POSi Talk

QUARTERLY NEWSLETTER　　　　　　　　　**FALL 2009**

DATA BUSINESS SYSTEMS WELCOMES ALL NEW POSITOUCH CUSTOMERS

Happy Holidays!

Just like you, we at Data Business Systems are getting ready for the Holiday Season. For most restaurants this time of year yields the biggest opportunity for increased sales and productivity. With this in mind, preparing for our customers' busiest season of the year has been a primary focus of our team over the last few weeks. This newsletter is just one example of how we are getting ready for the holidays; it is full of different tips on how to prepare for this busy season. The tips vary from how to prepare hardware for optimal performance, adding a new product like Pay at the Table to increase efficiency and how to setup POSitouch to provide reporting for server contests.

During this time of year it is always appropriate to reflect on what you are grateful for. Everyone at Data Business Systems sincerely appreciates your business and continued support of our company. We are looking forward to another great year of providing you the best POS hardware, software and services available. Please let us know how we can help make your Holiday Season trouble-free.

Sincerely,
Mark Tuttle
Director of Hardware Services

Hard Facts: Running a Defragmentation and ScanDisk

Disk fragmentation slows the overall performance of your system. When files are fragmented, the computer must search the hard disk when a file is opened to piece it back together. The response time can be significantly longer.

Disk Defragmenter is a Windows utility that consolidates fragmented files and folders on your computer's hard disk so that each occupies a single space on the disk. With your files stored neatly end-to-end, without fragmentation, reading and writing to the disk speeds up.

ScanDisk is a Windows utility that detects and corrects errors on the hard drive. Regularly running a ScanDisk can prevent hard disk errors before they occur.

When to run Disk Defragmenter and ScanDisk
In addition to running Disk Defragmenter at regular intervals, monthly is optimal, there are other times you should run it too, such

as when:
° You add a large number of files to your PC
° Your free space is running low 15% or less
° After installing new programs

It is also recommended to run a ScanDisk anytime a Disk Defragmentation is completed. Aside from running the ScanDisk monthly, you should also run a ScanDisk if you notice any PC performing slowly.

Note: Please allow at least two hours prior to opening to complete these functions.

Prior to running Disk Defragmenter or ScanDisk:
° On Keyboard select Ctrl, Alt and Delete all at the same time
° Click on *Task Manager* on the screen that appears and click on the *Processes* Tab
° Find Posiw.exe in the list, highlight it and click on *End Task*
° If this is the POSdriver computer, find Spcwin.exe in the

list, highlight it and click on *End Task*
° Close that window

How to run Disk Defragmenter:
° Click on Start and choose Programs or All Programs
° Choose Accessories, then System Tools
° Click on Disk Defragmenter
° Highlight the C Drive and click on Defrag
° Reboot PC when completed

How to run ScanDisk:
° Double click on *My Computer*
° Locate C Drive, right click on it and select *Properties*
° Click on the *Tools* tab
° In the Error Checking box, click on *Check Now*
° Check on both boxes for *Automatically fix file system errors* and *Scan for and attempt recover of bad sectors,* click start
° Click yes to schedule the ScanDisk at next restart
° Restart PC

By Jay Skaggs

Add Pay at the Table to your Holiday Wish List

Throughout the year securing credit card data is one of the most important concerns for restaurants. With the increased volume of the holiday season, it becomes more challenging to protect your guests from credit card mistakes and/or fraud. **Pay at the Table** can provide you with more security and peace of mind. Additionally, it can help save money and increase profitability during one of the busiest seasons of the year.

Increased Gift Card Sales
Pay at the Table handles gift card purchases, account inquiries and redemption. Servers can add gift cards to checks and complete the entire transaction right at the customer's table. Adding a Pay at the Table device to the hostess station can allow the total sale of a gift card right at the front door of your restaurant. Imagine the increased revenue and time saved by being able to sell a gift card from anywhere in your restaurant.

Reduced Mistakes & Fraud
There is virtually no chance of an employee being involved in credit card theft, since the credit card will never leave the customer's table. The customer is in total control of their card, choosing how much to authorize it for and entering the tip themselves. During the busy holiday season, Pay at the Table can save staff and customers valuable time by eliminating the need to correct mistakes.

Faster Service
Pay at the Table can also help increase the efficiency of the wait staff. This technology will eliminate at least two trips to the terminals, allowing the server to authorize the card, print a payment voucher and close out the check right at the table. This can lead to quicker table turns and allows the servers more time to attend to the guests.

Efficiency and Accuracy when Splitting Checks
Splitting checks with Pay at the Table is trouble-free, even with large holiday parties. Since each customer will enter the amount of their authorization and tip amount, there is less room for error.

Debit or Credit?
You can now take debit cards. This offers a convenience to the guest and possibly more to your bottom line due to lower fees on debit transactions. Consult your credit card processor to see if you could benefit from lower fees this holiday season.

One Investment, Big Returns!
Just offering Pay at the Table will increase repeat business. You are giving the guest the peace of mind that other restaurants are not and eliminating the possibility of internal credit card theft! Be ahead of your competition, add Pay at the Table before your guests demand it.

By Michelle MacKeith

> **Interested in how Pay at the Table can help increase your restaurant's profitability and keep your customers' credit card data secure?**
> Contact Michelle MacKeith at 703-584-9700 for more information and pricing.

Inside DBS: How Placing a Support Call After Normal Business Hours Works

Restaurants are not 9-5 operations and we understand that some of your busiest times are after 5pm. We have streamlined our after hours call center to best support you when you need our help and are feeling the pressure. Here we outline what happens when you call after hours:

FIRST we want to know if you need assistance NOW or if you want to place a call for the next business day. When you phone our call center, you will have the option for emergency support or non-emergency next day support. If you place a non-emergency call, it will be addressed in the order in which it was received on the next business day.

NEXT we want to know if your emergency call is software related or a problem with a piece of equipment (hardware.) This allows us to quickly connect you to the person who can best help. You will be asked your telephone number, a contact name, the name of your business and a brief description of the problem. The appropriate DBS technician will then receive your information and will contact you ready to address your concerns.

Our team will work together to ensure that the appropriate department will be addressing your call. Our goals are to always respond quickly, listen attentively to your needs and rapidly resolve the issue so you can go back to what you do best… running your restaurant!

Our technicians are able to resolve issues over the phone 90% of the time. In the event that they are unsuccessful, a hardware technician will then go on site as quickly as possible to complete any necessary repairs.

If you do not have a service contract covering the required work, please be prepared with your payment method to expedite the process. Also please be aware that after hour calls will be billed at a higher rate then normal business hour calls.

After hour calls can vary in degrees of severity, similar to the way an emergency room works. Technicians handle call ranging from how to close a check to credit or system down. We are equipped to help with it all and work together as a team to make that happen!

By Clifton Johnson

Meet Our Staff: Michael Wallace

Michael Wallace has worked for both the Software and Hardware Department at Data Business Systems.

How long have you worked for Data Business Systems? *(Michael Wallace)* I started in January of 1998. With the exception of drill time in the Army National Guard and a year working in a different field, I have been here since.

What positions have you held at Data Business Systems? *(Michael Wallace)* Initially I was in the Dollar Tree division as an installer, traveling around the country and setting up their stores. I switched to Field Service after a year and was a Field Techician for several years until I switched to POSitouch Support in October of 2004.

What is your favorite thing about working at Data Business Systems? *(Michael Wallace)* Live support with customers. I really enjoy the whole survey-programming-training-live process but the on-site live support is my favorite.

What is one thing you would like customers to know? *(Michael Wallace)* I have traveled to a number of countries around the world and Spain was my favorite.

What is your favorite holiday dish? *(Michael Wallace)* Post-Thanksgiving turkey sandwiches are probably my favorite and the Thanksgiving desserts such as pumpkin cheesecake and pie! I also really love corned beef and cabbage for St. Patrick's Day.

Software Byte: Using POSitouch for Seasonal Sales Contests

Contests are a great and fun way of achieving sales goals through inspiring healthy competition among staff. POSitouch has a built in reporting feature that allows management to view category and item sales by user, and compare those measurable results with the rest of the sales team. The Server Productivity report is found in the *Reports and Batches* section of your POSitouch *Backoffice*, and leaves the calculations of results to the computers.

The most popular way to setup the Server Productivity Report is by inventory number, as outlined below. Determine the inventory number of the item you want to track by going into POSitouch *Backoffice*, *Menu Editor* and select *Edit an Order Screen*. Find the button corresponding to the item on the appropriate order screen, and take note of the *Inv #* at the top of the cell. If multiple menu items are to be included in this contest, take note of each of their *Inv #s*.

Once you have the desired inventory numbers, you are ready to setup the report. Exit out of the Menu Editor, and click on *Backoffice Setup* (older versions click on *Setup*). Next, click

CATEGORIES		GL KJ CHAR	FOOD	LIQUOR	BEER
USER NAME	USER #ID	FOR EACH CATEGORY :	SALE /	#SOLD /	(SALE/CUST.)
AM	555	Sales:	4281.32 Checks:	270	#Custom
BAR		21.00	745.24	23.50	63.50
		3.00	164.00	37.00	10.00
		0.08	2.88	0.09	0.25

Sample of Server Productivity Report

on *Reports*, *Server Productivity Report* and finally *Edit Categories*. This will bring up a list of all of the categories that are currently showing up on the report. Click on the *Add* button, this will bring up the utility to create a new report category. Type in the *Category Name* (an example would be Cupcakes). On the *Field Search Option* drop down menu, select *Inventory*. Click on *Add Field*, and enter the Inv #(s) to include in the category as a five digit number. An example of this would be for Inv # 105, which should be added as 00105. Add a field with the appropriate five digit number, for each *Inv #* to be included in the contest and click save. Once all field values are set, click *save* twice.

At this point, the report setup is complete! To run this report go to

Reports and Batches, *Server Productivity Repor*, choose the reporting method and follow the prompts for filtering, date and shift. A guide for reading the report will be located at the top. Columns will designate the report categories, including the one just set up. This will present a clear comparison of sales figures among the staff, allowing for accurate measurement of salesmanship and productivity.

This is an easy, quick and accurate way of calculating individual results. The Server Productivity Report is an easily customizable report that is sure to drive individual sales, and bring healthy competition to any restaurant team.

By Thomas Bateman

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Solutions for retail and restaurant

You can now place a service call on the web at www.1dbs.com

Innovative Solutions and a Customer-First Commitment

From our beginning 32 years ago, DBS has been guided by several key principles: We focus on our customers. We value our employees. And we deliver state-of-the-art, affordable point-of-sale and IT solutions for growing retailers.

Today, with more than 2,000 customers, DBS is one of the most successful POS solution providers in the United States. We take the time to listen to our customers and understand their business needs, with the idea that we are developing customers for life. Our growth is fueled by word-of-mouth from successful customers in:

- Specialty Retail
- Table Service and Quick Service Restaurants
- School Districts

DBS employees are the foundation for our success. We consistently attract and retain motivated, highly skilled professionals who thrive on challenges and are passionate about customer satisfaction.

DBS is headquartered in Virginia Beach, VA, with additional offices in the metropolitan Washington, D.C. area and Raleigh, NC.

Expand your POSi Knowledge, Take a Class at Data Business Systems

Make sure that your restaurant is taking full advantage of all POSitouch features by
participating in a training class. Customers have recently participated in classes
focusing on management functions, menu work, reports, labor scheduler and inventory.

Visit www.1dbs.com/table-and-quick-service.aspx to View the Training Class Schedules

A Big Tip: The All-in-One POSi Report

You may have noticed a newer option within *Reports and Batches* called the POSiRpt. This new report package will give you access to multiple reports that can help your restaurant be more efficient and help to ease the transfer of information to bookkeepers and accountants. The POSirpt gives you the ability to enter deposits, run a Daily Sales, Weekly Sales and the Reconcilation Report.

One of the useful features the POSirpt offers is to document your cash deposits. You will be able to enter this information into the reports by selecting *Enter Deposits* and hitting *Run*. Depending on your preference, you can choose to enter the deposit by Entire House, Terminal or Cashier. This will give a permanent record of your over/short on cash per cashier, terminal or entire house depending on how you input the information.

To run the POSirpt go to Reports and Batches from POSitouch Backoffice.

Once you have entered the deposit you can then view the information by running either the Daily Sales Report or the Weekly Sales Report. To run the Daily Sales Report, select the option for the day you would like to view, select print or preview and then hit run. On this report you will be able to find your sales by categories, sales and transaction count by

cost center and by shift, payment reconciliation, discount and tax summary, labor summary and paid out summary all on one page. This gives you a one page snap shot of all the details that are so important to the bottom line. The POSirpt also gives you the ability to run the same information for any week by selecting the Weekly Sales Report instead of Daily Sales Report.

This report package is within newer POSitouch software; your system may not have this option if your version is prior 5.29 but it may be available to you. If you do not see the POSirpt option under *Reports and Batches*, please call the Helpdesk at 800-868-2323 to find out if this feature is available for your system and any related charges.

By Joel Smith

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