LockBox Secure Data Storage
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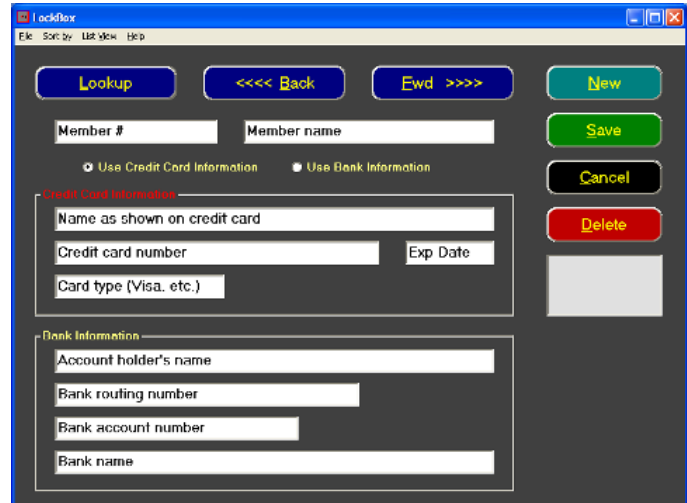

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Overview

LockBox is a single-user Windows utility for storing and retrieving sensitive credit card and bank information using secure, industry standard 3DES encryption methods. The module requires that the user log in with a user name and password. After five minutes of inactivity LockBox closes itself automatically whether the module is visible on the screen or minimized on the task bar. For data security reasons no printing facility is included in the software to print credit card or bank information; such data may only be viewed on the screen.

Limitations

Maximum number of records: There is no internally imposed limitation on the total number of records LockBox can store and software testing indicates that the limit is more one of a practical nature than physical. For example, the List View display attempts to load *all* records into the display and if the database contains many thousands of records, it may take a few moments before all of them are visible. However, a lookup feature is included that allows looking up specific records or ranges of records either by member number or name which can assist the user in quickly locating the desired records.

Printing: by design, LockBox does not include provisions for printing or exporting sensitive data as such options are felt to be contrary to the concept of data security.

Single User: LockBox is a **single-user application** and should be installed locally on a single computer. LockBox is not designed to be multi-user or network capable. Attempting to use LockBox as a multi-user application or in a network setting violates the licensing agreement and may create unpredictable and irrepairable database integrity issues

Why use LockBox?

Storing credit card and bank information in spreadsheets, documents or any other unprotected manner exposes your business to extreme penalties if that data is ever stolen. It's been reported that fines can be upwards of $50,000 per card number. Multiply that potential fine by the number of credit card numbers or bank routing/account numbers that you have on file and it's not difficult to understand the potential financial impact such a theft could have on your business. For most small companies, the result would likely be devastating and put the company out of business altogether.

LockBox provides a way to safely store this sensitive information using the credit card industry's approved 3DES encryption method.

Data Security

LockBox uses 256-bit 3DES encryption, the encryption method required by credit card companies for storing credit card information. Users should take care when viewing a record on the screen so that unauthorized eyes cannot see it. The CANCEL button can be used as a "clear boxes" function anytime it's necessary to quickly hide the current information from view. Alternately, you may use the minimize button to place the current screen onto the Windows taskbar and remove it from prying eyes.

By design, LockBox does not provide any facility for printing or exporting card or bank information. Little benefit is derived by storing sensitive data in a safe, encrypted fashion if a printed listing of the same data resides in a folder on top of a desk. LockBox does include an card expiration date listing that is printable, but the list includes only member names and numbers without any card information.

While it cannot be prevented by the software, users are *strongly* encouraged not to use screen capture methods to print LockBox information or conjure up methods to directly store track information from a swiped card should a card swiper is installed on the computer. As a reminder, *storing card swipe data is specifically prohibited by credit card companies.*

For your protection, LockBox will automatically close after five minutes of non-use.

Software Registration

The installation procedure provides an option to print a form that you can complete and fax or mail to Club Data Corporation to register your software. Alternately, a registration form can be printed from within this help file as well.

Registration is required for any possible technical support issues that may arise. Registration is important for it identifies the owner of the software, and hence, the owner of LockBox data. The registration form is also used to notify Club Data of the names of persons who are authorized to request billable technical support. Be sure to write your software serial number on the registration form. The software serial number is printed on the original install CD or CD jacket and can also be viewed by clicking **Help - About LockBox** in the menu. Be sure to register your software *before* technical support assistance is needed to eliminate delays.

You should also **keep a copy of the completed registration form** handy as the technical support representative may request verification of various items on the form at the start of a support session. Verification is for your protection and the protection of your data.

Registration Form - LockBox 2009

Registration is required to receive technical support of any kind for this software product. <u>There is no cost to register</u>, and technical support is billed on a per-call basis. Your software serial number is required. This may be found either on the installation CD or CD jacket or by clicking **Help - About LockBox** on the LockBox menu. Please print this form on your printer, complete the requested information and either mail or fax it to Club Data. Address and telephone information is at the bottom of this form. **Important:** KEEP THIS FORM: your technical support representative may request verification of various items on this form at the start of a support session.

Software Serial Number:_____

Software Owner's Name:_____

Owner's Business Name:_____

Street Address: _____

_____

City: _____

State: _____ ZipCode: _____

Telephone: (_____)_____

Fax: (_____)_____

Email: _____

List the names of other persons at your facility who are authorized to call for technical support:

_____

_____

Please send information about your other products: YES_____   NO_____

Information Use Policy: Club Data will do not distribute a customer's name, address, telephone number or email address without the expressed consent of the customer involved. Marking the YES box above DOES NOT constitute such consent; it only indicates your interest in receiving other information about Club Data's products.

<u>Mail to the address below or fax this form to:</u> **952-941-7514**

LockBox Registration
Club Data Corporation
6440 Flying Cloud Drive
Suite 115
Eden Prairie, MN 55344

Email: support@clubdata.com

Starting LockBox for the First Time

LockBox is provided with a default user name and password. **It is strongly suggested that the user change the defaults to personal information before any credit card or bank information is entered into the software.** The username and password can be any combination of characters that you like, but remember to write them down and keep them in a safe place!

Important: the user name and password are *case-sensitive*. When you type the password, the box displays * in place of the actual typed letters.

> Default user name: **admin**
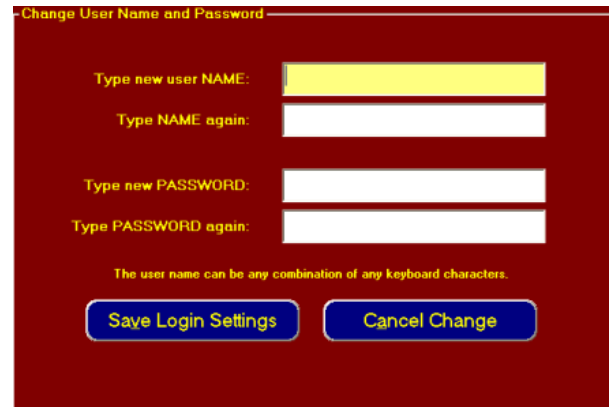> Default password: **password**

How to change the user name and/or password.

How to Change the User Name and/or Password

1. Click FILE - Change User Name & Password.

2. Type the new user name into the first box.
3. For verification, type exactly the same name into the second box.
4. Type the new password into the third box.
5. For verification, type exactly the same password into the fourth box.
6. Click the Save Login Settings button. The change is immediate.

Note: The first time you use LockBox, the change password screen will automatically appear to remind you to change them to something other than the system defaults.

IMPORTANT: Be sure to write down the new user name and password and store it in a very safe place! Better still, store the user name and password in two different places for additional security.

What if I Forget my User Name and/or Password?

For security reasons there is no "back door" to the software -- no hidden user name or password is embedded into LockBox. Therefore, it is extremely important that you write down the user name and password that you use and store it in a safe place. For even greater security, consider storing the user name separately from the password.

There are two remedies should you not be able to remember both the user name and password:

Remedy 1. Reinstall the software - *CAUTION*
This will overwrite your current system with a blank copy that has the default user name and password. However, because the username and password are stored in the same database as the credit card information, understand that reinstalling the software will also overwrite the credit card information with a blank database, in effect, erasing whatever credit card information was previously stored.

Remedy 2. Contact Club Data Technical Support
To reset the password yet retain existing credit card information, contact Club Data. There is a $100 charge for resetting the password and payment may be made via credit card over the telephone. The Club Data technical support representative will also verify that you are the registered owner of the software prior to helping you reset the user name and password. (Reminder: Only registered users may receive technical support assistance. Be sure to register your software before help is needed.)

Note that Club Data technical support is normally available Monday through Friday (except holidays) from 8:00 a.m. to 5:00 p.m.

Club Data technical support telephone: **952-941-0855**

Menu and Button Options

File: Contains two options: change user name/password or exit.

Sort by: Choose the order in which you want to scroll through the data, numerical by member number of alphabetical by member name. The setting is saved in a small data file (lockbox.dat) on the hard disk and you can toggle between the two choices anytime you wish. The setting also controls the order of the data in the List View. Remember that for name sorting to function logically, the names must all be entered in the same format, such as Last, First. If a name is entered as TOM DAVIS (instead of DAVIS, TOM), the name will appear in the T portion of the alphabet instead of among the Ds.


Member #	Member Name	Name on Card	Card Number	Card Exp	Card Type	Account Name	Routing Number
123	Ritchie, Mike	Mike Ritchie	3333-55556-444444	11/09	Amex	Mike Ritchie	555666777
333	Carlson, Carl	Carl W. Carlson	4444-5555-6666-7777	11/09	Visa		
414	Thompson, Tommy					Thomas W. Thompson	55566633
421	miller, lee	lee miller	222222	11/09			
522	anderson, todd	todd anderson smith					
621	herman, bob	bob hermanson	cardnumber 2222222				
721	harrison, tom	skldfjl;kjasdf	alskdjflkj		wonker card		
1000							

List View: This opens a full-screen display of all the stored information for all records in "sort-by" order. While you may not edit the information in this display, it is easy enough to use a mouse to highlight a section of information and perform a Windows copy & paste operation.

**Stopping the List View Display**
Depending on the number of records in your database, the list view display may flicker as records are decoded and added to the list. The List View title bar (top of the screen) will display member numbers as they are decoded; click the STOP menu option to stop loading them if you wish, or you can simply close the List View screen to return to the main LockBox screen.
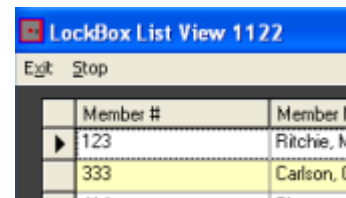
Help About

Help: This includes an About LockBox selection that displays the version of the software as well as your software serial number. Should technical support be required, the Club Data representative may ask that you verify your software serial number.
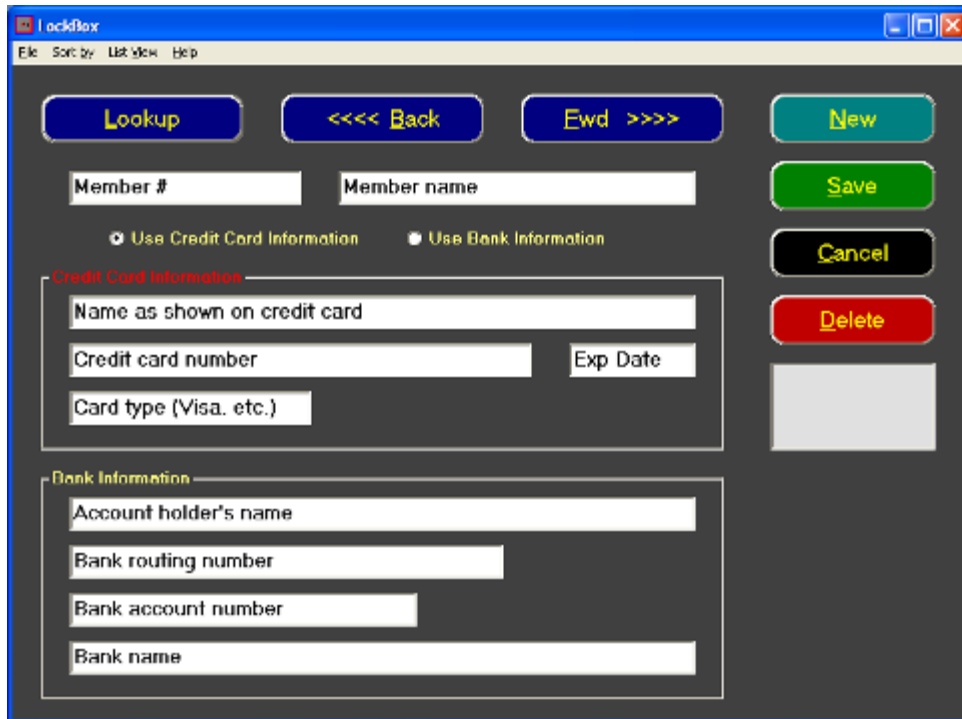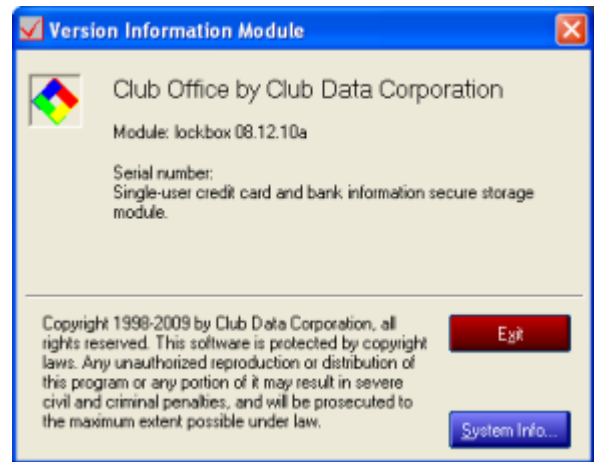
Button Options

Use the **<<<<BACK** and **FWD>>>>** buttons to move backward or forward through the database one record at a time.
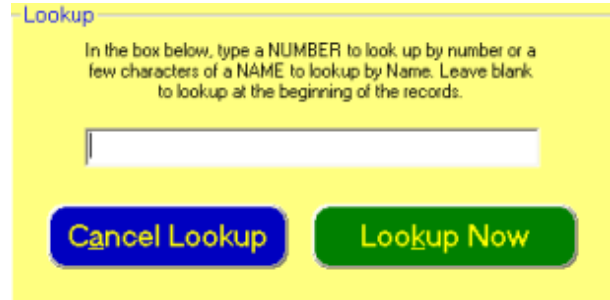
NEW button: starts a new record.

SAVE button: saves the currently displayed information to the database.

CANCEL button: clears the display and cancels any changes that have been made. Cancel does NOT save the information on the screen. Cancel is also a good option to select if you need to quickly hide the information on the screen from prying eyes.

DELETE button: deletes the record currently in view. A YES/NO confirmation box appears prior to the deletion, allowing you a second chance to change your mind.
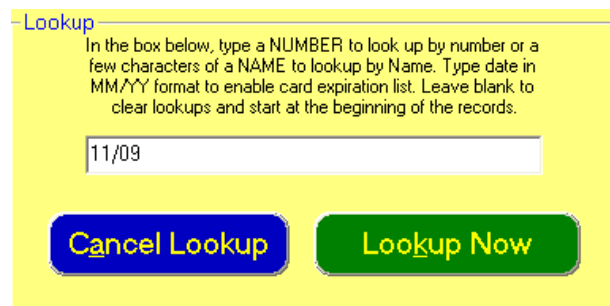
LOOKUP button: Typing a number into the lookup box will lookup records by member number, automatically sorting them into member number order. Typing one or more letters of a name will lookup records by member name. When typing a name, the more letters typed, the more selective the lookup becomes. For example, typing the letter J would lookup the first member name starting with J while typing JON would display the first member name starting with the letters JON such as JONES,

skipping names such as James, Jerville, Jimson, etc. Note also that the lookup establishes the *first* record to display. In the JON example above, clicking the **<<<BACK** button will not display names beginning with letters alphabetically earlier than JON. Lookup has another handy function that allows selecting accounts by card expiration date (see below for more information).

Using LOOKUP to print a Card Expiration List

Instead of typing a member number of name into the lookup box, type an expiration date in YY/MM format, such as below:

This automatically resets the sort order to numerical and enables a special list view that can also be printed on the user's default printer. This printed list contains only the member number and name (no card information is printed) and it can be helpful for identifying which cards will expire soon so that you may contact the members involved for more current card information. After typing the MM/YY lookup, click **List View** to see the card expiration list.


Important: as handy as such a printed list can be, it is *strongly* suggested that the user not manually write updated card information alongside the member's name for doing so would obviously create a security issue. Instead, use the list to check off members as you recall each member's information to the screen and make the changes directly into his/her record.

Data Field Descriptions

Upon startup, the fields are pre-populated with descriptive information. Holding the mouse over a field (or a button) for a moment or two will also display the same information as a pop-up tool tip; the information is also displayed in a small helpwindow on the right side of the screen. For example, the user has put the mouse over the Cancel button:
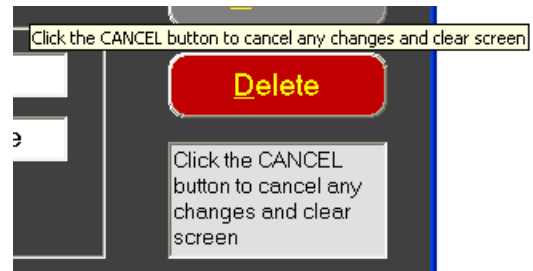
LockBox does not validate the information typed into a data field box and whatever text is entered will be encrypted and stored in the LockBox database. For example, you may wish to store a driver's license or social security number in LockBox. However, understand that the field descriptions will not change with what is typed and it may be confusing at some later date if a social security number was entered into the box labeled "credit card number." If you decide to repurpose a field for something other than what's intended, you might preface your entry with additional information, such as SS# or DL#, etc.

Special Note on Entering the Exp Date
LockBox utilizes the MM/YY format for storing the expiration date. Typing the date in this way enables the lookup function and list that can display cards by selective card expiration date.

How to Create a New Record

1. Click **NEW**. The data field boxes will clear and the member# box will become highlighted in yellow, showing that it is the active box. Member numbers must be numerical; decimal numbers (e.g. 123.45) are allowed but the system will not accept alphanumeric member numbers such as A3544 or 209G. After typing the number, press either the ENTER or the TAB key on your keyboard to move to the next logical data field. Alternately, you may also click on a field with the mouse to jump directly to it. Important: A member number and name are required entries; neither may be blank. If the name is left blank, the member number will automatically be stored in the member name field as well.

2. Repeat the process for other data fields as are necessary.

3. Click the **SAVE** button to save the information. A confirmation message will appear following a successful operation. If LockBox encounters invalid or missing data or other condition that would cause a save operation to fail, it will display an appropriate message on the screen.

How to Change an Existing Record

1. Recall the desired record to the screen.

2. Type the changes into the respective data fields.

3. Click the **SAVE** button to save the new information.

How to Delete a Record

1. Recall the desired record to the screen.

2. Click the **DELETE** button.

3. Answer YES to the YES/NO confirmation box that appears. Answering NO cancels the deletion; answering YES executes the deletion immediately. Following the deletion the data field boxes are cleared and the SAVE button disabled.

4. Selecting another account, scrolling forward or backward through records or performing a lookup will reenable the SAVE button.

Backups

Should you wish to make a backup of your LockBox system, use any standard backup method you choose to back up the entire LockBox folder from your hard disk. However, remember to close LockBox before starting the backup as most backup systems do not allow backing up files that Windows knows to be "open." Note that during installation, no LockBox files were written to the Windows System areas; all data and support files are installed into the Lockbox folder.

Important: All too often, users make backups without testing to ensure that all the files were duly backed up and are recoverable. If one or more files are not recoverable from the backup, the backup may well be be of no value whatsoever. Be sure to compare the backup with the original on your hard disk to ensure that all the files were properly included in the backup.

Moving LockBox to a different computer
Should it become necessary to either move LockBox to another computer or reinstall Lockbox, follow this procedure:

1. Make a backup of Lockbox.
2. Uninstall LockBox from the local computer.
3. Reinstall LockBox on the new computer using the original installation CD.
4. Restore the backup (from step 1 above) onto the new computer into the LockBox folder.

Technical Support Information

Important: It is necessary to register your software prior to requesting technical support. There is no cost to register. The Club Data tech support representative will likely request verification information from the caller. This is to protect you as well as the sensitive data stored in LockBox.

Technical support is provided on a fee-per-call basis. The rate depends on whether the call is during normal business hours or during the more expensive extended, weekend or holiday periods. The minimum is $35 per call, which provides up to 15 minutes of technical support. Resetting the user name and password has a flat fee of $100 per instance, regardless of the time required to accomplish the reset. For other support situations, the representative will provide an estimate of the time and fee required. The representative may request payment via Visa or MasterCard over the telephone prior to delivering the assistance.

Club Data's regular technical support business hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. Central time (either standard or daylight). Extended rates apply to all other times with the exception of holidays. On holidays, the holiday rate applies regardless of the day of the week or time of day. Holiday rates are generally 3x the regular rate while extended rates are generally 2x the regular rate.

Prior to calling, be sure to have your software serial number handy and a copy of the original software registration form that was used to register the software.

Technical support telephone: **952-941-0855**

Other Club Data Software Products

Club Data Corporation creates and supports powerful software tools for specialized accounting needs. Our company has served the club industry with software products and services for nearly forty years.

Club Office Accounting, our flagship product, a complete 32-bit Windows back-office accounting system designed for clubs, golf courses, pool & yacht clubs, downtown city clubs, and virtually any business that has a membership component for its regular clientele.

SQLPos Point of Sale is an integrated add-on to the Club Office system and extends its capability into retail and fine dining environments. It's incredibly powerful, easily configurable, expandable, and enjoys an "always-on" fault tolerance. As long as you have electricity, your POS system can run, even if your network or network server goes down or is powered off.

TimeClock is an integrated Club Office module for tracking employee punch-in and punch-out times. It can also be integrated into SQLPos POS.

Event Manager is an integrated Club Office catering and event management package that can save time and money in developing schedules, proposals and contracts for functions that require catering management. It is integrated into the Club Office membership, inventory and accounts receivable system for instant billing.

On-Line Statements is an add-on capability that extends the Club Office accounts receivable system by providing members with the ability to view their statements over the Internet.

HourGlass is our 24-hour, Internet-based tee time reservation system for golf courses. Unlike most Internet tee time reservation systems that you can only rent, HourGlass is a product that you can *actually own* and host *on your own web site*.

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