

DATA BUSINESS
SYSTEMS
(800) 868-2323

POSi Talk

VOLUME 15

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DATA
BUSINESS
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WELCOMES
ALL NEW
POSITOUCH
CUSTOMERS

Let's Talk Turkey!

Does this statement make you think of Thanksgiving? A time of year when we all should stop and think about the many reasons we have to be thankful. A time when we gather with family and friends to enjoy each others' company as well as those special meals we create and share.

For some of you, this statement may make you think about getting the facts regarding any issues or questions that you have about your POSitouch system. When we discuss issues with customers, vendors or employees, we are always looking for evidence that will get us moving in the right direction in the least amount of time. Resolution to any issue is accomplished more quickly when we use only facts. In this volume, we hope to provide you with those critical pieces of insight that may help determine if a new feature is right for you as well as how to better maintain your equipment.

All of us at DBS are very thankful for our business partners and customers. We appreciate the opportunity we have been given to be your POS provider and look forward to a long business relationship. We will always strive to deliver a quality product from all of our departments as well as delivering best in class service from sales, software support and hardware support.

Please let us know if you have POS needs or concerns that we may assist you with now or any time in the future. We wish all of you a happy Thanksgiving holiday!

Sincerely
Mark Tuttle
Director of Hardware Services

Hard Facts: Winter Weather

When a winter storm is headed your way, it is time to start thinking about what you should do if you have a power outage. A few minutes of preventative care can save you time and money as well as decrease your worries during a notoriously stressful time of year.

If your power is already out or you suspect that you may lose power, follow these steps:

- If your system is up and functioning, begin closing out all checks. Battery backups will provide power for a period of time depending on make, model, and how many items are using its power. Closing as many checks as possible now can mean less work later.
- Turn off all terminals.
- Once all terminals are turned off, power off the Backoffice PC and POSdriver as well.
- Locate your battery backups. If the power is out, they should be beeping. Press the power button on each of these to turn them off so that the battery does not completely die.

Once the power is back on and stable, you can start to bring your system back online.

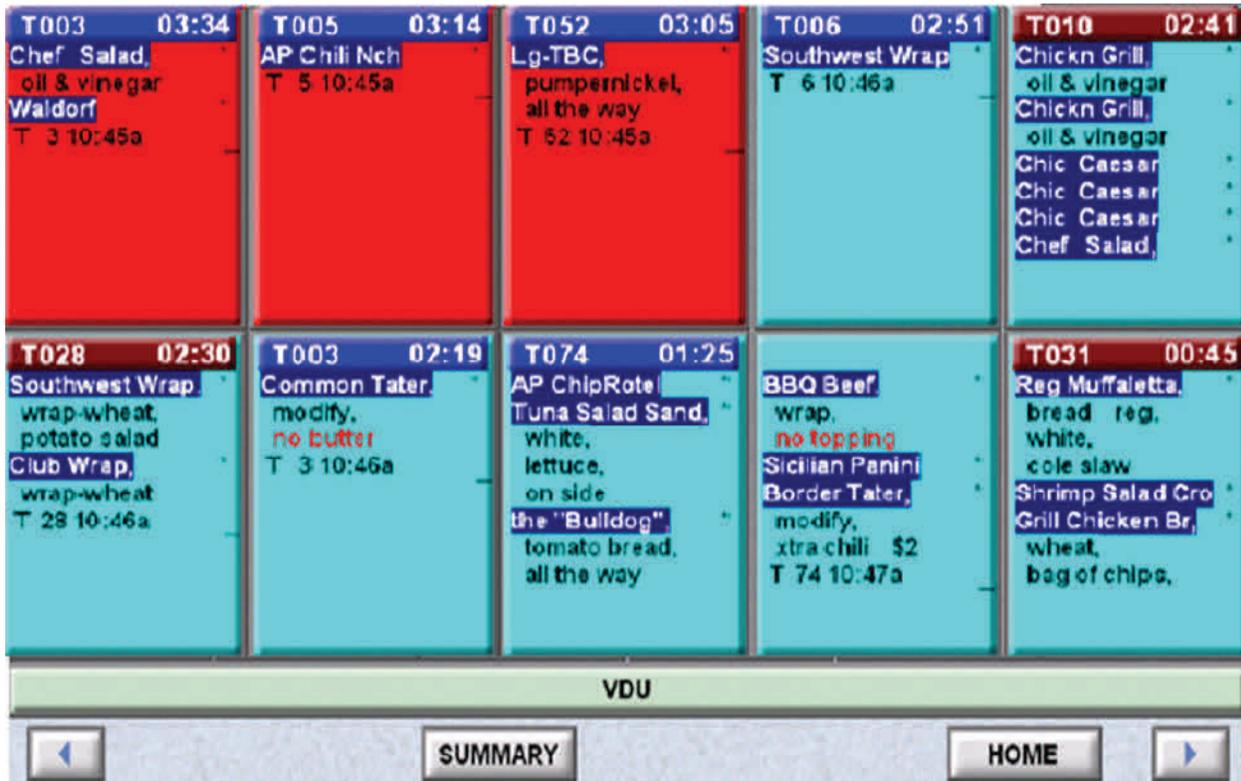
- Turn all of your battery backups back on using the button either on the top or the front of the battery backup, depending on the model.
- You can then turn on your POSdriver. Wait until it fully boots up before proceeding.
- Turn on your Backoffice PC. Wait until it fully boots up before proceeding.
- Begin turning on the rest of your terminals, printers and other devices.
- Do an Immediate System Change and send a test ticket to the kitchen. Test a credit card from a terminal to ensure all is ok.

Please note these are the same steps recommended for scheduled power outages. If you are not sure which terminal/pc is your POSdriver or Backoffice please contact Data Business Systems Support before turning your terminals and computers back on. Following these simple procedures can make a power outage much less traumatic. As always, if you have any questions, problems or issues, please contact our support team.

By Brandon Post

Moving Forward: POSi VDUs

A POSitouch VDU is a video display unit that uses a computer monitor to display orders sent to the kitchen from the POSitouch point of sale system. The POSitouch VDU can be used in any restaurant environment that would like to have a visual display of orders sent to the kitchen or bar.



The POSitouch VDUs can provide the following benefits:

1. No more paper. The VDUs usually replace the remote printers but also have the capability to work with them if you prefer.
2. No more lost order chits. Orders can be bumped, recalled and browsed from the monitors. Mistakes no longer mean searching through handfuls of prep tickets.
3. Menu items can be color coded to display on the VDU screen, making it easier for prep and cooks to identify.
4. Menu item routing can be easily accomplished.
5. The VDUs enable you to quickly see the time an order was sent.
6. A cleaner display makes for easier preparation. The POSitouch VDUs have the ability to put a course break line on the monitor to easily distinguish what is needed when.
7. The POSitouch VDUs offer a great tool to manage food and labor costs with a summary of items that have been ordered for the current day and the average time it took to prepare the item.
8. The VDU can be configured to display order items per order or per line item.
9. Items can be deleted on the fly (disappear from the screen) or show up as a different color when deleted.
10. POSitouch VDUs can be configured with either an 8 or 10 order format, allowing you to see up to 10 orders at a time.

Above is a screen capture of a POSitouch VDU unit that shows a heading with table numbers and times. Please note they can also be configured to show other information like server name and revenue center. Contact your sales person to learn more about POSitouch VDUs and how they can make an impact with your restaurant.

By Firmus Conte

The holidays provide many occasions for menu work ranging from a new drink or food item to party or limited menus. Please note that our Helpdesk is always available for basic menu questions and assistance. If you would prefer that we complete the work, we require 5 business days notice so we can ensure your work has the proper time and attention it needs.

Meet Our Staff: Linda MacDonald



If you buy something from DBS, Linda MacDonald has a hand in it!

What is your position with DBS?

[Linda MacDonald] Executive Assistant

How long have you been at DBS?

[Linda MacDonald] 21 Years

What is one thing you would like customers to know?

[Linda MacDonald] Everyone at DBS truly cares about our customers. Customers are #1, and it is very important that every one of them are happy and that we are providing the products and services they need to be successful in their business.

What is your favorite food to eat during the holiday season?

[Linda MacDonald] I'm not sure if being born the day after Thanksgiving has anything to do with it - but the typical Thanksgiving meal is my absolute favorite meal ever - Turkey, broiled dressing patties with gravy, cranberry sauce, broccoli/rice casserole, collard greens, and, of course, scrumptious pumpkin pie.

What is your favorite thing about working at DBS?

[Linda MacDonald] After 21 years, I am still amazed every day how well everyone at DBS works together, whether they are working on a new installation or a customer request or issue.

Any special holiday traditions?

[Linda MacDonald] Holidays have always been spent with family. Starting this year with both of my parents having Alzheimer's, every day with them is a holiday and all the more special.

In observance of the holidays, Data Business Systems will be closed on Monday December 24th,

Tuesday December 25th, and Tuesday January 1st.

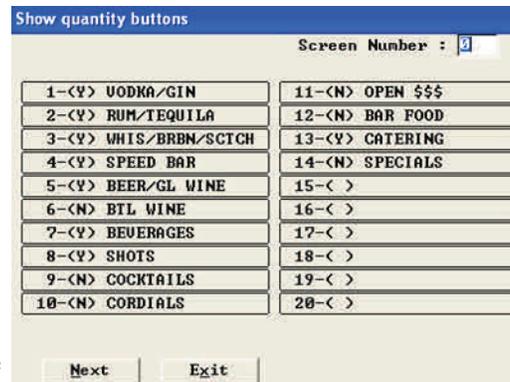
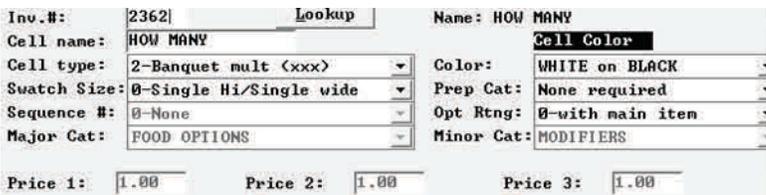
On call technicians will be available on these days at the holiday rate.

A Big Tip: Banquet Multipliers

Tis' the season! The holidays are fast approaching with parties, restaurant rentals, large reservations and set menus. Preparing your system for this influx of business is just as important as gearing up your staff to face the challenge. Banquet multipliers are one of the easiest and most effective ways to allow for large party order taking and party plate numbers.

At its core, a banquet multiplier is a way to multiply a particular item's count. A common use for a banquet multiplier is for entering a set menu's guest count to charge accordingly. For example, you have created a dinner button at \$35.00 per person. This would allow you to enter 30 counts of the \$35.00 dinner fee, thus charging it 30 times and sending it to the kitchen with a 30 count. With a banquet modifier attached to the Dinner button, you can hit the Dinner button one time then simply key in the number of people in the group. To set this up, create an inventory number with the name of HOW MANY? And a price value

of \$1.00. This modifier would reside on a Modifier screen and would have a cell type of 2: Banquet modifier (xxx). This can now be added to any inventory number as a must/may option, allowing you to easily manipulate the quantity ordered.



The other way to use banquet modifiers is to enable the onscreen quantity buttons. This will add in a set of numbers from 0-9 on the side of the selected screens. To enable this, access Menu Screens then Show Quantity Buttons. Click on the N next to each screen name to change it to be a Y. All screens showing a Y will have the quantity buttons available. If you accidentally enable the quantity buttons on a screen but do not want them, click on it again to toggle back to N. The quantity should be entered as a single digit, 1, or double for integers greater than 10; 1 and then 9 for 19.

Some of these options are not available on older versions of POSitouch software. Please contact Data Business Systems to see if these features can be applied for you!

By Adoum Namde





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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: Item Sales Trend

It's that time of the year again when your restaurant needs to stock up on turkey and stuffing for the holidays. The decision on how much to purchase in advance can be a tough one; POSitouch can help you make your decision.

For our example, we will use the total sales of certain items for a one week period, the last week of November. The information can be found in either the Item Sales Report or Item Sales Trend Report, depending on the version of software you are running.

On the report produced for this newsletter, you will see that for the week in *November 2011*, the restaurant sold:

- 8 Kids Holiday Meals
- 16 Tofurkey Sandwiches
- 43 Fried Turkey Legs

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Store Number: 1

Store Name: Chez Gyga

Weekly Item Sales Trend Report
Item Detail By Major/Minor Category

Period: 11/23/2011 - 11/29/2011

Cost Center: ENTIRE HOUSE Shift: ENTIRE DAY

	Nov-23		Nov-24		Nov-25		Nov-26		Nov-27		Nov-28		Nov-29		Total	
	Qty	Amt	Qty	Amt	Qty	Amt	Qty	Amt	Qty	Amt	Qty	Amt	Qty	Amt	Qty	Amt
AVOCADO GRILLED ENCHA	1	10.99	0	0.00	0	0.00	2	21.98	1	10.99	0	0.00	2	21.98	6	65.94
TURKEY & STUFFING SPEC	6	83.94	0	0.00	8	111.92	7	97.93	4	55.96	3	41.97	4	55.96	32	447.68
FRIED TURKEY LEG	5	56.45	0	0.00	6	67.74	16	203.22	9	101.61	2	22.58	3	33.87	43	488.47
TOFURKEY SANDWICH	1	10.49	0	0.00	4	36.71	2	20.98	2	20.98	5	52.45	2	20.98	16	162.59
KIDS HOLIDAY MEAL	2	20.98	0	0.00	1	10.49	2	20.98	1	10.49	0	0.00	2	20.98	8	83.92

The same week in *2010*, the restaurant sold:

- 25 Kids Holiday Meals
- 14 Tofurkey Sandwiches
- 17 Fried Turkey Legs

Store Name: Chez Gyga

Period: 11/23/2010 - 11/29/2010

Cost Center: ENTIRE HOUSE Shift: ENTIRE DAY

	Nov-23		Nov-24		Nov-25		Nov-26		Nov-27		Nov-28		Nov-29		Total	
	Qty	Amt	Qty	Amt	Qty	Amt	Qty	Amt	Qty	Amt	Qty	Amt	Qty	Amt	Qty	Amt
AVOCADO GRILLED ENCHA	2	20.98	4	41.96	0	0.00	1	10.49	0	0.00	0	0.00	0	0.00	7	73.43
TURKEY & STUFFING SPEC	2	27.18	1	13.59	0	0.00	0	0.00	1	13.59	2	27.18	0	0.00	6	81.54
FRIED TURKEY LEG	2	19.98	2	19.98	0	0.00	2	19.98	4	39.96	2	19.98	5	44.95	17	164.83
TOFURKEY SANDWICH	4	59.96	3	44.97	0	0.00	1	7.49	5	74.95	1	14.99	0	0.00	14	202.35
KIDS HOLIDAY MEAL	4	43.96	4	43.96	0	0.00	3	32.97	9	98.91	2	21.98	3	32.97	25	274.75

We can see that the Kids Meals declined over the year but a lot more Turkey Legs were purchased, and the Tofurkey Sandwiches remained about the same. Knowing this information might help you prepare for the holiday season at your restaurant.

You can also use the report to check week-to-week in the same year, or month-to-month, etc.

If you have any questions, or need help running the reports, don't hesitate to call the DBS Helpdesk; we are here for you during these busy times!

By Michael Wallace