

Message from the President

JON MAINWARING
VIGILANT SOLUTIONS
PRESIDENT

The fall season is harvest time when we reap the rewards of our past year's toil and start preparation for the next year.

At Vigilant we introduced our "Tough Get Going" campaign. Simply put, this campaign encourages looking to the future and seizing opportunities the opportunities presented.

Many of you looked to Vigilant to aid in the identification of these opportunities. Still others moved to Oneir Solutions to take them beyond the next horizon.

With the continued economic uncertainty, the need is even greater to use the tools provided by Vigilant and Oneir Solutions to increase productivity and assess your future.

"This campaign encourages looking to the future and seizing opportunities the opportunities presented."

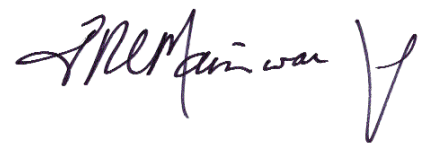
Version 9 of Vigilant Solutions is now available. Highlights contained in Ver. 9 include integra-

tion of credit / debit card authorization, CPA compliance of cheque printing in Canada, e-Mail capability including invoices and statements, and pdf printing of business forms.

For those of you that are current with their support, you will be forwarded the Installation CD

to help you achieve your dreams. For more information about Oneir Solutions, click on www.OneirSolutions.com or to discuss the opportunities telephone 877-322-3580.

Best Wishes for 2010!



Jonathan Mainwaring,
P.Eng., MBA



Jon Mainwaring, President with Geordie outside the Vigilant offices, reflecting on the past year and planning future growth!

with instructions over the next 6 weeks. Contact sales@vigilant.com or telephone Sales at 800-668-2200 if you are not enrolled with the Vigilant Support & Update Plan and would like to purchase them.

... And for those of you who are "bursting at the seams" with Vigilant, have added new locations or have sales reps on-the-road that could take advantage of remote access, and have manufacturing intensive businesses, Vigilant's sister company, Oneir Solutions Inc. is ready

This Edition's Features

- Message From the President** Page 1
- Backing Up Vigilant Data... it's the cheapest insurance that you can buy!** Page 2
- e-Mail and Print Invoices, Confirmations, Statements and Other Business Forms** Page 2
- CPA Compliance for Canadian A/P and Payroll Cheques** Page 3
- Integrated Credit and Debit Card Authorization** Page 3
- Oneir Solutions benefits Growing Vigilant Customers** Page 4

Visit us online at
www.vigilant.com
www.oneirsolutions.com

Backing Up Vigilant Data... it's the cheapest insurance that you can buy

During the past few months, our Customer Support team has been contacted because the server hard drive has crashed and the customer cannot access Vigilant. Of course, the first question that is asked "Do you have a recent backup?"

Far too often the response is "No". They all say that they used to do them but stopped months or years ago... and don't know where their last backup is!

One option is to contract a service to try to read the drive and recover what they can, but the success rate is not high. The other option is to spend weeks or months trying to rebuild the lost data... a totally frustrating effort.

"If I only had done the routine backups." They only take a few minutes and if you have your technical support person set up the backup routine, they can be done while you sleep.

"They [backups] only take a few minutes and if you have your technical support person set up the backup routine, they can be done while you sleep."

Here are a few rules to follow:

- Backup on a media that can be removed from your offices. This means that if there is a fire, the data is safe. Also while leaving a tape backup in the

drive will provide the backup you need, if there is a break-in and the server is stolen, your backup is lost as well.

- Don't use a "stick" to back up the data unless the file is being renamed with the date each time.

- Using CD's or DVD's is easy and relatively inexpensive.

- Back up on a regular basis... daily or weekly if the transactions can be re-entered with in a few hours.

- Make one person in the office responsible for carrying out the backup and taking it off-site.

- Regularly verify that the backup is working correctly.

Remember to Be Vigilant with your valued data!

VIGILANT AND ONEIR SOLUTIONS LINKED TO PIVOTAL PAYMENTS GIVE BUSINESS A MORE COMPLETE SOLUTION

AT NO ADDED COST

See page 3 for details.

e-Mail and Print Invoices, Confirmations, Statements and Other Business Forms

With the addition of the Windows printing (WPE), you can print and optionally e-Mail reports and forms with MS Outlook. You can print invoices, packing slips statements and purchase orders with customized templates within Vigilant. This will eliminate the need of having pre-printed forms.

Vigilant Business Forms Templates

Pre-designed set of forms templates including:

**Confirmations
Invoices
Packing Slips
Purchase Orders**

Complete set for only \$295.

*Call Vigilant Sales Today at
1-800-668-2200*



Samples Only

CPA Compliance for Canadian A/P and Payroll Cheques

As we receive Cheques from our Canadian customers, we have noticed that many of you have not modified your cheque print positions to the standards specified by the Canadian financial institutions. You will find below excerpts from the Vigilant Solutions Manual Update detailing the set up for CPA compliance.

In Canada, the Canadian Payments Association (CPA), in conjunction with the banking industry, has defined mandatory standards for essentially all business cheques. These standards are supposed to allow for the electronic reading and processing of cheques through the Canadian banking system. In most cases customers have been forced to order completely new cheques in order to comply with these rules. Non-compliance with these standards results in service fees to process the cheques. So either way this ends up costing your company money.

According to the new stan-

Vigilant Business Forms

For preprinted invoices, purchase orders and checks, you can contact:

In Canada:

BFI Solutions
888-254-8784

In the United States:

Vigilant Forms Division
800-544-3427

In both territories, ask about Special Offers on initial orders.

dards for Imageable MICR-Encoded Cheques, the Date Field must be located towards the upper right portion of the cheque. There are very specific guidelines to space allowance, placement and format. There are some field names that your printer must pre-print on the cheque, and some indicators that Oneir can print.

When ordering cheque forms, keep to the following rules.

1. Your cheque form must have the word DATE preprinted in the proper area on the cheque.
2. Oneir can print the date format indicator beneath the date, OR you can have it preprinted on the cheque. There are four available formats to enable you to line up with a pre-printed indicator. However if you allow Oneir to print the date format indicator, it will automatically line up the date with the indicator.
3. The '\$' must not be pre-printed on the cheque. Oneir prints this symbol for you in front of the cheques amount.

Any newly purchased cheques should already indicate the date placement. However if this is the first time using the new format, you may need to alter your 'Customised Cheque Print Positions' to make sure that the date is printing in the correct place.

Note: If you would like a copy of the CPA Compliance for Canadian A/P and Payroll Cheques, please contact Vigilant Solutions Support at support@vigilant.com.

Integrated Credit and Debit Card Authorization.

We are pleased to announce that Vigilant and Oneir Solutions & Pivotal Payments have entered into a partnership to seamlessly integrate Pivotal Payments payment gateway software for debit and credit card processing with Vigilant and Oneir Solutions.

- **Upgrade Your Solution.** Pivotal Payments will match your credit card processing rates and provide the gateway solution and software upgrade at no extra charge.

- **Increase Efficiency.** Streamline your operations by eliminating duplication of payment data entry... and its associated risk of manual keying errors.

- **Multi-Channel Processing Options.** Not just for processing retail Point-of-Sale transactions, but also for phone, mail order and unpaid Web store bankcard processing, for processing repetitive contract sales and club memberships as well as just taking bankcard payments for your outstanding customer accounts receivables (Oneir only)... Vigilant and Oneir Solutions provides integrated bankcard authorization for all your multi-channel selling and processing needs while seamlessly updating your financial records.

- **Benefit From No-Delay Processing.** Use the speed and security of the Internet. No more delays from dial-up modems!

Whether you have retail, wholesale or distribution sales for products or services, Vigilant and Oneir Solutions now offers integrated bankcard payments no matter where the payment is being accepted within Vigilant and Oneir Solutions.

To set up Pivotal Payments integration with your Vigilant and Oneir Solutions software contact Cindy at 877-500-6833 x717 or cblankenship@pivotalpayments.com

Oneir Solutions Benefits Growing Vigilant Customers.

Your company is "bursting at the seams" and dreams about future growth... then Oneir Solutions is worth the look.

Vigilant customers will immediately experience the advantage of new technology in the new and expanded features available in Oneir Solutions.

If you are a retailer, Oneir Solutions gives the opportunity to grow the business into new locations. Constant feedback on performance in each location, no matter where or how many, allows you to keep control of that growth.

This facility also allows customers to use their in-store credits at any store while maintaining security over these credits and any gift certificates that are outstanding.

"Oneir Solutions has introduced more productivity improvements and reporting control for your business."

You can order a basic sku, groups of items with the Kitting feature, add notes or other items and charges, such as ECO fees with the Tag Along feature, and sell items that have Mix 'n Match Pricing.

Credit and debit card integration has been added to improve the processing productivity at the check out and reduce mistakes made during bankcard authorization.

If you are a wholesaler, Oneir Solutions provides a complete management of the sales cycle from quotation through to order placement with all the step-by-step customer communication. Oneir Solutions also provides details on the last order for the product and the capability to present an Order Guide based on recent ordering patterns. You can order a basic sku, groups of items with the Kitting feature, and add notes or other items and charges, such as ECO fees with the Tag Along feature.

And, if the sales reps are on-the-road, and using portable Internet on their laptops they can look up order status, view stock levels and monitor accounts receivable status. They could even place orders directly from their customer's location, and transmit the orders directly to your warehouse and e-mail the confirmation to the customer.

The ordering and backordering process will not vary from your current procedure; however, there are expanded capabilities during the vendor purchasing process. Oneir Solutions has added the capability to use Handheld Data Collection terminals to assist warehouse personnel with the shipment of the orders.

Then, when the order has been shipped and invoiced, there is a capability to take payments using credit cards.

The final step is collections. Oneir Solutions has expanded credit-on-hold control and you also have the ability to note promised payment commitments from the customer.

Invoices and other business forms can be printed with a pdf of your logo and/or e-mailed directly.

If you are a manufacturer or industrial supply distributor, you need to control the costs of each and every job. Oneir Solutions has enhanced and integrated the Job Costing into the Sales Order Processing & Invoicing. You can now place an order into your order backlog and set up the job based on pre-defined estimated for labor, materials and outside purchases. The estimate can be modified to suit the particular order and costs tracked against the specific order. In this way, you can monitor the profit margin on each and every job.

Then, there is the tracking of service trucks in the field. Control the inventory in each truck and monitor the profitability of each truck in service.

These are just a sampling of the expanded features available from Oneir Solutions. You will note that consistently Oneir Solutions has introduced more productivity improvements and reporting control for your business. And for those in the Tile & Flooring, Petroleum, Fabric Wholesaling, Building Systems businesses or simply wish to be more virtual with Oneir Solutions Web-Store interface, there is even more special benefits for your companies.

For more information on how you can take advantage of Oneir Solutions, simply log on to www.oneirsolutions.com and contact sales@oneirsolutions.com or 877-322-3580.



Oneir... a Greek word relating to the interpretation of dreams. What ever your dreams, Oneir will interpret this vision and provide the solution... Dare to Dream!

visit us online at www.oneirsolutions.com