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

POSi Talk

VOLUME 6

Let's Organize!

Just like your home, your POSitouch point of sale system requires some regular attention to keep it in good shape and running at peak performance. Whether it is a menu item that you no longer sell showing at the touch screens or the buildup of dust and debris in a mag card reader, maintaining your system will result in greater efficiency and can extend the life of your equipment. Preventative maintenance for both your hardware and software can be cost effective and stress reducing. This newsletter is packed full of ideas and suggestions that will help keep your system running at its best; many of which will only take a moment of your time. Take a look!

Sincerely,
Nancy Fritz
Helpdesk Manager

Hard Facts: Cleaning Your Equipment

Computer maintenance involves not only keeping a computer clean of malware, viruses, Trojans, spyware, and adware, but also keeping the physical machine clean. Maintaining your computer in this way is potentially one of the most important cleanup jobs you're ever likely to do.

The reason why – heat and dust. Heat is a component killer, and it's the chief cause of failure in computers. Dust can clog the vents behind your computer, causing your CPU to heat up. Regular cleaning can save you costly maintenance fees down the road. Keeping the area immediately around the PC clean and the room temperature at normal or colder can be a factor. Be sure to position the PC with the vents and fan open for air circulation. I personally recommend using a small vacuum or paint brush to clear outside dusty vents.

Call our office to schedule a hardware technician to do Preventive Maintenance on your PC. Due to the nature of the hospitality and retail business, I don't recommend you open your computer case. Blowing air without opening it will just move the dust further inside to the motherboard and can cause more issues than it solves. A mistake might cause your PC not to boot up at all and you could be left with a lunch, dinner time or peak hours of sales without your computer.

Keyboard-Turn the keyboard upside down and gently shake it. Most of the crumbs and dust will fall out. Take a can of compressed air and blow into and around the keys. Next, take a cotton swab and dip it in rubbing alcohol. It should be damp, but not wet. Run the cotton swab on top of and around the outside of the keys.

Monitor-Moisten a paper towel or a soft, lint-free cloth with water. (You can also buy monitor cleaning products at computer-supply stores.) Don't spray liquid directly onto the screen—spray the cloth instead to avoid liquid seeping into the PC. Wipe the screen gently to remove dust and fingerprints.

Mouse-Like the keyboard, the mouse gets substantial physical contact and requires cleaning too, wipe it down just as you wipe down the keyboard.

By Jorge Liwanag



Here are some quick cleaning items that can make a big difference:

Moving Forward: 7 Compelling Reasons Why You Need Pay at the Table!

Securing credit card data is one of the most important issues facing restaurants today. It's important to you and to your guest. What better way to give you both a sense of security and peace of mind than to offer the **Pay at the Table** solution. There are 7 compelling reasons why you should have it in your restaurant today. Really, you cannot afford not to!

1. The Customer's Credit Card Never Leaves the Table.

The restaurant industry is the only one that takes the guest's credit card, swipes for authorization at an undisclosed location and returns later with their card in hand. Talk about trust!

2. Servers Will Save Two Trips to the Touch screen.

Wait staff will NOT need to go to the terminal to swipe for authorization and then return a second time to finalize the check. Your staff could handle more tables and turn them faster!

3. Split Tenders Not a Problem.

Party of 3 and they all want to pay separately? It's as easy as swiping 1-2-3. Splitting the payments for your guest has never been easier!

4. Would You Like to Purchase a Gift Card for a Friend?

Pay at the Table also handles gift card purchases, account inquiries and redemption. What a great way to increase your store sales and improve customer service to your guest!



Customer credit card data has never been more secure as it is with Pay at the Table. The credit card never leaves the table.

5. Less Errors. Less Adjustments.

The check amount, the tip and total are more accurate with less chance of server errors. The credit card is always with the right owner with the correct check amount charged. What will you do with all the free time you used to spend adjusting checks?

6. 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.

7. One Investment, Big Returns!

Because of all the reasons above, Pay at the Table will give you a big return on investment. Not to mention, just by offering Pay at the Table it will increase repeat business. You are giving the guest a peace of mind that other restaurants are not and eliminating the possibility of internal credit card theft! You cannot afford not to add Pay at the Table.

Do not wait to be on the cutting edge with a technology that everyone benefits from!

For more details and pricing call
Michelle MacKeith at
703-584-9700.

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.

Call your local office for more information and scheduling.

DC area customers call (703) 573-2292 x3309

Virginia Beach customers call (800) 868-2323

Software Byte: Database Organization!

Keeping the information in your system organized, be it menu items or employees, is one way to avoid possible issues and keep your system running at its best. When it comes to Time and Attendance, there are a few key things you can do. First, change employees from active to inactive when they are no longer employed with your business. Next, review each employee, or at least the active ones, to verify their data is correct and add any additional information you would like. Using the Labor Scheduler program allows you to stay on top of employee hours and helps eliminate overtime; now might be a great time to start utilizing it.

When constructing or editing a menu database, it pays to be organized. A little extra time when constructing the

menu items or designing a screen can facilitate a server's job, giving them more time to sell and attend to your guests.

The Menu Item Listing can be a useful tool; it allows you to see all the items in your database that have an inventory number.



You can run it 1 of 3 ways: alphabetically, numerically, or by category. Take a look at it, you might be surprised by how many items have an incorrect major or minor category or are entered into the database multiple times.

Please note that while deleting employees and menu items may seem like the quickest and easiest way to keep it clean, doing so can cause unintended issues in your system. Once a menu item is deleted, the system can no longer determine what the sales were (food, beer, wine, etc) and will show as unassigned. Similarly, if you delete an employee, you will not be able to pull their historical information. Take a quick pause before deleting to ensure that is what is really needed.

By Clifton Johnson



Mike has been with the company almost 25 years!

What positions have you held at Data Business Systems? [Mike Wimberley] Field Service Tech, Product Development, Trainer, Regional Service Supervisor (VAB).

What is your favorite thing about working at Data Business Systems? [Mike Wimberley] New product development and identifying solutions for unusual situations. I enjoy working in sales and helping customers find the right product for their environment.

What is one thing you would like customers to know? [Mike Wimberley] That I always have their best interests at heart and that I truly believe that good customer service is the backbone to DBS.

How long have you worked for DBS? [Mike Wimberley] Almost 25 years.

What is your favorite dish to prepare? [Mike Wimberley] Grilled Salmon with fresh lemons, garlic, and Old Bay seasoning.

Inside DBS: Preventative Maintenance Explained

You may have wondered what happens when you place a preventive maintenance call for your POSitouch system. First the call comes into our office where one of our dispatchers will take your information. Our hardware team will review your system setup and contact you to schedule the day and time for completion. This work will need to be done before the site opens for business due to the fact that we will be powering down the main PC's in order to clean and inspect them.



While the technician is on site, he will remove the dust build up and inspect all cooling fans for proper operation. He will check the CD Rom drive and the Removable hard drive (if applicable) for proper operation and will verify that the nightly backup is working correctly. The network cables on the Backoffice pc and the Posdriver will be checked for fraying and wear and tear to avoid possible network connection loss. If you are interested in having this service performed please call our office.

By Randy Burn



Data Business Systems

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Fairfax, VA 22031

(703) 573-2292

Fax (703) 573-4769

156 Business Park Dr

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.1 dbs.com)

A Big Tip: Antivirus Protection

Keeping antivirus protection loaded and up to date on your Backoffice PC can never be over-rated, that is why we are stressing it here for the second newsletter in a row! Norton Internet Security is the recommended product for use with POSitouch systems. Any other virus protection software may not be compatible and may cause issues when trying to run both POSi and Non-POSi programs.

If your antivirus is currently expired, we highly recommend that you renew the subscription prior to opening. Once you

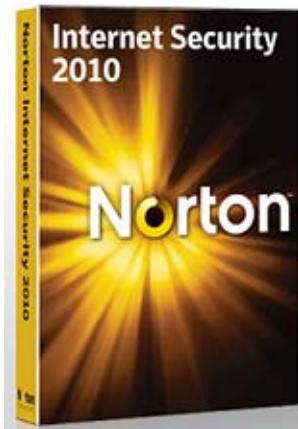
have installed the update, be sure to do an Immediate Systems Change and then test a credit card authorization from a terminal to ensure that credit cards are working without issue. You should also open the POSitouch Backoffice; access Time and Attendance, Menu Editor and other modules to ensure that all are working properly.

Please note that while we are exploring the steps needed to determine it's compatibility with our software components, at this time Norton 360 is not recommended and should not be purchased for use on your POSitouch system until further notice.



Look in the system tray in the lower right hand side of your Windows XP desktop to determine if you are currently protected. If you don't see the gold circle with the green checkmark or if it has a red X over it, your PC may be at risk!

By Nancy Fritz



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.

*Does your restaurant have a new logo
that you would like to see as a
screensaver or on your guest check?
Call the helpdesk at 800-868-2323 to
receive a quote for the creation of a
new screensaver or guest check logo.*

New Manuals

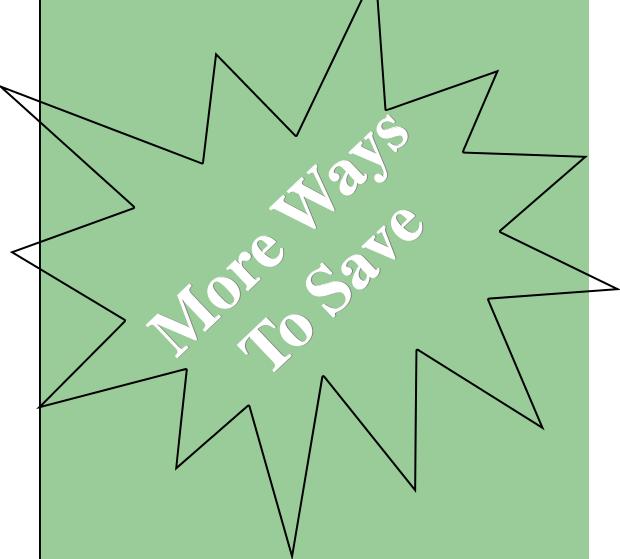
Do you have all the latest POSitouch Manuals? Here are the current versions:

*POSitouch Operations Manual Jan 09
Backoffice Reference Manual Revision 5
Sample Reports May 07
Labor Scheduler 3rd Ed.
Time & Attendance User Manual Ed. VI
Inventory Control Ed. V*

To order new copies please contact Mary Blanchard at 703-573-2292 or by email at mblanchard@1dbs.com. Each manual is 25 dollars plus tax and shipping.

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703-573-2292
Ext. 3309

Class Pricing:

- 1 Person \$125 per Class
- 2 People \$115 each per Class
- 3 People \$105 each per Class and 1 Free Manual
- 4 People \$95 each per Class and 1 Free Manual
- 5 People \$85 each per Class and 2 Free Manuals
- 6 People \$75 each per Class and 2 Free Manuals

Ask us how to Save \$50 or more!

**Visit our website to view
some of our past classes
www.1dbs.com**

Class Basics:

Register 1-6 people per class. You can stay after each class for a 30 - 60 min. review of new features. Knowledge of basic POSitouch functions is required. Payment required to hold reservation. Cancellations may be made up to 1 week in advance. No shows will be charged the class fee. (Manuals, which contain additional information, may be purchased for \$25 each.)



Data Business Systems