

Message from the President

JON MAINWARING
VIGILANT SOLUTIONS
PRESIDENT

Since publishing the article "To Catch a Thief" initially in our January 2005 e-Magazine and subsequently in the recent Vigilant Advisor, we have had several calls about similar incidents others have experienced. Some of their former employees have been prosecuted successfully, while others were simply dismissed to thief again.

In this Advisor, we outline several of the controls available within Vigilant to reduce the risk of employee fraud. See the article "Safeguarding Your Assets".

Also, we announce the release of Version 8.6. This new release has the capability to carry out advanced data mining to learn more about your customers and their buying preferences.

This release provides the facility to use "Windows Only" printers without having to do major re-configuration. While it's not the full Windows product that we are all anxiously awaiting, it goes a long way to relieve the concerns of buying new printers. See the article "Version 8.6 is Now Available".

The last article discusses one



Jon Mainwaring, President, in consultation with Security Advisor Geordie

of the options available to safeguard inventory and expand management's capabilities for companies with more than one location, or for those companies bursting at the seams and needing additional features. See the article "Big Business Solution for a Small Business Price".

I would like to thank you for your continued support of Vigilant, and hope you all have had a happy and prosperous summer.

Jonathan Mainwaring,
P.Eng., MBA
President

Our sympathy & well wishes for speedy recovery to many customers and their families affected by Hurricane Katrina's destruction. Vigilant & Oneir are strong supporters of the American Red Cross (www.redcross.org) & Canadian Red Cross (www.redcross.ca) Hurricane Katrina relief efforts

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Visit us online at
www.vigilant.com

www.oneirsolutions.com

Vigilant and Oneir Have Moved
Our New address is

91 Broadway Ave.
Unit 1
Toronto, Ontario
M4P 1T7

Please update your records accordingly if you have not already done so.
Our Phone and Fax numbers remain the same

Version 8.6 Is Now Available

Vigilant's Version 8.6 is now available for order. In addition to the conversions for older versions, we have developed some exciting new features for this release. Read on for more!

Window Printer Interface

This feature has been in development for a number of years and it is finally ready to release. This will allow you to bypass Vigilant's DOS printer drivers and go directly to your printers that are set up in Windows.

One of the most common difficulties our support department contends with is capturing printers so that DOS can see them. This feature eliminates the need for capturing ports as it enables you to use any printer that is set up in Windows.

Due to Windows driver limitations, this feature cannot be used if you need to pass commands through a printer (eg. using a cash drawer). Many Windows drivers do not allow this type of function.

As with all 8.X series different computers can have different printer settings as long as the program is installed locally. However the new printer interface cannot be used in concert with the DOS printing on the same machine. For example on the same computer you cannot have receipts printing to a DOS printer but reports to a Windows printer.

There are no format changes, so you will not need

to learn how to read a new set of reports. Things will be exactly as they are now with the exception that as long as you can print from Windows, you will be able to print from Vigilant.

Check Imaging

By 31 December 2006 all Canadian business checks are required to conform to a new set of standards. Vigilant has already made the changes for printing in version 8.6.

The check printing changes included within the software are:

- The year will now be presented as four digits rather than two. (i.e. 2005 instead of 05)
- The date format can optionally be printed below the date if it is not pre-printed on your checks. (Options available MMDDYYYY, DDMMYYYY, or none)

There are other changes that your pre-printed forms must adhere to. Please visit your financial institution or www.cdnpay.ca/rules/pdfs_rules/standard_006.pdf for more information on the new standards.

Data Mining

For a number of years the Advanced Sales Analysis menu has been the primary source for keeping on top of your company's products and customer sales. This new data-mining feature expands on that capability.

Now you can export a cus-

tomers list for mailings using the same parameters you use to analysis your sales. You can now export based on the sales made of a specific product, or date range, product line, territory or any combination thereof.

There is also an option that will allow you to specify minimum sales totals or average sales to further target your export.

The new tool could prove invaluable to your company enabling you to target your direct marketing effectively to the customers that it will mean the most to.

Order Your Copy Today

If you wish to receive your copy of 8.6, and you are a current subscriber to the annual support and maintenance program, please contact our staff to order. These updates are included in your company's annual support and maintenance fee, but will not be shipped out without a request. If you are not currently a subscriber to the support and maintenance program please call for pricing.

Also, as of 15 September 2005 our default shipping media is now CD. Enhancements will still be available for download and on floppy, but all other updates will ship as CD unless otherwise requested.

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Safeguarding Your Assets

Part 1: Password controls and activity tracking

The article "How to Catch a Thief", printed in our January 2005 Vigilant Advisor, detailed how one Vigilant customer was victimized by employee fraud. Unfortunately, they are not alone. With increasing frequency, we are being told of similar situations encountered by others. In this issue, we begin a series of articles focusing on how you can use Vigilant to safeguard your assets against such events.

There is an excellent informative article (www.ahppc.com/Reference/articles/fraud-prevention-tips.htm), written and published by Duane Reyhl, CPA, Senior Manager, AHP.

The three categories mentioned in this article to control and prevent occurrences of employee fraud are:

- *effective and efficient operations,*
- *reliable financial reporting and*
- *compliance with applicable laws and regulations.*

We strongly agree. Vigilant can be the tool used to achieve these objectives.

Cash Is King!

Cash is the most frequently sought after asset. There are several ways to protect this cash. This article will focus on security and activity tracking. When properly used, you have begun to enforce internal controls to safeguard all of your assets.

Password Security Levels Controls Employee Access

It is highly recommended that you assign a unique password to each employee. Tie it to the employee by setting them up as

sales reps, using the proper level of security appropriate for their job functions. Passwords should be confidential, changed regularly and NOT be something obvious. Companies who set up one password for all employees or such passwords as the employee names, leave them-

“Assigning a level 9 password to everyone exposes you to risk from not only fraud, but also “unauthorized” access to all functions”

selves extremely vulnerable. It is a very common, most dangerous practice among our customers to ignore the importance of password security and employee tracking.

The setting up of a sales rep for all employees, tying this to the password logins, allows you to monitor their activities within the company. Who is doing voids, returns, has problems managing their tills, doing price changes, giving discounts, paying out petty cash – the list goes on far beyond those functions involved with cash.

Security levels can control what an employee is able to do and, tying the password to the sales rep, allows tracking most of who is doing what with your cash. You will have noticed in larger chain stores, for example, the employees have barcode access cards that they swipe instead of typing. This is highly recommended as the password is best protected using this method. Employees should be warned to protect fraudulent use by others that will be tracked back to them.

Level 9 Password Allows Access to Sensitive Areas

Security levels are important. Assigning a level 9 password to everyone exposes you to risk from not only fraud, but also “unauthorized” access to all functions including editing of the database files, normally reserved for an extremely rare emergency. Level 9 allows the user to destroy data, steal confidential information, manipulate or hide fraudulent activity.

Even for owners, we recommend using two passwords – level 9 for only when absolutely necessary to carry out specific administrative tasks and a lower one for the normal day-to-day job functions. At all times, guard the use of this level 9 password and change it frequently. Most people can get to know the owner’s password quickly just by watching what is typed.

Implementing security level protection can also prevent innocent, but expensive trouble. A very common issue reported to our support team is that innocent memorized key stroke series that is typed incorrectly and, as a result, a destructive utility is run with often the only recovery being a backup restore (do you know if you have a good backup and when it was made?). You should beware of statements such as “the system” posted information all on its own or wiped out information – Vigilant does not offer auto-run procedures and it cannot do this. Contact us immediately if you believe you have any missing information – we can easily determine any linking problems versus utility removals.

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Till Security

For those of you using the Point of Sale, the best security practice is

“If an employee understands you have internal controls and tracking ability, the temptation to commit fraud is greatly reduced.”

to use Password verify on every sale. This not only identifies who is doing every POS action but makes it difficult for access of the till by others (such as an unscrupulous customer). Without this feature on, leaving the till unattended for even a few seconds offers your cash to the world.

If an employee understands you have internal controls and tracking ability, the temptation to commit fraud is greatly reduced. As the reference article states, controls are one of the keys to prevent fraud, directly affecting your profitability.

For more information see http://www.vigilant.com/support/tip_sheets/point_of_sale_security.html

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Big Business Solution for a Small Business Price

Client-server technology delivers real-time information among all locations.

ONEIR SOLUTIONS is the answer for businesses with more than one location or those that are bursting at the seams. These businesses include retailers with more than one store, wholesalers with branch offices or sales reps on the road, companies selling in a virtual mode through their e-Commerce site, companies having special needs and those requiring a more sophisticated solution.

We have assembled a team that has hands on, real-life experience in the multi-location environment. The systems, security, accounting and business management expertise we have in-house have been assembled to offer all technological aspects of the solution. As a result, the customer needs no “computer” knowledge and is able to focus on doing more business.

Oneir Solutions, our sister company, provides immediate benefits to users of Vigilant. First, we are providing a full credit, based on the suggested retail price, for those moving to Oneir Solutions. Additionally, current Vigilant Solutions’ customers benefit from complete conversion of their data. All detailed information and history is available in their new Oneir Solution. The design allows the

skills achieved in using Vigilant to be carried forward without the time and expense of re-training required with most new software.

“Vigilant customers benefit from complete conversion of their data and ... no employee training”.

Oneir Solutions’ provides a breadth of services that allow companies to take full advantage of technology. Whether the need is personalized on line training, specialized feature programs, data re-organization, data analysis, system implementation or business consultation, contact us and we will help you make your goals a reality and realize your dreams.

For more information about Oneir Solutions, contact us at 1-877-322-3580 or info@oneirsolutions.com. Alternatively, check out our website at www.oneirsolutions.com.

The Oneir Solutions team – Dream Makers

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