

DATA BUSINESS  
SYSTEMS  
(800) 868-2323

# POSi Talk

QUARTERLY NEWSLETTER

WINTER 2010

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DATA  
BUSINESS  
SYSTEMS  
WELCOMES  
ALL NEW  
POSITOUCH  
CUSTOMERS

## Are you Expecting the Unexpected?

First and foremost, Happy New Year to all of our loyal customers! In today's world we know you have many options for vendors and we appreciate your business.

As we charge into a new decade, we decided to focus this quarterly issue on being proactive and expecting the unexpected. There are many tools, features and products that we offer that will help you prepare for the unforeseen or better yet prevent it from happening all together. We spotlight tools like virus protection and the store and forward feature for when authorizing credit cards is just not possible. Make sure to check out the latest in camera surveillance with integration to POSitouch. This product takes monitoring to another level by pinpointing your theft and waste challenges and in turn gets that money back to your bottom line where it should be!

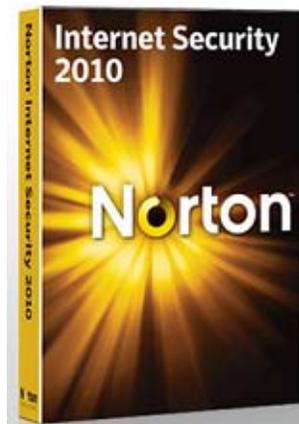
Lastly, meet Cliff. So many of you talk to him on our helpdesk and now you have a face to go with a name. We are glad he's a part of our team and appreciate the great feedback you give us about working with him.

We hope you enjoy this issue and welcome your feedback. Please do not hesitate to call me anytime to discuss a question, concern or suggestion. I can be reached at 703-584-9700 or on my cell at 703-928-8170.

Sincerely,  
Michelle MacKeith  
Director of Hospitality Solutions

## Hard Facts: Protecting POSitouch System from Viruses

Some people take the Norton Internet Security program that is installed on every new Positouch system for granted; however Data Business Systems technicians do not. Each quarter there are numerous calls for viruses on Backoffice PCs because they are infected with viruses, malware, key loggers, spyware and sometimes all of the above because the subscription for Internet Security was never renewed.



Without virus protection a Backoffice PC is susceptible to several attacks. These attacks can easily spread through the network and corrupt files on the point of sale terminals. If this occurs an expensive recovery is very likely.

The Norton Internet Security program runs in the background to monitor suspicious activity on the PC and the internet web pages that are viewed. This feature will remove threats before they can do any damage. Imagine having credit card or personal information compromised because of not having your PC protected.



You can easily tell if your system is protected by looking in the system tray at the lower right hand corner of your Windows XP desktop. If you do not see a gold circle icon with a green check-

mark over it, or the icon has a red X over it, your pc may be at risk.

Norton Internet Security is the recommended product for use with POSitouch systems; other virus protection software may not be compatible. Make sure that your system is protected from pesky viruses by ensuring that your subscription is renewed before it expires. Allowing the subscription to lapse puts your system at risk.

If the Backoffice PC does not currently have protection and you purchase Norton Internet Security, please make sure to load the new software before the restaurant opens and to call the Helpdesk to configure the settings to allow exceptions for POSitouch and TransAction+ Software.

For more information contact the helpdesk at 703-573-2292.

By Randy Burn

# THE ULTIMATE LOSS PREVENTION TOOL

ICE Monitor - Fully Integrated Digital Surveillance with your **POSitouch** System.

You can't afford to leave your business un-protected! This is your complete digital record of everything that's happening in your business. You won't have to worry about who is stealing from you or who's going to sue you. The proof is in the video.

## Protect your Business Against:

- Employee Product Theft
- Bartender Fraud – No Sales – Giveaways
- Law Suits – Slips & falls,
- Insurance Claims – Workers Comp
- Employee Disputes – Detailed Video & Transaction Analysis
- Customer Service – Remotely see what's happening in your business
- Customer Liability – bar fights, spillage, theft
- Customer disputes – Credit Cards
- Customer walk-outs – no pays
- Time Theft – Employee Clock In/Out
- Vendor product deliveries
- Record Parking Lot and Entrances – Assist Crime Investigation



22:22:26	1	SKYY 80		
22:22:27	1	UP		
22:22:28	1	***SEE SERVER***		
22:22:32	1	MARTIN-VODKA	(4.99)	
22:22:32	2	SKYY 80 \$\$	(4.99)	
22:22:32	0	UP		
22:22:32	1	***SEE SERVER***	(4.99)	
22:22:34	1	MARTIN-VODKA		
22:22:35	1	SKYY RASPB INF\$\$	5.99	
22:22:36	1	UP		
22:22:37	1	MARTIN-COSMO		
22:22:38	1			
22:22:39	1			
22:22:40	1			

live feed

Contact  
Michelle  
MacKeith at  
703-584-9700  
for more  
information  
about  
iControl  
Enterprise  
Products.



Time	Check #	Description	Amount
08:23:53		PunchIn - O'THOMAS, MARIA	0.00
08:24:45		PunchIn - TO GO IM, TO GO IM	0.00
08:27:24		PunchIn - HARBUCO, JAMES	0.00
08:28:02		PunchIn - SPARKLE, RICARDO	0.00
08:29:56		PunchIn - BROKE, MEGAN	0.00
08:30:35		PunchIn - CHILLEN, GINGER	0.00
08:33:50		PunchIn - BROWNIE, HOLGA	0.00
08:37:18		PunchIn - BROWN, GUY	0.00
08:40:25		PunchIn - OTIS, CHARLES	0.00

validate employee time keeping

LOSS  
Prevention  
iCONTROL  
ENTERPRISE

## Inside DBS: How POSitouch and TransAction+ Upgrades Work

Once interest in an upgrade is expressed, the sales representative will start the process of creating the contract. It will first need to be determined whether hardware, software and/or equipment upgrades will be necessary. In order to establish what upgrades are required both a software and hardware technician will evaluate your system and make their recommendations. At this point the sales team will compile a contract that includes the components the upgrade will require.

When the contract process is complete, the next step is scheduling the upgrades. Most upgrades will be scheduled 2-3 hours before the restaurant opens for business. This allows for ample time to install any new equipment, load any new files and programs and test thoroughly before the upgraded system is taken live. Typically an upgrade will occur Monday-Wednesday so that management and staff becomes accustomed to the changes before the busier weekend shifts.

If the contract includes equipment it will usually arrive a few days prior to the upgrade via mail carrier. On the day of the upgrade a hardware technician will install any new equipment. When this is complete, a software technician will begin loading the newest files on all POSitouch computers.

Once the newest files are on the entire system the software technician will then bring up all the computers and test. In order to ensure that the system is ready for use testing will include sending prep checks to all printers, using each terminal to check for speed and to check for errors and making sure that the database is correct.

Once the POSitouch system has been fully tested the software technician will complete the credit card upgrade, if included on the contract. The newest TransAction+ files will be loaded on the system. If the upgrade is to encrypted

credit from non-encrypted, the technician will explain how the Transaction+ files are different and will have you make passwords for the now encrypted credit card data. At this point a credit card approval and settlement of a batch will be tested. Now the system will be completely ready for use by the staff.

The final step of the upgrade will be for the technician to review any new features of the software and to turn on any settings that were requested. The technician will also stay to answer any questions and monitor the system until they are confident that everything is running correctly. Once the technician leaves, do not worry about any concerns or questions that come up. An upgrade includes a 30-day software warranty that is intended to make the transition to new software and equipment as smooth as possible.

By Melissa Gibbs

## Meet Our Staff: Clifton Johnson



*If you have called the helpdesk in the past two years you have probably spoken to Clifton Johnson.*

**How long have you worked for Data Business Systems?** (Clifton Johnson)  
2 years

**What positions have you held at Data Business Systems?** (Clifton Johnson)  
Programmer Analyst

**What is your favorite thing about working at Data Business Systems?** (Clifton Johnson) Helping our customers get their questions answered and solving their issues.

**What is one thing you would like customers to know?** (Clifton Johnson)  
I care about their concerns and want to make sure that they get the best possible service.

**What was your most memorable vacation and why?** (Clifton Johnson)  
My best vacation was to Negril, Jamaica. Coming from the restaurant business I can appreciate great service and good hospitality. Jamaica provides both of these. If you want to be treated like a king or queen on a beautiful island with clear blue water, Jamaica is your place.

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

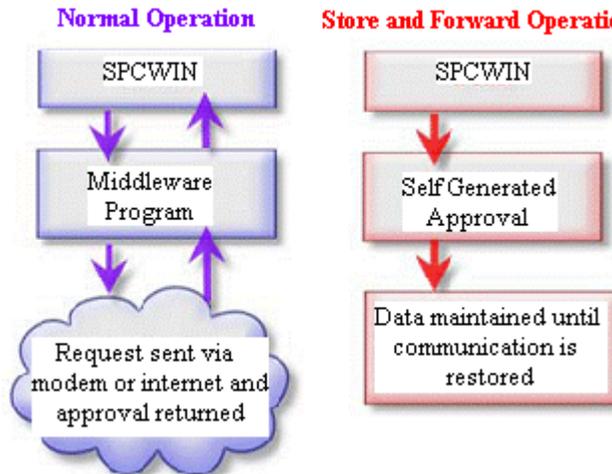
Make sure that your restaurant is taking full advantage of all POSitouch features by participating in a training class. Customers have recently participated in classes focusing on management functions, menu work, reports, labor scheduler and inventory.

**Visit [www.1dbs.com/table-and-quick-service.aspx](http://www.1dbs.com/table-and-quick-service.aspx) to View the Training Class Schedules**

## Software Byte: Using Store and Forward to Prevent Credit Card Outages

POSitouch versions 532 and above have the ability to process credit card transactions in the event that the restaurant internet, phone line or connection with the Backoffice PC is lost. This new feature works without any human intervention from the restaurant employees or our support team.

Once it is setup with the required parameters this feature will work seamlessly processing credit card transactions. Store and Forward will activate if you encounter any difficulties authorizing credit cards caused by the reasons previously mentioned. With the Store and Forward Feature Positouch will provide a temporary credit card authorization which will enable you to close the checks out and will continue to work until the issues that are



*Normal credit cards operations compared to Store and Forward (SAF)*

preventing authorizing credit cards is resolved and normal processing is resumed.

Positouch will immediately start sending the credit cards in Store and Forward to your credit card processor once normal processing

resumes. When all your credit cards in Store and Forward have been processed, Positouch will automatically come out of the Store and Forward mode and start processing credit cards as normal.

Please contact our office if you are interested and one of our expert support staff can provide you with all the details needed on this new feature.

**Please Note:** When POSitouch is in Store and Forward mode the system will generate the approval code without contacting the processor. This means that these cards could receive a decline when the system resumes normal processing due to insufficient funds. The declined cards will appear in the credit card batch, allowing the ability to potentially reprocess at a later time.

By Firmus Conte

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Virginia Beach, VA 23462  
(757) 490-1294  
Fax (757) 456-1115

**Solutions for retail and restaurant**

**You can now place a service call  
on the web at [www.1dbs.com](http://www.1dbs.com)**

From our beginning 33 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.

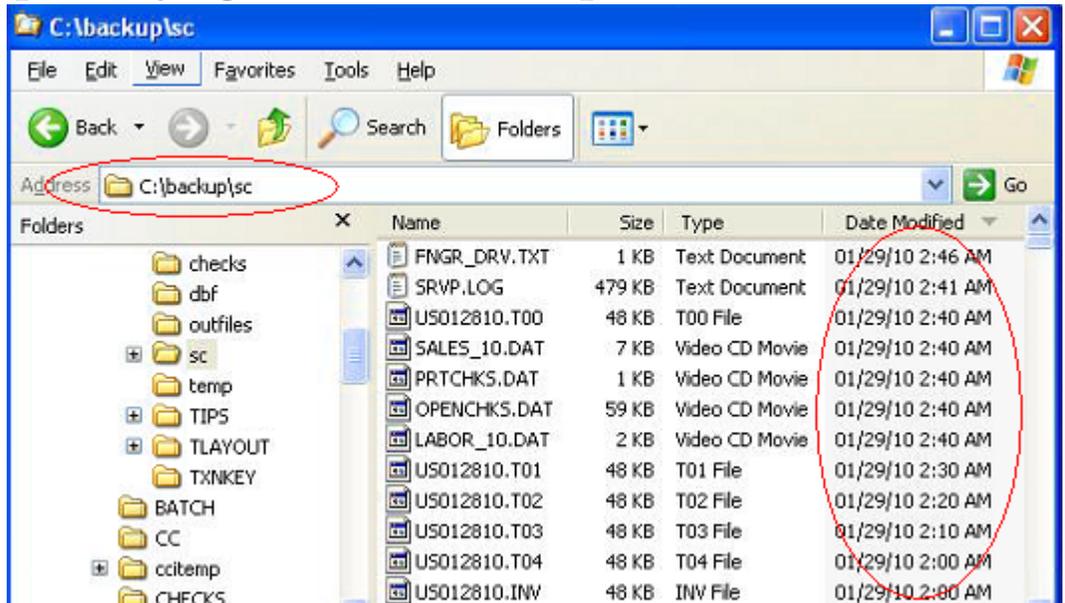
DBS is headquartered in Virginia Beach, VA, with additional offices in the metropolitan Washington, D.C. area and Raleigh, NC.

**A Big Tip: Verifying POSitouch Backup Processes**

Data Business Systems creates several safeguards to back up your POSitouch data. We use Windows Scheduled Tasks to run two tasks; called *Back-clr.bat* and *Posiback.bat*, which clears and copies over your data from your POSdriver to your Backoffice PC. The POSitouch system, itself, backs up your data into what are called "Back files". It does this daily and retains the last 34 days worth of Back files.

To ensure your POSitouch system is successfully completing its nightly backup procedures, please do the following simple steps:

1. Using Explorer, navigate to C:\BACKUP\SC on your Backoffice PC. Sort the files by date by clicking on the Modify tab and verify the newest ones all have today's date.
2. Using Explorer, navigate to C:\SC (if your Backoffice PC is the backup terminal) or M:\SC (if a terminal is the backup terminal). Sort the files by date and verify that you have current check files in this folder. The format



4. for the check files will be USmmdyy.inv. So, for example, January 13, 2010 will be US011310.inv
4. If your system has a removable hard drive on the Backoffice PC, navigate to it using Explorer and check the date of the backup.bkf file for today's date.
5. Verify the scheduled tasks are running without error by going to Start –

Programs – Accessories – System Tools and clicking on Scheduled Tasks. The "Last Run Time" should have today's date.

Note: you can use Explorer by either double-clicking your way to the directories or right click on My Computer and choose "Explore".

By Michael Wallace