

DATA BUSINESS  
SYSTEMS  
(800) 868-2323

# POSi Talk

VOLUME 19

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FALL 2013  
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DATA  
BUSINESS  
SYSTEMS  
WELCOMES  
ALL NEW  
POSITOUCH  
CUSTOMERS

## Credit Card Security

Security is extremely important in every aspect of a business. In this issue of our newsletter we focus on the importance of maintaining your system in the world of PCI compliancy. You most likely have received notifications from your credit card processor or bank on the importance of sustaining the necessary levels of security to meet PCI guidelines. If you have not yet been asked to do a self-assessment of the security measures you have in place at your business, get ready, we're certain you will be.

The articles in this edition will help you navigate this often confusing subject. Whether it is the location of the version of your software, how we are able to securely support your system remotely, or ways in which you can stay ahead by installing point to point encryption (P2PE), you will find these topics and a whole lot more in this issue.

Another important change on the horizon is Microsoft's discontinuation of support for Windows XP in April 2014. We discuss in this issue why that would matter to you and what you should be planning on.

Our team at DBS is always here to help you. If you have any questions, please do not hesitate to call us.

Tim Fogarty  
Director of Hospitality Solutions

## Hard Facts: Ingenico iPP350 Pin Pad Integration

Ingenico pin pads can now be integrated with your DBS TransAction+ credit card software and your POSitouch software to better protect credit card account information. Credit Cards, Gift Cards and POSitouch Manager Cards are all entered using the Ingenico pin pad. Credit Cards are immediately encrypted by the Ingenico pin pad using the encryption key provided by your credit card payment processor thus isolating your system from the credit card account number. The POSitouch experience is the same with the exception of all cards are entered using the Ingenico pin pad rather than your current magnetic strip reader. Cards with magnetic strips that cannot be read can be keyed in using the Ingenico device's keypad; these too are encrypted so your system will never handle an unencrypted card number.

TransAction+ sends the encrypted account information to your credit card payment processor where it is decrypted and forwarded to the bank. Your credit card payment processor will return a token to DBS TransAction+ software that is then used in place of the credit card account number for additional transactions, i.e. adjustments, tips and refunds.

With the Ingenico pin pad integrated into your system you can continue to process credit card payments as normal while greatly reducing the associated risk. You get increased peace of mind knowing that your customer's account number is not stored on the system, avoiding the potential of their information ever becoming compromised. The information is simply not there. The data is encrypted at the point of swipe, providing you point to point encryption! (P2PE)

By Rob Ewell



TransAction+ Software

Data Business System's Software Solutions Group

# Moving Forward: PCI Compliancy and the Expiration of Windows XP

As you may already be aware, Microsoft has a schedule of when their various operating systems will no longer be supported. As of April 8, 2014 Windows XP, one of the most widely used operations systems, will no longer be supported by Microsoft. What does this mean to you and why would that matter? In this newsletter as well as previous volumes, we strive to educate our partners regarding the requirements for and changes to the PCI Standards; one of these requirements dictates maintaining a supported version of the Microsoft operating system.

Once an operating system is no longer supported by Microsoft, security updates are no longer released for that product and the PCI Standards Council deems it to no longer be compliant. Not maintaining the proper level of compliancy can prove to be extremely costly to you. So what should you do and what is the best way to move forward? The main computers that would need to be upgraded from XP would be the POSDriver pc and your BackOffice pc. The individual terminals have been deemed by some auditing firms to be ok as long as compensating controls are enacted; contact your auditor to determine their requirements.

As always, the PCI Standards are subject to change. We are here to help navigate this often confusing world with you and would be happy to survey your location to determine your needs and provide you with a complete overview of options. Contact your sales person for more information.

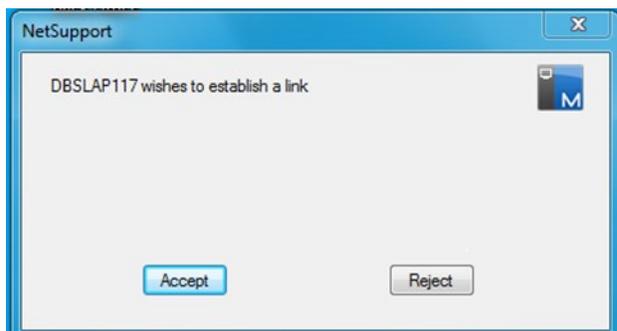
By Tim Fogarty



## Inside DBS: DBSConnect

From time to time, it may be necessary for DBS to remotely connect to your BackOffice PC, whether to perform system maintenance or to answer your questions about menu editing, reporting or other POSitouch functions. We have a new tool available now called DBSConnect. This utility uses dual-factor authentication for remote control as well as strong passwords that expire every 90 days. This means that a remote session will have to be initiated by the technician needing to connect to your site and then acknowledged by you before remote access is granted. All passwords used by DBS are classified as “Strong” which means that they meet minimum length and complexity requirements including that it cannot contain any part of the user id within the password.

When remote access is needed, the DBS technician initiates an access request. A unique six digit pin is generated and emailed to the technician and entered into the tool before a request is sent to you at the site. Each pin code is only valid for 5 minutes and can only be used for one remote connection. After the pin is entered, all that is required on your end is to either “Accept” or “Reject” the connection.



This is what will display on your PC.  
Click “Accept” to allow remote access.  
Click “Reject” to deny access.

The technicians will work with you to determine if your system is currently configured to use DBSConnect or DBSHelp. Charges apply for this enhanced level of security.

By Karen Cantor

# Meet Our Staff: Tony Barriero



Tony

**How long have you worked for DBS?** [Tony Barriero] 6 awesome years!

**What is your position & what positions have you held with DBS?**  
[Tony Barriero] I assist in inventory control and shipping as well as running hardware service calls when needed.

**What is your favorite thing about working at DBS?**  
[Tony Barriero] My co-workers and the experience gained.

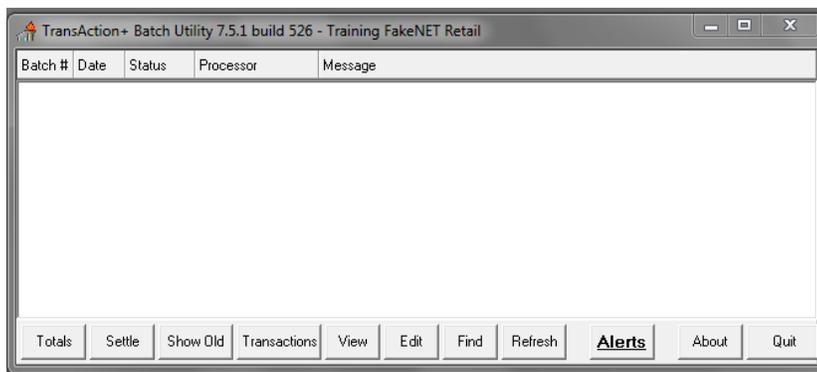
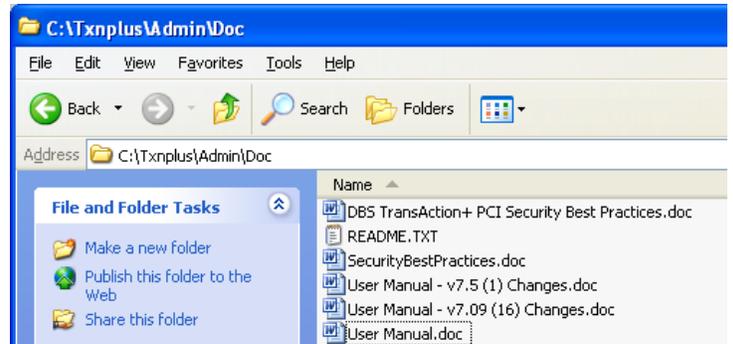
**What is one thing you would like customers to know?**  
[Tony Barriero] You have my undivided attention.

**What is your favorite Thanksgiving dish?** [Tony Barriero] All of them! But if I must choose one it would be Mac n Cheese with extra cheese.

## A Big Tip: Where to Find Version Information

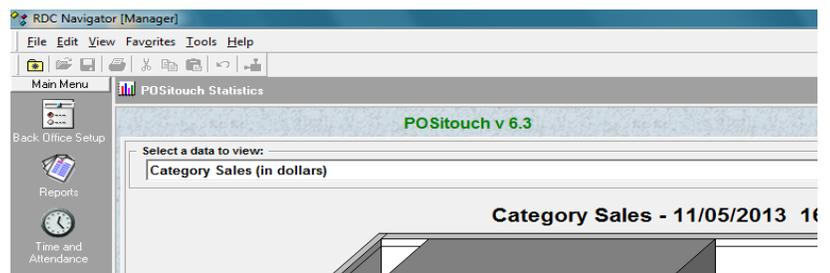
Has anyone asked you what your POSitouch version is? How about what credit card software you use and what version it is? Have you ever wondered what the “V” or “K” in your credit card batch stands for? Whether you are gathering data for an audit or trying to expand your knowledge, it can be helpful to know where this data can be found. This section will explain where to go to find your credit card documents, credit card software version and POSitouch version.

Documentation for your TransAction+ software is local to the PC that runs your TransAction+ software and in most cases this will be the Backoffice PC. To access the documents, choose “My Computer” then select the local disk C:\. Locate the folder named TXNPLUS, choose the Admin folder within it, then choose the Doc subdirectory. Here you will find several documents including the User Manual. This document will help you understand the functions of your credit card batch utility. It gives instructions on adding or voiding a transaction from the batch, details on how to modify tips and the section “Viewing Transactions in a Batch” will explain what any letters showing in your batches mean.



To determine what version of the TransAction+ software you have, access your credit card batch utility. The version will show at the top of the screen as illustrated to the left. In our example the TransAction+ version is 7.5.

To determine what version of the POSitouch software you have, open the POSitouch BackOffice icon. At the top of the screen you will see your POSitouch software version. In the example to the right the version is 6.3.



As always, please contact our helpdesk if any assistance is needed.

By Cliff Johnson



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**Solutions for retail and restaurant**

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

**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.

Are you up on the latest PCI standards? It is imperative that you maintain your system security and we highly recommend that you visit: <https://www.pcisecuritystandards.org/> to stay current on these ever changing regulations.

## Software Byte: TransAction+ Store and Forward

Store and Forward (SAF) has changed quite a bit since it was introduced several years ago. Generally speaking, the idea of SAF remains the same; notably, that you have elected to have credit card data “stored” while issues connecting to the processor are occurring. This entails some risks, with the expectation that these cards will be approved by the processor but with no guarantee that they will be. If the stored card doesn’t have the balance to pay for a transaction, it will come back declined, but only AFTER the connectivity problems have been resolved – generally quite a while after the customer has left.

In POSitouch version 5.3x, SAF could be set up through POSitouch. Starting with POSitouch 6.3x versions, control of SAF has moved to TransAction+ with version 7.5 or higher being required. SAF provided through TransAction+ can be setup to permit certain card types but not others based on what you prefer. It can also be “fine-tuned” to set limits not only on individual transactions, which were available in the POSitouch-provided version of SAF, but also to set a limit on the total batch dollar value. For example, the merchant can set a limit on an individual transaction of \$200.00 and a limit on the batch at \$5,000.00. Both limits are determined by you and your average check amount and daily batch amounts should be taken into account when determining what best suits your restaurant as well as the amount of risk you are comfortable with due to possible declined cards.

The system flows seamlessly in and out of SAF, meaning no service disruption and less stress for your front of house staff, managers, and most importantly your dining guests. Contact our helpdesk to find out more and see if Store and Forward is for you!

By Michael Wallace

