



# Posi's Plate

## Seasonal Tips and Information from Your Point of Sale Specialists

### Notes from the Chef

Did you know that Data Business Systems was awarded "Elite Dealer" from POSitouch this year? It's been a full and rewarding year for us! We are also honored and thankful that we get to brag about the incredible sites we call customers. We know that our success depends on giving you the product and service that you require to be the best. Part of that is providing needed information through newsletters like this. In this issue we are looking at Speed of Service.

Speed of Service can be improved through many different means; an understanding of the hardware or what features are offered on your system. The multitude of apps that have come out improving the customer's experience in ordering and payment or just letting the restaurant know that their loyal customer has come back. We also offer a Pay at the Table device that offers Encrypted EMV payments to your guests without ever having their credit card leave the table.

We are excited and proud to be your partner in this industry. We know you have many choices and we truly thank you for choosing us.

Sincerely,

Joel Smith

Director of Support Services



### Specials

The research and development team at POSitouch is constantly seeking input and keeping up with industry trends to evolve the offerings of the system. Whether the input is from the multitude of national chains using the product or from mom and pop stores, each added item is intended to benefit all users. Our dealership continually receives ideas from our user base that is regularly shared with the Research & Development team.

Have you seen some of these newer features in action? Whether it is the redesigned delivery module, the continually evolving Quick Menu, the enhancements made to expedite a server, bartender, cashier, and manager's screen interaction or perhaps the POSitouch app that is available. So many developments to continually improve upon our legacy in the industry! Contact your sales rep for a demo of what's new!

### Appetizers

#### Third Party Apps

POSitouch is a very robust system offering extensive features and customization. One component to years of successful installs is the ability to work with and incorporate other solutions into its portfolio. A key benefit of an open architecture system is to be able to seamlessly make this happen. Often times our users will have an accounting or payroll package that they are fond of and want to continue to utilize with their point-of-sale system. With POSitouch the likelihood is very high that they can. Whether it is mobile payment, seating, inventory or a multitude of other applications that you are looking for, we have it! We have partnered with an app developer that has taken integrations to another level. Contact your sales rep for a link to the available options.

By Tim Fogarty



For Your Convenience: Local People • Local Support

Data Business Systems

# Entrees

## Basic POSitouch Infrastructure

In order to be able to troubleshoot a POSitouch system you must first understand the basic infrastructure of the system. There are two primary components. The first is the Backoffice PC, which is primarily used for running credit card software, running reports, changing prices and menu items. The next component is the POSdriver PC or server. This unit can either be a dedicated PC installed next to the Backoffice PC in the office or it can be non-dedicated running on a terminal out in the restaurant (typically terminal #1). Either way this is the backbone of the system. Other components on the system include terminals (used for inputting orders), guest check printers (used for printing checks or issuing receipts), remote or prep printers (used for receiving prep information for food or drinks). All of these components are connected together via standard cat5 cabling to a switch on a local area network (LAN). The switch is then connected to a firewall or router (SonicWALL) which is finally connected to a



cable modem or router provided by the customer's internet service provider. There can be many variations of this configuration including the use of wireless devices and tablets.

By Michael Wimberly

### POSitouch CLOUD

POSitouch Cloud gives you access to checking and updating your system from your smartphone, tablet, or desktop. Access to real-time sales and labor data allows you to manage your operation from anywhere! Contact DBS for more information.



# Desserts

## Training for Efficiency

Often times in the hospitality industry it can get so hectic that managers and staff receive instructions on systems from hand me down information. Since this issue is dedicated to speed of service, we wanted to make sure you were aware that we offer training services that can vastly improve the efficiency of your staff on the system. These classes can be held in our dedicated training room or on site depending on the specific training needs. Each class is customized so that you are learning on the system that you are actively using. We can accommodate up to 5 people per class for the same cost. Contact your sales rep for more information.

By Clifton Johnson



## Your Point of Sale Specialists since 1977.

Current Versions:

POSitouch: 6.41

TransAction Plus: 7.6

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



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