



# Posi's Plate

## Seasonal Tips and Information from Your Point of Sale Specialists

### Notes from the Chef

Cheers to the arrival of Spring! And we are just as eager to share with you some tips to help make your work a little easier. People usually think of spring cleaning but it's also a great time to elevate your knowledge as we share with you some common support calls and tips you can try for self-fixes. We have also brought back a favorite column from our POSi Talk newsletter, Meet Our Staff. It's a great opportunity for you to put a face with a name and learn what we like best about serving you. Enjoy the warmer weather and thank you for the opportunity to partner with you!

Sincerely,

Mary Blanchard

Office Manager



#### Shift4 Payments

Shift4 Payments brings over 20 years of knowledge and development in credit card processing. The Shift4 Payments gateway offers the highest level of transaction and financial data security, including certified compliance with the PCI Data Security Standard. There are patented tools in place to ensure that transaction processing systems do not store or process sensitive card data. Shift4 Payments has 100% system uptime since 2008 with geographically diverse data centers providing a fully redundant processing infrastructure.

Shift4 tokenization replaces sensitive cardholder data with a random alphanumeric value preventing any cardholder data from being stored or processed onsite. Always leading the way with credit card processing security and encryption, Shift4 invented tokenization in 2005. Shift4 Payment's PCI-validated Point-to-Point-Encryption (P2PE) protects your business and customers from harmful and costly effects of a data breach. Shift4 Payments' P2PE is PCI validated and that makes all the difference!

### Common issues you can easily solve!

*I created a new menu screen but it is not showing up on the terminals.*

When you create a new screen you must attach it to an existing defined menu for it to show up on the terminals. For customers who have QuickMenu, choose the Menu Builder option at the top right corner and you will be able to drag the new screen to any menu. For customers who use menu builder, you must go to the Define Menus section; choose the menu you would like to add the screen to, click Layout, then Insert the new screen to any available space or overwrite an existing screen. Once completed, do an immediate system change and you will now have the new screen on the terminal!

*When I open Navigator/Positouch Backoffice it gives me the error, "Working directory L drive cannot be accessed".*

If the Posdrvrv disconnects from the network, once the connection is re-established it may be necessary to refresh the mapped drive connection from the Backoffice computer. Open the Computer/This PC icon from the desktop. Find the drive that is labeled L Drive. If you double-click on the drive and it opens a folder to the drive, then you can go back and open Navigator as normal. If it gives you an error, go to the Posdriver and reconnect the network cable attached to it. If that fails please call the helpdesk.

*Continued on back.*



For Your Convenience: Local People • Local Support

Data Business Systems

*I have untipped transactions and I use TransAction+.*

*This error is caused by networking issues during the process of adding the tip and closing the check. When you open the batch in question, there will be at least one transaction that has no number in the tip column. A transaction requires at least a zero to be entered here before the transaction can be settled. Highlight the transaction and click the tip button. A prompt will pop up for you to enter the tip in. Once all untipped transactions have been entered you should be able to settle.*

*I was in Store and Forward (SAF) mode and now I cannot settle my batch and I use TransAction+.*

*This means that while you were in SAF mode there was a credit card swiped that was declined when the stored transactions were sent to the processor. Enter the batch in question and look at the status column of the transactions. If there are transactions with a status code of Q that means you are still in SAF mode and must have the issue with the connection from the Backoffice pc to the processor resolved before you can settle. If you have transactions that have been the codes SaFP or SaFX, that means that the stored transactions have sent to the processor who then rejected the full amount (SaFX) or partial amount (SaFP) of the transaction and must be voided before the batch can be settled. You can always try to reauthorize the cards later.*

*My system is only letting people clock in and out.*

*If your Posdriver is a terminal, you will need to connect a keyboard in the terminals USB port. Once connected, press alt+f4 to quit Positerm and get to the desktop. From here you will notice a large white program called Spcwin. Near the bottom left hand side you will see text that says "System in Time Clock mode. For normal operation press ESC Key". Click on the SPCWIN screen and press the ESC key. This will refresh Spcwin and allow normal use of terminals.*

*By Josh Deel*

## Meet Our Staff: Javier Alvarez

**What is your position at Data Business Systems?**

*Programmer Analyst. Any time you call our helpdesk, it may be me!*

**What is your favorite thing about working with Data Business Systems?**

*I can't name only one. My co-workers are friendly and knowledgeable, the software and hardware update constantly, I really enjoy the work, and I get to meet a lot of people when going out for on-site assistance.*

**How many years have you been in the Hospitality business?**

*About 10 years now. The most important lesson to take from all of that experience is knowing that the customer truly is king.*

**If you had to eat one meal every day for the rest of your life what would it be?**

*Easy. Sushi with Sriracha and Soy Sauce.*

**What's your favorite movie?**

*I could go all day talking about MCU movies. Currently my favorite movie is Avengers: Endgame. So much better than Infinity War!*



**Your Point of Sale Specialists since 1977.**

**Current Versions:**

*POSitouch: 6.41*

*TransAction Plus: 7.5.1*

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



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