

**DATA BUSINESS
SYSTEMS**
(800) 868-2323

POSi Talk

VOLUME 13

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**DATA
BUSINESS
SYSTEMS
WELCOMES
ALL NEW
POSITOUCH
CUSTOMERS**

We have all done it...

Data Business Systems is celebrating its 35th year of business. Throughout the years we have had the pleasure of working with many different types of restaurants and a variety of talented individuals from all walks of the hospitality industry. One of the most rewarding aspects of these relationships has been witnessing the great accomplishments of both the restaurants that use POSitouch and the people who choose Data Business Systems as their point of sale provider. Our team applauds you for all your successes.

We have received many calls and fixed many issues where the customer's comment was "Oops I did it again" or "How in the world did I do that?". In this newsletter you will find articles that cover some of the most common and repeated mistakes. See the suggestions in the "Inside DBS" article on how to order needed supplies for your POSitouch system quickly and easily. Make sure not to miss the trouble shooting steps on page 2 for information about how an incorrect date or time on your computer can cause issues with the system. Check out the last page to learn what to look for when cashout issues arise. Lastly, if your business is in Virginia, Maryland or Washington DC, be sure to review the information about the taxes on page 3 and use the links to help determine if you are compliant.

Here at Data Business Systems we look forward to hearing about your continued successes and thank you again for choosing us as your point of sale provider.

Sincerely,
Joel Smith
Director of Support Services

Hard Facts: Yikes... My Antivirus is expired!

You've been working 50-60 hours a week running your business. You keep seeing a message on your computer warning you that your antivirus software has expired or is about to expire. It is easy to keep going about your routine and close the warnings. Your PC is running fine doing everything you need it to do. You think to yourself, this can wait. I will take care of this later when I have some down time. Maybe I will get to this next week. What could happen, right??

Wrong! I too have been a victim of this logic. My daughter's antivirus had expired and she did the right thing and told me about it. Between work, soccer practice, and all that goes into raising two children it fell through the cracks. Two weeks later she was unable to use her pc at all. I knew when she handed it to me that her pc had become infected. Sure enough she had a few viruses and malware on her PC. I spent the next two evenings cleaning up the viruses and repairing Windows. In the end, I had to completely reload Windows. What would have taken me a few minutes to renew ended up taking me 3 nights to recover from.

I see this happening to customers all the time. These types of calls are the most expensive and easily avoidable calls that I run. Your office PC is critical to your business. Many customers use the office pc not only for credit cards and POSitouch functions, but also for email, ordering, internet browsing and menu publishing. Repairing this pc can cause a major disruption to your business. To effectively remove viruses and malware after the infection is a lengthy process that requires the entire system being down while it is completed. Depending on what type of infection you have, Windows may need to be repaired after the infection has been removed. Many experts agree that once infected, the only way to truly recover is to reload Windows and start clean but this approach has pitfalls as well. Has the data on your old hard drive been compromised? Can we move the data from your old drive without bringing the same issues to the new drive? All of these questions add time and expense to getting your computer fixed.

New systems that we build have Norton Internet Security installed. This gives you a one year subscription to one of the best antivirus software's on the market today. When it expires please take the time to renew your subscription; contact our helpdesk for assistance if needed.

By Jay Skaggs

Moving Forward: Uh Oh... am I PCI compliant?

Is your credit card information secure and does it meet the current PCI compliancy standards? I am certain that all of you have been notified either by your credit card provider or directly from us on the importance of credit card security. We all know that technology is changing at lightning speed and this is one area that is changing even faster! Each day, credit card companies are enforcing stricter requirements on credit card data that in turn requires changes to how you handle this sensitive information.

At DBS we are always staying updated on the needed changes so that the latest versions of POSitouch and Transaction Plus software meet the standards set by the credit card companies and are fully compliant. Although our role stops at providing PCI compliant software, the regulations require additional steps by you, the restaurant owner. We highly recommend that you visit the security standards site and stay regularly informed. You can find this information at https://www.pcisecuritystandards.org/security_standards/index.php. If you are uncertain if you are on the proper version of POSitouch or Transaction Plus software, please call us so we can investigate this area for you.



One thing that is certain is that DBS will continue to evolve with whatever changes are implemented that affect the hospitality industry. We will continue to educate you via this newsletter and by other means to help ensure that you, our partner, stay informed on this ever changing area. Be on the lookout for End to End encryption, Chip and Pin and whatever else may be forthcoming.

By Tim Fogarty

A Big Tip: Oops... I changed the time on my PC.

Most POSitouch systems have two key computers that keep everything up and running smoothly. The POSdriver computer runs the program "SPCWIN.EXE" that controls your entire system and the Backoffice computer typically runs the credit card program "Transaction Plus". These two computers must always be on the current date. If the date is incorrect on the POSdriver or the Backoffice computers your system might encounter the following problems:

- Missing checks for the current date
- Missing or incorrect sales and tips for the current date
- Missing or incorrect employee time (labor hours) for the current date
- Credit card issues – including declined or failed authorizations

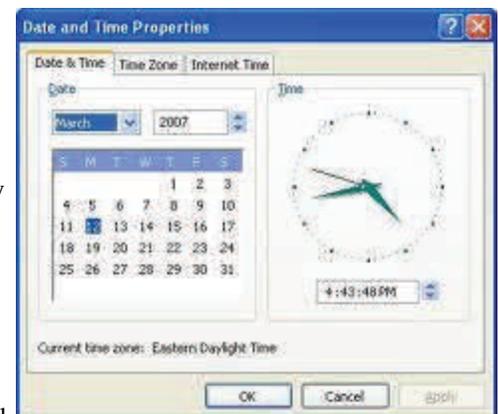
Your POSitouch system runs processes on a daily basis which are scheduled based on your restaurant operating hours. These functions clear and move old files and get ready for the next calendar business day. If the date changes after this nightly process, the system will record all transactions with the date on the POSdriver computer. An incorrect date on the POSdriver computer will record all transactions done at the front of the house on the incorrect date and all your back office reports will be incorrect for the current calendar business day.

An example would be that the current calendar date is May 7th, 2012 but your POSdriver computer's date is set to April 30th, 2012. All sales rung into the system will be recorded for April 30th, 2012, any reports that you run for May 7th will show zero sales. If you correct the date on the POSdriver computer to the current calendar date of May 7th you will lose all previously entered and recorded transactions, including any open checks. There are a few reasons that a date change will occur with the POSitouch system.

- The POSdriver computer got turned off before the nightly process ran or completed.
- The date or time were accidentally changed by a user at the site on the POSdriver pc.
- If you are running an older operating system like Windows 98, daylight savings time will affect your system.
- If your computer's CMOS battery is losing power the system will constantly have the wrong time and possibly the wrong date until the CMOS battery is replaced. (A Hardware Technician will have to replace the CMOS battery.)
- The date or the time accidentally got changed on the BackOffice PC and an "Immediate System Change" was done after the change was made.

Changing the date on your system yourself will make it difficult or impossible for our support team to recover any missing files including sales, checks, tips, labor and credit card files. Data Business Systems recommends that you contact our help desk immediately if you notice your system is on the incorrect date so we can help you get all sales, punches, etc. information on the correct business day while minimizing the possibility of data loss.

By Firmus Conte



Meet Our Staff: Jorge Liwanag

How long have you been at DBS?

[Jorge Liwanag] I have been with Data Business Systems for 6 years.

What is your position with DBS?

[Jorge Liwanag] I am in Hardware Technical Support.

What is one thing you would like customers to know?

[Jorge Liwanag] We are here to help you with your point of sale issues.



What is your favorite thing about working at DBS?

[Jorge Liwanag] It's like a family.

What is your favorite dish to prepare?

[Jorge Liwanag] Pancit - a Filipino dish made with noodles.

What is your favorite summer past time?

[Jorge Liwanag] I really like camping, hiking and mountain biking.

With 6 years of experience Jorge can fix it!

Headline News: Taxes, Taxes, Taxes

The past few years have brought several changes to what taxes you are required to collect. If your restaurant is located in Washington DC or Montgomery County Maryland, you are required to collect a "bag" tax for any bags provided to customers. Maryland started requiring that alcohol be taxed at 9% last summer. Both Maryland and Washington DC require tax be collected on gratuities added to checks and Maryland recently changed their requirements pertaining to this. The websites listed below provide guidance and updates and we also recommend consulting your tax adviser about possible tax changes that may affect you and your establishment.

Maryland: <http://www.comp.state.md.us/>

Washington DC: <http://cfo.dc.gov/cfo/cwp/view,a,1324,q,612629.asp>

Virginia: <http://www.tax.virginia.gov/site.cfm?alias=BusinessHome>

Inside DBS: I can't believe we are out of...

From mag cards to printer ribbons, having supplies on hand for your POSitouch system when you need them makes the shift run more smoothly. Ordering supplies from DBS is an easy and convenient way to make this happen. All supplies are shipped by UPS unless otherwise requested; shipping UPS ground will get the supplies to most customers within 1-2 days.

List of supplies and pricing

<u>Paper</u>	<u>Part #</u>	<u>Cost</u>
Thermal	8007	\$90.00 per case/50 rolls
Single Ply	7055	\$45.00 per case/50 rolls
Double Ply	7379	\$75.00 per case/50 rolls
<u>Ribbons</u>		
Black	40-175-21	\$6.00 ea./\$36.00 a box of 6
Labels	10010047	\$25.00 roll/\$150.00 per case of 6 rolls
Mag Cards	900-01	\$2.50 ea. See additional information below.



Please note mag cards are programmed with different "series" ranges. The series number is the 5 digit number printed on the front of your mag card (###-###). If you are using the series 900-01, you can order as many or as few mag cards as you would like. If you are using a series other than 900-01 the cards are sold in packs of 30. If you would like to use the 900-01 series range and currently are not, our helpdesk can assist in making this change once you receive your new cards.

Remember to give yourself plenty of time to order and receive what you need, so you won't run out. To order, call Patricia at 757-490-1294 ext 4 or 1-800-868-2323 ext 4.

**Listed prices are as of 5/15/12 and are subject to change without notification.

By Patricia Liverman



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Solutions for retail and restaurant

Innovative Solutions and a Customer-First Commitment

Since 1977, 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: Darn it... my cashout totals don't match

After a long shift nothing seems worse than looking at the entire house cashout report and realizing that something isn't correct. Taking a moment and looking at the information one step at a time will usually decrease the amount of time spent determining what occurred. One reason why the cashout report might be incorrect is if it was run at a point when the employee had no open checks but then additional sales were rung in under his or her user number. Run each employee's cashout again and verify that the totals match the initial reports. If managers are able to take payment, run cashouts for each to ensure that checks were not closed under the manager rather than the server, bartender, or cashier. Whoever takes payment for the check is responsible for turning in the money associated with that check.

Another item to check is to review the CLOSED CHECK section of the Cashout Report to review the credit card information. Make sure that your credit card total matches the signed copy of the credit card slip for each transaction. It's not uncommon for a server to close out a check by mistake to the wrong tip amount or form of payment. Next, verify that the number of VISA, MasterCard, AMEX and Discover transactions match what shows in the "CASHOUT REPORT TOTALS" section. For example, if the report shows five VISA then check to make sure that the server has 5 VISA credit card signed copies. Look at the cash taken in minus the payouts (or tips for servers). The number under "tally" will determine whether the server owes you or if you owe the server. In the case that you owe the server this number will show in negative and means that the server took in less cash than they received in credit card tips.



I would recommend getting into the habit of running an entire house cashout report at the end of each day if you are not already. You can access this by swiping your manager card and selecting "CASHOUT REPORTS". On the upper right hand side of your screen you will see the option for "ENTIRE HOUSE". Once you select Entire House you have the option for "entire day" or "of this shift". If you choose to run it by entire day this will generate your totals for all day; running it by shift will generate the data by shift. Your "Entire House Report of entire day" should match the totals of each of your employee's cashout reports.

We understand that long hours and a busy shift can leave room for error. Take the time to look and make sure everyone is being checked out correctly to prevent unneeded stress at the end of your day. If you have questions or need help at any time please don't hesitate to contact the helpdesk for assistance.

By Josh Mechaly