

Posi's Plate

Seasonal Tips and Information from Your Point of Sale Specialists

Notes from the Chef

When our team meets to decide what information will be included in the latest issue of our newsletter, we always set goals to have it full of information to help you utilize your POSitouch system to its fullest potential. In this issue we have recycled some important articles that are still very relevant topics as well as insight into just one of the many new features now available; payroll change acknowledgements. PCI compliance remains a very important issue and with the credit card providers having announced that the relaxed EMV rules expired in April, this means the possibility of increased charge backs will resurface. Have you experienced this? It is definitely time to reconsider adding EMV readers to your sites and contact your sales rep for additional information.

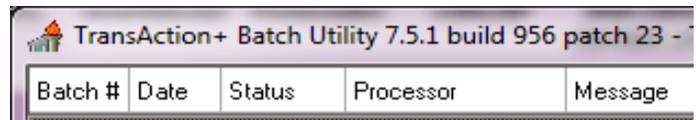
Sincerely,

Tim Fogarty

Director of Hospitality Solutions

Specials

Your credit card processing may cease as of June 30, 2018. To continue to process credit cards seamlessly as the processors switch over to using TLS 1.2 you will need to be running credit cards on a version of Windows that has not reached the Microsoft end of support date. This is currently Windows 7 or later and credit is typically running on the backoffice pc. Those that are using TransAction+ software will need to be on Version 7.5.1 build 954 or later. To check your version of TransAction+, you can open the Batch Utility from the desktop and it will show the version in the window at the top of the window.



Appetizers

Store and Forward

TransAction+ version 7.5.1 and above has the ability to store credit card transactions in the event that the restaurant's internet is lost. This feature works without any action required from the restaurant employees or our support team. Once Store and Forward is setup with the required parameters this feature will work seamlessly processing credit card transactions. SAF will activate if you encounter any difficulties authorizing credit cards providing a temporary credit card authorization which will enable you to close the checks out and continue to work. Once the issues that are preventing authorizing credit cards is resolved, normal processing is resumed and TransAction+ will immediately start sending the credit cards from the SAF queue. Please contact our office if you are interested and one of our expert support staff can provide you with all the details needed on this new feature.

Please Note: When TransAction+ is in SAF mode the system will generate the approval code without contacting the processor. This means that these cards could receive a decline when the system resumes normal processing due to insufficient funds. The declined cards will appear in the credit card batch, allowing the ability to potentially reprocess at a later time.

By Kati Graves



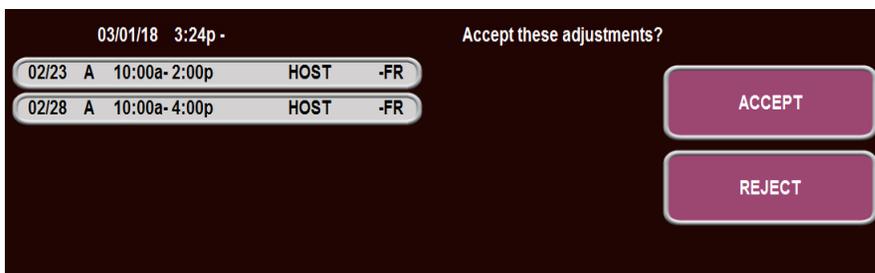
Data Business Systems

For Your Convenience: Local People • Local Support

Entrees

Payroll Acknowledgements

POSitouch is an amazing tool to track and store labor hours to ensure that your staff are getting paid accurately. As we all know too well, employees often forget to clock in or out which would make the time clock data incorrect. Managers have the ability to correct punches directly from the terminal allowing them to keep the labor data accurate without ever leaving the floor. Changing the clock in data is great for the business to keep people's



Adjustment and Acknowledgement Report from Mon Feb 19, 2018 to Sun Mar 4, 2018

Employee	Type	Reason	Amount	New Punch Date-Time - Job	Old Punch Date-Time - Job	Adj. Date-Time	Manager	#
SMITH, SUZI			8					
	Adj-New	FORGOT TO PUNCH		02/28/18 10:00a- 4:00p HOST		03/01/18 3:20p	JOHNSON, CLIFF	9
	Adj-Del	FORGOT TO PUNCH			03/01/18 3:18p- 3:19p HOST	03/01/18 3:21p	JOHNSON, CLIFF	9
	Adj-Chg	FORGOT TO PUNCH		03/01/18 12:00p- HOST	03/01/18 3:21p- HOST	03/01/18 3:21p	JOHNSON, CLIFF	9
	Adj-New	SYSTEM NOT AVAI		02/23/18 10:00a- 2:00p HOST		03/01/18 3:22p	JOHNSON, CLIFF	9
	Acknowledged			03/01/18 3:24p				
	Adj-New	FORGOT TO PUNCH		02/26/18 4:00p-10:00p HOST		03/01/18 3:34p	JOHNSON, CLIFF	9
	Acknowledged			03/01/18 3:34p				

hours correct so you ensure everyone is getting paid for what they worked. Have you ever had that detailed employee who tracks their hours and keeps precise records of when they clock in and out? When they come up and inquire about why their hours were adjusted, you can always run a report to see when the adjustment was made and who made it. However, a great way to keep the employee involved in the adjustment process is to turn on payroll acknowledgements. After the time adjustment is made, the next time the employee uses the timeclock function it will bring up a screen showing the employee the adjustment and prompt them to acknowledge it. It will track on the Adjustment and Acknowledgement Report so you can always confirm when they accepted the adjustment if there were questions. This feature can greatly cut down on any questions staff may have about changes in their hours. Please call the helpdesk at 1-800-868-2323.

Desserts

EMV, PCI Compliance and more...

Is your credit card information secure and does it meet the current PCI compliancy standards? Each day credit card companies are enforcing stricter requirements on credit card data that in turn requires changes to how you handle this sensitive information. At DBS we are always staying updated on the needed changes and latest versions of POSitouch and TransAction+ software to meet the standards. Although our role stops at providing the needed versions of the software, compliancy regulations require additional steps by you the restaurant owner. We highly recommend that you visit the security standards site to stay regularly informed. You can find this information at: https://www.pcisecuritystandards.org/security_standards/index.php. You may have also heard the credit card companies expired the relaxed EMV rules in April. This could mean an uptick in your chargebacks. Are you prepared? Talk to your sales rep about installing EMV chip readers to stay ahead of the curve.

By Tim Fogarty

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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