Newsletter for April, 2009
from
Club Data Corporation

This newsletter is sent monthly to Club Office users to provide helpful hints or information that you may find of value.

This Month:

System Updates:
There are software updates at the Club Data Website for Club Office, SQLPos, and TimeClock. These are small updates where you are basically replacing one file in your system with another. Determine which you need and take the action as indicated in the update description.

TimeClock Users with SQLPos.
In response to requests from our users, those of you with both TimeClock and SQLPos can have Timeclock check to see if there are any open POS tickets for an employee who is clocking out for the day on TimeClock. The system will provide a warning message to the employee but will not prevent that employee from actually checking out.   This capability of course requires you to have SQLPos employees record their employee number when entering sales but can reduce the number of tickets left open at the end of the employee's shift and give you more control.

Process:
Download **up-add-tclock.exe** to your desktop, double click on it and install it to the p:\cdco folder. Then, install **updatetimeclock.exe** to the C:\CDCONODE folder on every time clock computer.

Bigger Messages on the Screen:
We've had users ask for a larger or more dominate message or error box to be displayed in either Club Office or in SQLPos. The answer is changing the font size in Windows Properties. See attachment 2 for examples and the easy instructions to make important changes in your system.

Hardware Changes?

For one reason or another, you may decide to change a printer, a workstation, a server, or a monitor on your network or add a new component such as a scanner. When you do, <u>it's important that you plan the change and coordinate with Club Data</u> prior to taking action. It's unfortunate that some hardware that you might purchase (on e-bay) - or have donated is just not compatible or that it's hardware that we have not seen before and cannot support.

For example, we have first hand experience with a limited range of receipt printers. It's a lot harder, if not impossible, for us to provide support for a printer that we've never seen, especially if the caller doesn't know the model of the printer and doesn't have the appropriate drivers, cabling, or needed legacy ports. There is a reason we recommend certain late model Star printers, the most common printers in the industry.

Although we are happy to sell you equipment for a nominal price, you can purchase hardware from whom ever you choose. The key is that we will get you hardware that will work and we can support. We don't like to have to tell you that the hardware you have will not work.

Steps when changing hardware:
1. Call Club Data for advice.
2. Purchase the hardware.
3. Plan in advance when the change will take place. It will take you longer than you thought it would take. Start early in the day to be sure that you can get it done in the day and have our technical expertise available.
4. Call Club Data for advice prior to starting.

One last thought. Having a backup receipt printer that is identical to your others can allow you to just unplug a defective printer and replace it with little or no pain. Consider this possibility.

Computer Date and Time, POS and Employee Time Clock Users:

For POS and Employee Time Clock users, it's critically important that all the computers on your network have their <u>clocks set to the same date and time.</u> If they're not all set the same, it creates all sorts of problems. For example, if one computer's clock is set 12 hours off, it would be possible for an employee to punch in on one computer at 8:00 a.m. and after working a whole shift, punch out on the other computer at a time that was *before* they punched in that morning! Similar problems can happen with POS tickets if a computer clock's date is wrong: a person could open a ticket on one register on a Wednesday and close the ticket only moments later on a different register that's dated with a Thursday date. *YIKES!*

This is why our POS and TimeClock software uses SyncNetwork, a little module that attempts to set the computer's clock to be same as a central time server on your own network. But the concept relies on the fact that the main computer's clock is properly set first, after which all the others can be set to it.

Problem solved? Well, mostly. You still must TURN OFF the Windows' built-in time synchronization system on your workstations so Windows won't override your network settings. Go to attachment 1 for information from Windows help on how to turn off Window's built-in clock synchronization.

Please share this newsletter with your colleagues**.**

Bill Hallberg
Club Data Sales and Service

Attachment 1: To turn off Windows' built-in clock synchronization.

(This information is straight from the Windows help file.)

If your computer is a member of a domain, your computer clock is probably synchronized automatically by a network time server. If your computer is not a member of a domain, your computer's clock is automatically and regularly synchronized by an Internet time server. This procedure provides information about turning off this feature.

1. Open Date and Time in Control Panel.
2. Click the **Internet Time** tab.

   The **Internet Time** tab is not available if your computer is a member of a domain.

3. Clear the **Automatically synchronize with an Internet time server** check box.

Notes

- To open Date and Time, click **Start**, point to **Settings**, click **Control Panel**, and then double-click **Date and Time**
- Internet time synchronization updates your clock on a regular basis, but only when you are connected to the Internet. It takes just a moment and should not interfere with your work. If you turn off clock synchronization, you can update the time yourself by double-clicking the clock on the taskbar.
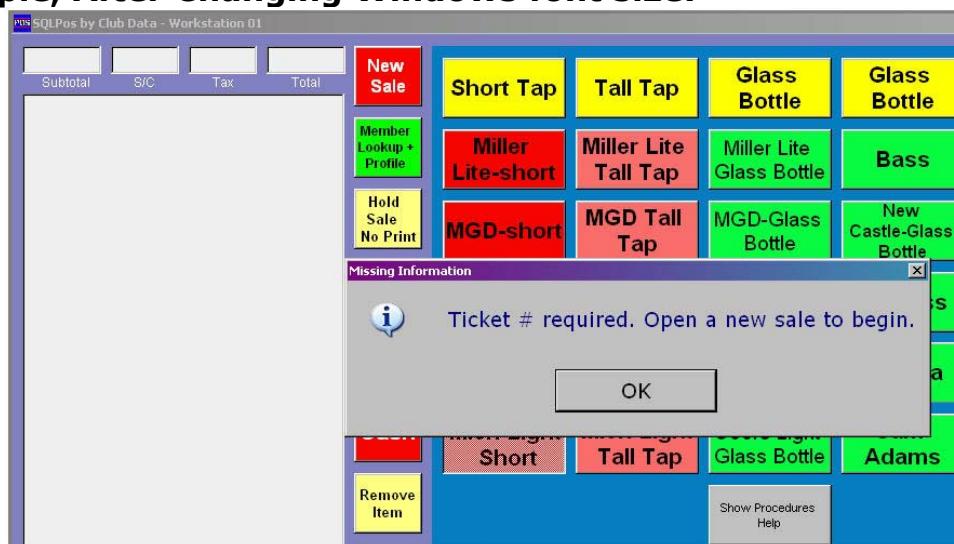
Attachment 2, Bigger Messages on the Screen

We've had the request from a couple of users for bigger error or informational messages when using either Club Data or SQLPos. The answer to the request is an adjustment to the font size in Windows Properties.
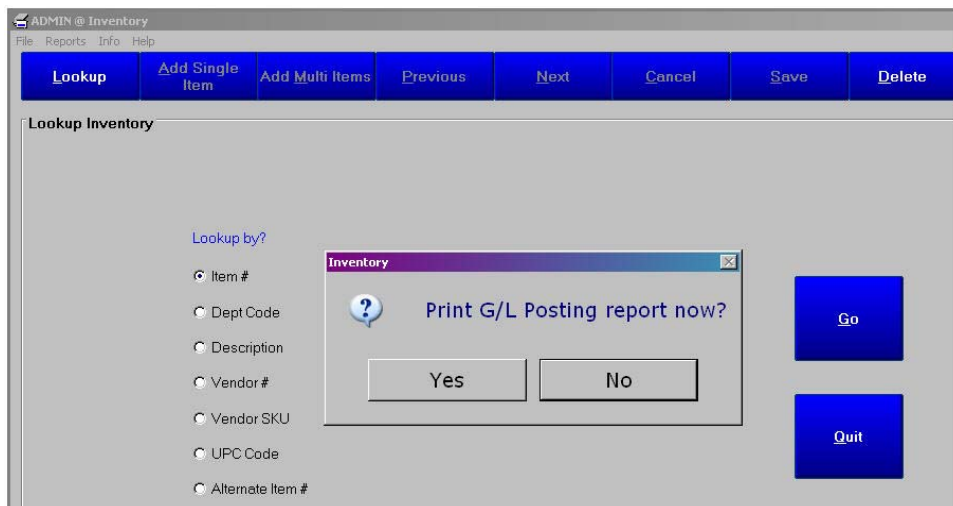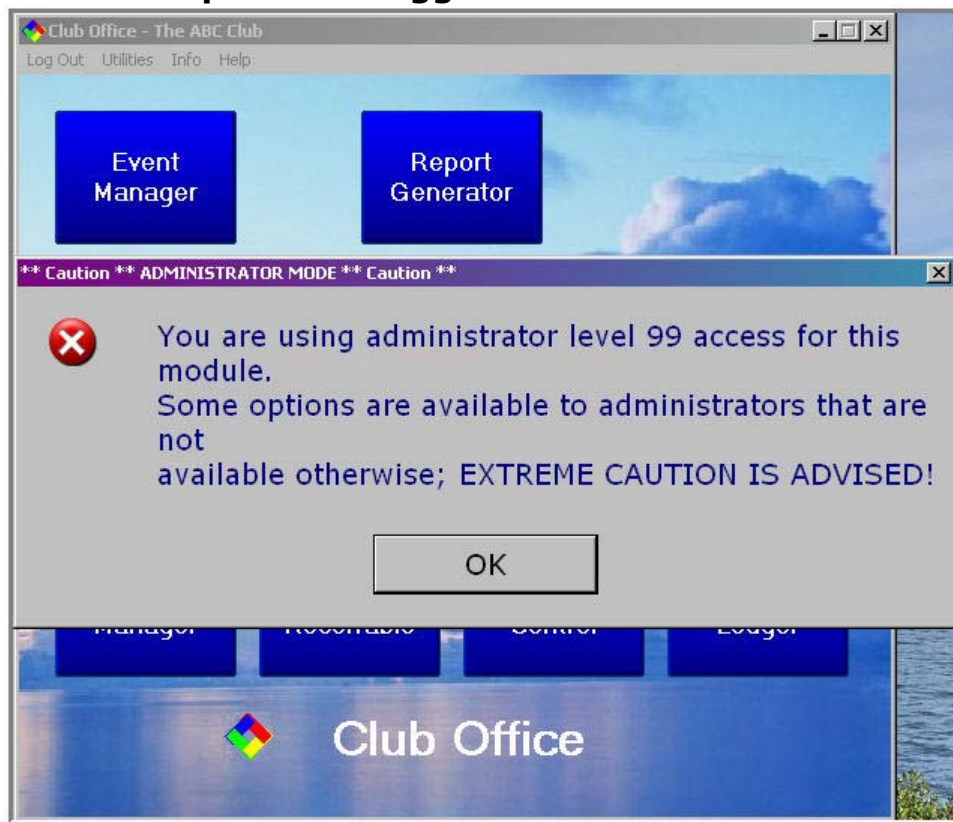
Example, small box with traditional font:
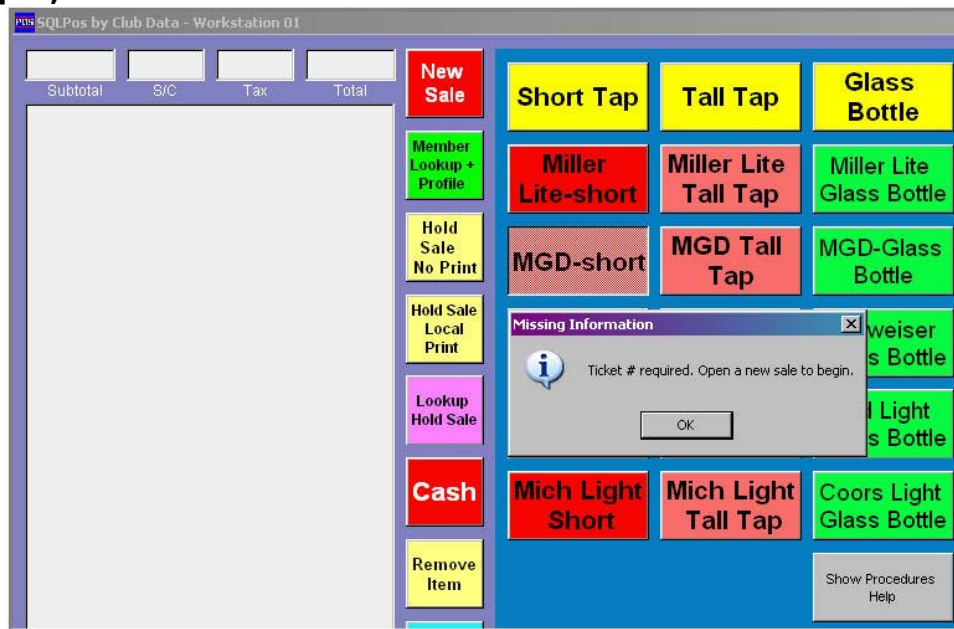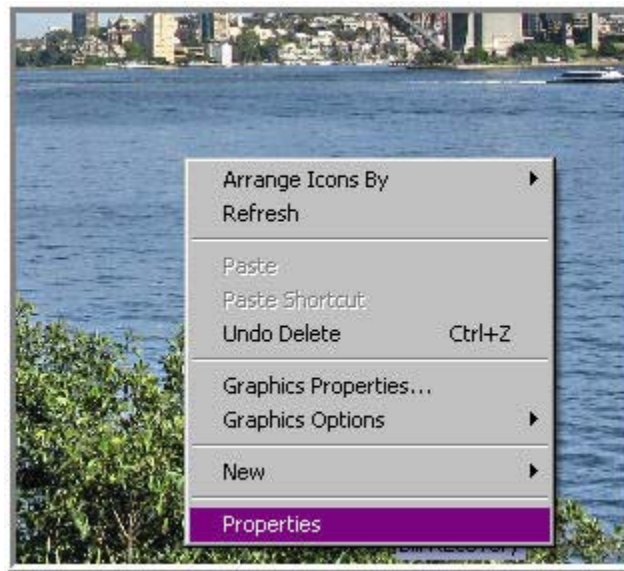

Example, After Changing Windows font size:
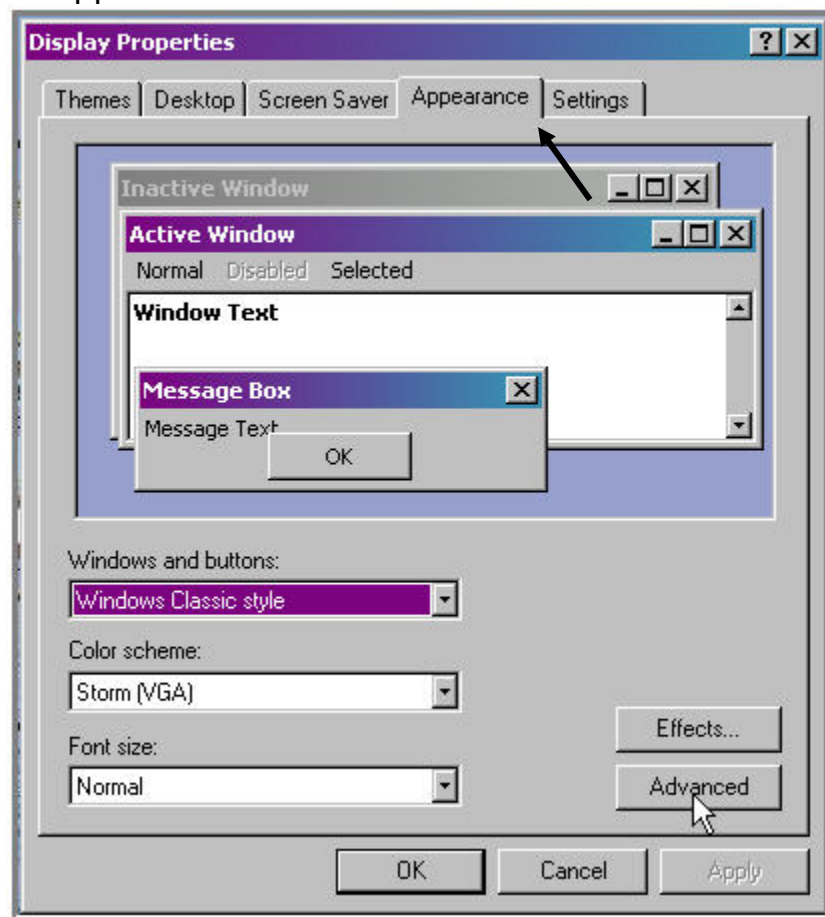
Club Office Examples with bigger font:

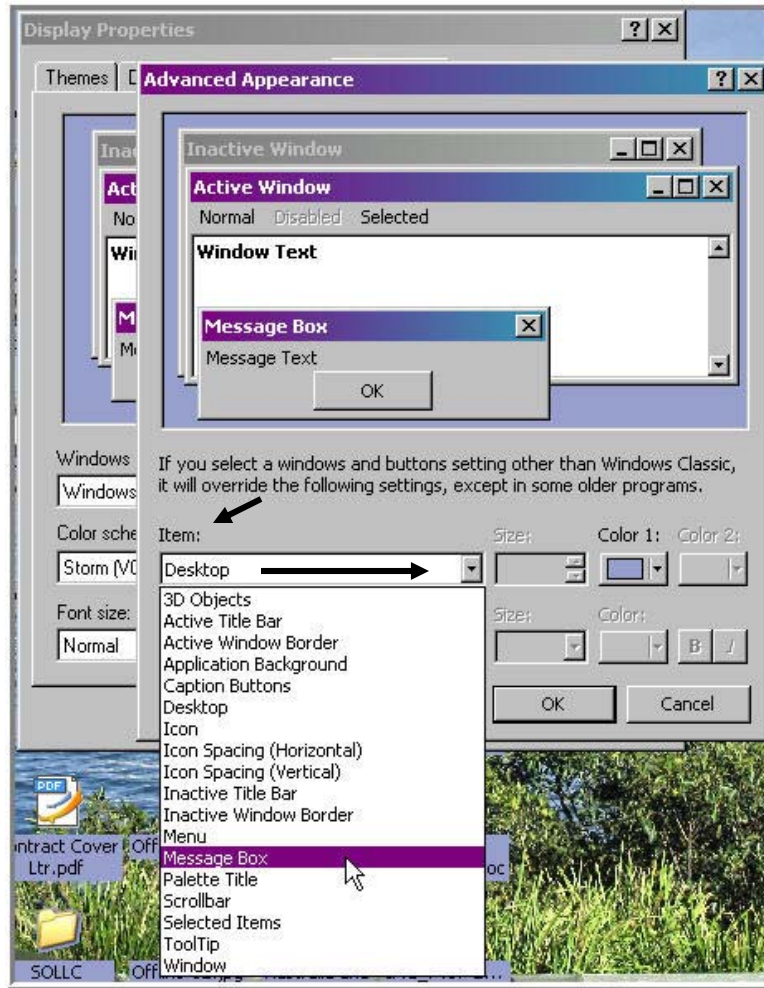## How to change the font size and get a bigger message box:

1. From an empty spot on the Desktop, Right Click to Display the Properties.

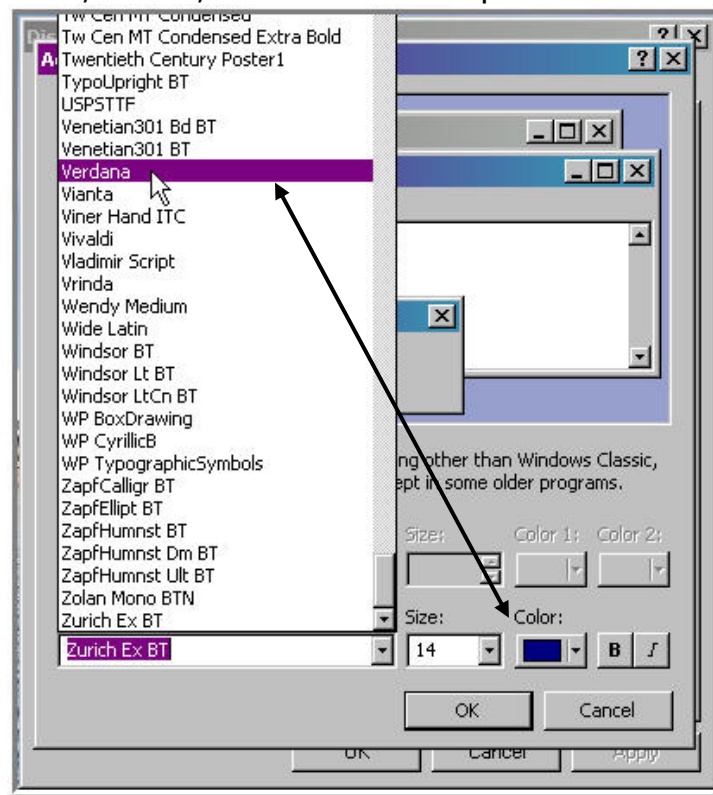
2. Click on Appearance Tab and the Advanced button.

3. Under Item, use the Drop Down and click on Message Box.

4. Choose a font, a size, and a color and press ok.

This technique will make a permanent change for all Windows programs on that computer. You might want to record your initial settings in the event that you want to go back.

Options: You may also choose to enlarge the font for the **"tool tip"** and for the **"scroll bar".** We've found that these options provide interesting results that we feel most users will want. Experiment on one POS machine and one Club Office machine prior to changing each of the computers.