



Posi's Plate

Seasonal Tips and Information from Your Point of Sale Specialists

Notes from the Chef

What should we be doing and are we doing things the right way? How do we prevent a possible loss of data? These are common questions that we hear on our POSitouch helpdesk. Improving your processes is a goal of any successful business. We at DBS are passionate about helping you and your team learn the answers to these questions. In this newsletter we explore the better practice of using point-to-point encryption in your restaurant to take credit cards. In addition, beginning in January 2017, point of sale companies will need to be QIR certified to offer credit solutions. We are pleased to have our QIR certification and continue to offer our customers the most up-to-date and secure credit solutions. We look at how to make sure your important POSitouch data is securely backed up and how to monitor your downloads on your computers. As a restaurant owner or manager you are pulled in multiple directions all day long, read on to learn how to make sure you have the right processes in place to make your day a little less hectic. As always, we at DBS are here to help.

Joel Smith

Director of Support Services



Specials

This year both Maryland and the District of Columbia have increased the minimum wage. The minimum wage setting in POSitouch can be set so you can monitor whether your tipped staff are actually making minimum wage. In addition to raising the minimum wage this year, Maryland is scheduled for an incremental increase each year on July 1st all the way through 2018. You can find more information about the minimum wage increase schedule for Maryland at <https://www.dllr.state.md.us/labor/> and for the District of Columbia at <http://dcwagelaw.com/dc-minimum-wage-to-increase-to-1150-by-2016/>. If you have any questions or need assistance on setting the minimum wage in POSitouch please call DBS at 1-800-868-2323.

Appetizers

Have you seen an uptick in chargebacks since the liability shift last October? Easily the most talked about subject in our industry is the topic of EMV (chip cards). We have been live with this technology in our quick service locations for well over a year, however, the steps needed for certification in a tipped environment have been ongoing. We are happy to report that we now anticipate being able to offer the EMV solution, with select processors, this quarter. While you may be getting solicited by various providers claiming they have a complete solution it's important to proceed with caution. Many of these are not designed to handle gift cards through their device or allow for the adjustments that can occur. Our design will be set to best handle operations for ease of use and accept all payments. Did we mention we will also offer a pay at the table EMV ready solution? Exciting times! Please call your sales representative for more details.

By Tim Fogarty



Data Business Systems

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Entrees

No one wants to be that person. You know, the person that was responsible for infecting the computer. We have all heard about the different credit card scams, fake credit card readers, and security breaches of personal data. These days you don't even have to download anything to compromise your security. Keyboard and keystroke loggers are real and can invade your computer easier than ever before. You may think you're



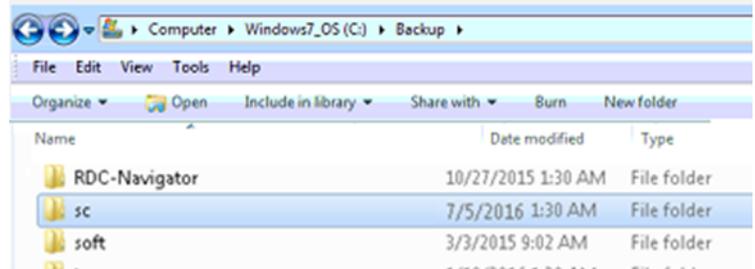
just checking your email or reading an online article but clicking on links or pop ups gives these malicious programs access to your computer. Not every virus is trying to access personal data on your computer. Some scammers simply infect the pc with a virus to force you to use them to remove it.

Be conscious of what activities you are doing on your POSitouch backoffice computer. You should avoid checking your personal email or programs like Facebook to reduce opportunities for spyware and other programs to get access to the computer. We understand that many offices are small and there's not space for both the backoffice pc and a personal pc. We can install a KVM switch which would allow you to save space by having two computers connected to the same monitor, keyboard, and mouse. This would allow you to have a personal pc and maintain the integrity of the backoffice pc while also saving space in the office. If you have questions about what to do if you see a pop-up or program, we at DBS are happy to assist.

By James Wood

Desserts

There are several systems in place to backup sales information and employee information but we want to make sure you know how to check to make sure your backup information is accurate and up to date. Knowing how to confirm this backup information is current is extremely important and is often used to correct any issues that may arise. Your POSitouch data is backed up to your backoffice computer each night. The easiest way to confirm that this backup is happening is to check the date of the SC folder in your C:\Backup folder on the backoffice computer. If it is dated from that morning you know that your backup is current.



If you are using QuickMenu, there is an awesome feature built into the software that backs up menu information and menu changes. QuickMenu saves changes as you go so it creates restore points that can go back to a specific date and time to restore the menu to before the changes were made.

By Kim Aylesworth

Your Point of Sale Specialists since 1977.

Current Versions:

POSitouch: 6.40

TransAction Plus: 7.5.1

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

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