

DATA BUSINESS
SYSTEMS
(800) 868-2323

POSi Talk

VOLUME 7

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DATA
BUSINESS
SYSTEMS
WELCOMES
ALL NEW
POSITOUCH
CUSTOMERS

Thriving During Challenging Times

Wow, talk about roller coaster times! As our valued business partner, we hope to offer some solutions to help you thrive during these challenging times. As evident in our previous editions of this newsletter, we want to help insure that you are utilizing your system as efficiently as possible by offering some “self-help” ways to maintain it. In this edition, we continue that theme with some ideas for how to analyze your system when you are not in the “weeds” and to possibly make small changes to benefit your bottom line. We hope that the upcoming holiday season, with its anticipated bookings, will continue to see your business prosper.

Sincerely,
Tim Fogarty
Director of Hospitality Solutions

Hard Facts: Preventative Maintenance Checklist

Computers often break down at the worst of all times. Many of these problems can be averted, or at least minimized with preventative maintenance. Here are several suggestions for keeping your computer hardware in good working order. It is recommended that you perform the below checklist quarterly and have a yearly scheduled Preventative Maintenance visit from a DBS Service Technician.

1. Vacuum dust and debris from the vents and the general area around each computer in your system including the Backoffice, Posdriver, and terminals. Ensure there is at least a 2 inch clearance space around each PC. (This will help the system dissipate heat.)
2. On all computers, inspect the cables and power cord for excessive wear or damage. Verify the connections are firmly made.
3. Verify each terminal is responding to touch and is calibrated. If the glass has dead areas or you notice excessive wear, the touch glass should be replaced.
4. Clean the monitor. Either a specialty cleaner or just a damp soft cloth should be used to clean a display.

5. Clear dust and debris from all printers. This can be done with a can of compressed air.



6. Check battery backup units. Battery backup units may have two sets of outlets, surge-only outlets and surge-with-battery outlets. Only computers, monitors and network switches should be plugged into the battery outlets. Also ensure that the designated wall outlets are used for the POSitouch equipment. These outlets are usually orange in color.

7. Clean the mag stripe card reader. A few swipes with a cleaning card should do the trick. (Cleaning Cards can be ordered from DBS.)

8. Test the phone line modem. A modem is usually used as a back up for credit cards when the internet is not available. The modem can be tested by disconnecting the Ethernet cable at the ISP's modem and running a credit card transaction. After testing, plug the Ethernet cable back into the ISP's modem.

9. Listen for excessive noise. This could indicate a potential problem with a fan or a hard drive. (If excessive noise is detected a DBS Service Technician should be contacted to replace the damaged hardware.)

By Rob Ewell

Moving Forward: i-Control Web Reporting

How can I get my sales and other information in my pajamas from home? How can I do a better job tracking loss prevention? How can I manage by alerts and exceptions?

We have the answer! POSitouch is integrated with iControl Enterprise web reporting. This integration will help you see the big picture but also manage the details that make a difference.

- Web-enabled reporting.
- Easy to use and understand.
- Enhances POSitouch POS system.
- Completely integrated solution with QuickBooks Accounting, Digital Video Surveillance, ADP.
- Affordable service and saves \$1,000's of dollars yearly.
- Over 1400 sites already plug in with iControl.

Give our sales team a call to ask questions or get a demonstration today. Please call 703-573-2292 or 1-800-868-2323 to schedule an appointment or obtain more information.

By Tim Fogarty

Alerts		
12/28/2005		
Loss Prevention		
Discounts	83	\$540.86
Deletes	86	\$483.93
No Sales	127	\$0.00
Long Ticket Times	125	\$0.00
Cash Over/(Short)	0	(\$0.39)
Cash Paid Outs	9	\$284.83
Excess Tips	183	\$0.00
High Ticket Amount	31	\$2,318.73
Low Ticket Amounts	79	\$40.74
Labor		
Time Clock Adjustments	5	\$0.00
OT Hours Prediction	61	\$195.77
Schedule OT for Week Ending 01/08/06	16	\$60.68

All stores have transmitted for the selected dates. [Click for details...](#)

Above is an example of iControl's reporting capabilities, all accessible through the internet.

Software Byte: POSitouch Inventory Control Systems

Inventory works like any other automated data collection system in that its value is only as good as the time invested to make sure that the information is correct, accurate and current. Ingredients (raw materials) need to be cataloged and menu item recipes need to be tested for accuracy. Procedures have to be established to regularly capture inventory, including entering purchases and analyzing the cost of goods on hand. After these steps have been done, you can reap the benefits from reports that identify menu item contribution margins, food cost and cost control of ingredients.

POSitouch focuses its inventory on the physical count of ingredient items as the only effective way to determine food cost. Each step in the process of taking and recording the physical count of ingredient items and purchases has been made as simple as possible, leading to minimal time in data entry. The payoff for all of your hard work is a series of powerful inventory reports; one example is the "Food Usage Report" that can be run for single or multiple inventory periods.

YOUR RESTAURANT											PAGE: 1		
REPORT DATE: 10/07/2010											REPORT TIME: 9:54:11.77		
FOOD USAGE FULL REPORT for 09/30/2010 - 10/06/2010													
----- ITEM ----- UNIT USAGE ----- VALUE USAGE -----													
NUMBER	DESCRIPTION	UNIT MEAS	UNIT COST	INV START	UNITS TRANSACT	INV END	ACTUAL	GUEST CHECKS	VARIANCE	ACTUAL	GUEST CHECKS	VARIANCE	% VAR
30000	BEER	EACH	1.00	5.00	24.00	20.00	9.00	7.00	-2.00	9.00	7.00	-2.00	-22.22

The Actual usage figure is derived from the following formula:

$$\text{Actual Usage} = (\text{Inv Start} + \text{Units Purchased}) - (\text{Inv End})$$

$$\text{Beer Actual Usage } \underline{9} = (5 + 24) - (20)$$

$$\text{Variance} = (\text{Actual} - \text{Guest Checks})$$

$$\text{Beer Variance} = \underline{2} \quad (9-7)$$

From this example you can see these numbers begin to have a life of their own when it is your food usage information and dollars that are represented. For additional information on the Inventory Control System please contact Data Business Systems.

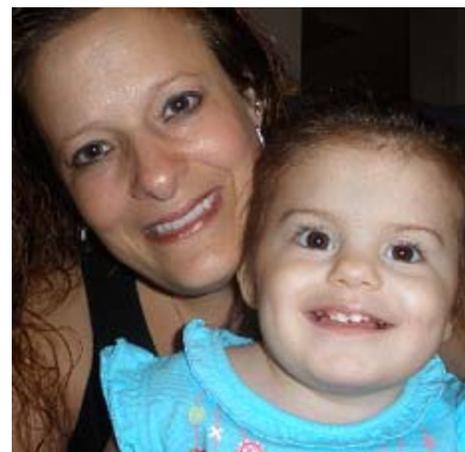
By Firmus Conte

Meet Our Staff: Erin McGrath

How long have you worked for Data Business Systems and what positions have you held? [Erin McGrath] I started working at Data Business Systems as a receptionist on 3/22/04. I was promoted to dispatch on 9/22/05. Now that I am in dispatch I answer calls from customers regarding issues they are having with their system and I route the call to the appropriate destination. One important thing to know about dispatch is that if you are calling regarding a hardware issue it would be beneficial to have the model number of the equipment you are having trouble with so we may better prepare our field technicians.

What is your favorite thing about working at Data Business Systems? [Erin McGrath] My favorite thing about working at Data Business Systems is that I get to talk to a wide variety of people, some of them I have developed a relationship with, which makes me really enjoy what I do. Dispatch is the first point of contact when our customers call for help, the data we collect is very important so that the technician who handles the call has the pertinent information needed to bring the issue to resolution as quickly as possible.

What is one thing you would like customers to know? [Erin McGrath] I have a beautiful 2 1/2 year old daughter who is hearing impaired. Having a hearing impaired child has definitely given me more patience and understanding which has helped me in my personal life as well as my professional life.



*Erin and her daughter Caoilaynn!
(Celtic spelling, pronounced Kaylin)*

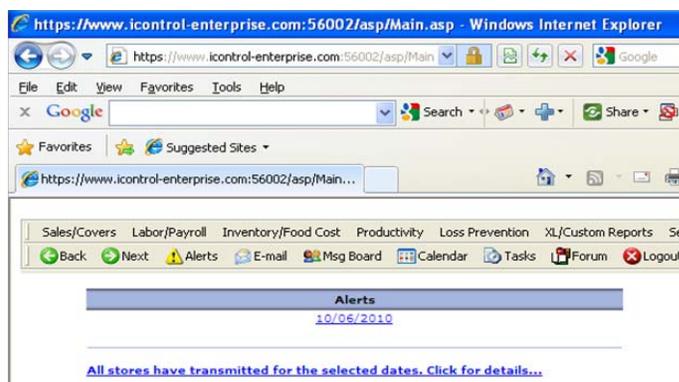
Brief Overview: iControl

Data Business Systems is pleased to provide set-up and support for the online POSitouch reporting tool, iControl (www.icontrol-enterprises.com).

Many restaurants are using iControl to access sales and labor reports away from the restaurant premises.

When your POSitouch system does its nightly shutdown, information is sent to iControl's website via a scheduled task. The restaurant owners and managers can then access it using their own, unique username and password on any computer running Microsoft Windows 2000 or later, and having Internet Explorer 5, or later. Email notifications can be set up to provide notification if the nightly polling does not occur for any reason.

To look at your sales, point Internet Explorer to <https://www.icontrol-enterprise.com:56002/asp/login.asp> and enter your username and password. You will have to install the required ActiveX control the first time you visit the website. Once logged on, you will see the screen to the right:



Sales Mix							
Sales							
Description	ID	Qty.	Amount	Avg	Cost \$	Cost %	
LIQUORS	1	41	177.43	4.33			
BEVERAGES	2	8	26.00	3.25			
WINE	4	34	1,022.94	30.09	3.16	0.31%	
APPS/BAR FOOD	5	37	252.00	6.81	2.25	0.89%	
STREAKS	7	24	483.00	20.13	17.51	3.63%	
ENTREES	8	17	313.00	18.41			
DESSERTS	9	35	129.00	3.69			
FOOD OPTIONS	11	81					
RETAIL	14	3	334.38	111.46			
SIDES	16	14	95.00	6.79			
TASTING MAIN ITE	17	6	258.00	43.00			

If your information has not polled, you will see the alert on this screen. Your on-site manager can then use iControl's tool to send data to the website to correct.

Navigation through reports is done with the iControl toolbar. While browsing reports, the right mouse button often will allow you to "drill down" to specific detail. Notice in the graphic to the left, the Major Categories on the left, and with the right mouse button clicked, you can see Minor Categories, individual Menu Items, etc.

Contact your salesperson to start using iControl!

By Michael Wallace



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Solutions for retail and restaurant



Innovative Solutions and a Customer-First Commitment

From our beginning 33 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.

A Big Tip: Paying Vacations

POSitouch can be used to record an employee's vacation pay or any flat rate of pay. This is very handy for payroll purposes and can be done from the Backoffice computer by using *Miscellaneous Pay*.

To add the flat rate pay to an employee, go into the Backoffice Software and click on the *Time and Attendance* icon. Next, click on *Hours and Schedules*. You will notice the *Misc Pay* button under the Edit Hours menu on the left-hand side: clicking on it will open a menu allowing you to add pay for this week or last week. Choose the week to be modified and enter in the amount of money to be added to the employee per day in the *Add. Amount* field. When you choose a job for the employee, this Additional Amount will be added to the Base Pay.

Using *Hours and Schedules*, you can see to the right that this employee made \$150 on Monday and Tuesday as a Manager.

You can also see that \$150 is being added to Wednesday (vacation) even though this person did not work that particular day.

	Base	Add. Amount	Hours	Job
Next				
Mon 3/8	150.00	0.00	8.00	MANAGER
Tue 3/9	150.00	0.00	8.00	MANAGER
Pay Wed 3/10	0.00	150.00	8.00	
Week Thu 3/11	0.00	0.00	8.00	

Department List.

<div style="border: 1px solid black; padding: 2px;">FRONT</div> <div style="border: 1px solid black; padding: 2px;">BACK</div> <div style="border: 1px solid black; padding: 2px;">MANAGERS</div> <div style="border: 1px solid black; padding: 2px;">CATERING</div> <div style="border: 1px solid black; padding: 2px;">VACATION</div>	<p style="text-align: center;">Add Field</p> <p style="text-align: center;">Edit Field</p> <p style="text-align: center;">Delete Field</p> <p style="text-align: center;">Job List</p> <p style="text-align: center;">Budget Window</p> <p style="text-align: center;">Save</p> <p style="text-align: center;">Cancel</p>
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Current department : FRONT

Some restaurants might want to have a job code set up for Vacation to track the number of vacation hours an employee has spent. This is set up in the Backoffice by going to Backoffice Setup – Time & Attendance – T&A Backoffice Setup – Departments and Jobs. A job title of Vacation can be set up in any existing department or a new department for vacation can be added.

In the scenario to the left, the restaurant has chosen to make *Vacation* a department to which employees can be assigned.

By Michael Wallace