

DATA BUSINESS  
SYSTEMS  
(800) 868-2323

# POSi Talk

VOLUME 16

## INSIDE THIS ISSUE:

- Moving Forward:** 2
- Ice Monitor**
- Inside DBS:** 2
- Training Classes**
- Meet Our Staff:** 3
- Jay Skaggs**
- A Big Tip:** 3
- Checking Credit Card Batch Totals**
- Software Byte:** 4
- Manager Activity Report**

DATA  
BUSINESS  
SYSTEMS  
WELCOMES  
ALL NEW  
POSITOUCH  
CUSTOMERS

## Year of the Snake

Wherever we seem to turn these days there are articles and news stories relating to security. There are multiple examples of businesses that have been breached or compromised in some manner, ranging from small scale to large and from both internal and external sources. What steps are you taking to secure your own personal credit cards and data? What steps are you taking to secure your customers information? At Data Business Systems, security is a top priority for us. Did you know that our employees have company issued badges for identification purposes? You should feel confident with any vendor you partner with and we are consistently taking steps to ensure security is on the forefront of our services. In this edition of our newsletter, we offer several tips and guidelines to help with data security and theft prevention. These articles highlight some key topics of which you should be aware. Take the time to read through them and learn how to better protect yourself and your customers. We welcome any and all inquiries with how we may assist you in ensuring you meet the required standards for your *POSi touch* system, as well as how to minimize internal risk.

Sincerely,  
Tim Fogarty

## Hard Facts: Camera Solutions

When deciding what type of CCTV system you need, the first question to ask yourself is what type of security cameras would meet my goals? There are two basic types of cameras on the market today; IP and analog. Both have advantages and disadvantages and you may find that a system that combines these two technologies is the best way to accomplish your security needs.

Analog cameras have come a long way and are a very good solution to help protect your business from theft. Analog cameras are rated in TV lines and range from 320-720 with the higher TV lines producing a better picture. The image that you will get from these cameras is good and while it would be easy to identify one of your employees or someone you have met before you may not have the clarity to identify an individual that you've never met or license plates in your parking lot. They perform better at very low light than IP cameras. A camera's ability to take pictures in low light is measured in LUX. The lower the LUX, the better the camera will perform in low light. Analog cameras are typically less expensive to buy and operate. The operation cost is lower due to a smaller picture being created and therefore less hard drive space is required. An analog camera is also less demanding on your DVR. The analog cameras that we offer are 720 TV lines and have a LUX of .005. They are a very good solution for inside your business in areas where your employees are the focus.

IP cameras have been around since the late 90's and offer high definition images which can help you identify license plate numbers and unknown individuals. IP cameras are rated in MP, typically from 1.3MP to 20MP. These cameras give you the ability to zoom into the recorded image and not lose image quality. IP cameras are very similar to digital cameras, the larger the MP the more you can zoom in before the image is distorted. IP cameras need more light to function, they require at least .1 LUX or the image will be distorted. IP cameras are best used outside, at the doors to your business, and in critical areas where money is counted or high dollar merchandise is kept. IP camera compression requires a larger processor and more HDD space which increases the cost.

The last decision to make is the DVR. This is where all of your video and POS data is stored until you want to review the data. Accessibility, functionality, and ease of use are the main points to consider. Remote connection is key for busy business owners who want to keep up with what is happening at the site when they are not able to be there. We can give you access to live and recorded video via your iPhone/iPad, Android, or Blackberry. Our DVR integrates to your POS system allowing you to monitor and review everything that is being entered, regardless of where you are. The DVR comes with multiple search tools, some for video searching and some for POS data searching. This saves you valuable time finding the information you need.

By Jay Skaggs

# Moving Forward: Ice Monitor

These times can be difficult and many people are feeling the pains of our current economy. As a business owner you need to make sure you are realizing all of your profits from every customer. The most profitable area of your restaurant may also be the easiest and most common area of theft, the bar. Industry experts estimate that internal theft costs bars an average of 24 to 26% of gross sales.

If you analyze your operation, what are the areas where you may be missing the signs of potential theft? The temptation to skim is great for a staff member that solely prepares the guest's request, and the ease of doing it is scary. Receiving cash each time you sell a product creates the temptation to keep the money. Is anyone watching? Will anyone notice? The drink or food sale is simply not rung up; the money for the item they prepared goes straight into the cash drawer by hitting No Sale or they work out of an open drawer. Keep in mind, while these studies focus on instances of intentional theft, there are honest employees who are unintentionally leaving your profit off of the check by simply forgetting to add that drink, charge for the salad, for the refill etc...

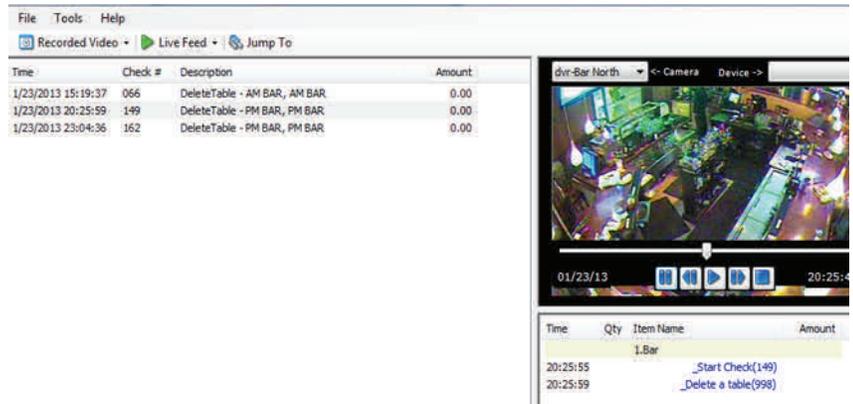
So what can you do to stop the loss and increase your profits? Experts agree that putting in control systems with checks and balances will greatly reduce the temptation and will increase your profits. What if you could look over the shoulder of your staff during every transaction? You could watch to see if you have an issue with a particular employee and then use this information to address loss at your restaurant. Plus you now have usefully information for training new and current employees and managers.

Ice Monitor allows you to do just that. Ice Monitor will stream all of your POS data and sync it to a video file. It's like standing behind your employees to see if they are doing the right thing by your business and your customers.

The POS data and video can be searched for up to 30 days after the event and you can investigate specific events and individual employees. With a few clicks of your mouse you can see all of the No Sales that any employee performed last night, last week, or for the entire month. Select each event and watch a video recording of the transaction. Ice Monitor will track all events from your POS system including discounts, table deletes, item deletes, and punch-ins; you can even search for every Bud Light sold last night.

Showing your employees that stealing will not be tolerated and that you are watching will go a long way in reducing profit loss by employee theft while increasing your piece of mind too! Contact your sales representative today to learn more.

By Jay Skaggs



## The Daylight Savings Time Change occurs on Sunday March 10th!

We recommend ringing in a test sale before you open on that day.  
Print the check and confirm the date and time information.

## Inside DBS: Training Classes

Here we are – it's 2013 already! We survived the Year of the Dragon, and the Mayans apparently decided to end their long-count calendar, rather than signify the end of the world with it. The Year of the Snake is upon us and if we have learned one lesson from Animal Planet, it is that snakes steal the eggs of birds. If we don't remain aware of our surroundings, the snake might steal our restaurant's financial egg...



You know some of the ways in which sneaky fingers can slither away with your restaurant's money; would you like to know more?

Are inventory issues sinking their fangs into your restaurant's ankles? Would you like help with it?

Have labor costs been rattling away at the profits?

Would you like the serpentine behavior to end?

Data Business Systems can help you with these problems and a nest-full of others. Please call and schedule time for you and your management team to receive training for ways to reduce your exposure. We promise that our offices are snake-free!

By Michael Wallace

# Meet Our Staff: Jay Skaggs

**How long have you been at DBS?**

[Jay Skaggs] 14 years

**What is your position & what positions have you held with DBS?** [Jay Skaggs]

I started as an intern while going to school back in 1999. After graduation I was hired on as a field technician for the Dollar Tree account. I staged systems in the Virginia Beach office and then traveled around the country installing the systems. I did this for a few years and got to see much of the country. I then managed the production and installation of systems for the Dollar Tree account. I did this for 6 or so years. After that I started working for the field service department supporting our hospitality, retail, and school divisions. I've been working in field service for the last five years.



Jay can help you with your camera solution!

**What is your favorite thing about working at DBS?** [Jay Skaggs]

Everyday is a new challenge. We support thousands of customers with a wide range of products and so everyday is different.

**What is one thing you would like customers to know?** [Jay Skaggs]

Maintenance is the key to a happy customer. Your system needs to be maintained to remain reliable and dependable.

**What is your favorite wintertime activity?**

[Jay Skaggs] I'm not a winter guy. Short days and cold nights are not for me. I grew up in eastern PA and moved to Hampton Roads 17 years ago to get away from hard winters. I live for the summer when I spend much of my free time at the bay.

**Favorite wintertime comfort food?**

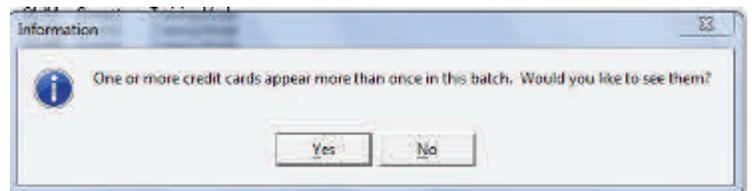
[Jay Skaggs] My wife's beef stew is my favorite.

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.

## A Big Tip: Checking Credit Card Batch Totals

We always highly recommend that the closing manager compare the credit card totals from the front of house Entire House Cashout report to the back of house Transaction Plus batch totals. This step should be completed nightly regardless of if you are settling the credit batch that night or the next morning. Doing so allows your management team to address any potential issues while the day is still fresh in their mind, reducing time spent to investigate any differences and decreasing the chance of charging a customer the incorrect amount.

What's the best way to go about this? Once you have printed your Entire House Cashout report, double click on the deposit credit card icon on your BackOffice computer and choose Totals. You may receive a notice advising that "One or more credit cards appear more than once in this batch. Would you like to see them?" If you choose yes, it will show you any cards that were used more than one time that business day. Review these items for any possible incorrect charges. Once done, choosing Quit will bring you to the Totals screen where you will see the card totals for each card type. You want to compare the totals on this screen to the totals on the Cashout report; each payment type should match the batch totals.



Card Type	Sales	Refunds	Adjustments	Void Sales	Void Refunds	Net
MC	130.00	50.68		89.77	63.51	79.32
Visa	282.61	175.37		59.05	0.00	107.24

If you find that the Cashout report has a different total for an Individual card type you will need to review the sums to determine the amount. The issue could be caused by a tip that is reflected in POSitouch but did not make it to the batch, possibly due to a system change being done at the same moment the check was closed. Additionally, any transactions done entirely from the back of house via the Transaction Plus batch utility will also not be reflected in the POSitouch Cashout and other reports. If neither of these explains a difference that you see and you would like assistance, feel free to contact the help desk and we can facilitate determining the root of the discrepancy.

By Cliff Johnson



## Innovative Solutions and a Customer-First Commitment

### Data Business Systems

**(800) 868-2323**

3040 Williams Drive, Suite 630

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

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: Manager Activity Report

The Manager Activity Report is a way to investigate what type of functions your managers and staff have done throughout a date or date range. This report can be found in your POSIRpt and/or your Reports and Batches. Please note that this report shows any activity for a certain set of functions regardless of who completes the action. This would include items such as transferring checks, deleting items before and after the items have been sent, no sales, etc.

When selecting options when running your Manager Activity Report, be sure to note what items you are viewing. You will notice that the report itself can be done for any range of dates and has sort options by employee, day, or activity. Within the report options the system has default views that can be switched to just see all deletes, discount activity, or over rings (manager only functions) or the parameters that you prefer.

The report will show all information needed to research into any issue that may occur. It will include the who, what, where, how, and if applicable the why. In the first example, it shows the employee who had applied a discount, the check number, value, date and time as well as the item that had the discount applied to it.

In the second example, we see that the employee deleted an item before it was sent at 14:14 in the afternoon on check #3. If a memo had been written as to a cause, it would also have been displayed.

This report is one of the key reports that can be used to track down almost any function in the system. In conjunction with reproduce checks, you are able to review why something happened, find the check, view the details and with these findings address any issues that arise.

Date: 01/31/2013		Manager: MANAGER, MARTY (888)										Activity: All Activities			
Date	Time	Manager	Activity	Tab	Chk	Beg	End	Server	Cost Ctr	Total	Tax	Disc	Notes		
01/31/13	14:07	MANAGER, MARTY	Shutdown												
01/31/13	14:08	MANAGER, MARTY	Discount	1	1	14:01	14:08	SERVER, SALLY	DINING RM	17.12	2.08	17.13	50% EMPLOYEE		
			Item	Item Name	Price	Discount	Net	Void					Manager		
			17007	STEAK SALAD	15.00	0.00	15.00								
			18000	SHRIMP & CAMPI	14.00	0.00	14.00								
			19007	ROOT BEER	3.25	0.00	3.25								
			19008	ICE TEA	3.00	0.00	3.00								

Location: YOUR RESTAURANT Reporting Period: Thu, Jan 31, 2013

Date: 01/31/2013		Manager: SERVER, SALLY (111)										Activity: All Activities			
Date	Time	Manager	Activity	Tab	Chk	Beg	End	Server	Cost Ctr	Total	Tax	Disc	Notes		
01/31/13	14:14	SERVER, SALLY	Item Delete	36	3	14:14	14:14	SERVER, SALLY	DINING RM	7.00	0.42	0.00	BEFORE SENDING		
			Item	Item Name	Price	Void							Manager		
			3002	STOLI	7.00								BEFORE SENDING		
													SERVER, SALLY		

By Adoum Namde