

Newsletter for October, 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:

Updated SQLPos Software (Highly recommended.) There has been a change in logic as it pertains to the use of multiple tenders. While not an issue until recently reported by one club, a software change has been made so you can not use both a member charge and a credit card for payment on the same chit. If, however, your customer pays with both cash/check and a form of charge, the cash/check must be tendered prior to the charge. To update your SQLPos software, install **up-add-sqlpos.exe** too your CDCO directory and then push the software changes to your workstations.

Club Office Update: There have been some minor performance and security changes to update Club Office. Just download and install this **updatecdco.exe** into your CDCO directory.

Procedure for backing up your database: We are pleased that people are really trying to keep a current backup of their database available for use in case of "the bound to happen" catastrophe. Attachment one shows a very clean and simple method to backup your database so you should never get caught without a current backup.

Year End Tax Forms and Tax Form Processing:

A letter is being sent reminding you that once again, we have W-2's and 1099's forms available and that we can print your year end tax forms for you. If you want Club Data to print your year end tax forms, please contact Dave and let him know so he can place you on his schedule.

You may want to just purchase the year end forms and process your own documents. If so, let Dave know that, also, so we can order enough forms.

Future Club Office Change: In January, we will be merging the online help with the updated Club Office manuals. This will give you the ability to pull up a user manual from within the Club Office modules. For this to happen, you will need to have Acrobat Reader available on each of the Club Office computers that will be accessing the help files. Between now and January, please follow the attached link to Adobe.com to download and install Acrobat Reader on each of your computers. (In using Reader, we are continuing our practice of using industry standard software for our applications and utilities.) http://get.adobe.com/reader/

Inventory Item Maintenance: We suggest that SQLPos users should quickly review the sales account for every with the POS item field checked on the database to insure that there is a valid account number in the account number field.

Reports Info	Help	-			
<u>L</u> ookup	<u>A</u> dd Single Item	Add <u>M</u> ulti Items	<u>P</u> revious	<u>N</u> ext	<u>C</u> ano
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Total value on	hand	.00 (Avg cost x qty on ha	and)	
Vendor #			Vendor not found>		
Vendor's SKU					
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A quick way to do this might be to print the Item Configuration List for all departments and quickly scan the list to visually check out the field.

•	Reports Info Help					
	Inventory Management	Department Codes in Use Basic List Master List Value List Price List	Previous			
	tem #	Item Configuration List				
	nventory dept code	Physical Inventory K Quantity Change Reports Labels				

Even if you have items that are on the item list with no retail, but are trying to keep track of use through SQLPos, you need an account number.

Current Hardware Recommendations: With the availability of different configurations of computers changing on a daily basis, and clubs needing to purchase hardware as the needs come up, we thought that it would be a good idea to identify our current recommendation for computers. Currently we are recommending / purchasing the Dell Optiplex 740 for around \$650 to \$700, depending on promotions. Specs include

Slim Line Case	2 GB of Ram
DVD Writer for backups (or at least a CD or DVD reader for use in installing software.)	Upgrade (for \$10) to 160 GB hard drive if you have other applications on the unit. For POS, take normal.
Operating System "Down grade" to XP Pro	Comes with 1 parallel port, 1 serial port, and 6 or 7 USB ports.

Other considerations: Seriously consider having all machines with the same operating system (XP) unless you want the opportunity to learn and trouble shoot more than one operating system.

Consider the ports you need when you purchase your computers. For example, new computers don't come with a PS2 port so card swipers probably will not work. If you have printers and monitors that use the older ports, you may choose to also purchase new peripherals that have USB ports or you may have to include add on boards with additional serial or parallel ports.

Please share this newsletter with your colleagues.

Bill Hallberg Club Data Sales and Service

Backing Up Club Office

Backing up Club Office is important for a variety of reasons and can prevent painful issues later on.

There are different strategies to backup Club Office (such as backing up your entire computer or backing up the entire CDCO directory and the entire CDCONODE for each of the POS workstations). One fairly complete (and easy) strategy is to get backups from each of the POS workstations in CDCO and then backup Club Office from the Utilities tab. This strategy allows for easy recovery if needed.

If you do not have SQLPos, you can skip to page 3.

For SQLPos users, from the pyramid, go to the SQLPos Control Panel.



Wait some time for the POS workstations to be recognized (turn to green), and place a check to select each of the workstations in the Select field for the "green" units.

Prior to backup, you may choose to close out each of the registers and get all current sales data.

nit # Select	Location				
	Bar Rest-1	Closeout Workstation & Get All Data	Send ONLY Inventory Info to Workstations	Send 'Everything' to Workstations	Manual Import - Sales Transactions
3 [] 4 [2] 5 []	Rest-2 Pro Shop-1 Pro Shop-2	Backup Workstation databases to Central	Send ONLY Employee Info to Workstations	Distribute Custom Multicommand REQuest (Advanced)	Manual Import - Inventory Transactions
6 C	Patio Bar	Set/Remove Session (ONLY if sessions are used)	Send ONLY Member Info to Workstations	Shut do w n SQLPos, keep HeartBeat running	Import Off-Line Workstation Configurations
		Make Global Workstation Backup	Check HeartBeat Pulse for All Workstations	Shut do w n SQLPos AND Heartbeat	Create Update for Off-Line Workstations
		Get ONLY Sales Transactions from Workstations	View/Print Button Configuration Settings	Update Workstations with New Software	Total Shut Down of Remote Computer
		Get ONLY Transaction History from Workstations	Reindex Workstation Buttons	Clone Workstation	Get Register Software Version Info
		Get Button/Config Settings from Workstations	Reset Item Buttons to Current A/R Department Configuration Settings	Refresh XACT Databases	
		Send Inventory, Member and Employee info to Workstations	Send ONLY Button/Config Settings to workstations	Archive XACT Databases	

Then, you might choose to backup each of the workstation databases to central (CDCO).

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Unit #	Select					
1		Bar	Closeout Workstation &	Send ONLY Inventory	Send 'Everything' to	Manual Import - Sales
2		Rest-1	Get All Data	Info to Workstations	Workstations	Transactions
3		Rest-2			Distribute Custom	
4		Pro Shop-1	Backup Workstation databases to Central	Send ONLY Employee Info to Workstations	Multicommand REQuest (Advanced)	Manual Import - Inventory Transactions
5	Γ	Pro Shop-2			(Auvanceu)	
6		Patio Bar	Set/Remove Session (ONLY if sessions are	Send ONLY Member	Shut down SQLPos,	Import Off-Line Workstation
7	-	<u> </u>	used)	Info to Workstations	keep HeartBeat running	Configurations

Press the Backup Workstation databases to Central button which will include all of the workstation databases and their configurations.

When backing up the register information has been completed, back up the Club Office databases.

To do this, go to Pyramid – Utilities – Backup / Restore.



On a one time basis, set the backup drive and place a check on the line "Include Date & Time in backup file name."

🔥 Club Office - ABC Member's Club	
Log Out Utilities Info Help	
Backup/Restore 09.06.29a - Usin	ıg drive: F 🛛 🔀
File Mode Info Help	
Set Default Backup Drive (F)	
Ma 🗸 Include Date & Time in backup file nam	e estore DATA and PHOTOS
Exit	

Select the information to backup, normally Data Only for the clubs not using photos in their SQLPos member identification process.

g drive: F 🛛 🗶
Restore DATA and PHOTOS
Restore DATA ONLY

The result will be a file called <u>CDCOBKNP(date-time).zip</u> on the drive you selected. This zip file will provide the necessary files to restore any of the databases if needed. If you are using a memory stick, to avoid having all of your eggs in one basket, consider rotating memory sticks, perhaps one for each day of the week. (Memory sticks are cheap.)

F.				
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E C My Documents	Cdcobknp20090918@130014.zip	8,575 KB	WinZip File	9/18/2009 1
E 😡 My Computer	Cdcobknp20090914@141658.zip	7,221 KB	WinZip File	9/14/2009 2
	cdcobknp20090909@102827.zip	8,365 KB	WinZip File	9/9/2009 9::
E CD-RW Drive (D:) Documents and Settings		File Folder	1/1/2008 7:

If the SQLPos workstations and Heartbeat and the server are always left on as recommended, a complete backup of the POS workstations is automatically created at a scheduled time each night. The time is set via the "Configuration Pulse" button on "Heartbeat". This creates a more complete backup that the "Make Global Workstation Backup" on the SQLPos Control Panel Screen creates. With AutoSend turned on, making a backup every morning starting with the instructions on page 3 might be good timing and take a little less time.



Summary: There is no substitute for having a backup that can be used in the unlikely situation where it is needed. If done more frequently, the effort to restore if needed is less than if the backups are done less frequently. Backups are like an insurance policy that you hope you never need to use. Do you want to spend your time backing up now or do you want to spend your time recovering later? That is your choice.