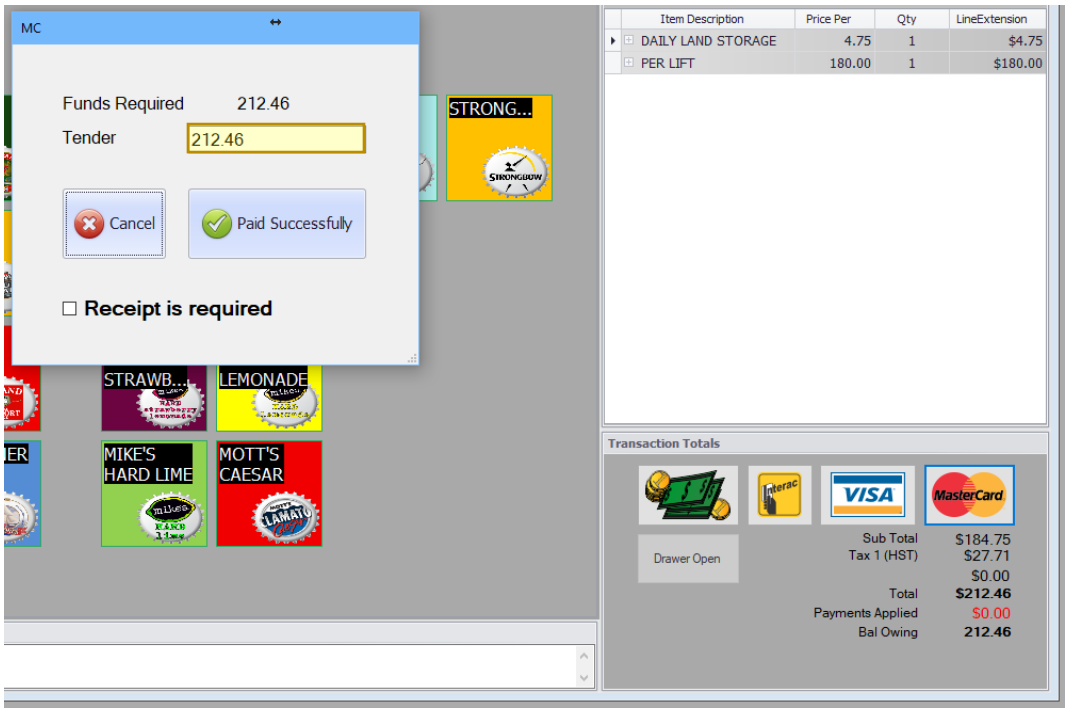
Cust ID	Tx Date	Doc #	SubTotal	Tax1	Total	Payments Total	Sls Rep ID	Terms Code	Notes	Special Instructions	Register ID
Tx Stage: Invoice (Transaction Count:18), (Sales Total=2,209.52), (Tax1: Total=331.43), (Tax2: Total=0.00), (Total: Total=2,540.95)											
CASH	2017 Tue Jul 11 10:...	1583	15.65	2.35	18.00	18.00	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1584	47.80	7.17	54.97	54.97	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1585	29.13	4.37	33.50	33.50	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1586	4.78	0.72	5.50	5.50	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1587	19.12	2.87	21.99	21.99	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1588	9.56	1.43	10.99	10.99	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1589	14.34	2.15	16.49	16.49	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1590	28.68	4.30	32.98	32.98	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1591	634.78	95.22	730.00	730.00	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1592	325.00	48.75	373.75	373.75	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1593	505.00	75.75	580.75	580.75	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1594	184.75	27.71	212.46	0.00	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1595	304.00	45.60	349.60	349.60	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1596	27.39	4.11	31.50	31.50	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1597	19.12	2.87	21.99	21.99	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1598	13.47	2.02	15.49	15.49	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1599	7.83	1.17	9.00	0.00	ScotiaHaley	CASH			Register3
CASH	2017 Tue Jul 11 10:...	1600	19.12	2.87	21.99	15.00	ScotiaHaley	CASH			Register3

Enter the dates and times you would like the report to cover. Transactions that have no payments applied or payments applied that are less than the transaction balance will be highlighted red. We will walk through the example of the Doc #1594 (highlighted yellow) and how to fix that transaction.

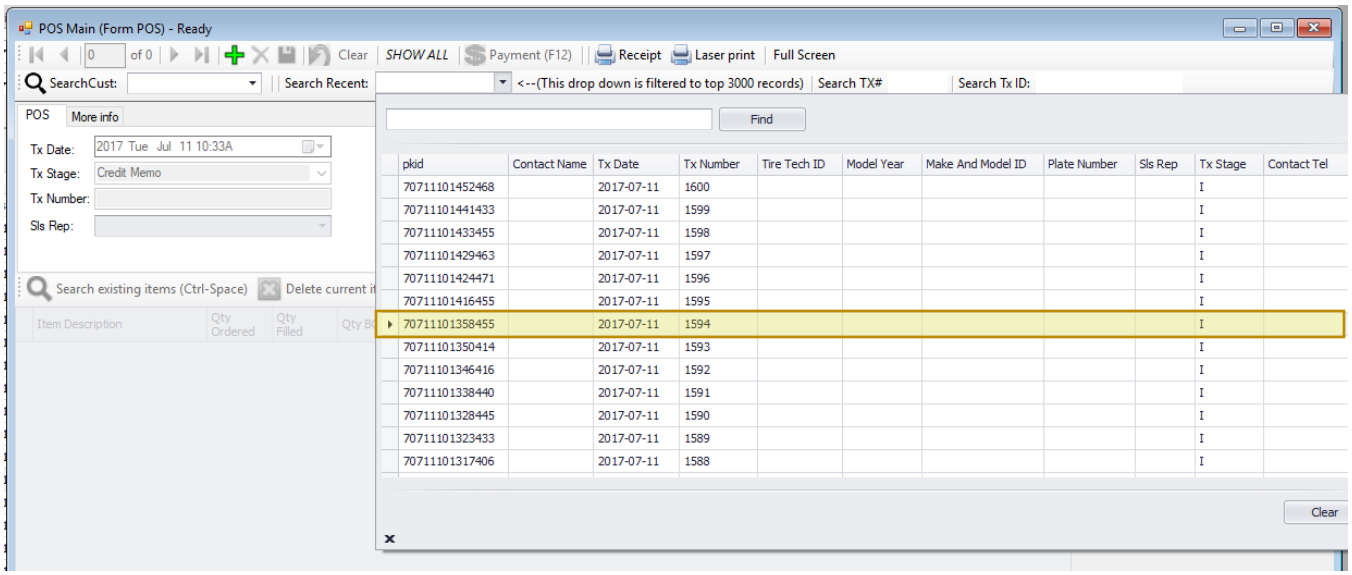
If you normally use POS F&B, open POS F&B and go to the Search Transactions Tab. Use the drop-down menu to search the transaction that you need to adjust.



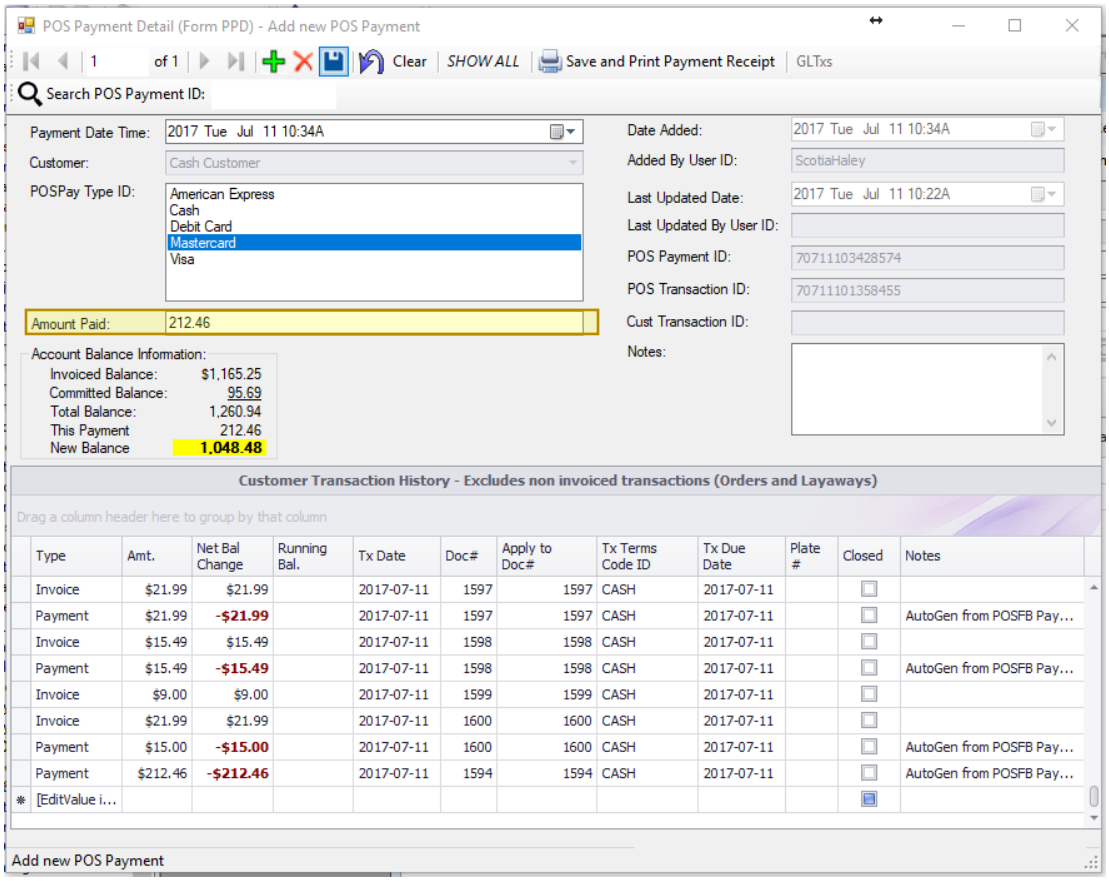
Click on the transaction and proceed with a payment to balance the transaction.



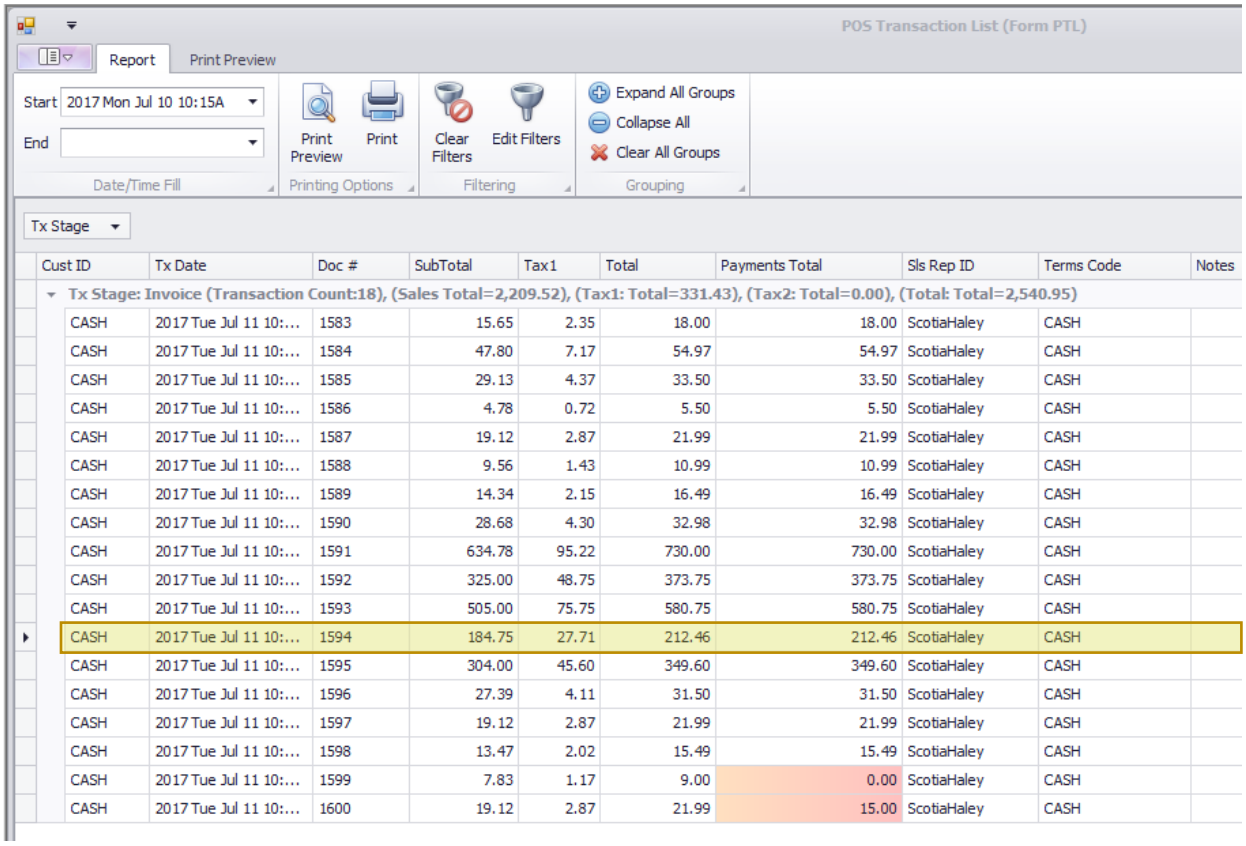
If you are using POS Main, open POS Main and use the Search Recent drop-down to search the transaction.



Once you have found the correct transaction, select it and click on Payments at the top of the window. Click on the green plus sign in the payments window and finish the payment to balance the transaction. Click on the blue save once you have put in all the information.



Once you have made your payments in whichever POS interface you are using, go back to the POS Transactions List and see that the payments applied to that transaction fix the cash discrepancy.



Cust ID	Tx Date	Doc #	SubTotal	Tax1	Total	Payments Total	Sls Rep ID	Terms Code	Notes
Tx Stage: Invoice (Transaction Count:18), (Sales Total=2,209.52), (Tax1: Total=331.43), (Tax2: Total=0.00), (Total: Total=2,540.95)									
CASH	2017 Tue Jul 11 10:...	1583	15.65	2.35	18.00	18.00	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1584	47.80	7.17	54.97	54.97	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1585	29.13	4.37	33.50	33.50	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1586	4.78	0.72	5.50	5.50	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1587	19.12	2.87	21.99	21.99	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1588	9.56	1.43	10.99	10.99	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1589	14.34	2.15	16.49	16.49	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1590	28.68	4.30	32.98	32.98	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1591	634.78	95.22	730.00	730.00	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1592	325.00	48.75	373.75	373.75	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1593	505.00	75.75	580.75	580.75	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1594	184.75	27.71	212.46	212.46	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1595	304.00	45.60	349.60	349.60	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1596	27.39	4.11	31.50	31.50	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1597	19.12	2.87	21.99	21.99	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1598	13.47	2.02	15.49	15.49	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1599	7.83	1.17	9.00	0.00	ScotiaHaley	CASH	
CASH	2017 Tue Jul 11 10:...	1600	19.12	2.87	21.99	15.00	ScotiaHaley	CASH	