

DATA BUSINESS
SYSTEMS
(800) 868-2323

POSi Talk

VOLUME 12

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DATA
BUSINESS
SYSTEMS
WELCOMES
ALL NEW
POSITOUCH
CUSTOMERS

Making the Difference!

The beginning months of a New Year are always invigorating and exciting. It is a time when most people have had the chance to set new goals for themselves and their businesses and the overall atmosphere is stimulating. We at DBS go through the same goal setting exercise and this year our office's theme is "making the difference". We continually invest in our employees through training and seminars and at our recent kickoff meeting we had a world renowned speaker/trainer work with us on improving our customer service. Investing in your staff and your business is one of the best ways to get a guaranteed return on investment. Are you utilizing your POSitouch system to the fullest potential to reach that goal? Are you and your staff fully trained on the system? In this issue we offer tips on small ways you can maximize your system to make the difference with your staff and customers. Please contact us with any questions you have and we sincerely appreciate being your vendor of choice.

Sincerely,
Tim Fogarty
Director of Hospitality Solutions

Hard Facts: Calibrating Terminals

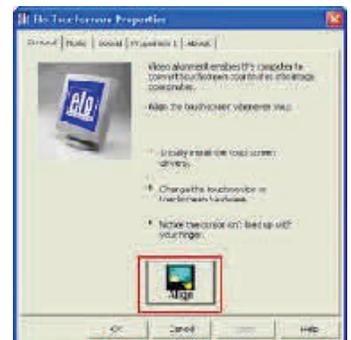
Calibrating is one of the easiest things you can do as a customer to make sure your terminals are working correctly. A terminal may appear to be frozen or not responding when in fact it is out of calibration. There are various terminal types, each with their own specific calibration procedure. The terminals that we at DBS sell use either 3M™ Microtouch™ or ELO™ touch technology. Please bear in mind that the information presented below are guidelines and may vary from what is required for your specific set-up.



The first step to calibrate your terminal is to get to the computers' desktop where your icons are located. Some POSitouch terminals allow you to press the "Clear" button on the login screen 6 times to close the program and access the desktop. If that does not work for you, you will need to use a keyboard. After attaching the keyboard to the terminal, hit the CapsLk button several times to see if the CapsLk light goes on and off. If it does, holding down the Alt key and pressing F4 should bring you to the desktop. If it does not then you will need to power off the terminal. Leave the terminal turned off for at least 30 seconds, then power it back on with the keyboard already attached. Once the terminal is completely back up, hold down the Alt key and press F4 to close the program and view the desktop.

Once you are on the desktop you may see a Touchkit™, Microtouch™, or Elo™ icon. If so, double touch the icon to open the program then choose "Align" or "Calibrate". Follow the prompts to touch indicated locations on the screen to calibrate the terminal. Once done recalibrating the terminal, double touch on the POSiterm icon to relaunch the needed POSitouch program so you can test the calibration and begin ordering on that terminal again.

A second option is to access the calibration program via the Control Panel. Touch the "Start" button in the bottom left hand corner of the screen and choose "Control Panel". Once the Control Panel screen opens, choose the calibration program (Elo™, Microtouch™ or Touchkit™) and select "Align" or "Calibrate" from there. Follow the on screen prompts. Touch the POSiterm icon to bring the terminal back up.



If you find that you can't calibrate your terminals using the procedures above then please call us and we can work with you to do so.

By Jon Capparelli

Inside DBS: Maintenance Plans

Whether you are a new or existing customer with Data Business Systems, we can offer you the best support and service on your POSitouch, QSR Kitchen & Hostess, and Pay at the Table systems. The easiest way to budget is through the maintenance contract plans we offer. Read below for the different options available.

Software Support Time Block Contract

Prepay for your helpdesk support and receive both reduced hourly rates and billing increments with the annual POSitouch Software Membership. With active membership you are assured availability of the latest version of POSitouch software and files at no charge (upgrades completed upon request and dependent on the ability to be supported by the hardware and operating system in use). All helpdesk support, additional training sessions, or software upgrade labor can be billed from the prepaid Time Block. If you own several locations they can share a Time Block with active membership for each site. The funds do not expire and will roll over from month to month or even year to year if applicable. A notice is sent when the Time Block is getting low, giving you the option to replenish.

Depot Hardware Maintenance Contract*

Add hardware coverage to the software support you receive. A Depot Contract covers repairs to malfunctioning equipment through our shipping department. Send in your broken item and we will repair and ship it back no charge. If it is non-repairable we will ship you a comparable replacement at no charge. The Back Office pc, POSdriver pc, and network switch receive on site coverage under this plan due to their critical importance with complete system functionality.

On Site Hardware Maintenance Contract*

If you don't want the hassle of boxing and shipping then get onboard with an On Site Contract for all hardware. We will send one of our certified field technicians to your restaurant for the needed repair. If an item cannot be fixed on the initial visit a loaner unit will be put in place at no charge until we can return to complete the service. This contract also includes one free on site preventative cleaning and test of the system per year. Call our dispatch center to schedule your appointment.

A maintenance plan allows for peace of mind along with convenience. If you are interested in receiving a contract proposal please contact your salesperson or Maintenance Coordinator Lindsay Mosebach at 1-800-868-2323 x3570. It is never too late to get the coverage your business needs!

*Request a copy of the complete terms and conditions for this coverage.

By Lindsay Mosebach

A Big Tip: Comparing Credit Card Totals

One end of the day procedure that we at DBS recommend is to compare your credit card totals from the POSitouch entire house cashout report to the totals in the Transaction+ credit card batch prior to settling. Ensuring that the totals match means that you can be assured that clients were charged correctly and that you are getting all of the money owed to you.

If the amounts do not match, you will want to start by reviewing the totals by card type to determine which one has a discrepancy (Visa, MC, etc.). Is the POSitouch report showing a higher number than the credit card batch? The most common reason this may occur is if there was a tip left on a credit card that is not showing in the batch. This can be caused by an interruption between the POSdriver and the Back Office pc at the time the check is being closed, such as a network issue or an immediate system change.

Date	Time	Server	Check	Card	Card Number	ID	Approval	Amount	Tip	Cash	Total
02/08 14:27	0007	5	Visa	6896	0814 7E31E1	01	11.01	24.66	0.00	24.66	24.66
02/08 14:26	0007	5	Visa	6896	0814 7E31E1	01	79.36	79.36			79.36

To resolve this issue, look at the credit card batch. Scan the Tip column to see if there are any that are blank. Once you have located the blank tip area, check the status column on the left for any markings. A V indicates a voided transaction in which case the blank tip field is ok. If the item you locate is not voided, look at the Check column and notate the check number.

Card Type	Sales	Refunds	Adjustments	Void Sales	Void Refunds	Net
Visa	165.02	0.00	0.00	0.00	0.00	165.02

CLIFFS SPT
REPORT DATE: 02/08/2012
REPORT TIME: 14:55:54

SALES JOURNAL REPORT FOR 02/07/2012
PAYMENT TOTALS For Entire house

TYPE	NO	TALLY
CASH	0	-31.83
-PAIDOUTS		
EXPECTED DEPOSIT		-31.83
PAIDOUTS		31.83
VISA	3	185.66
TIPS TO SERVERS		-31.83

The next step is to look in Reproduce Checks. Use the Find Check option to locate the check number notated from the credit card batch. Review the payment information on the closed check and jot down the tip amount.

Finally, edit the batch in Transaction+ to enter in the correct tip information. Highlight the line needed then choose Tip. It will then ask you "has the check been closed in POSi? Yes or No?" Generally you would select yes. Then you will enter the amount of the missing tip. Review the totals again and verify that they now match.

Catching these items before the batch is settled makes it easier to research and process the transaction. Please contact our helpdesk for assistance if needed, we are happy to help.

By Cliff Johnson

How long have you been at DBS?

[Jason Hoffman] 5 Years. I started in February 2007.

What is your position with DBS?

[Jason Hoffman] I am a Sales Representative covering Virginia.

What is your favorite thing about working at DBS? [Jason Hoffman] By far the team, it is a family atmosphere.

What is your favorite thing to do to beat the winter time blues? [Jason Hoffman] Beating my daughter at her own game on the Xbox, Dance Dance Revolution. I have to stretch out first.



What is your favorite dish to prepare?

[Jason Hoffman] Nothing is better than a perfectly seared thick cut ribeye steak during fall weather. Especially when there are friends over to watch a football game, I love anything sizzling on a hot grill.

What is 1 thing you would like customers to know?

[Jason Hoffman] I enjoy tasting and collecting wine. Since my first wine class at PSU in 1988, I have enjoyed visiting wineries including in France and Italy.

Give Jason a call to discuss your Point of Sale needs!

Headline News: Windows 98 Operating System

We at Data Business Systems want to make you aware that Windows 98 is being discontinued from our list of supported operating systems. We understand the costs of doing business and partner with you to make sure that your investment is protected for a long period of time. We also strive to make sure you remain current with features and functionality as well as security. With added regulations and newer compliance mandates, the Windows 98 operating system no longer meets the minimum requirements for these criteria. We will be contacting you regarding the cost of this upgrade if applicable.

Should you have any immediate questions, please contact us directly.

Moving Forward: Upgrading Your System.

Time doesn't stand still – and neither should your Point-of-Sale system. POSitouch has several new features which could make the lives of your server and management staff easier. With the proper hardware, you can even change the “look” of your system!

With the advent of version 5.35, POSitouch can be set up with a different style of bitmaps (buttons, screens, etc.) The two styles are called Classic (what you probably have right now) and Modern (the snazzy one in these pictures).

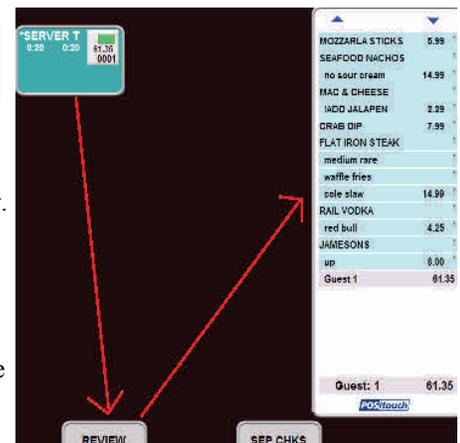
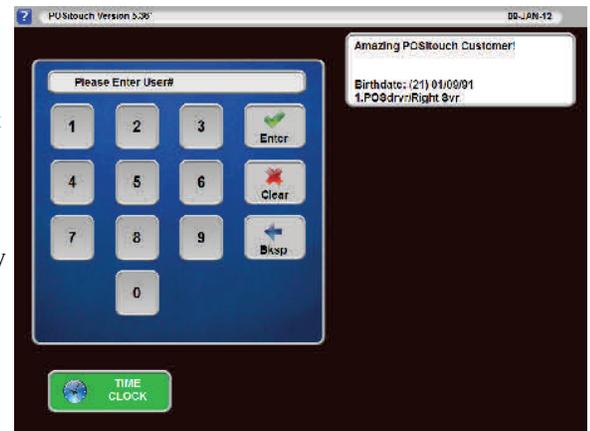
Servers have long requested a way to be able to delete or repeat more than one item on a check at a time. Issue solved! By updating your POSitouch to version 5.36 or higher, ordering another round for thirsty customers just got so much easier.

We all know that as a manager your time is precious, and anything to speed up adjusting a server's incorrect check is a life-saver. With the newer versions of POSitouch; instead of a manager needing to scroll through screen after screen of all servers' checks, they can narrow it down to one particular server. Simply access “Delete Item(s) from Check” from the Manager screen and press Select Server.

Servers now have the ability to review a check from their Reopen Check screen without actually opening it. This is a nice time-saver for when the server cannot remember which items are on which check.

They also now have the ability to split checks from this same screen – what a time saver!

These are just a few of the many updates available in the latest POSitouch version. Contact your sales representative to find out how you can get all of these new features!





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Solutions for retail and restaurant

Innovative Solutions and a Customer-First Commitment

From our beginning 35 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.

Please note, charges may apply for calls to our support center.

Software Byte: Employee Raises

Each year brings the opportunity to provide your employees with annual or merit based raises. Editing an employee's rate is one of the simplest and best features of POSi. The change can be set to take effect immediately, retroactively or in the next payroll week. You can also setup the exact day that the change should be implemented, all of which allows the managers to be better prepared to manage payroll.

The Time and Attendance module holds all employee information pertaining to their job code and rate of pay. Opening Time and Attendance and choosing the Employees tab gives you access to the Job/Rate option. In this section you will find all of the employee job codes currently assigned to that person as well as the rates associated with these jobs.



To change a rate of pay you first click on the Job Code you wish to adjust and then the Edit option at the bottom of the screen. The Edit Rate screen that opens has 2 sections that allow for manipulation of rates. If you change the hourly rate that is in the Rate field then all hours associated with this employee (both past hours and moving forward) will show on reports at that hourly rate. This means that if you run a labor report for prior to when the raise was given it will show on the reports for this person as the higher wage.

To have the new hourly amount take effect on a particular day and track when the change occurs in reports, you will use the Rate Update section.

Change the New Rate as needed then use the drop down menus to choose which week and which day the change is to be implemented. You will notice that the system will not allow you to input a particular date but will display what date the change will take effect after you have entered the weekly and day update. Please note that if you would like to change the rate of pay for a period prior to last week, you can do so by selecting the Prev. Week button on the Job/Rate section and then choosing the desired week.

As always we at Data Business Systems are dedicated to providing the most up to date information and tools to our clients. Should any questions or comments arise, please do not hesitate to contact the helpdesk for further assistance.

By Adoum Namde