Newsletter for September, 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:

SQLPos Update:
SQLPos users should download and install the **up-add-sqlpos.exe** update that is found in the SQLPos update area on the Club Data website. There are some significant changes, both transparent and more obvious, that should be put in as soon as practical, preferably before month end.

This updates in the POS system include a new automatic hourly "send sales" function built into HeartBeat that will help move the POS transactions into Club Office even if there have been intermittent network issues. The update also provides better handling of any zero-dollar items if scanned by a barcode scanner and it handles rounding issues more effectively. The Hold Sale windows were redesigned to display more tickets and make local holds easier to see. First names were added where practical.

Install the update into Club Office and then use the SQLPos Control Panel to push the update to each of your SQLPos registers.

Club Office Documentation:
Over the last several months, Club Data has completely re-written the operation manuals for the different Club Office modules. This monumental task is now complete!! The manuals are well illustrated and users have told us they're also easy to understand. All features and functions are fully explained and we bet that you'll learn things from them!

We encourage you to visit the Club Data website and download each of the manuals that pertain to your club. In addition, you might choose to download and review the manuals for modules that you don't have – but might have a need – to identify the features and functionality. Three of those modules might be Event Manager, On Line Statements, and Auto Charge.

Club Office: Printer Utilities
Users are reminded of the 2 different printer utilities built into Club Office to use as an aid when new printers or computers are added to the system or you wish to print to a different printer.

1. Changing Printers
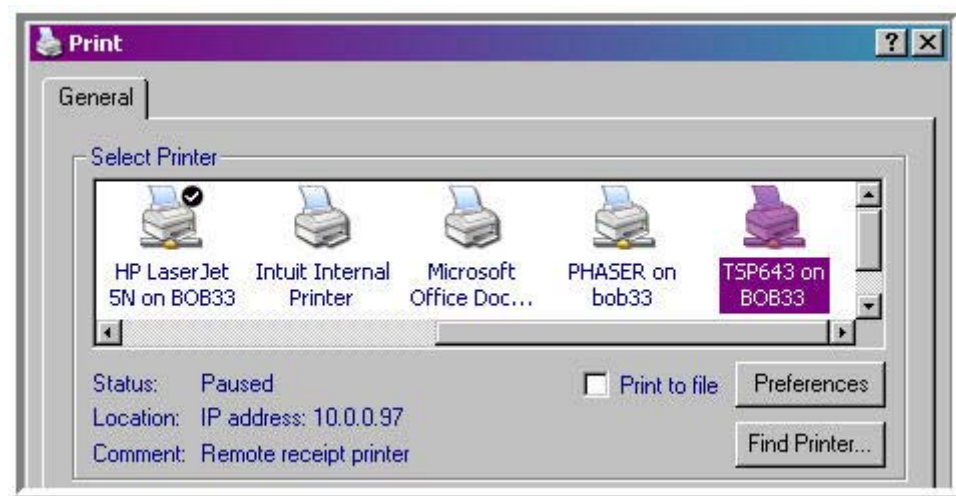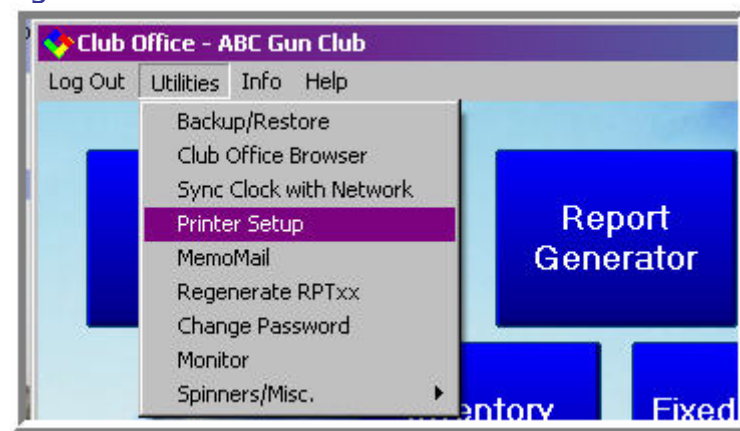
This utility is also helpful if you might be alternating between printing to a printer or "printing" to create a PDF file. You could change between "printers" while in Club Office as you decide the technique you want to use.

2. Changing the margins for the printer that that computer will use.
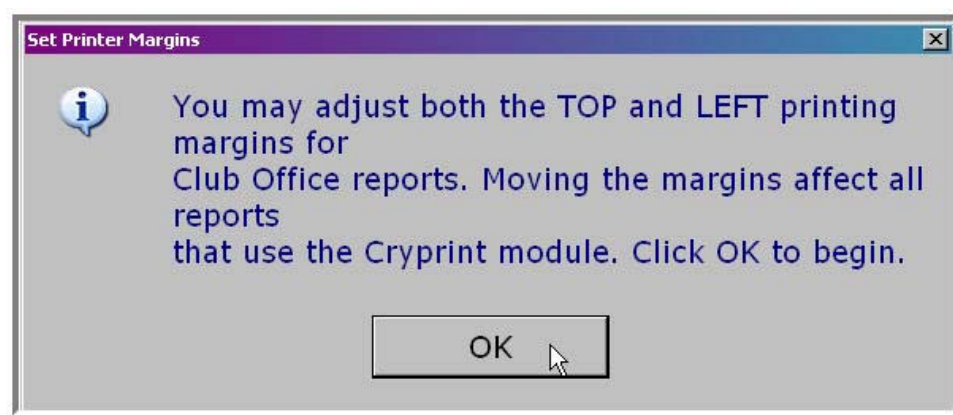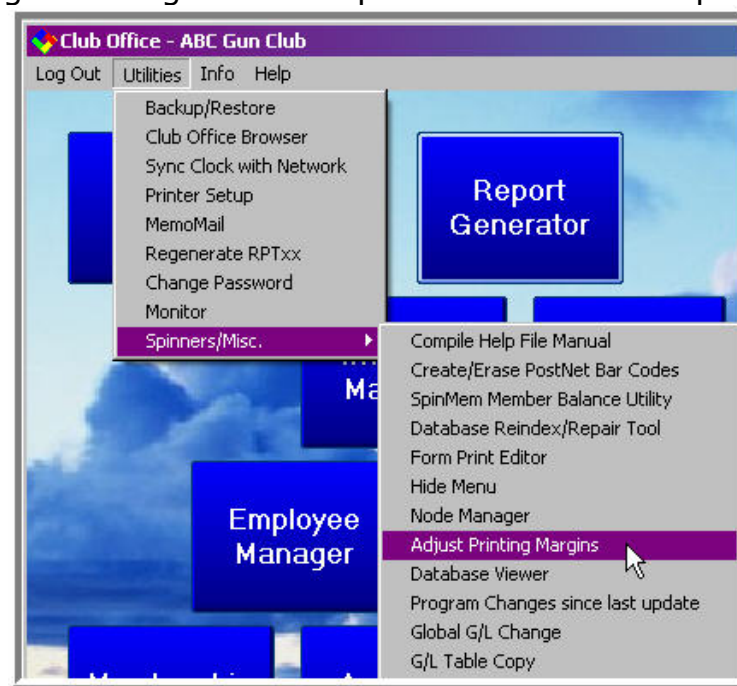
Adjust both the top and the left margins as desired and press OK.
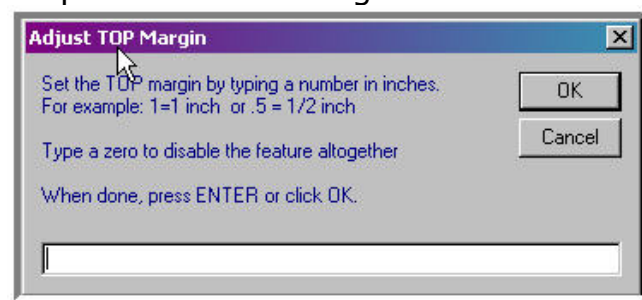
This utility is not normally needed – but some printers have built in margins that are different than the report margins built into the Club Office reports. Adjusting the margins for the printer being used might be necessary for the standard reports in Club Office to print in the desired location on the paper.

Important SQLPos Setup Information: SQLPos users should refer to attachment 1 for important information about setting up your SQLPos registers to handle pre-authorized credit card processing amounts. Failure to follow the advice can result in extra large amounts being pre-authorized that can tie up a customer's available credit and create very unhappy customers / members.

Please share this newsletter with your colleagues.

Bill Hallberg
Club Data Sales and Service

Attachment 1 - SQLPos Users:

If your are using one of our built in credit card processers (Mercury Payment Systems, Monaris, or Merchant Partners) there are 2 fields that SQLPos users should set for UNDERLINE EVERY SQLPos Register as applicable:

SQLPos Configuration - Workstation # 01

Tax S/C (Yes/No)	N	CCard Acct ID	TEST ID	G/L - Coupon	10000
S/C Tax Percent	0	CCard Acct Sub ID	TEST ID	G/L - Srv Chgs	22202
Use D or S tax	D	(unused)		Industry CC Code	F
Consolidate mode	G	CC Preauth Rate %	1	Default screen (1-100)	000
Company Name	ABC Club	Receipt format	1	Duplicate receipt?	1
Address line 1	PO Box 55512	Hold receipt format	5	Workspace mode	1
Address line 2		Reg Flags	00011c0007000011090	Backup Drive A-Z	

Buttons: Exit, Set Cash Drawer Bank, Define Happy Hour, Print Configuration, Help, Save

The Industry CC Code tells the credit card processer whether you expect additional gratuities to be added to that register's initial charged amount. Use either an:
- "**F**" for Food / Beverage where you expect gratuities **or** an
- "**R**" for a Retail environment where add on gratuities are not normal.

For the CC Preauth Rate %, use either 0 or 1.
- Use **0** for a retail business register where there should be no add on gratuities.
- Use a **1** for a food/beverage register when you charge an amount and the guest may add a gratuity to the charged amount for a sale that has been entered in a pre-authorization mode. The code 1 tells the card processer that there may be additional amounts added to the charge after the guest signs the receipt.

Register Purpose	CC Preauth Rate %	Industry CC Code
Retail. Pro Shop	0	R
Bar, Restaurant	1	F
Combined Retail and Food / Beverage	1	F

Using a CC Preauth Rate % <u>other than</u> 0 or 1 may cause the credit card processing company to try to pre-authorize an amount greater than your limit and reject the sale and cause other processing issues.

NOTE: This advice represents changes made in the card processing systems on the amount to be pre-authorized, presuming a gratuity. A "2" used to represent pre-authorizing 200% of the base sale. A number greater than 1 is no longer needed by the credit card processers who are built into SQLPos.

Attachment 3: SQLPos Hold Sale Visibility

Most clubs in the F & B area have sales that are placed on hold for later recall. This is used to run a tab or to allow additional items to be added to the ticket as time passes. It's also used when a ticket has been printed and presented to the customer and you're just waiting for the customer to add the gratuity and sign the ticket before finalizing the sale.

Within SQLPos, there is the feature that allows for sales and processing of customer tickets even if there is a problem with the network that would shut other POS systems down. If there is an issue and Heartbeat is "flat lined", it is very visible that there are network problems. In that case, any new ticket created will have a 900,000 series ticket number and sales that are placed on hold will be sent to the "local hold" area of the computer.
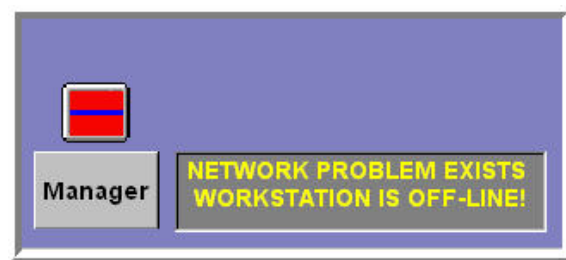
Once network communication has been re-established, locally held sales can be recalled and placed back in hold, this time in the normal hold area.

Until this release, the "local hold" tickets have been identified by an extra button for locally held sales that the server would have to press to see the local holds. Untrained servers often would miss the local hold view and, unable to pull up an existing ticket, would say "To Heck with It" and start another sale. As a result, at some clubs, locally held tickets were not processed and were piling up with a variety of results.

To provide visibility of all tickets, both in central mode and in local hold, the lookup hold sales screen has been changed in the Sept 2009 SQLPos update to show both classes of held tickets simultaneously.

Example: Both Normal Hold Sales (blue) and Local Hold Sales (red at the bottom of the screen.)

```
┌─Lookup Hold Sale - Local Hold Sales Exist─────────────────────────────────┐
│ ┌───────────────────────────────────────────┐   ○ by Table #              │
│ │ 1591 - 20090803 - 11:44:35 - Callahann John G │  ○ by Server/Employee #  │
│ │ 900003 - 20090825 - 13:02:57 - Yellow Shirt   │  ○ by Member #           │
│ │ 900004 - 20090825 - 13:03:40 - Anderson Richard │ ○ by Ticket #          │
│ │ 900005 - 20090825 - 13:04:34 - Red Shirt      │  ● by Session/Date       │
│ │ 900006 - 20090825 - 13:05:22 - Turnbull Scott │  ○ Local Hold Sales ONLY │
│ │ 1594 - 20090825 - 14:03:05 - Haberle Dave     │                          │
│ │ 1595 - 20090825 - 14:03:35 - Stone Christopher│  ┌──────────────────┐    │
│ │ 1596 - 20090825 - 14:05:09 - Anderson Richard │  └──────────────────┘    │
│ │ 1597 - 20090825 - 14:24:48 - Hallberg Bill    │                          │
│ │ 1598 - 20090825 - 14:25:17 - Mr Stone's Guest │  ┌──────┐  ┌──────┐      │
│ │                                               │  │Lookup│  │ Done │      │
│ │                                               │  └──────┘  └──────┘      │
│ │                                               │                          │
│ │                                               │   7    8    9            │
│ │                                               │                          │
│ │                                               │   4    5    6            │
│ │ 900007 - 20090827 Table: 0 - Svr: 0 - Turnbull Scott│                    │
│ │ 900008 - 20090827 Table: 0 - Svr: 0 - Willis Ronald │ 1    2    3        │
│ │ 900009 - 20090827 Table: 0 - Svr: 0 - Stone Christop│                    │
│ │ 900010 - 20090827 Table: 0 - Svr: 0 - Weber Dale G  │      0             │
│ │ 900011 - 20090827 Table: 0 - Svr: 0 - Hallberg Bill │                    │
│ └───────────────────────────────────────────┘                            │
└───────────────────────────────────────────────────────────────────────────┘
```

If HeartBeat is flat lined on a register, only the locally held tickets can / will be shown.

```
┌─Lookup Hold Sale - Local Hold Sales Exist─────────────────────────────────┐
│                                                 ○ by Table #              │
│                                                 ○ by Server/Employee #    │
│                                                 ○ by Member #             │
│                                                 ○ by Ticket #             │
│                                                 ● by Session/Date         │
│                                                 ○ Local Hold Sales ONLY   │
│                                                                           │
│                                                 ┌──────────────────┐      │
│                                                 └──────────────────┘      │
│                                                                           │
│                                                 ┌──────┐  ┌──────┐        │
│                                                 │Lookup│  │ Done │        │
│                                                 └──────┘  └──────┘        │
│                                                                           │
│                                                  7    8    9              │
│                                                                           │
│                                                  4    5    6              │
│ 900007 - 20090827 Table: 0 - Svr: 0 - Turnbull Scott│                    │
│ 900008 - 20090827 Table: 0 - Svr: 0 - Willis Ronald │ 1    2    3        │
│ 900009 - 20090827 Table: 0 - Svr: 0 - Stone Christop│                    │
│ 900010 - 20090827 Table: 0 - Svr: 0 - Weber Dale G  │      0             │
│ 900011 - 20090827 Table: 0 - Svr: 0 - Hallberg Bill │                    │
└───────────────────────────────────────────────────────────────────────────┘
```

If there are no local hold sales on a register, it will also be very visible since there will be no "red" ticket lines at the bottom of the screen.

```
SQLPos by Club Data - Workstation 01                                    _ ☐ ✕
┌ Lookup Hold Sale ─────────────────────────────────────────────────────────
│ ┌──────────────────────────────────────────────────┐
│ │ 1591 - 20090803 - 11:44:35 - Callahann John G      │   ○ by Table #
│ │ 900003 - 20090825 - 13:02:57 - Yellow Shirt        │
│ │ 900004 - 20090825 - 13:03:40 - Anderson Richard    │   ○ by Server/Employee #
│ │ 900005 - 20090825 - 13:04:34 - Red Shirt           │
│ │ 900006 - 20090825 - 13:05:22 - Turnbull Scott      │   ○ by Member #
│ │ 1594 - 20090825 - 14:03:05 - Haberle Dave          │
│ │ 1595 - 20090825 - 14:03:35 - Stone Christopher     │   ○ by Ticket #
│ │ 1596 - 20090825 - 14:05:09 - Anderson Richard      │
│ │ 1597 - 20090825 - 14:24:48 - Hallberg Bill         │   ● by Session/Date
│ │ 1598 - 20090825 - 14:25:17 - Mr Stone's Guest      │
│ │ 900009 - 20090827 - 09:59:55 - Stone Christopher   │
│ │ 900010 - 20090827 - 10:00:56 - Weber Dale G        │  ┌──────────────────┐
│ │ 900011 - 20090827 - 10:02:09 - Hallberg Bill       │  │                  │
│ │ 900012 - 20090827 - 10:02:58 - Haberle Dave        │  └──────────────────┘
│ │                                                    │
│ │                                                    │   ┌────────┐ ┌────────┐
│ │                                                    │   │ Lookup │ │  Done  │
│ │                                                    │   └────────┘ └────────┘
│ │                                                    │
│ │                                                    │    ┌───┐ ┌───┐ ┌───┐
│ │                                                    │    │ 7 │ │ 8 │ │ 9 │
│ │                                                    │    └───┘ └───┘ └───┘
│ │                                                    │    ┌───┐ ┌───┐ ┌───┐
│ │                                                    │    │ 4 │ │ 5 │ │ 6 │
│ │                                                    │    └───┘ └───┘ └───┘
│ │                                                    │    ┌───┐ ┌───┐ ┌───┐
│ └──────────────────────────────────────────────────┘    │ 1 │ │ 2 │ │ 3 │
│                                                          └───┘ └───┘ └───┘
│                                                                ┌───┐
│                                                                │ 0 │
│                                                                └───┘
```

Procedurally, you are encouraged to review the idea of "Hold Sales" with each of your employees and teach then the procedures that you want them to follow as appropriate. In addition, you are strongly encouraged to enact a nightly closeout procedure that will address all "Hold Sales" on each register and take action as appropriate.

After installing the new software update, you should review your Hold Sales window at each register. Should you find any local Hold Sales, determine:
- If they have been lost and duplicated by the server and should be deleted **OR**
- If they were never invoiced to a member and should be tendered and finished.

One last point: "Normal" Hold Sales can be recalled from any register on the system. Local Hold Sales are visible only on the register that was processing them. Remember that there is a communication problem so the tickets cannot go elsewhere and other register's tickets cannot be seen. Insure that your employees know the difference and that they notify a manager when they see a "flat line" indicator or start to see local hold sales.

It's our very strong suggestion that all POS transactions be reviewed daily in the cash / sales balancing process to identify irregularities in the processing of tickets so appropriate questions can be asked. You are looking for patterns, potential issues, and potential signs of trouble.

- Do your register sales, tenders and cash tie to the A/R detail?
- Are there any sales remaining in either main or local hold?
- Are there any tickets that have not been sent to A/R?
- Have there been undocumented "Paid Outs"?
- Why was this sale (or these sales) voided?
- Why have items been removed from the ticket?
- Do sales by employee look "normal"?
- Which employee(s) looks as though they might need training?
- Are items being sold for "questionable amounts?"
- Do adequate processes and procedures appear to be in place?

It's far easier to ask questions, spot problems, and resolve issues while the trail is hot. Besides, it will take you less time and will prevent a recurrence of problems that might have been solved in a daily review process.

Don't get caught with surprises and problems at the end of the month!

Attachment 3: Operational Module Manuals

Operation Manuals in PDF

1. manual - Config
2. manual - Login/Menu/Utils
3. manual - Membership
4. manual - Accounts Receivable
5. manual - General Ledger
6. manual - Accounts Payable - *new as of 8-18-09*
7. manual - Employee & Payroll
8. manual - Inventory
9. manual - Fixed Assets - *new as of 8-21-09*
10. manual - SQLPos Point of Sale
11. manual - TimeClock
12. manual - Event Manager
13. manual - Online Statements
14. manual - QuickBooks G/L Interface
15. manual - RM Photo Viewer - for Restaurant Manager
16. manual - Restaurant Manager POS Interface
17. manual - Micros POS Interface
18. manual - HourGlass Golf Reservations
19. manual - Networking
20. manual - Troubleshooting Printers
21. manual - CEXML Export - *new as of 7-02-09*
22. manual - AutoCharge