POSi Talk

DATA BUSINESS SYSTEMS
(800) 868-2323

DATA BUSINESS SYSTEMS WELCOMES ALL NEW POSITOUCH CUSTOMERS

Flyers in the mail, spam, telemarketing, buy this buy that!

As consumers we are constantly inundated from all sorts of vendors encouraging us to purchase their products. We at Data Business Systems are also part of this purchasing group and we too hear it from all angles. When we do invest in a purchase, whether major or minor, we all want to make sure we have chosen a product that is top quality, durable, and has a long life line. When you purchase a POSitouch system you are getting this and more. In all of our newsletters we offer ways to assist you with this purchase and share insight into functions and features you otherwise might not be aware of. In this edition you will become familiar with items that may already exist within your POSitouch system as well as options to enhance your purchase. We always encourage your feedback and appreciate you as our business partner.

Sincerely,
Tim Fogarty
Director of Hospitality Services

Hard Facts: Powervar

We all depend on electricity to run our business but is this same service hurting our POS equipment? Electronic equipment needs a clean source of power to operate correctly. We cannot control what the power company's supply. We cannot control the cleaning crews plugging vacuums into the same circuit as the POS or the staff plugging in fans or space heaters. Any of these issues can cause damage to electronic equipment which can result in data loss. System lock ups that seemingly occur for no reason can be the result of dirty A/C power. With the use of surge protection devices with isolation transformers, we can eliminate the risk of POS equipment damage due to an inadequate supply of power. Data Business Systems offers Powervar options to protect your equipment.

Powervar is a US company founded in 1986 with the sole purpose of producing power conditioning equipment. POWERVAR originated the concept of the ABC of power conditioning to simplify the process of understanding power protection and to help customers determine which power conditioning elements are parts of the products they are using. All of POWERVAR's product model numbers start with one or more of the ABCs. Model ABC201-11 tells you that the product is a power conditioner containing a surge diverter, an isolation transformer, and a noise filter. Model ABCE600-11contains these same elements in addition to a battery backup - in other words, it's a fully power conditioned uninterruptible source of power. Powervar always uses the ABCs so that you may clearly see which protection elements are found in their equipment.

The model recommended may vary depending on which device in your system it is supporting. In most cases, printers and terminals are adequately supported by a Powervar product that provides power conditioning, surge diversion, an isolation transformer, and noise filter while the Backoffice and POSdriver would include the battery backup feature.
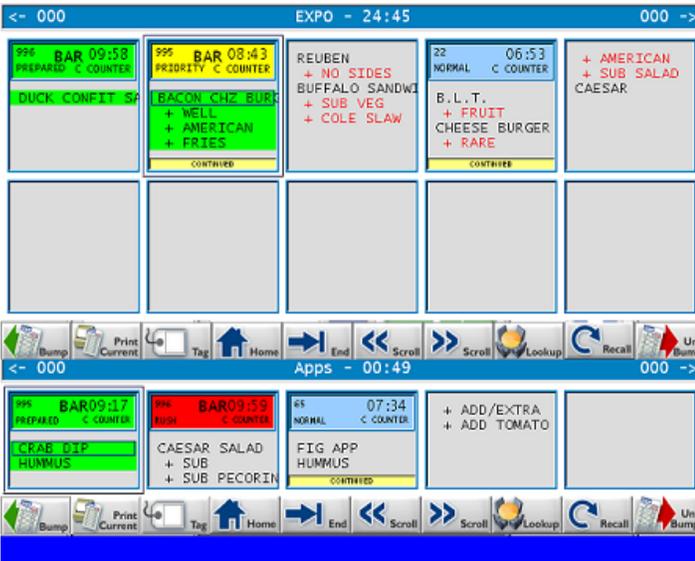
For more information on Powervar's full line of equipment contact your sales representative.

By Mark Tuttle

Moving Forward: QSR Kitchen Video Display System

With all of the new technology that's available it can be difficult to decide what can be truly helpful and beneficial to your restaurant. Our kitchen video display solution, QSR, has proven to be one of the most efficient and gainful improvements in this area. The QSR timing feature improves back of house productivity and helps kitchens improve ticket times. Cooks get the benefit of needing less communication to complete orders so they can focus on their own work and what is needed. Noise, waste and paper costs are slashed with the reduction or elimination of printers. QSR tracks your ticket times by station, allowing you to see any areas of opportunity. These are all improvements that can be made with the addition of QSR as your kitchen video solution.

QSR has the ability to set a time with each item in your POSitouch database so hot food is hot and cold food is cold. An order with a steak and a chicken dish will be set with different prep times. The steak will take 14 minutes and the chicken will take 8 minutes. QSR will show the steak on the cook's screen first and then 6 minutes later the chicken will appear. The expeditor screen will see the whole ticket for the entire time, making sure everything comes together correctly. This product also has the flexibility to adjust how items flow based on how busy your cooks are. It will push up the needed preparation time on tickets based on how long current tickets are taking and how many are on deck. These features together enable your staff to cook and plate food in the most appropriate manner ensuring that the entire order is ready on time.

As everyone in the business knows, kitchens can be loud and very chaotic. QSR can help aide in easing communication issues and allow cooks to focus on cooking instead of remembering orders. With this kitchen video system all modifications of an item can go to their needed station. No more calling out the sub salad, it will automatically show up on the salad screen. You will be amazed at how organized and quiet your kitchen can be.

These days many restaurants want to go as green as possible. QSR can help make your kitchen more environmentally friendly and at the same time benefit you financially. Not only will you save money on paper but you will also reduce your carbon footprint. Tickets can no longer be lost behind your line fridge or misplaced. The simple fact of not having to search through your paper tickets greatly improves a kitchen's productivity.

When it comes down to it, customer satisfaction and a customer's willingness to return is essential to your restaurant's success. Using QSR to improve timeliness, tracking cook time and productivity will give you the tools to get your customers back in the doors and improve their experience while controlling costs. QSR can give your restaurant a head start against your competitors. Ask your sales rep for a demo today.

By Joel Smith

A Big Tip: Excess Tip Override

Have you ever had a call from a guest that is upset because their Credit Card was charged for a $100 tip instead of a $10 tip? This might have happened to you before, but now there is a way to prevent it. POSitouch allows you to set a tip limit so you can put a percentage cap on credit card tips. For example if you set the limit to 50%, the employee can only close checks with tips up to 50%. Tips exceeding this percent will require a manager's authorization.

To enable this feature, open your Backoffice icon; click on Setup>Payment>Payment System Options 2. Locate the option for manager override for tips over % and set your percentage.

Next, you will need to go to Setup>User Privilege Codes. Scroll down to #126 which is excessive tip override and check on which user types you want to have the ability to authorize an override on the tip percentage (usually manager only). Complete an Immediate Systems Change to implement the change front of house.

This is a great tool to prevent theft and also the hassle of adjusting a tip amount during a busy shift. Protecting yourself and making less room for error helps you and your customer and is part of a successful restaurant.

For more information about this feature or other assistance, feel free to contact our helpdesk at 1800-868-2323 (charges will apply for assistance provided). Please note that if you do not see the options described above when accessing these areas, an upgrade may be required to implement this feature.

By Josh Mechaly

Headline News: Maryland Alcohol Tax Increase

Beginning July 1st, Maryland will increase the tax rate applied to alcoholic beverages from 6% to 9%. As of 5/13/2011 the state has not yet released the tax laws pertinent to the change. You can monitor the Maryland Comptroller sales tax webpage for updates (http://business.marylandtaxes.com/taxinfo/salesanduse/default.asp). If you need help when the time comes to implement the change, please contact our helpdesk for necessary information. Charges will apply for assistance provided.

Meet Our Staff: Joel Smith

How long have you worked at Data Business Systems? *[Joel Smith]* I have been working at DBS for just over 6 years.

What is your position at Data Business Systems? *[Joel Smith]* I am a senior member of our software support team which includes installs and training staff and clients on the software that DBS uses.

What is your favorite thing about working at DBS? *[Joel Smith]* I would have to say working with the people that we have on our team. I also enjoy meeting our clients and trying all of the new restaurants. Restaurant people are one of a kind and I love to hear everyone's stories.

What is one thing you would like customers to know? *[Joel Smith]* How much we all truly care about the success of our customers and how much we want to solve their issues. Our team works hard to try to do that extra bit.

What is your favorite dish to prepare? *[Joel Smith]* There are actually very few things I prepare more than once or at least the same version of it. I love to cook and enjoy making new dishes and trying new types of cuisine.

What is your favorite food? *[Joel Smith]* I'm not that picky but I'm pretty happy with anything that comes from a pig.

Inside DBS: Did You Know?

One of the great things about the POSitouch product is that it is built on a foundation of openness. This enables us to incorporate "best in breed" products to provide the ultimate solution to whatever puzzle you are trying to solve in your business. We have partnered with what we believe are best in business partnerships that have enabled us to answer a variety of needs for our client base.

One of the products we offer is the QSR kitchen video solution. The benefits of incorporating this into your restaurant are outlined in another article in this edition. The feedback we have received from our clientele that have installed QSR has been nothing short of amazing.

Did you know that within your POSitouch system is the POSireport? What is it? POSireport enables you to see all of your sales/labor data in an easy to read 1 page format. Gone are the days of printing every sales day individually, POSireport allows you to see a week's worth of data on one page!

Other items you might find interesting….
- Did you know that we can run the POSitouch application on an iPad and other tablets?
- Did you know we have a fully integrated camera solution that enables you to capture the video image and the guest check detail of transactions?
- Did you know that we offer a variety of handheld devices?
- Did you know we offer a seating and reservation solution?
- Did you know that we offer a dynamic pay at the table solution?
- Did you know that you can have a completely new look on your touch screens?
- Did you know that we are constantly evaluating the marketplace from all angles to ensure that your purchase remains the best solution for you?

In other words, we incorporate it all for your total solution and this article only highlights a few of the items that you may not have been aware of. Call us to arrange a demonstration on any of the above products or to assist you with solutions to any puzzle you are trying to solve.

By Tim Fogarty

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Solutions for retail and restaurant

Innovative Solutions and a Customer-First Commitment

From our beginning 34 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.

Software Byte: Using Pay at the Table

Pay-at-the-Table is our software that is used with wireless Bluetooth-enabled hardware, allowing guests to swipe their credit and debit cards and pay their check right at their table. European countries have been using these units for quite a while but they are fairly new on the restaurant scene here in the USA.

This is how it works:
When a table is ready for their check, the server drops it as usual. When the customer puts down a credit card, the server picks up a Pay-at-the-Table unit and opens the check on it either by table number, check number, or server number. The server walks to the table and has the customer swipe their card on the unit. The software can be configured to prompt for debit cards (as this can be a cost savings for the restaurant), credit, or gift cards. The server can also choose to split the check up between as many as 5 cards if needed. The customer follows the prompts to enter their debit PIN number if using debit, then the tip they want to leave. The check gets closed on the spot and a slip is printed for the customer to sign as well as a copy for them to take. The check is now closed in Positouch as well. This prevents several trips back and forth from the terminal to the table, keeps the customer's card in their sight, and reduces tip entry errors, as well as enhances security of customer credit cards.

By Lisa Barber

Manuals are now available on CD

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

POSitouch Operations Manual Jan 09
Backoffice Reference Manual Revision 6
Sample Reports April 07
Labor Scheduler February 08
Time & Attendance User Manual Ed. VI
Inventory Control Ed. V

To order a CD containing all manuals listed above in digital media format please contact Mary Blanchard at 703-573-2292 ext. 3309 or by email at MBlanchard@1dbs.com. Each CD is $20.00 plus shipping.

You can now place a service call on the web at www.1dbs.com

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