

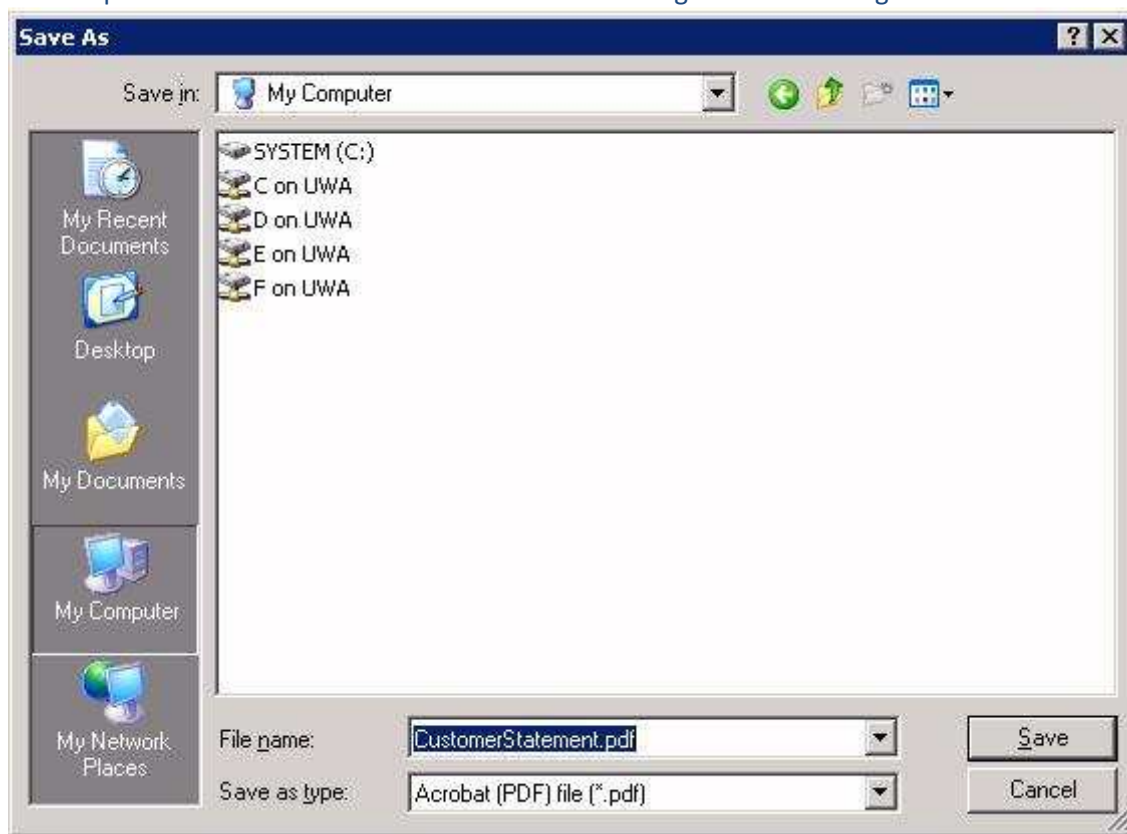
InfoWARE v6 HOW TO FAQ

Table of Contents

InfoWARE v6 HOW TO FAQ.....	1
How to generate and save Customer Statement as a PDF or Excel document	2
How to use Signature Verification Module.....	2
How to use Stock trade email notification to clients.....	3
How to use apply additional filters to the Trial Balance (Summary Per Sub A/C) report.....	3
Signature Verification	4
Customer Email Alerts.....	4
How to set VAT as a percentage of Commission	5
Unable to reverse Buy/Sell - How to Reverse an Allotment Buy/Sell.....	6
Configuring Access rights for GL Posting and GL Reversal.....	6
Upload/Import Stock Quotes.....	6
How to Find Accounts with a specific Debit or Credit balance	7
How to Assign/Reassign Security Access rights and Permissions to Users.....	7
How to fix out of sequence Customer numbers	7

How to generate and save Customer Statement as a PDF or Excel document

1. Log on to InfoWARE
2. Click on the Reports icon on the toolbar (second rightmost icon)
3. From the Reports drop down list, select **Customer Statement** and click **Go** button
4. In the **From** text box, enter the Date from which to start the report
5. Select the Customer master account from the **MasterAID** drop down list
6. Enter the customer number in **Customer Account**
7. Select **Ledger Type** or leave it at the default of **Naira**
8. Click on the **View Report** icon on the top right hand corner
9. To save the report as an Excel or PDF file, click the disk icon on the report
10. In the **Save As** dialog box, click the **My Computer** icon on the left hand pane to display your local computer hard disk drives. You should see something similar to the figure below



11. Select one of your local drives and navigate to the location you'll like to save to and click **Save** button

How to use Signature Verification Module

On signature card capture: Yes, the current design allows you to add as many signatures/pictures per customer as you desire as documented in the previously sent email. To use,

- Go to the customer module

- Enter the customer to bring up the desired customer
- Click the Signature Verification button to bring up the module
- Click New for each signature/picture you want to add
- Click on the **Load Picture** or **Load Signature** buttons to load an image from file
- Go ahead and add as many signatures/pictures as you like

User friendly/Usability features

- You can add a variety of image types (Bitmap, GIF or JPEG (JPG))
- You can maximize the module to fill up the entire screen and the system will maximize the image too
- As you expand or shrink the module, the system will also expand or shrink the image
- The system maintains the image Aspect Ratio so the image appears consistent irrespective of the module size, screen size or screen resolution. This means irrespective of how you manipulate the module sizing, the relative width and height of the original image is maintained so the image looks exactly like the original at all times and makes it easily recognizable
- You can add specific comments for each signature/picture. This allows you to provide specific annotations for each. For example, for a specific signature you might say “This is the Mrs. John, she prefers to be addressed as Chief Mrs John” and for the another picture you might provide the annotation like “Chief Biola likes to sign using his own pen” etc
- You can increase the size of either the signature or the picture to fill up the screen or module by using the mouse to drag the divider line b/w the images left or right

How to use Stock trade email notification to clients

This module allows for sending email notifications to clients (with email addresses entered in the customer module)

To Use:

1. Click on the CSCS Upload toolbar button and you will notice a new “Send Email” button in the module
2. Click on this button to invoke the mail sending module
3. Select the desired trade date and click “Refresh” button
4. Two tabs displays are shown. The first lists all trades for which emails have not been sent and the second list all trades for which emails have been sent
5. To begin processing of email messages, click the “Send Email” button

How to use apply additional filters to the Trial Balance (Summary Per Sub A/C) report

We’ve added a new report **Trial Balance (Summary Per Sub A/C)** which can use to obtain this information at any time. To use the report,

1. Log on to InfoWARE
2. Click on the **Reports** icon on the InfoWARE toolbar
3. From the drop down list select **Trial Balance (Summary Per Sub A/C)** and click **Go**. This will generate the trial balance showing all accounts and their balances

You can export this report to Excel and filter on it based on any criteria that you want. So for example to find the clients that owe -10,000,000 or above,

4. Click on the **Disk** icon on the report form to select the format to export to. Select the option to export to **Excel**
5. Once exported to Excel, use Excel to apply whatever filters you desire

This new report is designed to be more than 10 times (1,000%) faster than the old report so please use this report rather than the old one going forward. We plan to retire the old report sometime in the near future.

Signature Verification

On signature card capture: The current design allows you to add as many signatures/pictures per customer as you desire as documented in the previously sent email. To use,

- Go to the customer module
- Enter the customer to bring up the desired customer
- Click the Signature Verification button to bring up the module
- Click New for each signature/picture you want to add
- Click on the **Load Picture** or **Load Signature** buttons to load an image from file
- Go ahead and add as many signatures/pictures as you like

User friendly/Usability features

- You can add a variety of image types (Bitmap, GIF or JPEG (JPG))
- You can maximize the module to fill up the entire screen and the system will maximize the image too
- As you expand or shrink the module, the system will also expand or shrink the image
- The system maintains the image Aspect Ratio so the image appears consistent irrespective of the module size, screen size or screen resolution. This means irrespective of how you manipulate the module sizing, the relative width and height of the original image is maintained so the image looks exactly like the original at all times and makes it easily recognizable
- You can add specific comments for each signature/picture. This allows you to provide specific annotations for each. For example, for a specific signature you might say "This is the Mrs. John, she prefers to be addressed as Chief Mrs John" and for the another picture you might provide the annotation like "Chief Biola likes to sign using his own pen" etc
- You can increase the size of either the signature or the picture to fill up the screen or module by using the mouse to drag the divider line b/w the images left or right

Customer Email Alerts

Customer Email: The customer emails was implemented in Sept. Here's the info I sent about this again

- **Stock trade email notification to clients**

This module allows for sending email notifications to clients (with email addresses entered in the customer module)

To Use:

6. Click on the CSCS Upload toolbar button and you will notice a new “Send Email” button in the module
7. Click on this button to invoke the mail sending module
8. Select the desired trade date and click “Refresh” button
9. Two tabs displays are shown. The first lists all trades for which emails have not been sent and the second list all trades for which emails have been sent
10. To begin processing of email messages, click the “Send Email” button

How to set VAT as a percentage of Commission

VAT can either be set to be calculated as a percentage of consideration or as a percentage of commission. By default, VAT is calculated as a percentage of consideration, to change it to be calculated as a percentage of commission,

1. From the menu **Maintain/Options/Capital Market**
2. Click on the **Parameters** tab (see figure below)
3. Check the **Calculate VAT as a percent of commission** check box



Unable to reverse Buy/Sell - How to Reverse an Allotment Buy/Sell

The reason for your inability to do the reversal is that transactions has been done on the “child” jobbing book transactions that were created.

Here’s how the system works

- When a CSCS upload is done, the system makes every attempt to reconcile each upload transaction (BUY or SELL item from CSCS file) with a jobbing book entry. If for example there was 100 units of UBA bought for a customer but the system finds a jobbing book entry of only 60 units, the system will reconcile the 60 units then automatically creates a new jobbing book entry for the remaining 40units and immediately reconciles against that

If your specific case where you need to reverse transaction 491, go to the jobbing book module and click **Find** button. Enter the txn# you wanted to reverse and when the jobbing book item is displayed, look in the comments field. You will find all the “child” jobbing book entries in this field, note the txn numbers. .

You need to reverse each of those “children” in reverse order before you can reverse the parent.

Configuring Access rights for GL Posting and GL Reversal

Controlling permissions to perform GL operations in the accounting module

To control ability to **modify** GL transactions that have not been posted or to **Reverse** GL Transactions: From the **Security/Set Permissions** menu, configure the permission with description **Accounts – GL Journal Entries**. The permissions definitions are as follows

- No Access:** User is denied access to the module
- View Only :** User can see/view the GL Journal entries but cannot make changes
- View /Write:** User can view and save but cannot delete
- View/Delete:** User can view and **Delete** as well as **Reverse** from the journal but cannot save
- Full Access:** User has full access to perform View, Save and Delete operations

To control the ability to Post GL Transactions, from the **Security/Set Permissions** menu, configure the permission with description **Accounts – Posting - GL Journal Entries**. The permissions definitions are as follows

- No Access:** User is denied access to the module
- View Only :** Ability to Post is denied
- View /Write:** User can Post
- View/Delete:** Ability to Post is denied
- Full Access:** User can Post

Upload/Import Stock Quotes

To use this feature,

1. click on the **Import** toolbar button, and select the **Quotes** tab

2. Use the file selection button to open the file selection dialog and locate the quotes file obtained from NSE
3. Click the **Upload** button to import the data

How to Find Accounts with a specific Debit or Credit balance

1. Click on the **Report** icon on the system ToolBar
2. Select **Trial Balance (Summary per Sub A/C)** from the drop down list and click **Go**
3. After the report is generated, click the Export button (it's the diskette button next to the 100% number) and select **CSV (Comma delimited)** format
4. Save this to your hard drive
5. Open the file in Excel, highlight the first row and apply the desired filters on the **NetAmount** column to get the results you want

How to Assign/Reassign Security Access rights and Permissions to Users

To change permission already assigned, do the following

1. Go to the **Security/Set Permissions** menu
2. Type the user ID into the **User/Group** box (or select it by clicking the selection button and selecting it from the list)
3. From the Permissions list, locate the specific permission you want to change and highlight it by clicking on it
4. From the **Type of Access** drop down list, select the specific/desired permission and click **Save** button

Alternatively to remove the permission completely, click the **Remove** button. When you remove a permission setting from the list, it remains available for reassignment when you click the **Add** button

Please note: Removal or non-assignment of a permission is equivalent to **No Access** being assigned

How to fix out of sequence Customer numbers

The customer module automatically derives the next possible customer number by looking at the last customer number entered (*previously the system used to derive the next customer# by incrementing the last maximum customer number entered*)

Problem Definition: A user erroneously enters a new customer using a number that is large or out of the desired sequence. How do you fix this?

- From the toolbar, click on the **Customer** module icon
- The system will automatically derive and display the next customer number
- Change this number to the new desired number, enter the details for the new customer and Save

Going forward, the system will derive other new customer numbers starting from the new number above. To verify this, click on **New** button to create another customer. Note the system displays an incremental customer number based on the last one entered.

