



SQLPos™ Point of Sale Installation and Configuration Manual

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SQLPos™ Point of Sale Installation and Configuration Manual

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INTRODUCTION – BEFORE YOU GET STARTED

There is a rather structured order to installing and configuring SQLPos, Club Data's integrated point of sale system, and this guide has been prepared to walk you through the process so that your installation can be successful from the very start. First-time users should read the guide and become familiar with its contents before installing the software for it will likely answer a great many important questions.

The guide itself is organized in a straight-forward manner. Topics have been selected and presented in the chronological order one should follow to ensure that no issues are missed.

Important: **don't skip any steps.** It's usually overwhelmingly enticing to jump right in, install the software, fire it up and see what it looks like. If you try this, you'll find that SQLPos will not run and you'll likely become frustrated. There is a specific and logical order that you should follow:

- Appropriate G/L accounts must be created to accept the sales totals for the types of inventory to be managed and for the types of payment accepted at the POS.
- Sales taxes, service charges, minimums, etc. must be configured for the appropriate G/L sales accounts.
- You'll want to know which customers are buying what items, so the Club Office membership system must be established. This is doubly important if you allow member charging at your facility.
- If you will be using employees and/or servers to sell items, then employee records must be created. If you wish to automatically link POS sales to payroll (gratuities & service charges) then the Club Office payroll system must be set up as well.
- If inventory items are to be linked to vendor suppliers, vendor accounts should be created before inventory items are created. Note that linking inventory items to vendors can always be done at a later time.
- Because a POS system exists to sell inventory and services, such inventory items and services must be created in the inventory database. The process of inventory creation includes linking items to G/L sales, cost of goods, inventory and discount accounts, as well as (optionally) to vendors.
- Finally, with the accounting and data infrastructure in place, the SQLPos system can be initialized, installed and configured to sell the items. This happens last because when a button is defined on a workstation, it brings with it the entire set of inventory, G/L account, sales tax, minimum, and other settings that have already been established. ***If you set up buttons first without having done the preliminary work, the POS system can certainly ring up sales transactions but the data that the POS system creates won't link back to the Club Office accounting system properly.***

If you're an existing Club Office user, many of the above items may already be done. But even so, it's critically important that these items be reviewed to ensure that everything truly is in order, following the order or events as outlined above.

WHAT DO YOU WANT THE SYSTEM TO HELP YOU DO?

Sometimes we jump into projects without having a clear vision of what we want the end result to be. It's a good idea to enumerate some general goals with a project such as launching a new POS system because the tasks involved with various business situations are usually different in and of themselves.

- Do I need remote printing such as printing orders to the kitchen or bar? If yes, then you'll need to consider the environment the printer will be in, where it will physically be located, electrical power, network wiring, and how many remotes are necessary. Of course, your orders need to include sufficient detail so the kitchen or bar staff can prepare the order, so appropriate inventory item descriptions and related modifiers (no tomato, extra cheese, no ice, etc.) are additional considerations.
- Do I sell only single items or do I sell items in "bundles," such as a Twilight Golf item that includes a greens fee, golf car, buffet dinner and beverage? If you sell bundles, consider what items are included, how they're priced and related internal accounting procedures.
- Do I need to have items that use variable pricing, such as a "daily special" or "shipping/handling fees?" If yes, consider that such items often require different procedures for your staff at the point of purchase, too.
- Do I need to track individual inventory items by size, color or men/women/juniors? If yes, remember that this will likely increase the number of individual items in your inventory database.
- Do I need to know which members bought what items, i.e. a customer sales history? If yes, then you'll need to establish membership accounts and develop procedures so that your staff can link sales to them.
- Do I need to know which employees sold what items, i.e. an employee sales history? If yes, then you'll need to establish individual employee records in the employee database as well.
- Do I need to track the purchase of items that apply to a member minimum? If yes, then you'll need to ensure that both the Club Office A/R and membership systems are set up properly to accommodate the minimum you wish to manage.
- Do I need to track inventory sales in detail by department (i.e. shoes, hats, sandwiches, salads, beer, etc.) or is "taxable merchandise," "non-taxable merchandise," "food," "beverage" all the detail I need? If you want a lot of sales detail, this then relates back to creating a more detailed G/L chart of accounts to accommodate the detail you need.
- Do I want to allow member charging or do I want to stay on a cash basis? If you are not already using member charge functions, going from a cash basis to an open charge system is a complete change in the way your business is run. Get some help from your accountant before you make such a drastic change in your operation.
- Do I want to allow using credit cards to purchase goods and services? If yes, you'll need to talk to your bank and open a merchant account with them, sign a lot of paperwork and learn the do's and don'ts of using credit cards. Also consider that there's a cost involved with the processing of credit cards: when a customer buys \$100 of your good/services, you don't get all \$100 because the credit card processor takes a percentage. If you decide card processing is part of your day-to-day business operation and you want SQLPos to process them, you'll need to have an always-on, broadband or DSL Internet connection to use SQLPos' integrated credit card system.
- Do I have only a few employees selling items or do I have many, and how much user-level security do I need? If you need a lot of security (employees & passwords) in the food/beverage area and very little security in another (employee number is enough) in the golf, tennis or pool pro shop, then plan accordingly for it including employee training and daily operational procedures.

POS SYSTEM DESIGN CONSIDERATIONS

One thing to decide before you get going is to determine the level of detail that would be appropriate in your operation. Consider a “CAPS” department as an example. In your mind, are red baseball style caps the same as blue ones or green ones? The following factors should be considered:

- Is the cost or the selling price the same?
- Are you trying to keep detailed inventory counts?
- What sales analysis information would be useful to you?
- Do you personally want more detail or a simpler system?

If the cost is different, then most users would consider the items to be different. If the selling price is different, almost every user would consider them to be different.

If you want to be able to do a lookup and see that you have 5 yellow hats and 10 green ones, they should be different items. If your only concern is that you have 15 hats, it is simpler if they are the same item number. The same concept applies for sales analysis. If your desire is to know what colors are selling, you are better off setting them up as different items.

In the caps example, if you see them all as the same, you would set up 1 inventory item, and 1 button on the POS workstation. If, on the other hand, you see cap-red, cap-blue, and cap-yellow as individual items, you would set up 3 inventory items and 3 corresponding buttons on your POS workstation. The additional effort in setup will yield you the information of how many caps of each color you sold last month.

Carrying the idea into food and beverage, is the item the same or different based on where, when, or to whom it was sold?

Taking a bottle of Bud Light for example, is the price and G/L accounting the same if the item is sold in the pro shop, the main bar, at lunch, or dinner or at a banquet? If your answer is yes, then the easiest setup is to have one item, Bud Light. If the answer is that they're different, you may want to have different inventory items and different sales buttons on the POS workstation(s). Account numbers and selling price can be different for the same item by setting up different buttons.

Many clubs see banquet beer as different from bar beer -- the selling price is different, the accounting is different, they are stocked differently, the gratuity is different, or some other factor makes them different items.

If a soft drink sold at noon is somehow different than a soft drink sold at 5 p.m. you may want to have separate lunch and dinner panels on your POS workstation to keep things simpler for your servers.

In each of these illustrations, it is important to think about what information you want to **get** from the system and be certain that your system setup accommodates your needs. Your implementation consultant can offer you a lot of perspective as you consider these issues.

You've taken the first steps toward implementing a new POS system that will age very gracefully as your business changes.

Should you ever need help in changing your system's design or hardware, please call your Club Data tech support representative. Microsoft Windows changes regularly, manufacturers change their hardware regularly, and consulting with Club Data prior to purchasing any new gear can save you a lot of headaches.

HARDWARE REQUIREMENTS

File Server

- Most any standard PC-based server is acceptable, preferably one with a very high speed processor and a lot of RAM, high speed networking (10/100 or greater).
- 50 MB hard disk space for software installation; allow adequate room for database growth.
- Microsoft Windows Server software is preferred. Microsoft Windows 7 Professional may be used, although it isn't as efficient as a server operating system. (Note: Windows 7 professional is limited to 10 simultaneous network connections.) We do not support Linux or other non-Windows operating systems and do not recommend Windows Vista.
- Note that a dedicated server is not an absolute necessity. However, the low cost and many benefits of using a dedicated server for Club Office and SQLPos are powerful reasons to install one.
- NAS "network attached storage" devices such as "cloud" or other devices that are connected to your network are not good choices as file servers for SQLPos. Their operating systems are generally not configured for the rapid file sharing and transaction processing that POS systems require. SQLPos may seem to work on such NAS servers but they are not supported as platforms for SQLPos use.

Workstation

- Most any modern PC-based computer with a hard disk is acceptable.
- Microsoft Windows XP, Windows 7, Windows 8 and Windows 10, 32 bit versions are preferred. 64-bit versions of these operating systems can be used, although 32 bit is preferred. Windows XP is acceptable, even though it is no longer a supported operating system by Microsoft. Do not use Windows Vista.
- 2 GB RAM (or more). The performance improvement for Windows from 2 GB to 4 GB is quite noticeable.
- High speed networking (10/100 or greater).
- Some method of performing a backup. An USB flash memory stick or CD-RW drive is preferred.

Networking

- Standard, local-area-networking for Windows is popular and widely used. It doesn't matter whether network addressing utilizes DHCP or assigned network IP addresses although some credit card processing features are only workable with assigned network IP addressing.
- While wireless networks are also popular, they have proven to be less secure and much more troublesome for end users than wired networks and are generally not recommended.

Power Control

- Every server and SQLPos workstation should be powered by a suitable UPS unit. A unit that provides up to 15 minutes of emergency power typically costs less than \$50.

Printers

- Club Office and SQLPos use the standard Windows printing system and printer drivers for printing reports and receipts. SQLPos includes both Star and Epson printer drivers in its installation.
- SQLPos works best with the Star line of roll-fed receipt printers, in particular the TSP models. Parallel, serial and USB models are available as are appropriate Windows printer drivers. Many of them have logo and graphic printing capability, too.
- Epson TMU-200 compatible printers generally are acceptable although the printer driver installation and configuration for Epson printers is more finicky than for the Star.
- Epson TM88-III printers are acceptable along with the suitable Epson printer driver.
- Other manufacturers' printers may be compatible if they have either a Star or Epson mode. The Windows Generic Text driver can work although it is not recommended.
- If remote printing to a kitchen or bar is desired, a network-ready TCP/IP printer is highly suggested. Other serial and parallel printers may be used with suitable add-on network converters from companies such as Hawking Electronics and DLink. Many inexpensive wireless print servers are available as well.
- Any Windows-compatible report printer is acceptable.

Credit Card Processing

- SQLPos includes integrated credit card processing for Merchant Partners, Moneris Solutions, Inc. and Mercury Payment Systems. All three are competitive, secure, speedy, Internet-based systems that require an always-on, broadband or DSL connection.
- Dial-out processing and third party products such as PC Charge and icVerify, or interfacing to Tranz or other external card swipe credit card terminals is not supported although they may certainly be used in conjunction with SQLPos's manual credit card tender mode. Note that PC Charge and icVerify became discontinued products in 2015.

Screens & Screen Resolution

- SQLPos is designed to be used on video displays that can accommodate a *minimum* of 1024x768 pixels of resolution; wide-screen monitors are usually just fine. Some features may not display or operate properly if used on monitors that have lower resolution.
- SQLPos resides fine on standard and wide-screen aspect ratio monitors. It may also be used on computer with smaller screens although some of the text on the buttons may become difficult to read.

Laptops, Tablets and other portable devices

- SQLPos has been successfully used on laptops in beverage cart and other remote situations. In these environments, the SQLPos workstation is simply used in an "offline" mode by shutting down the HeartBeat agent. Upon returning to the clubhouse where the main server and network resides, the laptop can be re-connected to the network and offline sales transactions uploaded to the central system.
- SQLPos has been successfully installed in test situations on Wi-Fi tablet computers that use one of the approved versions of Windows. The small sizes and sometimes odd aspect ratios of tablet screens can prove difficult with the SQLPos user interface, although with very careful design, it's possible that they may be rather successfully used as tableside order devices. One should expect mixed results with tablet devices as they are prone to damage from being dropped or knocked off tables, and therefore, they are not recommended.
- SQLPos does not run on Windows Phone, or any version of the Android or iOS operating systems.

CONCEPTS/TERMINOLOGY YOU SHOULD KNOW

DISTRIBUTED PROCESSING

SQLPos is a distributed process POS system. Distributed processing is a concept whereby in the strictest sense, each of the remote workstations operates independently of all other workstations; data processing is “distributed” to the workstations. In such a scenario, each workstation has local copies of the main data files, processes the data and transfers “copies” of completed data to the main central file repository. In SQLPos’ case, a central file area is also maintained to allow the sharing of temporary (“on hold”) sales data, but in the event the server goes down or a network connection is broken, the workstation continues to operate independently using its local copies of critical system databases. Distributed processing provides the most “up-time” capability for the mission-critical application that a POS system is. This ultimately translates into better service to your customers. However, there are some unique requirements and responsibilities associated with the distributed processing concept, too.

Because each workstation has local copies of critical system databases, it is essential that the central databases be kept up to date and the copies distributed out to the remote workstations anytime a central change is made (for example, when adding a new member, employee or inventory item.) The Club Office modules that manage data related to SQLPos include functions to “Update SQLPos” after changes are made.

Also critically important to the success of a distributed processing system is the network infrastructure. It is vital that the network wiring and network connections be rock-solid stable.

Disk Caching/Write Caching

All versions of Microsoft Windows incorporate a feature called “write caching” which generally improves the performance of the computer and by default, is turned on. However, **the “write cache” mechanism must be turned off** on all computers that use either SQLPos or Club Office. Both SQLPos and Club Office use “transactions” to move data from place to place and “write caching” can hamper transaction processing. Example: a ticket that contains 7 sales items and a payment tender is a “transaction” comprised of eight items; all eight items must be kept together as a group. If “write caching” is enabled, the transaction is stored in Windows’ temporary memory for a time instead of being immediately written out to the database. In a multi-user setting, “write caching” can result in lost or even missing data.

Additionally, if the main server computer is not using Windows Server software, it should be set to favor background applications so that ample resources are allocated to the remote workstations.

Power Saving Issues

Windows also includes many power saving functions to turn off the video signal to the monitor, power down the hard disk, network card, and sometimes even the computer itself. Some of these features are called “standby” or “hibernate” and really are intended to be used for laptop computers when on battery power. **All Windows power saving features must be turned OFF** because power saving features can also cause a sudden loss of data in a transaction-based system.

Environmental Issues

Computers generate heat and need good ventilation. When a computer gets too hot, it generally calculates incorrectly. This can result in garbled or lost data and in some cases, can cause the computer to crash or even permanently damage data files. If your computer is built into a small, enclosed cabinet or counter be sure to include intake and exhaust ports as a computer without ventilation can easily overheat. On the opposite end of the spectrum, computers generally don’t work very well in cold situations, either, and if you intend to put a computer in an outdoor area such as an on-course halfway house, be sure to take precautions to keep it from freezing. If your environment has an unusual amount of dust and grit (such as a golf pro shop), plan on cleaning your computer every few months with a vacuum. Dirt and dust tends to plug the computer’s ventilation holes and clog up the computer’s fans, which also results in overheating.

Windows Issues

Microsoft does a good job in keeping its operating systems current by issuing “service packs.” Because Club Data develops its software on the most recent versions of Microsoft Windows, it is important to keep each of your SQLPos workstations up to date so that the software will always be compatible with your computer’s operating system.

On-Line vs. Off-Line Workstations

On-line workstations are units that are connected to the network either directly or via wireless connection. Off-line workstations are NOT connected to the network, either accidentally or by design. For example, a laptop computer that is used on a beverage cart on the golf course is probably an off-line workstation while in service on the course.

Procedural Matters

Opening – You should create detailed, step-by-step procedures for opening your business and preparing for the day’s business. This should include powering up the computer, loading paper in the printer, logging into the network, and more.

Closing – similar procedures should be created at the end of the day. Printing reports, closing out the workstation, balancing the cash drawer, making a backup, etc. should be elements of such a list of procedures.

Developing Step-by-Steps for Your Users – this isn’t hard to do; all it takes is the will to get it done. Simply write down the things you do when you open up, listing them in the order that you want them to be performed. Sometimes you have to provide more information than you might think is necessary. For example, a step to “turn on the computer” may not be helpful to a person who doesn’t know where the power switch is. You might have to say, “Turn on the computer; the power button is a small round button in the middle of the front of the computer.” After you make your list, try it yourself to make sure it covers what you want your people to do. If you ever change the procedure, re-do the list accordingly.

Data Security – Backups – The brevity of this topic here in this guide is in no way commensurate with the importance of the concept. A current backup is your safety net in case something really unexpected happens. SQLPos includes a utility that can repair certain databases, but sometimes, a database could become damaged beyond the ability of the module to repair it and the only other option is to restore the file of the same name from the most recent backup. How recent is recent? A daily backup is a current one. Two days old is too old. Making a backup is certainly not a very exciting thing to do, and in fact, one hopes that one never needs it. But if the situation ever comes up where restoring data becomes necessary, if your backup is not current, you’ll have to recreate all the data that’s missing since the last backup was made -- several thousand transactions could be at issue here.

Training/Testing/Retraining – Computerized systems always work best and deliver the most accurate data when the users know how to use them properly. This usually requires structured, written procedures for your staff to follow. But developing written procedures has no value unless you actually use them and train your employees in how to perform them. Just because an employee has a computer at home doesn’t mean that he/she knows how to use *your* SQLPos workstation, how to log into *your* network, how to balance *your* cash drawer or how to reload paper in *your* printer. *You have to teach them to do it your way.* What’s more, after training, you should test them to verify that they know what’s expected of them. If you change a procedure you should re-train (and retest) your employees in the new process. If you have seasonal employees who return to your facility on a periodic basis, don’t assume that they remember the procedures from a year ago – chances are that something has changed anyway. Retrain and retest them.

If a new sales situation arises that requires the staff member to ask for assistance, that’s a red flag that a new written procedure is needed. Don’t gather the staff for a quick verbal lesson – they won’t remember it. Instead, write it down, test it to make sure it’s correct, schedule a new training session and incorporate the new procedure in your operations manual.

TOOLS/SKILLS YOU WILL NEED

Network Wiring

You don't need to know specifically how to install network wiring, but you do need to know that your wiring is of good quality and that there are no breaks or other intermittent problems that can affect the performance of your workstations and/or file server. Loose or broken connections, stapled or taped wiring or wiring under carpets or walkways are disasters waiting to happen.

Wireless Networking

This is an excellent option for some facilities and can work well. However, unlike wiring, wireless radio waves open your network to anyone who might have a wireless laptop and is within range of your wireless router/switch. If you use wireless, you should acquire the skills necessary to make it secure and unavailable to unwanted visitors. Likewise, you should acquire the skills necessary to fix it, because a wireless network is essentially a set of miniature radio stations talking to each other. Wireless networking can solve a lot of problems but it is inherently more complex than a wired network and rarely as secure and trustworthy.

Setting up Network Shares

You will need to know how to establish shared resources on your file server, how to name them and how to map to them from remote workstations. Periodically Windows network connections can become disconnected accidentally or deliberately by user actions, and you'll need to know how to reconnect them. Depending on the version of Windows software you're using on your file server, you may also need to know how to create users and/or user groups and assign permissions to them.

Internet Issues

Connecting two Windows computers together isn't terribly difficult; connecting six together is only slightly more difficult. Connecting to the Internet is more difficult still, and protecting your internal network from the outside Internet is an entirely different issue. With each additional connection type, additional complexities are injected into the mix. If you use SQLPos' integrated credit card processing, you will be using the Internet by default. Most Internet connections and/or routers need to be reset periodically, sometimes resulting in problematic internal network connections when the router issues new network addresses to the computers. Therefore, if the Internet is part of your picture, you should know how to configure computer networking and security for the Internet and how to maintain them.

Firewalls/Anti-Virus Software

Data and computer security concerns are at an all-time high. Both firewalls and anti-virus software is generally a necessity in today's computing environment. Be sure to acquire the skills necessary to configure them and keep them up to date, because they WILL create connectivity problems for you from time to time. After all, a firewall's very purpose is to keep something out of your computer. It doesn't know the difference between "good" data and "bad" data – if it just blocks everything it's "doing its job." So if two computers need to talk to one another and both have firewalls running, it's quite likely that communication between the two will be adversely affected. The same can be said about anti-virus software and how it affects installing software updates. It's designed to prevent changes to your computer. Learn how to use these tools!

Basic Windows Skills

While SQLPos is quite easy to learn to use, situations may come up that require that the user possess basic skills in using Microsoft Windows. All employees who use SQLPos should know the difference between a right and a left click of the mouse, how to open "My Computer" and use the normal Windows File Explorer navigation tools to find things on the computer and/or network, how to log in/out of the network, how to power the computer, monitor and other peripheral equipment up and down properly, and what the Windows Taskbar is. They don't have to be experts, but they should be aware of common operations because some of these issues are related to the stability of Windows itself and solving basic connectivity issues that can arise.

If you intend to use photos (member recognition) or put graphics on the buttons on a SQLPos workstation, you should know how to use Windows Paint or other graphic editing software.

Understanding Error Conditions

Computers are machines and the software that runs on them is dependent not only on the hardware but that the user operates it properly. Periodically, the computer, or Windows, or the software application may encounter a situation that it doesn't understand and an error condition crops up. Usually these errors can be broken into the three types:

- **Hardware errors:** these often are accompanied by strange sounds or beeps coming from the computer's case, or the monitor doesn't show any picture whatsoever, nothing lights up or the keyboard or mouse is totally unresponsive. Sometimes a hardware problem (such as overheating or an electrical power drop or spike) will cause the computer to completely "lock up" in the middle of a task. These are hard to diagnose, but if your computer often behaves erratically or needs to be rebooted, it could signal some serious hardware malfunction. If the hardware isn't working right, don't expect Windows or the other application software to work right, either, because they're totally dependent on the hardware. Hardware errors always take precedence over anything else the computer is doing. Analogy: if the wheels fall off your car, it really doesn't matter that the tank is full of gas and the engine is running perfectly.
- **Operating system (Windows) errors:** these are a little trickier to diagnose because sometimes a budding hardware problem can cause Windows to act erratically or sometimes a software application can send an erroneous command to Windows that it doesn't understand. For example, if the application is configured to use Windows printer #6 but there are only four printers installed, Windows will generate an error message because it's being told to use a printer it doesn't have. Other common error messages often involve networking issues when Windows tries to connect to a resource on a different computer but that resource isn't powered on: a "device unavailable" error results. In severe cases, you may encounter a "global protection fault" message that can even stop Windows dead in its tracks. These often show quite a large box on the screen and include an option to send a report to Microsoft. For example, if you use the Windows Task Manager to stop an application, you'll likely get this message. To use the car analogy again, the car may be running okay and there's gas in the tank but it's still a bumpy ride because there are potholes in the road.
- **Application errors:** These are often what people refer to as "bugs," but in many cases, they are a result of a conflict with other things that are going on with the computer. For example, if two users try to open the same transaction at *exactly* the same time, the software application should have timing mechanisms built in that are aware of other things going on and it assigns precedence to the action. In this case, it would determine which user made the request first (down to millionths of a second) and give the data to that user and deny the data to the other. But once in a while, the delay that the hard disk or network hardware has in opening/closing files can't quite keep up and therefore, the application may generate a "hard disk busy" error message. Another common application error example is a division by zero error. Let's say that you have \$250,000 in sales and you want to divide it by the number of members who have class code XYZ. If there are no members with class code XYZ, then you'd be dividing \$250,000 by zero, which will create an error because mathematicians say that division by zero is impossible and an undefined concept. So before the software tries to perform the calculation, it needs to determine whether the calculation is even feasible and handle it accordingly. In the car analogy, it'd be like driving the car down the highway and suddenly shifting it into reverse: first of all, the car shouldn't let you do that but if it did, certainly bad things would happen.

The Bottom Line to Handling Errors

When an error occurs, it's critically important that the user write the error message down and if possible, write down the last few steps that he/she had performed immediately prior to seeing the message. *Without this information, it's virtually impossible for a tech support person to even hazard a guess as to what caused the problem or suggest how to prevent it in the future.*

INSTALLING SQLPos SOFTWARE COMPONENTS INTO CLUB OFFICE

Adding SQLPos Point of Sale to your Club Office system requires two separate steps. The first installs required components into the Club Office programs/data area; the second is installing the SQLPos software itself on the register workstations.

Procedure

1. This step must be performed on one of the computers that is already connected to your Club Office system. To ensure that the software is fully installed, you must have administrator-level privileges on the destination computer.
2. Make certain that no users are currently logged into Club Office before you begin.
3. Open the **add-sqlpos.exe** file on the SQLPos installation CD. This is the installer that will add SQLPos components into the Club Office system.
4. Follow the instructions that appear on the screen.
5. You will need your SQLPos serial number. The serial number is not case-sensitive.
6. When the installation location screen appears, note that it is the default where Club Office normally installs. If your installation is different than the default, you should change the installation destination to coincide with your system. (Note: in most cases, this will be P:\CDCO if you are already a networked user.)
7. Installation is rather quick. While not an absolute requirement, at the end of installation, it's a good idea to restart the destination computer to ensure that Windows recognizes the new software components.
8. It is likely that the next time you start Club Office you will be required to run the database update module.

The new SQLPos components will automatically activate various menu options and functions inside Club Office, so don't be surprised if you see some new things or new functions suddenly happen. For example, the next time you create or change a member account, a blue box will appear briefly on your screen as you exit the membership manager. This is the sqlposupdate module that is updating a SQLPos system file with member information.

SQLPos User Profile

If you already have a multi-user Club Office system, then you have multiple user profiles already in the Club Office data directory. User profiles are serialized and are named PROFILE.001, PROFILE.002, PROFILE.003, etc. For example, if you are licensed for a 4-user Club Office system, then you have profiles 001 through 004, one profile for each Club Office workstation "node." SQLPos requires one additional profile than what is on your system, and unlike the Club Office workstation nodes that require their own user profile; all the SQLPos workstations may either share the same user profile or optionally, each workstation may have its own.

The SQLPos add-in installer includes only PROFILE.002, which is all that is necessary for adding SQLPos to a single-user Club Office system. However, in the example above, if you have a 4-user Club Office system already, you will need PROFILE.005 for SQLPos. In short, you need the profile number that is one greater than is already in your Club Office system.

Contact Club Data technical support if you need another profile for your Club Office system. For the SQLPos user, there is no additional cost for adding up to ten profiles; expanding beyond ten (to a maximum of 20) is an extra-cost option.

CLUB OFFICE CONFIGURATION FOR SQLPos

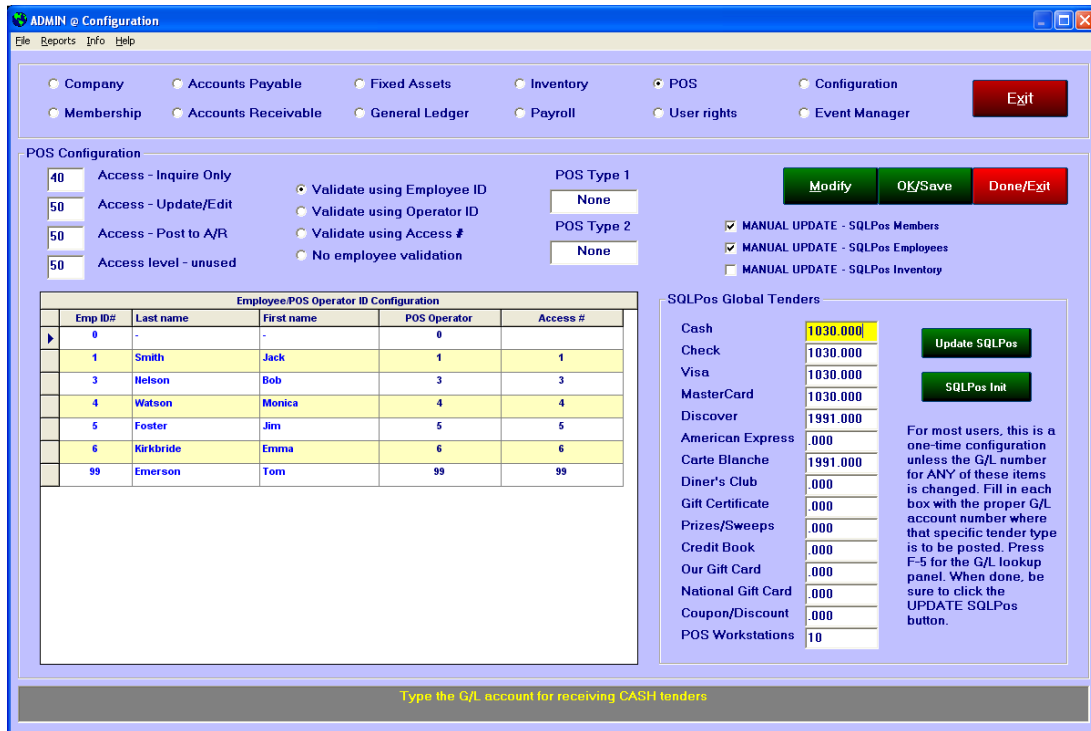
General Ledger Issues

Club Office’s design centers on the general ledger. You will be configuring many things as you set up your SQLPos system, and it starts with the general ledger.

First on the list is to create G/L accounts for accepting payment for purchases made with cash, check, various credit cards, member credit book and tournament prize money. Of course, you need only address the tender types that you plan to accept. Creating G/L accounts is a Club Office function, and the Club Office manual covers this procedure in detail.

Club Office POS Configuration

The POS configuration for SQLPos creates special data files that each SQLPos workstation needs. Open the Club Office configuration module and select the POS option. Then click the MODIFY button to activate the **SQLPos Global Tenders** area.



The SQLPos Global Tenders portion of the screen displays fields to configure general ledger accounts for accepting payments for the tender types you plan to allow. Also on this screen is the setting for the number of SQLPos workstations you plan to have. The basic SQLPos license allows up to 10 workstations; an optional license can increase your system to up to 20 workstations.

Click the **SQLPos Init** button to display the initialization module. This is a one-time use module that establishes a special set of convenience accounts in the membership databases to track the various tender types. If this seems confusing, here’s why:

Club Office is a membership-based accounting system that is primarily designed for private and semi-private clubs where member charging is the most common form of sales transaction. Therefore, the system’s base premise is that every sales transaction is a member charge transaction, which flows through the Club Office A/R system. When you have a cash paying customer, the sales portion of the transaction is created as a “charge” but because payment has been made with cash within the same transaction, the system generates an instant “payment” entry so that the account’s balance is automatically settled. If a transaction is not linked to an actual member account, then the system

substitutes the appropriate convenience account for accepting both the charge and the payment so that the transaction can flow through the A/R system.

The convenience accounts are pre-defined and are between member # 0 and 1, which are membership numbers outside of the normal range of your membership accounts. These are system accounts that cannot be used for anything other than managing SQLPos non-charge transactions that are not linked to actual member accounts.

It may be helpful to know that when a member pays cash for a purchase and the sale has been linked to his/her account by selecting the member number during the sale, the same “charge” and “payment” concept is used. In this way, the member’s monthly statement shows all purchases, including those with appropriate “payments.” By managing sales in this fashion, member minimums are properly maintained regardless of how the member purchases the product or service.

Lastly, if all the tenders have been configured with appropriate G/L accounts, click the **Update SQLPos** button. This will ready special databases for the number of SQLPos workstations you created and issue a set of update commands for the various workstations so that when they are eventually started up, they will copy the databases to their local hard disks.

IMPORTANT: If you subsequently change the G/L posting account for a tender, you must select the **Update SQLPos** button again to update the workstations accordingly.

Accounts Receivable Issues

Next on the list of Club Office configuration issues are A/R settings. When you define a button on the SQLPos screen to sell an item, that button actually configures itself to many settings: the inventory item number, various G/L numbers, the sales tax and service charge percentages, and the special membership balance settings for minimums, prepaids, installments and totallers. Before the buttons can be configured properly, the A/R accounts where sales for the inventory items are tracked must be set up properly.

Sometimes configuring A/R requires the creation of new G/L accounts first. Consider the type of inventory you plan to sell and create appropriate G/L accounts to hold the sales (income), cost of goods (expense), inventory (asset) and discounts (expense) values. Then, of course, return to the A/R module and configure the new sales accounts with appropriate sales tax and service charge percentages, as well as whether minimums, prepaids, installments or totallers are involved.

Once A/R is set up, you can create inventory items.

Membership Issues

If you plan to have a special price level for members that is different than guests (such as a “Mill River” program), you may wish to consider setting member accounts to use the “alternate price level.” When a member account is selected at the start of a sale in SQLPos, the alternate price will be used if the member account is designated to use it. A membership account also includes settings to suspend or terminate a membership account. SQLPos is also sensitive to these settings, and the member charge function is disabled for member accounts that are flagged as suspended. Terminated accounts aren’t even available as they are skipped when updating SQLPos membership databases.

Inventory Issues

Everything that you intend to sell with SQLPos should be included in the inventory database. This includes services such as lessons, greens fees, pool or tennis court fees, rentals such as golf cars, sports equipment, PA or A/V systems, special linens or decorations, food and beverage items, or “daily specials.” In short, anything that customers can buy that has a price or items that you merely want to track should be in the inventory database. It is not necessary that the inventory database include modifier items for food/beverage such as “no mayonnaise,” “no pickle,” “no ice,” or food temperatures (medium, well done, etc.) which have no intrinsic selling price unless you want to track how many of those no-price items are used in your sales.

The description that you give an inventory item becomes the text on the button when you link a button to that inventory item's number. The text on the button is what shows in the SQLPos sale window and therefore on the customer's receipt. But because the button is linked to the item's number you may override the button's text with what you want the button to say and show on the receipt, regardless of what the item's actual inventory description is. The text that appears on the customer's receipt also shows in the "memo field" on the customer's monthly statement (for those statements that include the memo field).

The inventory module can manage five "locations" (i.e. store rooms) for storing inventory. SQLPos uses location #5 as its quantity tracking location. The total quantity on hand for an inventory item is the sum total of locations 1 through 5 and the total value of on-hand inventory is the total quantity on hand multiplied by the average cost of the item.

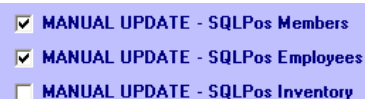
When an inventory item is linked to an A/R sales account, the sales tax and service charge settings for that A/R account are automatically loaded in and associated with that inventory item, as are settings that may apply to minimums, prepaids, installments and totallers. Settings for COGS, inventory and discounts must be set manually if you plan to track them. Some users opt for calculating cost of goods via payment of their invoices through the A/P module instead of tracking down to the inventory item.

By typing a "1" in the "Show in SQLPos" box, the item will be displayed in an inventory lookup from within SQLPos. You can hide the item from lookups by leaving the value zero, although the item can still be sold by linking a button to it or by selling it by its item number. Examples of hidden items are whole bottles of ketchup, locker room towels, paper napkins, cleaning supplies, toilet paper and other items that you may want to keep in inventory for tracking and valuation purposes yet aren't really items that customers typically purchase.

Inventory bundles: SQLPos can sell "bundles" of up to five inventory items at once. For example, you may wish to have a Twilight Golf Package that includes a 9-hole greens fee, 9-hole golf car, a sleeve of balls, buffet dinner and a beverage. You must define not only the components, but the bundle title item itself, leaving the bundle retail price at zero (in this example, the Twilight Golf Package retail would be set to zero.) When creating the button to sell the bundle, the bundle price will become the sum total of the component parts. You can adjust the pricing of the component parts as you add them and in so doing, the bundle retail is automatically changed as well. Sales totals are tracked back to the respective component parts.

SQLPos Manual Update Control

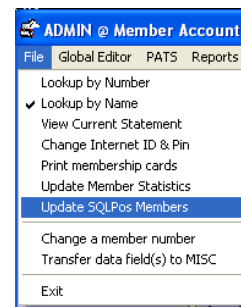
Actions you make in Club Office can have a direct affect on the performance of the SQLPos workstations, causing them to enter an updating mode. When this happens, a "Stand by" message appears on the SQLPos screen and until the action has completed, the workstation is inaccessible to the users. This can be frustrating to servers, and is made more user-controllable by selecting the "manual update" options at the SQLPos configuration screen. The default settings are un-checked, meaning that updates are managed automatically by the system.



Why is this important? Anytime you make a change to an employee record, a member's account or to an inventory item, the system generates an update command to the SQLPos workstations to "update themselves." If multiple changes happen in the business office, it's possible that the registers will consequently undergo multiple updates, which can keep them in a "standby" mode for an extended period of time. This can become problematic during a busy lunch hour by preventing the servers from using the workstations to place orders.

In "manual update" mode, such SQLPos updates are user-directed by selecting an "Update SQLPos" option from the module's FILE menu, such as this example in the Membership module:

The manual update control option is available for membership, employees and inventory and can significantly aid in the the performance of your system.



INSTALLING SQLPOS WORKSTATION SOFTWARE

The basic procedure for installing the software on an on-line or off-line workstation is the same. However, the steps to configure the two differ slightly. You should configure one workstation at a time.

Before you install the software on any workstation, make a chart with the number of workstations in the first column. Include columns for the location of the workstation in your establishment, the network name of each computer and whether they are an on-line or off-line workstation. It's a good idea to group and name workstations by function. Here's an example:

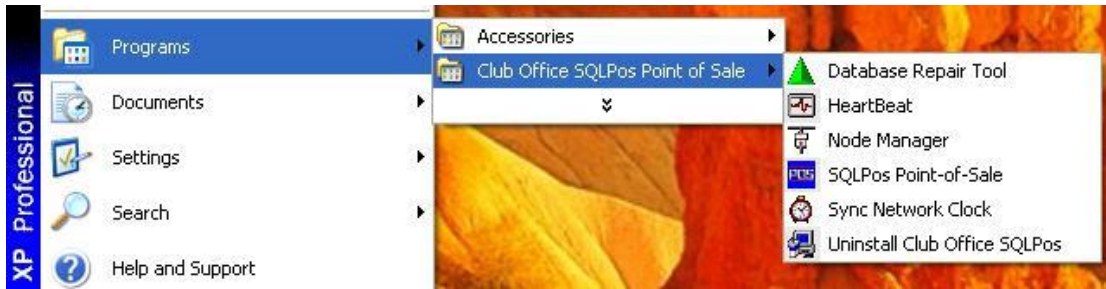
Workstation#	Location	Network Name	On-line?	Other Notes
1	Business Office	OFFICE-3	Yes	
2	MDR Waitstation 1	MDRWS-1	Yes	
3	MDR Waitstation 2	MDRWS-2	Yes	
4	Grill Waitstation 1	GRILLWS-1	Yes	
5	Main Bar	BAR-1	Yes	
6	Grill Bar	BAR-2	Yes	
7	Pro Shop Counter	PSHOP-1	Yes	
8	Pro Shop Office	PSHOP-2	Yes	
9	Pool	POOL-1	No	
10	Halfway House	HHOUSE-1	No	
Server	Business Office	SVR2005	-	Main file server

Installing on an On-Line Workstation

1. At the chosen workstation, be sure all disk caching mechanisms are turned off. This is normally performed in the Hardware Device Manager, and it's a Windows property of the Disk Drives. To change these options and/or install software on the computer, you may be required to use the computer as an "administrator." Administrator status and administrator or other user names are usually established when the Windows software was installed on the computer. Club Data probably can't offer much help in logging into the computer as an administrator as we would not have any knowledge of what was used when Windows was installed on your computer.
2. Connect to the network and map a drive letter to the name of the network share where Club Office Accounting is located. Specific network permissions to allow connecting could be required that are beyond the scope of this document for these are usually user-specific and are typically determined by the people who initially set up your network. It's a good idea to use the same drive letter mapping for all workstation units as this will make support easier. A drive letter needs to be mapped to Club Office using the standard mapping structure (the directory above CDCO is shared, not CDCO itself). You should not use UNC connections in lieu of actual drive mapping and be sure to check the box to "reconnect at logon." Computer/network users should have full read/write/create/delete privileges as temporary files are often created and deleted during the normal course of operation of Club Data's software.
3. Be sure that the desktop on your monitor fills the screen – don't waste space by leaving a wide border around the active Windows desktop. A larger screen display will help your users read the buttons, which will translate into an easier-to-use system and fewer ring errors.
4. If a touch screen is to be used, install its drivers, calibrate and test it. Usually the touch screen software for your touch monitor includes built-in help. If you first calibrate the touch monitor and later enlarge the desktop to fill the screen, you'll probably need to recalibrate the touch monitor to match the screen display.
5. Once the above is done, install the SQLPos Installation CD. Select the SETUPSQLOPOS module. You will need to complete standard identifying information on the screen, and you will need to enter your serial number. Serial numbers are not case-sensitive.
6. SQLPos will default to install to the C:\CDCONODE folder on your computer's hard drive. It is highly suggested that this not be changed. If your situation is special and you absolutely cannot

use this setting, contact Club Data's technical support for further assistance before you continue.

- The installation generally is quite speedy. At the end of installation, it's a good idea to restart the computer, even though it's not an absolute requirement.



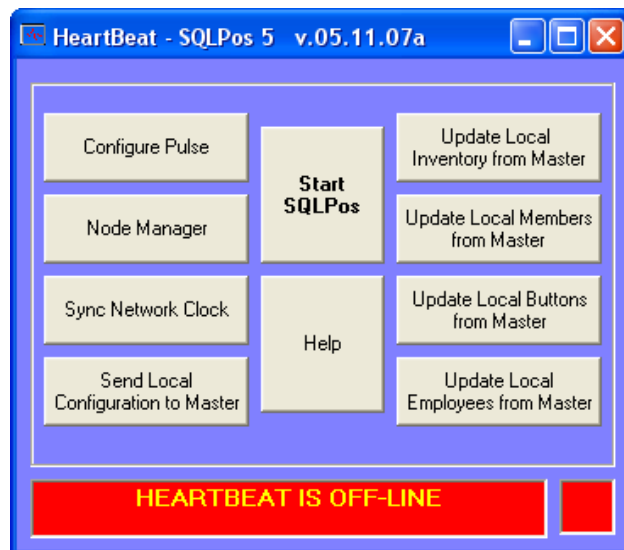
- The installation created a **Club Office SQLPos Point of Sale** program group on your start menu. Open it and select the Sync Network Clock option. The Sync Network Clock module will synchronize the computer's clock to the computer you choose as the central time source for the network, and whenever you start SQLPos, it will invoke this module to ensure that the workstation's time matches the main system. This is important because sales transactions are date and time sensitive. You wouldn't want one computer to create sales with one date while on the same day, another computer creates sales using yesterday's date.



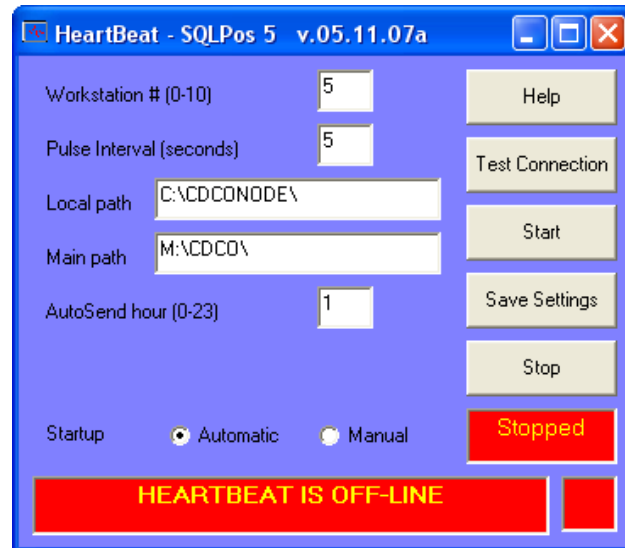
- In the Sync Network Clock module's top box, type the name of the server or computer that you will use as the main time source. The best computer to use is the one where Club Office Accounting resides, and if that's a computer named SVR2005, type that into the box and click the Sync Clock button. If the program can find the computer on the network, it will synchronize its clock to it, display a brief message and disappear from view.
- Next, open the SQLPos program group again and choose the Node Manager module:



11. In the top box, type the node number that SQLPos workstations will use. This is the same as the additional user PROFILE.xxx file that you received. In the above example, the user already has a 2-user Club Office system so that SQLPos workstations are using profile #3. After you type the number, press ENTER.
12. A “Select location to CDCO.EXE” browse window will appear. Use it to locate the CDCO.EXE module in your Club Office accounting system. This is likely the network drive that was mapped earlier. When you find it, select the CDCO.EXE file (marked with the telltale diamond-shaped 4-color icon like what is on the Node Manager screen), and click OPEN to lock in the settings.
13. Select the third box, and type the drive letter of your local hard disk, which is probably C. If you are installing SQLPos on the same computer that Club Office is installed, an information message will appear to verify that this unit is not networked (because it isn’t – you’re running on the same computer).
14. In the 4th box down, type the SQLPos workstation number for this unit from your chart. No two workstations can share the same SQLPos workstation number. (Note: don’t confuse the workstation number with the node number, the top box. All SQLPos workstations share the same node number but they cannot share the same workstation number.)
15. Click the TEST button. You should see “Test completed successfully” in the helpwindow at the bottom of the module. **If the test is NOT successful, then the network drive has either not been mapped correctly or you have lost the connection to the main computer. Go back and reset the network connection settings before you continue.** You may also receive an information message that says “Node #x has been used before.” Click OK – this is expected since the SQLPos workstations do share the same node number. (If you don’t see the message with the first workstation you configure, don’t worry. You will with the second one.)
16. Click the Finish button. This establishes the connection to Club Office from this workstation, creates a couple workstation-specific data files and creates a few entries in the Windows registry. When done, click the EXIT button.
17. Open the SQLPos program group again and select the HeartBeat option. HeartBeat is a critically important element to SQLPos as it facilitates communication between Club Office and SQLPos. When you start HeartBeat, you’ll likely see the SyncNetworkClock module appear briefly and disappear when HeartBeat appears.



18. Select the Configure Pulse button. It's likely that the Pulse Interval box will be blank and the red display will say "Stopped." Your display may look something like the :



19. Set the pulse interval to between 5 and 15 seconds by typing the number into the box. Also make sure the Automatic startup setting is checked. The pulse interval is how frequently HeartBeat should check for changes sent from Club Office to the workstation as well as how frequently HeartBeat should send completed transactions to Club Office. While the pulse setting can be between 0-60 seconds, setting the pulse too low (such as every 1/10 of a second) can cause a workstation to appear to perform sluggishly and can also degrade network performance because HeartBeat will continuously sample the network and create unnecessary network traffic, effectively slowing down the entire system.
20. Click the TEST CONNECTION button. The helpwindow at the bottom of the display should confirm that "Club Office is located in main path – OK." This confirms that the Node Manager was properly configured and that HeartBeat can connect to Club Office, too.
21. AutoSend hour (0-23): A properly configured, *on-line* HeartBeat module will automatically send transaction information to Club Office at a predetermined time of the day. At the same time, it also copies the workstation databases to the main Club Office data file area, effectively making an automatic safety backup. The AutoSend hour is the hour of the day based on a 24-hour clock where 1 is 1:00 A.M., 12 is 12:00 noon, 15 is 3:00 P.M., etc. A zero setting is midnight. Note that for AutoSend to work, the following four requirements must be met: (a) The network must be functioning properly; (b) The main computer must be powered on; (c) The workstation must be running; (d) HeartBeat must be running and on-line to the main Club Office system.
22. Click the Start button. The red displays should turn green to indicate that HeartBeat is running and is communicating with Club Office. You may also see the helpwindow change to display the date and time, or you may even see other messages appear that the workstation is being updated.
23. Click the Save Settings button to save the HeartBeat configuration settings.
24. Wait a few moments to give HeartBeat a chance to finish updating the local SQLPos databases from the central Club Office system. When the helpwindow display returns to a date and time display, it's ready.
25. Now you can click the Start SQLPos button. The main SQLPos screen will appear. Let it run for a few moments. If SQLPos is correctly installed, the lower left corner of the SQLPos screen should show whether the connection to Club Office is "alive" or "dead:"



Alive



Dead

26. If the connection is “dead,” you’ll need to reconfigure SQLPos’ HeartBeat pulse or possibly rerun the Node Manager to reconnect the workstation to Club Office. If this is the case, you will find HeartBeat running on the Windows taskbar; open it to view the main screen and redo the settings. If your signal is “live,” then you’ve successfully installed this SQLPos workstation and you can repeat the procedure at the next one.

It’s important to understand that HeartBeat and SQLPos run independently, although when you start SQLPos, if HeartBeat isn’t running already, SQLPos will start it on its own. This is why HeartBeat’s “automatic” setting is important; it allows SQLPos to start it, too.

Note also that closing SQLPos does not cause HeartBeat to close as well. Instead, HeartBeat continues to run, monitoring the Club Office system for any changes that need to be sent to the sales workstations such as new members, employees, new inventory items and/or pricing, etc.

However, if HeartBeat is either closed or the SQLPos workstation is powered off, it effectively breaks communication between SQLPos and Club Office and prevents data from flowing between the two. The best scenario is to leave the SQLPos workstations running continuously and perhaps turn off only the video monitor at the end of the day. Likewise, the main Club Office server computer should be left powered on as well.

If a workstation is powered off or HeartBeat stopped, when it is powered up and HeartBeat restarted (either upon boot-up or by starting SQLPos), pending updates will be executed and the workstation will “sync-up” with Club Office again.

Installing SQLPos on an Off-Line Workstation

The actual installation of the SQLPos software is relatively easy and quick and the procedure for an off-line workstation – one that is not connected to the network – is quite similar. You will need to know how to use Windows Notepad along with standard copy/paste, rename and delete files operations to accomplish an off-line installation.

Please understand that the procedure below is only necessary to *install* SQLPos on an off-line workstation. It’s a one-time sequence of events on a workstation because SQLPos’ design centers on on-line, connected workstations. To put an off-line workstation into operation requires some manual adjustments that aren’t necessary with on-line workstations.

1. You must have successfully installed SQLPos to an on-line workstation first. At the on-line workstation, make a backup. The backup will be used as the source of setup files for the off-line workstation. If you have a CD-R drive in the workstation, the simplest thing to do is just burn a CD of the complete CDCONODE folder. Then you can skip the steps below. However, if you can’t burn a CD on the workstation, you’ll have to use a diskette or other removable media to make a backup as follows:
 - a. Open the SQLPos workstation, select the Manager button; password #1 is necessary. On a new SQLPos system, password #1 is the number “1.” Click the 1 button on the screen keypad and then click the ENTER button on the screen to display the manager options panel.
 - b. Select the Configuration button. You’ll need password #3 this time. On a new system, password #3 is the number “3.” The configuration screen will appear.
 - c. On the right side of the screen, the 3rd item down on the 3rd column of settings is the backup drive letter. If you use a floppy diskette, this should be set to letter A. If you use a flash memory stick, this is likely to be drive E or F. Make the change and click SAVE. Then click EXIT to exit configuration.
 - d. Wait about ten seconds for SQLPos to reload its configuration settings. Then select the Manager button again, answering password #1 to get to the manager options screen.
 - e. Select the Backup Data button. Again, you’ll need password #1, after which a box will open on the screen and a local backup will be created to either the A: drive if you have a

diskette or to the drive letter for your flash memory stick. When it's done, press a key on the keyboard to close the box.

- f. Remove the backup from the computer. You'll need this backup to set up the off-line workstation(s).
2. At the chosen off-line workstation, be sure all disk caching mechanisms are turned off. This is normally performed in the Hardware Device Manager, and it's a Windows property of the Disk Drives. To change these options and/or install software on the computer, you may be required to use the computer as an "administrator." Administrator status and administrator or other user names are usually established when the Windows software was installed on the computer. Club Data probably can't offer much help in logging into the computer as an administrator as we would not have any knowledge of what was used when Windows was installed on your computer.
3. Be sure that the desktop on your monitor fills the screen – don't waste space by leaving a wide border around the active Windows desktop. A larger screen display will help your users read the buttons, which will translate into an easier-to-use system and fewer ring errors.
4. If a touch screen is to be used, install its drivers, calibrate and test it. Usually the touch screen software for your touch monitor includes built-in help. If you first calibrate the touch monitor and later enlarge the desktop to fill the screen, you'll probably need to recalibrate the touch monitor to match the screen display.
5. Once the above is done, install the SQLPos Installation CD. Select the SETUPSQLOPOS module. You will need to complete standard identifying information on the screen, and you will need to enter your serial number. Serial numbers are not case-sensitive.
6. SQLPos will default to install to the C:\CDCONODE folder on your computer's hard drive. It is highly suggested that this not be changed. If your situation is special and you absolutely cannot use this setting, contact Club Data's technical support for further assistance before you continue.
7. The installation generally is quite speedy. At the end of installation, it's a good idea to restart the computer, even though it's not an absolute requirement.
8. Now you need the backup you made of the on-line workstation. If your backup was made by burning a CD of the whole CDCONODE folder, simply copy the entire CDCONODE folder from the CD-R disk to the C:\ drive on your computer and overwrite the one just created by the installation. If your backup was made onto diskette or flash memory stick, follow the next steps instead:
 - a. Copy the SQLPOSBK.ZIP file from the diskette (or memory stick) to the C:\CDCONODE folder on the local hard disk.
 - b. Right-click on the SQLPREST.BAT file that's inside the CDCONODE folder, and choose COPY.
 - c. Right-click on your desktop and select PASTE SHORTCUT. In a moment, a desktop icon named "Shortcut to SQLPREST.BAT" will appear.
 - d. Right-click on the new shortcut and select Properties. Select the "Shortcut" tab from the property tabs that appear on the screen.
 - e. Select the TARGET option. It will read: **C:\cdconode\SQLPREST.BAT** At the END of this line, you must add a space and the letter C.
 - f. Click Apply and OK to save the setting.
 - g. Now double-click on the new icon. A box will open on the screen with quite a bit of text, and at the bottom the message, "Press any key to continue..." Go ahead, press a key on your keyboard to proceed. You'll next get a "last chance to cancel" message. You can ignore it for now and just press another key on the keyboard to continue.
 - h. The extraction should proceed but it may stop periodically to warn you that a certain file already exists. That's okay for now – just press the Y key (for "YES") to overwrite the file. When all the files have been extracted, the box should disappear from view.

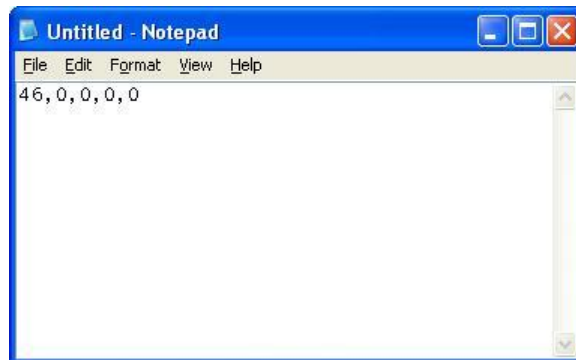
9. Open the C:\CDCONODE folder to view its contents. Then click EDIT in the Windows menu, and SELECT ALL. All the files inside the folder should now be highlighted.
10. Click FILE in the Windows menu and choose PROPERTIES. In the middle of the properties panel is a “read only” box. If the box is darkened or checked, UN-check it, click Apply and then OK. It is critically important that no files in the working folder be “read only.”
11. Now locate the CDCONODE.INI file that’s inside the folder and double-click on it to open it. Windows Notepad should appear and display the contents of the file. The cdconode.ini file is a special configuration file that the on-line workstation used and it needs to be modified for the off-line workstation. The file may look something like this:

```
[cdconode]
ComputerName=OFFICE-3
NodeNumber=3
NodeID=20050603153450
LocalDrive=C:\CDCONODE\
MapDrive=M:\CDCO\
PosUnit=1
```

12. You must change the **ComputerName** and **PosUnit** settings to reflect those of the off-line workstation. If you refer back to the chart example presented earlier, let’s assume that the off-line workstation we’re configuring is the Pool unit, which is workstation #9. We’d change the settings to read as follows (the changes are highlighted in **RED** text):

```
[cdconode]
ComputerName=POOL-1
NodeNumber=3
NodeID=20050603153450
LocalDrive=C:\CDCONODE\
MapDrive=M:\CDCO\
PosUnit=9
```

13. Be sure to SAVE the changes by clicking File – Save.
14. In Notepad, click NEW to create a new file. In the top line, type: **46,0,0,0,0** as shown below:



15. Click FILE – Save As, and save it with the file name: **HBPOS**. Then you may close Windows Notepad.
16. Also in the CDCONODE folder are three files that are workstation-specific that must be replaced to reflect the new workstation number. They are marked with the workstation number at the end of the first part of the file’s name. In this example, the on-line workstation from which we copied the files was workstation #1. The files would have the names:

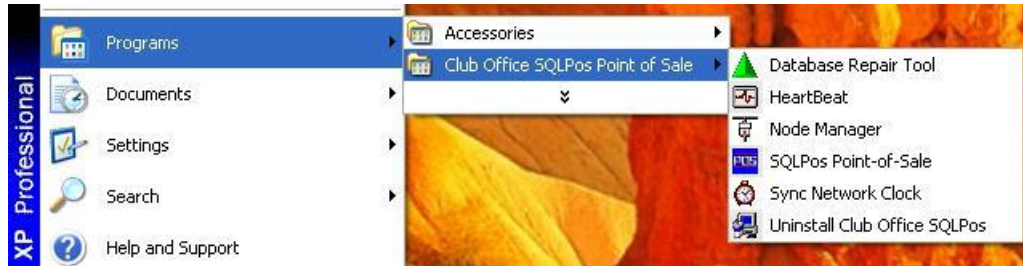
audit01.txt
hbpos01.mdb
hbposx01.mdb

17. Because this is workstation #9, all three of these files must be deleted. (It’s also okay if you don’t have an audit01.txt file – just delete the other two.)

18. Next, in the CDCONODE folder locate the **HBPOS.TXT** file that you created with Notepad (above). You need to RENAME this file by changing it from a TXT to an REQ file as follows:

HBPOS.TXT renamed to be: **HBPOS.REQ**

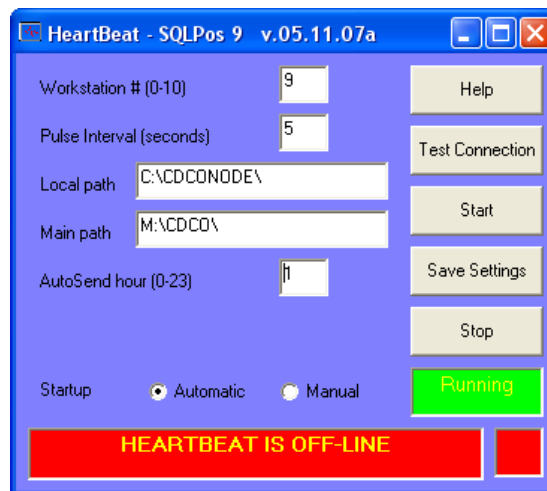
After you change the file extension from TXT to REQ, you'll likely get a Windows warning message. Just answer YES to make the change. This REQ file will tell HeartBeat to initialize the new databases for workstation #9.



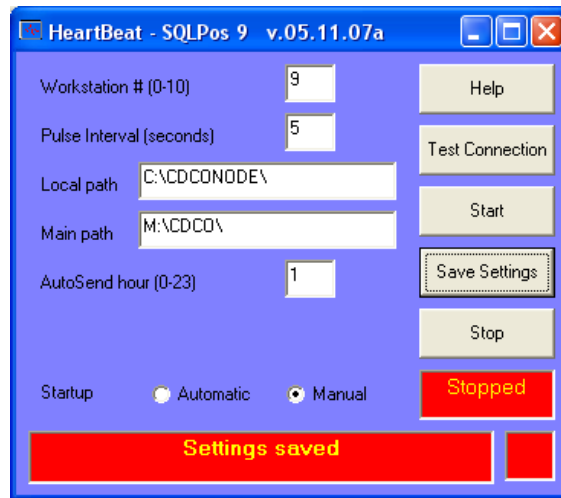
19. The installation created a **Club Office SQLPos Point of Sale** program group on your start menu. In off-line mode, the networking features obviously won't function, but you still should configure one of them. Open the program group and select the Sync Network Clock option.



20. In the Sync Network Clock module's top box, type the name of the workstation that you are configuring. Instead of synchronizing to a networked computer, set the module synchronize to itself. In this example, workstation #9's computer is named POOL-1 so that's what would have been typed into the box. Click the Sync Clock button and in a moment, the display will disappear from view.
21. Open the SQLPos program group again and select the HeartBeat module. Let it run for a few moments so that it can open the HBPOS.REQ file you created, which will then initialize the new databases for workstation #9. Then select the Configure Pulse button. The screen display will likely look much like the following:



22. Click the STOP button; then click the MANUAL startup option. Finally click Save Settings button. HeartBeat has been effectively shut down which won't affect the operation of an off-line workstation at all. (Remember, HeartBeat is designed to facilitate communication between the *on-line* workstations and Club Office.)



23. Now you may click on the Start SQLPos button, HeartBeat will minimize itself to the Windows taskbar and the SQLPos screen will appear. You will not see either a "live" or "dead" icon on the SQLPos screen above the Manager button although you will see HeartBeat as an open application on the Windows taskbar. It won't be doing anything and you can even close it if you like, but it also won't cause any harm just to leave it on the taskbar.
24. Sales transactions from an off-line workstation must be manually transferred to the main, central system via removable media. The SQLPos report menu has an option to export sales data and create the necessary files (manager-level employees only); the SQLPos Control Panel inside Club Office includes functions to import the exported files. Likewise, software, inventory, membership or employee changes made on the central system must be brought to the off-line workstation via removable media as well, and the updated files installed manually.

Important: Having an off-line workstation requires specific attention to the timing of daily sales transactions on the workstation, especially at or near the end of a month because the Club Office A/R system is month-oriented. It could be relatively easy to overlook an off-line workstation's transactions on the last day of a month and remember to import them only after member statements have already been printed and mailed. It is the end user's responsibility to develop daily and/or monthly operational procedures to ensure that such time-sensitive sales transactions are imported into the Club Office A/R system on a timely basis.

CONFIGURING A SQLPOS WORKSTATION

Accessing the Configuration Screen

Click on the SQLPos Manager button and answer password #1 to view the Manager Options panel. The Configuration module is accessible via this menu; password #3 is required to change a workstation's configuration settings.

The configuration module provides custom configuration of each SQLPos workstation. You may wish to configure some workstations on your network one way and others a different way. For example, you may want the screen for a server workstation to default to one panel of buttons and a bar workstation to default to another. Or you may want the "company information" on sales receipts to read something different for the pro shop workstations than for the bar or restaurant.

Items that are almost always different from one workstation to another are printer settings because it's rare that exactly the same printers are installed on two computers in exactly the same order. If you wish to copy one workstation's settings to another, you should always check the printer settings to tailor them to the workstation involved, or a Windows error message will likely occur.

Configuration Options

Field	Value	Field	Value	Field	Value
Tax S/C (Yes/No)	N	CCard Acct ID	TEST0	G/L - Srv Chgs	2785
S/C Tax Percent	1.	CCard Acct Sub ID	VITAL	Industry CC Code	0
Use D or S tax	D	(unused)		Default screen (1-100)	025
Consolidate mode	G	CC Preauth Rate %	1	Duplicate receipt?	2
Company Name	ABC Golf Club	Receipt format	1	Workspace mode	1
Address line 1	123 Main St.	Hold receipt format	5	Backup Drive A-Z	C
Address line 2	P.O. Box 456	Reg Flags	02521C0005320014390	Remove Item (0-4)	0
City	Hereandthere	Non-inventory G/L	12345	Qty Warnings (0-9)	0
State	MN	Local printer #	7	Server Password	0
Zipcode	55344	Open Sale Mode	3	Remote printer #1	5
Phone 1	952-941-0955	Recall Hold Mode	2	Remote printer #2	3
Phone 2	952-941-7514	G/L - Cash	1030	Remote printer #3	2
Email	support@clubdata.com	G/L - Checks	1030	Remote printer #4	0
Sales tax percent	0.07275	G/L - Visa	1030	Remote printer #5	0
Store ID	A	G/L - MasterCard	1030	Prevent \$0 price	1
Show name	0	G/L - Discover	1991	Local printer type	4
Session or Date	20140417	G/L - AMEX	0	Remote printer type	3
Emp Validate Type	1	G/L - Carte Blan.	1991	Local printer port	9
Offline Mode	0	G/L - Diner's Club	1110	Discount Calc	0
New Employee	0	G/L - Gift Certif.	0	Hold with tender	0
Level 1 password	1	G/L - Prize/Sweep	0	Server only recalls	0
Level 2 password	2	G/L - Credit Book	0	Change for checks	0
Level 3 password	3	G/L - Our Gift Card	0	Change for gift cert	0
Level 4 password	4	(unused)	0	Photo Delay (sec)	0
		G/L - CCard Surchg	12345.678	Live Xact Mode	1
		G/L - Coupon	0	Enable G/L Alias	0

Config 9 FROM CONFIG COMPANY - COMPANY NAME

Tax S/C (yes/no) - This setting tells the workstation whether service charges are taxable or not. Y=yes, N=no. The setting is initially taken from the main Club Office A/R configuration setting.

S/C Tax Percent - This is the percentage of the service charge that is taxable. This is not to be confused as the tax itself -- only the portion of the service charge that is taxable. Enter as a decimal number (.10 = 10% while 1.00 = 100%). The setting is initially taken from the main Club Office A/R configuration setting.

Use D or S tax- If sales tax is to be applied to service charges, this setting tells the system whether to use the sales tax rate or the rate assigned to the sales department. Allowable settings are S for sales tax or D for department tax. The setting is initially taken from the main Club Office A/R configuration setting.

Consolidate mode - This setting tells whether "consolidation" is turned on in Club Office's main A/R configuration. Allowable entries are Y=yes or N=no. This setting is currently informational only and has no effect on calculations. The setting is initially taken from the main Club Office A/R configuration setting.

Company Information – company name, address, etc. What is displayed here is also printed in the heading on sales receipts, centered at the top of the receipt. The settings are initially taken from the main Club Office company configuration setting.

Sales Tax Percent - This is the default sales tax rate as defined in the main Club Office company configuration screen.

Store ID - The store ID is an alpha character, A-Z that identifies transactions from this store location as different from another location as might exist in a chain of stores in multiple cities. As SQLPos can accommodate up to ten workstations per store, this allows identifying another set of ten workstations (not on the same network) by using a different store ID. Some reports key on this item to produce different comparative information. Note that it is not possible to have ten workstations using a store ID of "A" and another ten workstations with a store ID of "B" on the same network, although you could certainly set food workstations to store "F," bar workstations to store "B" if you like. The StoreID is carried through in the ticket number when the transactions appear in the Club Office A/R system so that the source of the transaction can be more easily identified. The StoreID and register number are also used for Mercury EMV processing to identify the register making credit card transactions.

Show Name- This setting is from the main Club Office configuration that pertains to showing the company name on reports. This is a future feature in SQLPos.

Session or Date- This setting provides a way to manually "lock-in" a date as a "session" for all transactions. By setting this to zero, the system will instead use the computer's clock date as it's session, which will change from one day to the next when the clock goes past midnight. If setting a manual session date, type the date in YYYYMMDD format (for example 20150415 would be April 15, 2015). This setting interacts with the "AutoReset Session" setting described later.

IMPORTANT: if the session is set manually, it will not change unless the user changes it. Therefore, if the session date was not changed for a whole week, all transactions from that workstation for the entire week will have the same date. This generally results in questions from customers who may see transactions on their statements for dates where they were not at the club.

Also, be aware that Club Office is very sensitive to the transaction date and uses it to determine the month in which a transaction belongs. So, for example, if you are using the computer's clock to date your transactions instead of a manual session date, on the last day of a month remember that the clock will advance to the next month at midnight. If you have sales after midnight, they will be dated in the NEW month.

Note: Many external influences outside of the control of the software can cause problems with computer dates. If your computer's clock is set 12-hours off from the correct time, or your computer's time zone is set to the wrong setting or your domain server is set to control time throughout the network, results can be unpredictable.

Emp Validate type - This setting determines whether the server ID being used is actually the same as the employee ID (preferred!!!) or whether it's an alternate number. These numbers are set in the Club Office employee and POS configuration options and are initially loaded from the main Club Office configuration.

Offline mode - This setting determines whether SQLPos is usually in an "on-line" mode and connected to Club Office or whether it's in a permanently "offline" mode, such as you might have

with a workstation that is located in the middle of the golf course at a halfway house. Set to 0 if in the normal "online" mode; set to 1 if the unit is permanently "offline."

New Employee - This setting determines if each transaction should be started with a new employee number. Type 0 to keep the current employee active or type 1 if a new employee is required.

Level 1, 2, 3, 4 Password – SQLPos has four system passwords. Entries are limited to 10 characters and may be alphanumeric; case is not important. Level 1 is intended for any server; level 2 for an assistant manager, level 3 for a manager and level 4 for administrator level access. For example, there is a "lock screen" function that you might use to disable the screen unless password #1 is entered. This keeps the workstation more secure if it happens to be in an area which is easily accessible to the general public. The password screen displays the required password level for a specific action. A higher level always satisfies a lower level, i.e. password level 3 can be used to fulfill levels 1 and 2 as well.

CCard Acct ID, Sub ID - These are Merchant Partners/Moneris/Mercury Payment Systems credit card settings that are assigned to your merchant account. Upon registering with Merchant Partners, you'll receive either the AcctID or both the AcctID and AcctSubID. If you are using Mercury Payment Systems, type OTHER into the AcctID and the word MERCURY into the SubID box to access the Mercury configuration screen. Remember that to use SQLPos' embedded credit card processing, you need an always-on DSL or broadband Internet connection.

If you are not using SQLPos' embedded card processing but are using an external card swipe terminal instead, or if you do not use credit cards at your facility, you may either leave these fields blank or zero, or you may type EXTERNAL into the AcctID box. EXTERNAL triggers a more automatic tendering mode when credit cards are used for those who do not use SQLPos' embedded card processing features.

Appendix 29 of this manual includes more detailed information about credit card processing, including test configuration settings that you can use.

(Unused) – configuration options marked as unused are reserved for future use.

CC Preauth Rate % - This setting is for Merchant Partners/Moneris credit card processing and allows pre-authorizing sales to accommodate add-on gratuities, after which the sale can be reopened and closed with the new amount. Add-on gratuities are usually reserved for restaurants after the customer has added a gratuity, signed the credit card form, and leaves the premises. Depending on the setting, the credit card tender display changes to match how you process credit cards. SQLPos includes TWO methods to accommodate add-on tips such as just described. **Also be sure to include a "Re-Open Pre-Auth Ticket" button on your screen if you preauthorize credit cards so that you can finish/close them properly.**

PreAuth Method 1 (preferred): Set the preauth percentage at exactly 1.0, and then set the **"Industry CC Code"** setting to **F**. This is the preferred method because it will allow add-on tips without sending through an inflated preauthorized value.

PreAuth Method 2 (use if Method 1 does not work for you): The preauth rate is a percentage setting that inflates the initial authorization total by the chosen percentage. For example, if you need a 25% cushion over the actual amount of the sale to cover expected add-on tips, set the preauth rate to 1.25 so that it will authorize sales at 125% of their face value, leaving room for a tip to be added to the face value without exceeding the maximum amount authorized. Also set the **"Industry CC Code"** to **zero (0)**.

Setting the value to 1 allows preauthorizing a sale at the face value but a gratuity may not be added to it later because the new total will be greater than what was preauthorized by the credit card provider.

Setting the value to zero or less than 1 deactivates the preauthorize function. The resulting credit card tender display then displays only the "send" button for tendering the sale at the face value.

IMPORTANT: Be sure to set the percentage high enough to accommodate most any add-on tip that your servers may receive. You can close for a value equal to or less than the originally authorized amount, but an attempt to close a sale for MORE than the preauthorized amount will fail. You should also understand that setting the value too high may cause some credit card authorizations to fail if the amount exceeds the customer's available credit. So while setting it to 200% would likely cover every add-on tip imaginable, it would also attempt to pre-authorize a \$200 dinner for \$400, which could exceed a customer's credit limit, causing the card to be rejected. Going back to the customer to tell him/her that the card was declined is never an enjoyable experience and often affects the willingness of the customer to add a tip, so set it reasonably. If a customer happens to leave a tip higher than will go through, a manager can always ring up a manual entry for an extra tip over and above the set percentage.

Important: How Banks Handle Preauthorized Transactions

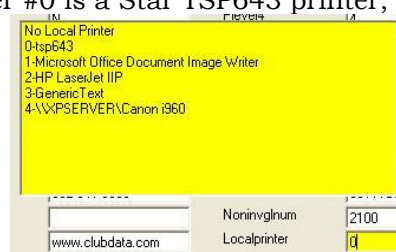
Preauthorized transactions that are not "closed" are NOT deposited to your bank account and are eventually dropped by the credit card system over a matter of a few days (the number of days varies with each bank). Preauth tickets should be recalled and officially "closed" within 24 hours of the original preauthorization to ensure receipt of the funds. The credit card tender box includes both the Pre-Auth and Close functions.

Receipt format, Hold receipt format - These indicate the receipt formats for the normal receipt (Rformat) and "hold sales" (Hformat). Available settings are 1, 2 and 3; more variations will be included as part of the normal development process. A future feature will also provide a "user defined" format. If no receipts print, the setting is either blank or set to zero. Note that when Mercury EMV credit card processing is in use, SQLPos overrides these user settings when printing credit card receipts because of EMV requirements.

Reg Flags - These are various other options that define how the system processes information. They are stored as one large configuration option but are broken out on the right side of the screen as "Reg Flags Configuration" and are covered later in this section.

Non-inventory G/L - This setting is the G/L account number where sales of non-inventory items from this workstation should be recorded. If a non-inventory button is not defined on the workstation, the option does not need configuration.

Local printer # - This is the printer number of the receipt printer connected to this workstation. A list of defined printers is displayed when you click on this box; select the local printer from the list. In the example below, printer #0 is a Star TSP643 printer, and it's set as the local printer.



Open sale mode - This option determines what types of information are necessary to be able to start a sale. For example, you may want the workstation to require a member number with every transaction. Available options are:

- 0 - None. (See note below)
- 1 - Server # is required
- 2 - Table # is required
- 3 - Customer # is required

- 4 - Server & table is required
- 5 - Server & customer is required
- 6 - Table & customer is required
- 7 - Server, table & customer is required

Note: In every case, "open new sale" is *always* required at the start of a sale. This selects the ticket number for the transaction. Be sure to include a button on your workstation to open a new sale/new ticket unless the register will be used only for working with existing tickets that were started on other registers.

Recall hold mode - When recalling hold sales, this sets the default lookup/display mode for current hold sales. Some facilities may prefer to view these by ticket or table number while others may prefer member or server number.

G/L Accounts – multiple G/L accounts are displayed for the various tenders. These are global settings, configured at the main Club Office POS screen but shown here for information only. They are not editable on this screen.

G/L CCard Surchg – If you apply an additional fee for using a credit card, configure the G/L expense account for “bank card fees” here, as the surcharge is intended to offset the cost of processing credit card transactions.

Reg Flags Settings

Default screen: 1-100. This is the "home" screen for the current workstation. When the workstation starts up or upon completion of a sale, it returns to this screen. This allows creating a single workstation design that can be used throughout your operation yet still personalize each with its own startup screen.

Duplicate receipt: set to 1 to display the "print another copy" function after printing a receipt. Also applies to printing hold sales (but not hold sales that are sent to the kitchen). Not applicable when Mercury EMV card processing is in effect.

Workspace mode: set to 1 to cause sales transactions to be sent to the A/R workspace for later validation instead of directly to member accounts. Setting the value to zero causes the transactions to bypass the workspace and go directly to member accounts, i.e. “Folio Billing” mode. Using setting 1 is highly suggested until you are satisfied that your workstation design does exactly what you expect it will do. A third option is to set workspace mode to 2, which is “delayed workspace mode.” In delayed mode, SQLPos does not send a command to HeartBeat to send the transaction “now” to the accounting system; instead, HeartBeat sends the transaction(s) to the daily workspace later when its hourly “flush” operation is invoked. Workspace mode 2 can significantly lessen network traffic and increase local performance as it gives more attention to users during busy times of the day or night instead of sending data to the accounting system. Users who use the delayed mode on really busy workstations would do well to let HeartBeat run all night to ensure that the transactions are duly flushed up to the accounting system during the nighttime hours.

Backup Drive A-Z: You may specify an alternate drive location where backups of the workstation are made. The default is to the local drive C in the working folder where SQLPos resides. Network drives, Zip or other diskette media, or flash memory sticks can be used as long as you know which drive letter they become for that workstation. The name of the backup file is SQLPBACK.ZIP. Note that the best time for making a backup is immediately prior to a daily closeout on that workstation, although you may make a backup at any time as long as you do not have a current sale in the sale window on the workstation. The backup option is available on the manager panel. (Note: if the computer has a CD burner drive installed, a *far better* method for making a backup is to use the CD burner software to make a copy of the entire CDCONODE folder on the hard disk.)

Remove Item (0-4): Primarily for food/beverage environments that use remote printing to a kitchen or bar to order items, this setting activates a password screen before allowing the

removal of an item that has already been ordered, i.e. "sent to remote." It has no effect on an item that has just been entered. Set to 0 to deactivate completely; set to 1-4 for the password level required to delete the item. NOTE: This setting also determines whether the same password is required to clear a sale that has an item already ordered.

Qty Warnings (0-9): On-line mode only. This checks the current inventory quantity on hand of the item chosen. Set the value to 0 to disable the function. A setting of 1 to 9 is the quantity threshold level to use, at or below which the warning message will appear on the screen. Note: qty warnings are disabled for bundled items.

Server Password: When a server is selected, this causes validation with a password before that server's number and name can be linked to the sale. Valid settings are 1 to 5. Settings 1-4 correspond with SQLPos passwords 1-4. Set to 5 to require the server's personal password (configured at the employee's information screen).

Remote printer #1-#5: SQLPos supports up to five different remote printers. When one of these boxes is selected, the printer selection screen appears; select the printer on the list that corresponds to the remote printer# to define. Please see the separate section concerning printers before configuring this option.

Prevent \$0 price: an individual inventory item that has a zero price can trigger an AMOUNT keypad to appear, where the user can enter the value of the item. Set to 0 to allow a zero dollar item; set to 1 to cause the keypad to appear for items that are defined with a zero price. This is a handy feature to use when variable pricing of various items is preferred.

Local printer type: SQLPos supports various types of Star and Epson printers. This setting is for the type of LOCAL printer being used. Set to 0 for a Star, 1 for an Epson. In some cases, a printer may work with the Windows Generic Text Only printer driver. If this applies to you, try the Star setting first.

Remote printer type: This follows the same setting as the local printer type, 0=Star, 1=Epson. Note that all remote printers must be of the same type.

Local printer port: This setting selects what physical port the local receipt printer is plugged into. The setting applies to both parallel and serial printers. 0=none, 1=LPT1, 2=LPT2, 3=LPT3, 4=LPT4, 5=COM1, 6=COM2, 7=COM3, 8=COM4 9=Windows driver. The default is zero. In most cases, set to 9 and use the Windows driver; you'll encounter fewer problems.

Discount Calc: Set to zero to calculate whole ticket discounts off the SUBTOTAL of the sale; set to 1 to calculate whole ticket discounts off the sale TOTAL.

Hold with tender: Set to zero will not allow putting a sale on hold if a partial tender is entered, such as a discount, coupon, or partial payment of a ticket. Set to 1 to allow putting such a sale on hold.

Server only recalls: Set to zero allows any server to recall any ticket. Set to 1 makes system recall only that server's tickets. Note that you should also provide a server select or server lookup button on your workstation to allow servers to enter their server/employee numbers.

Change for Checks: Set to zero allows accepting checks for more than the purchase price. Set to 1 to disable the feature and accept checks only for the amount of the purchase.

Change for gift cert: set to zero to allow cash change for gift certificate sales; set to 1 to disallow change – the system will use only the face value of the sale, leaving the certificate with a remaining balance.

Photo Delay: Type the number of seconds to display a member photo when using that function. Set to zero to cause the user to close the photo display manually.

Live Xact Mode: This setting is for ON-LINE workstations ONLY and it affects whether SQLPos should send inventory and other transaction records after a closeout or immediately with the sale information when a sale is closed. Set to 0 for the normal mode which requires a closeout to send the inventory/other transactions. Set to 1 to have the transactions sent immediately. IMPORTANT: Setting to 1 generally increases network traffic slightly as it virtually triples the amount of data sent from the workstation to the central Club Office system after the close of a sale. This can affect overall performance of not only the workstation but the network as well. When the option is set to 0, all the inventory and other transactions are sent together as a unit following a closeout instead of individually as multiple separate units. Because closeouts are generally performed at times when sales are either slow or done, the zero setting may be preferred with slower computers and/or networks.

Enable G/L Alias: 0=disable, 1=enable. This setting provides a way to assign an individual button defined as a type 3 or type 4 inventory item button to an "alias" G/L sales account instead of the default account that the inventory item is already assigned to use. Using G/L aliasing allows defining multiple buttons in your workstation that can sell the same inventory item yet recognize the revenue in multiple places in your general ledger and also at different prices. Note that this applies only to the sales account, not to the cost of goods or any other G/L account linked to the inventory item. Also note that the retail and altretail pricing for buttons using G/L alias are locked and must be changed manually by the user.

Alpha Charge – set to 1 to enable the alpha member lookup function when a member charge tender is selected. Set to 0 for the normal grid lookup screen.

AutoReset Session – type the time of day to automatically change the session date. Available options are 1-9, 0 disables the function. 1=1:00 a.m., 2=2:00 a.m., etc. Both SQLPos and HeartBeat must be running for AutoReset session to function properly.

Table Viewer Mode – this changes the function60 buttons to automatically change color if an active hold sale exists for the button's assigned table number. Buttons are black if the tables are open (no active hold sale) or magenta (hold sale exists).

Use Original Date - 0=No (default), 1=Yes. The 0=No setting causes SQLPos to set the date for all transaction lines in a sale to the date the sale is closed. The YES setting retains the original date the item was rung up as the sale date for that individual item. Club Office recognizes sales based on the date an item was entered into the system, but doing so can make reconciling cash, check or other charges difficult when the date the sale was closed differs from the date the items were rung up. This function works best when the ONLY tender used is member charge; it is NOT RECOMMENDED if other tender types are used as well as member charge.

Reset Server # - 0=No (default), 1=Yes. In the default mode, each item sold in a ticket is linked to the server who sold that item. This setting allows reassigning the entire ticket to a new server number when either putting the ticket on hold or closing the ticket. Note that enabling this setting allows one server to effectively "steal" another server's ticket but it is available for users who do not wish to allow sharing single tickets among multiple servers for tip-pooling or special banquet scenarios. Note also that the "server only recalls" function can help prevent servers from stealing each other's tickets.

Enable Seat #s - 0=No (default), 1=Yes. This setting enables true seat# capability when used with function type 61 buttons. In the default mode 0, type 61 buttons are disabled and ticket information is displayed in the order in which the items are entered. In the enabled mode, ticket information is displayed in seat number order primarily and secondarily in the order the items were entered into the ticket for the respective seats.

Print tip line (#5) – 0=No (default), 1=Yes. This option causes an additional "tip" line to be printed when using hold receipt format #5. Useful for facilities that want a tip line printed with normal hold sale receipts.

Get Local First – 0=Use Network (default), 1=Use Local. When using a data lookup feature, this causes the workstation to either look to the central server or to the local workstation first. Local lookups are generally faster although more information (and photos) is available when the lookup is network-based to the central Club Office databases.

Credit Book Label/Prizemoney Label – 0 = Default. In some installations, the words “credit book” or “prizemoney” may be confusing to the user. While the functions of credit book and prizemoney are intended to be currency functions, the semantics of what users call them may be different than the default. These two options provide a way to change the text that appears on the screen when these values are shown to the user to something other than the default “credit book” and “prizemoney.” Available alternate descriptions for the credit book option are: 0=Credit Book balance \$, 1=CB-Points credit \$, 2=CB-Pass credit \$, 3=CB-Points, 4=CB-Pass. Alternate descriptions for the prizemoney option are: 0=Prize Money balance \$, 1=Prize Credit \$, 2=Prizes/sweeps \$, 3=PM-Balance \$.

Hide Employee #: 0=default (show). It may be desirous to hide the employee’s ID number on printed tickets, for example if part of an employee’s social security number is used as part of his/her employee ID. Setting this option to 1 will print only the employee’s name on the tickets without a number. The default 0 setting prints both.

Panel 101 Security: Allows using a special, reserved panel (#101) as a secure panel that requires a password for access. Set the password level to 1-4 for system passwords or to 5 to require the user's password. Set to zero for no security.

Reprint Recall (mos): Sets the default number of months to look back when using the recall completed sale option. Set this to zero for no limit; 1-9 to look back that number of months. Suggestion: set to 2 or 3 months for best performance; using the zero setting recalls ALL prior receipts, including those from prior years; this may take a long time to display!

Master Acct Lookup: sets the default lookup mode when looking up member accounts. Set to zero (default) for all accounts; set to 1 to display master accounts only in the lookup display.

AutoShow CRbook: automatically display credit book and prizemoney values after selecting a member account. 0=No, 1=Yes. Any other setting is treated as zero.

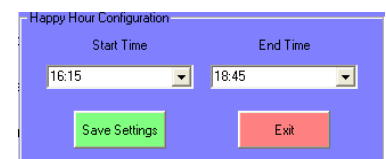
Show Item# in desc: Normally the description of the item is all that is displayed in the sale window. Set this to 1 to show the item # as part of the description.

Larger Text: Set this to 1 or 2 to show member profile screens with larger text than the default. Applies only to the member profile display.

Barcode Shift L/R: Type a 0 to use the left 16 characters of a barcode that exceeds 16 characters; type 1 to use the right 16 characters. This is handy for non-standard bar codes.

Set Cash Drawer Bank: this button option is applicable for on-line workstations only. It copies the current configuration settings to the main Club Office system for safe-keeping.

Define Happy Hour: This button displays a small configuration panel that enables automatic happy hour pricing. Happy hour uses an item's alternate retail price as the happy hour price and the computer’s internal clock to determine the time of day. Define the happy hour start and end times by selecting them from the drop-down lists on the happy hour panel; click the 'Save' button to store the settings. To disable happy hour, set either the start or end time to 00:00 and click save. Notes: (1) the 'end' time must be after the 'start' time; (2) the happy hour settings are register-specific and must be defined on EACH register – they are NOT global settings and cannot be “cloned”; (3) when happy hour is enabled, it applies to EVERY day until the feature is disabled.



Defining Register Buttons

Each SQLPos workstation includes a total of 5060 user-definable buttons that can be configured in virtually an unlimited number of combinations. Any button can be configured to be any one of the available button types or functions; any button can sell an item of inventory; any button can be a tender type or a lookup. You can have multiple buttons perform the same function if you like or sell the same piece of inventory at the same or different prices by linking several buttons to the same item and changing the price at the button level. Any button can also be any color you like or be visible or invisible, depending on what you want your workstation to look like. A new SQLPos system with all blank buttons can be a pretty intimidating situation, and the Appendix includes the SQLPos Design Guide to help you get started. The design guide includes a blank template that you can copy and use to lay out your screens on paper first.

The button editor is one of the options on the Manager Options panel. Password level 3 is required to access the feature. The Design Guide includes complete information on using the button editor.

Updating Workstation Settings

Remember that SQLPos is designed for “distributed processing” and each workstation runs independently from all the others. This factor creates an interesting question: “With all the workstations running independently, how do I keep the workstations up-to-date with current data?”

On-Line Workstations: With on-line workstations, this isn’t a problem. Recall that HeartBeat is always running in the background on each workstation. It’s sampling for things to do, whether those things are sending transactions from the workstation to the central database or whether there is an order from the central system to update itself with current data.

When you change or add an inventory item, an employee or membership account, those respective modules are aware of SQLPos and when you exit the modules after making the changes, they tell SQLPos workstations to update themselves with the new information. In essence, Club Office issues a “request” command to each workstation. Each workstation’s HeartBeat agent captures any commands destined for it and performs the requested action. For example, when you add a member, within ten seconds after exiting the membership module, HeartBeat has probably kicked into action on each workstation and each starts updating its own membership database from the central store. The same thing happens with employees and inventory items. So in a technical sense, while the changes aren’t *instantly* available to the workstations, the information does appear within a few seconds.

Off-Line Workstations: Updating an off-line workstation is another matter – it’s not connected to the central system and therefore it can’t execute the commands to update itself. Updating an off-line workstation must be done manually but it’s quite easy to do. The SQLPos Control Panel includes an option to create a data file that an off-line workstation can use to update its files using the “restore” function built into the SQLPos manager options panel. The user simply transfers the data to the off-line via portable storage media such as a flash memory stick, diskette or CD and executes the “restore.”

Cloning One Workstation’s Settings to another Workstation

A SQLPos workstation’s screens can be manually set up at the workstation itself or set up centrally and distributed out to the workstation via the HeartBeat agent. Because each workstation has its own settings, making all the workstations look and act the same sounds difficult, but it actually isn’t. The SQLPos control panel includes a “clone” function to copy all or some of the settings from one workstation to another and then distribute the changes out to the new workstation via HeartBeat. However, before this can be done, the “source” workstation’s settings must be either sent to the main system from the “source” workstation or “polled” from the SQLPos Control Panel. Either of these procedures stores the workstation’s configuration in the central store database. By using the SQLPos Control Panel’s clone feature that workstation’s settings can be copied to another unit and the command issued so that HeartBeat automatically reloads the new configuration settings on the destination workstation.

CAUTION: it is possible to completely wipe-out a workstation’s settings with a blank configuration if the workstation’s configuration has never been sent to or polled from the main

system. When the SQLPos control panel issues the command for a workstation to update itself from the main system, HeartBeat grabs the command and performs the operation, drawing its data from the central data store. If the central data store is blank, then that's what the workstation gets. The HeartBeat agent has a button that can send the workstation's configuration to the central store, and the SQLPos configuration panel has one that will perform the same operation. Of course, the SQLPos control panel has a button to select a workstation and "poll" that workstation's configuration (it does so by issuing a request to that unit's HeartBeat agent to send its data.)

Multiple Identically Configured Workstations

If you desire that multiple workstations have *exactly* the same screens (such as you might have in a restaurant), it's critically important that SQLPos is installed exactly the same way on each workstation, with all network mappings identical as well. If you will also be using remote printing, it's equally important that the printers on those workstations be mapped exactly the same as well. For example, if the main workstation used as the design that is replicated to all the other workstations has buttons have been configured to print to remote printers #1 and #2, it's critically important that ALL workstations that will share those same screen layouts have remote printers #1 and #2 going to the same place. **Failure to follow this guideline will likely cause one workstation to print to the correct places while the other workstations print to the wrong remote printers.**

In short, if you want two or more workstations to look and act identically, then you must set up the computer network mapping and printer installations identically, as well. If you wish to mix different versions of Windows on your network, the above applies only when two or more workstations otherwise operate "identically."

ASSIGNING/CONFIGURING PRINTERS

SQLPos Printer Concepts

A “local” printer is generally considered to be the printer that is physically connected to the workstation. A “remote” printer is a printer that is somewhere else on your network, either connected to another workstation or as a stand-alone unit, such as you might find in a kitchen where food orders are printed. Remote printing works best when all remote printers are of the same brand and type.

SQLPos printers are assigned in the SQLPos configuration panel by their respective Windows printer number because SQLPos uses the Windows printing system for both local and remote printing.

Windows Printer Concepts

On a Windows computer, printers are assigned a numbered position on the list of printers on that workstation so that, for example, if you had 5 printers installed, Windows would assign #0 to one of them; followed by printers # 1, 2, 3 and 4 for a total of 5 printers (Windows starts its numbering system at zero instead of one.) However, whether these printers are available or not can affect the numbering system. If a printer is not powered on or if it’s a network printer, whether the workstation can “see” it makes a difference. Unfortunately, the “plug-and-play” features embedded into Windows sometimes causes Windows to reorganize this list on its own depending on what printers it can “find” when the computer is started. Obviously this can create some surprises such as when one expects to send an order to a printer in the kitchen yet the printing appears somewhere else. The solution is actually rather simple and logical: *install the printers in the order of importance:*

- 1. Disable Windows “network discovery” which can automatically connect to and install printers on your entire network. This can have disastrous consequences with printing configuration.**
2. Uninstall ALL the printers on the computer. You need to start with a clean printers folder.
3. Add the local receipt printer first. If it needs to be shared on the network, go ahead and share it. For the name of the printer, start the name with 0- (a zero and a dash) followed by whatever name you like.
4. Add remote printer #1 next (if remote printing is used from this workstation). For the name of this printer, start the name with 1- (a one and a dash) followed by the name of the printer.
5. Add remote printer #2 next, if necessary, using the name 2-printername, following the same guidelines as above.
6. Add remote printers #3, #4, #5 (in that order), if necessary following the same printer naming convention where the printer name begins with a number followed by a dash.
7. Finally, if a report printer or other network printer is also used at the workstation, add them last. You can still set any of them to be the “default” Windows printer so that when you print reports, emails, etc. they will go to the default.
8. Restart the computer to let Windows settle-in with the new printers. (It’s possible that Windows may reorganize them again after a restart because some printer or software manufacturers design their Windows printer drivers to force “their” products to appear at the top of the list. Examples of this are ScanSoft’s PDF Create, Microsoft Office Document Image Writer and various PC-based fax systems.)

By following the above printer naming example, it’s probable that all the point-of-sales printers will be at the beginning of the list because their names begin with numbers, 0-printer, 1-printer, 2-printer, etc. and the position of each in the Windows list of printers shouldn’t change. **This is extremely important because when the order changes, it affects your SQLPos printer assignments!**

How Deleting a Windows Printer Affects a Workstation

Deleting one or more printers causes Windows to reorganize the list and *which one* you delete can throw things out of sync. For example, if there are 6 printers installed on the computer (printers # 0 through 5) and #2 is deleted or uninstalled from the workstation, Windows will reorganize the numbers for the remaining printers so that what was printer #3 is now #2, old #4 becomes printer #3 and old #5 becomes #4. This is why the report or other network printers must be added last – adding or deleting to the END of the list rarely has any bearing on the critical printer numbers at the beginning of the list and the receipt and remote printers should stay enumerated properly.

IMPORTANT: If you find you must delete a Windows printer, you should check the SQLPos configuration panel on the workstation and possibly reset the printer numbers for the local and remote printers in use.

SQLPos and Remote Printing

Remote printing is used in situations where you wish to "send" an order to a kitchen or bar, or shipping station. Remote printing occurs only when sales are put on "hold" using the "Hold Sale - Send Order" function.

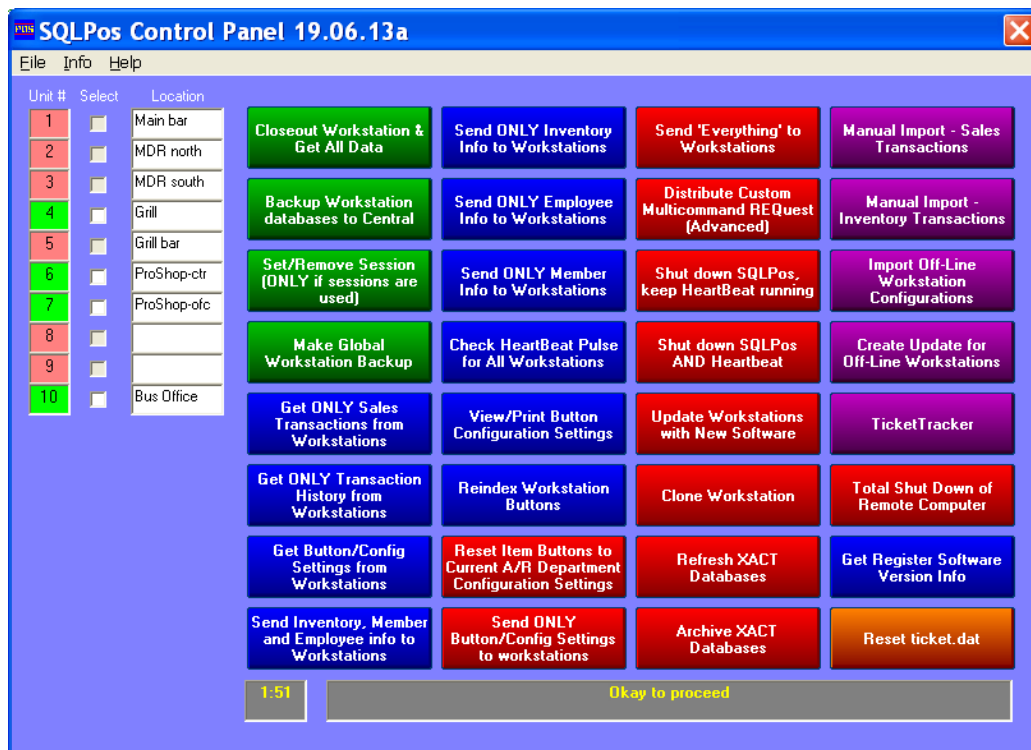
Because SQLPos supports up to five remote printers, as you design your inventory buttons, it will be helpful for you to know which remote printer # is going to be assigned to the kitchen, to the bar, to the salad station, etc. because the button's configuration (not the inventory item) is what determines which remote printer is used. It is also important to note that remote printing works best when all remote printers are of the same brand and type.

Remote printing may be assigned to any inventory item or to an entire bundle when selling a bundled inventory item, or to any button that puts text into the sale window. The button itself is what is assigned to a specific remote printer. The button configuration screen's remote printer assignment box allows sending the same order to multiple printers simultaneously and is easy to use.

Configuring remote printers is actually quite easy, although because this is a networking issue, it is a bit beyond the scope of this document because there are many ways to share network resources to networked computers.

SQLPos CONTROL PANEL

The SQLPos Control Panel is available from the main pyramid menu and provides centralized management of all the on-line workstations. The far left column displays the number of SQLPos workstations set up on your system, their status and (optionally) where they're located:



The green status boxes display which SQLPos units are currently “on-line” (red is off-line) and by checking the “select” box next to an online unit, the user can direct that workstation to perform various tasks. One of those tasks is to instruct a workstation to perform a closeout and send its data to the central databases. And for workstations that are “off line,” the control panel includes an option to manually import sales and/or inventory transactions that were previously exported to portable media at the off line workstation itself. Other functions include selectively polling the workstations for any configuration changes that have been made at the workstation level, re-distributing central configuration settings or changes out to one or more workstations, cloning one workstation’s settings to another workstation, or even shutting down a SQLPos workstation.

How It Works

The control panel controls the workstations by issuing various command codes that the HeartBeat agent running on each workstation captures and executes. Thus, HeartBeat actually helps facilitate two-way communication between Club Office Accounting and SQLPos Point of Sale.

Important - Because each workstation's HeartBeat agent may be configured with different timing settings, the user should wait approximately a half minute before selecting any options to give the control panel time to recognize all the workstations that are "on-line." The units that are connected will appear in green in the far left column; off-line workstations will remain red. You may update any workstations that are currently "on-line." The lower left corner of the screen displays the minutes and seconds the module has been operating since begun. In the example above, 1 minute 52 seconds have elapsed.

Control Panel Options

Select - The "select" column allows selecting individual workstations for desired actions. Multiple workstations may be updated simultaneously by checking multiple boxes.

Closeouts/Polling - Separate options to poll (“get”) sales transactions and transaction history are included, both of which assume that closeouts have been performed on the respective

workstations. However, a closeout can also be forced from the control panel, after which sales and transaction history are automatically sent from the remote workstations to Club Office.

Backup Workstation to Central – This function applies only to on-line workstations. It causes the HeartBeat agent on each workstation to send its databases and audit files to the main Club Office folder for safe-keeping. This is, in a sense, a form of "remote backup" for each on-line workstation that can be triggered from the central office via the SQLPos Control Panel. When the Club Office backup is performed, copies of the workstations' databases are also backed up, providing added security for the whole system.

Set/Remove Session - This option allows changing the "session" date on selected workstations. By typing the date in YYYYMMDD format, a session date is created and the selected workstations use that date as the date for all their transactions until the session date is changed. Setting the date to zero (0) instructs selected workstations to use the current computer's date instead of locking in all transactions to a "session" date.

Make Global Workstation backup - This option commands the remote HeartBeat units to copy the entire contents of their CDCONODE folders (including subfolders) to the main Club Office system. This essentially creates a complete copy of every on-line workstation, including all databases, programs, help files, graphics and all other SQLPos-related files onto the local Club Office server computer. The purpose of this function is primarily safety and makes it easier to restore a remote workstation's entire settings in the event of a major hardware catastrophe.

Poll Workstation Configuration - This option sends a code to the selected workstations to send their configuration and button setups back to the main configuration database.

Get ONLY Sales/Transactions/Button/Config options – this register polling option tells the selected workstations to send information to the central Club Office system. Options are for only sales transactions, only transaction history and workstation buttons/configuration.

Send ONLY Inventory/Employee/Member options – this sends a special copy of the inventory, employee or member databases to the selected workstations.

Check HeartBeat Pulse - Choosing this option samples the network to determine which SQLPos workstations are "on-line." This function is actually invoked when the module starts. The user should wait at least a minute after selecting this option before effecting any other selections.

View/Print Button Configuration Settings – There are literally thousands of button configuration settings on a SQLPos workstation, and this option provides a way to print a listing of each workstation's settings. The report displays one "panel" of buttons per page, which means that the report is 100 pages long. View it on the screen or print the pages you need.

Reset Item Buttons to Current A/R: This is an advanced function that is used after making changes to inventory G/L posting accounts in the inventory module. This setting updates the remote workstations with all the new G/L settings for every inventory item. It also updates all the button configurations so that as items are sold, they'll be posted to the proper G/L accounts when the sales transactions appear inside the Club Office A/R system.

Send ONLY Button/Config Settings – this tells selected workstations to reload their configuration and button settings from the central Club Office system.

Send EVERYTHING to workstations – this tells selected workstations to reload everything from the central Club Office system: buttons, configuration, members, employees and inventory.

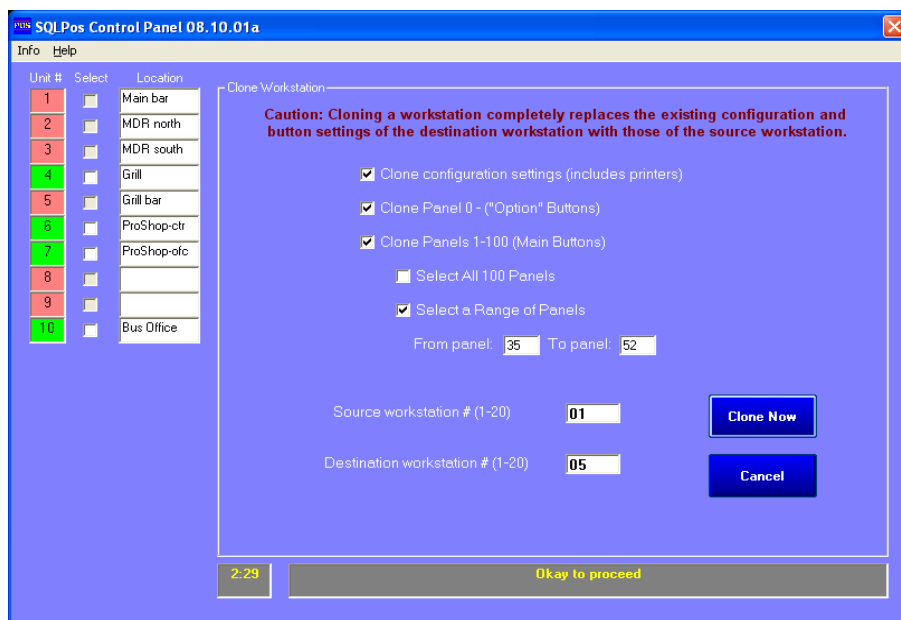
Distribute Custom Multicommand REQuest: HeartBeat can process a command file (REQ) that contains up to 99 individual command "lines." This functionality enables the HeartBeat module to perform custom operation sequences that aren't already available. This is an

advanced function and should not be used without first consulting with your technical support representative.

Shut Down – Two options are provided to either shut down SQLPos only or both SQLPos and HeartBeat. A typical usage of this option might be for regular maintenance, a software update or simply to take the workstation off-line. Note that the computer itself remains powered on.

Update Workstations with New Software – this provides a way to update selected workstations' software remotely from the central Club Office system. The process is quite easy: (1) power up each SQLPos workstation, (2) update the main Club Office system software, (3) select the registers to update and click this button. **Important:** even though a workstation can usually be updated in less than a minute with new software, software updates should be performed only when the POS system is quiet and no sales are happening.

Clone Workstation - This provides a way to either copy all or a portion of one workstation's configuration to another workstation. It is also a good way to store a copy of an active workstation to an unused workstation number.



Clone Configuration Settings – this selects all the workstation configuration settings, including printers. Consider that the cloned workstation's "configuration" settings are copied verbatim and for them to work perfectly, the destination workstation must be physically configured to be exactly the same as the "source" workstation. Hardware and other settings (network settings, printers, etc.) must also be identical. While the clone function does copy SQLPos information, it cannot duplicate the same Windows settings; this is the end-user's responsibility. If you clone the configuration settings, remember that it's likely that after updating the destination workstation, you'll probably have to check the configuration settings to make sure they're compatible with the workstation. **Caution:** cloning configuration *at any time other than the very first time* can result in very strange behavior at the remotes, and is not advised. Be very careful with this choice!

Cloning panel 0 (the single, vertical column of buttons immediately to the right of the sale window) is easy -- just check the box.

Cloning panels 1-100 provides additional options for either all or a range of panels. For example, you may wish to copy panels 35 through 52 of one workstation to another. You can also clone only one panel by entering the same panel number in the "from" and "to" panel boxes.

The "**source**" workstation is the unit that has the panels you want to copy; the "**destination**" workstation is the one where you want the copied panels to go.

Refresh XACT Databases - Periodically, Club Data may make slight alterations to the transaction database to accommodate new features and functions. In such cases, use this option to cause the online SQLPos workstations to update themselves with the new database changes. Normally this would occur only after a software update. CAUTION: Depending on the volume of transaction data on a workstation, the refresh process could require up to five minutes to complete and therefore, a refresh should be performed only when the workstation is quiet yet with HeartBeat actively connected to Club Office.

Archive XACT Databases - Through the normal course of use, transaction data will accumulate in the XACT database on each workstation, causing SQLPos to manage more and more data. Over time, this can cause a degradation in SQLPos' performance as it takes more work to manage more data. To archive the old transactions and return the workstations to full performance, make sure the workstation has *only* HeartBeat running *and NOT* SQLPos itself before you select this option. ** CAUTION ** This feature REPLACES the active database with a BLANK copy after archiving the active database. DO NOT USE THIS FUNCTION ON A WORKSTATION UNLESS ALL SALES TRANSACTIONS HAVE BEEN SENT TO CLUB OFFICE VIA EITHER CLOSEOUTS OR MANUAL TRANSFER FOR THAT WORKSTATION.

Manual Import - Sales Transactions - This function is used to import sales transactions that have been manually exported from SQLPos workstations. The option displays a standard Windows file open box that allows changing drive and folder locations to find the EXPORTxx.CSV file (where xx is the workstation number). Once located, select it and click OPEN. The sales transactions are loaded into the A/R workspace and can be further edited and managed from there. After the file has been imported, the original file name is changed from the CSV file type to be "DON". IMPORTANT: If you import sales transactions, you must also import the matching inventory transactions as well.

Manual Import - Inventory Transactions - This function is used to import inventory transactions that have been manually exported from SQLPos workstations. The option displays a standard Windows file open box that allows changing drive and folder locations to find the HBPOSxx.CSV file (where xx is the workstation number). Once located, select it and click OPEN. The inventory transactions are loaded into both the central inventory transaction table the SQLPos history table. After the file has been imported, the original file name is changed from the CSV file type to be "DON". IMPORTANT: If you import the inventory transactions, you must also import the matching sales transactions as well.

Import Off-Line Workstation configurations - this option imports only the workstation configuration and button settings into the central Club Office system for any workstation that is specifically set to be "off-line" and not connected to the central system. The import can capture the necessary data files out of a normal workstation backup, which is an option on the SQLPos Manager Options panel.

Create Update for Off-Line workstations - If you have off-line workstations, you should update their copies of the membership, inventory and employee databases with current information. This function creates a file named "SQLPOSBK.ZIP" that contains those three databases. It can be copied to portable storage media such as a flash memory stick, CD or diskette and transferred to the remote off-line workstation by performing a "restore" from the SQLPos manager options screen.

Total Shutdown of Remote Computer - this option signals Windows on the selected computer(s) to begin an unconditional shutdown operation. Depending on the CMOS settings of the computer in question, the command will also physically power the computer off. Once the command is issued, it cannot be stopped, even by a user standing at the remote computer itself. This command is intended for emergency situations when shutting off all the computers may be a good idea, such as if a dangerous electrical storm is approaching.

Get Register Software Version Info: this sends a command to an on-line workstation to return its version information, which should display in a Windows Notepad screen after a few moments. Remember, the amount of time it may take to respond is dependent on the HeartBeat refresh interval settings of the workstations themselves, so it may take upwards of a minute before anything appears on your screen – be patient. (Note: each register creates its own version tracking file in the main Club Office folder. Example: hbpos04.ver would be the tracking file for register #4. The file is a simple text file and can be opened with any text editor.)

Important: Microsoft Servers can be configured to control what actions individual users are allowed to do, and this is commonly done by the use of login scripts that are assigned to different user category groups. When a user logs into the computer network, the group to which that user is assigned generally determines what login script is used which in turn determines the privileges he/she is given. Facilities that employ SBS or Windows Servers that serve as master domain controllers whereby individual user privileges are controlled by central login scripts may experience unpredictable results with some SQLPos Control Panel functions, or some functions may not work at all because SQLPos and Club Office software cannot override whatever permissions that have been assigned to the user.

TicketTracker

Because SQLPos' distributed data design allows a ticket to move around from one register to the next, the control panel includes a function to track a ticket. This feature is handy in cases where a network glitch, power outage or other unexpected anomaly has caused a ticket to supposedly become "lost." There are a few caveats one should be aware of as it relates to tracking a ticket, because SQLPos relies on several issues that are solely the responsibility of the user:

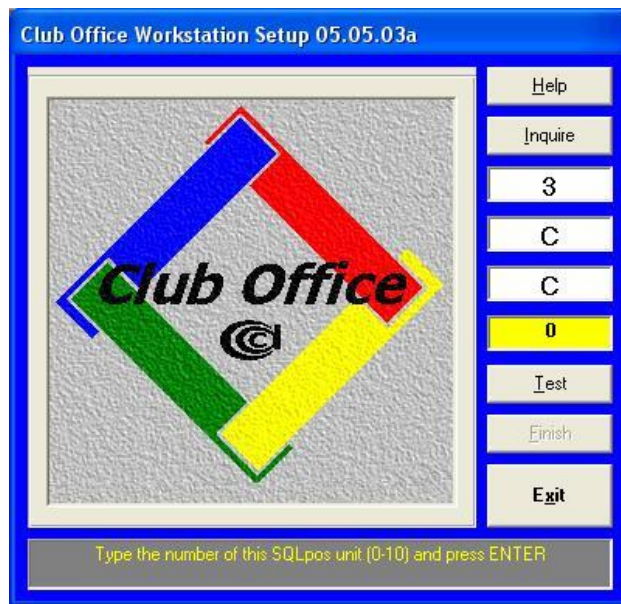
- Club Office software version 19.06.13a or later is required on both the main accounting server and the various SQLPos registers.
- The registers must be powered on and functioning properly for TicketTracker to work. If a register is not working properly, it will likely not be possible for the tracker to scan that register's data and the resulting report may very likely be misleading.
- Any anti-virus, anti-spyware and/or firewalls on all computers *must* be properly configured to allow HeartBeat and the Club Office software to transfer files to one another.
- The computer clocks time on all computers *must* be synchronized to the same time source. If they do not share the same date and time, the resulting tracking report may be extremely confusing to read for it may appear that a ticket was closed before it was started!
- Once a scan has been started, the user must wait until all the registers have responded before printing the resulting report. Depending on the timing settings on the registers' HeartBeat modules as well as the amount of data involved, a scan may take upwards of 2-4 minutes. Further, the "collate & report" function on the TicketTracker screen may require additional time as it collates the register data with the accounting system's data.
- While it is possible to scan for tickets that are multiple months or even years old, if the user has performed data purges, the resulting report may not yield complete information because the older data is no longer available.

Reset ticket.dat

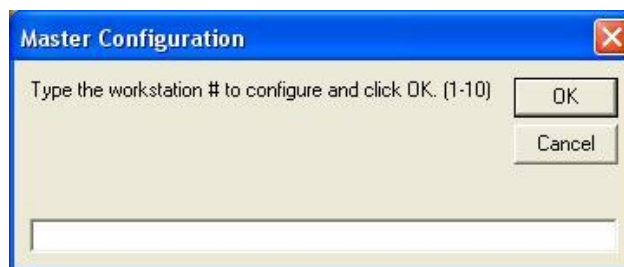
In normal operation, SQLPos ticket numbers use an ever-ascending numbering system. This is an administrative feature that allows resetting the register ticket numbers to restart at #1 and it requires Club Data technical support. Your support representative can explain this function further.

CENTRAL CONFIGURATION OF SQLPos WORKSTATIONS – ADVANCED USERS ONLY

It's possible to configure any SQLPos workstation from any other **on-line** workstation by changing the POS Unit # in the Node Manager to be unit #0. You will find the Node Manager as an option on the HeartBeat module or in your Windows Start menu.



After configuring a unit as Register #0, the following master configuration panel appears when you restart SQLPos. Type the unit number (1-20) to configure and click OK. You will also need to provide administrative password level 4, after which the SQLPos screen for the chosen workstation will appear.



In master configuration mode, a workstation cannot be used to conduct sales. However, the button editor and main configuration panels are available so that the unit can be reconfigured. It's important to understand that in master configuration mode, the central databases are the ones being changed, not the ones that are actually running on the workstations; after making the changes, the SQLPos Control Panel can be used to re-distribute the changes back out to their respective workstations. It's equally important to remember to reset workstation #0 back to an active workstation (#1-20) after you're done making changes. Simply close the active SQLPos screen, open HeartBeat from the Windows taskbar, restart the node manager and change the workstation number back to its original setting.

SQLPos CENTRAL CONTROL PROCEDURES/OPERATIONS

Overview

Remember that SQLPos is designed to operate using the “distributed processing” concept, and that each workstation can (and does) operate independently from all the others. Consequently, each workstation maintains a log of all the sales transactions that are “completed” on it – after all, they have to be tendered from somewhere!

What this means to daily operations is that:

- Changes that are made centrally inside Club Office that may affect SQLPos sales must be distributed out to the workstations. Generally this is a semi-automatic process, but it can also be pushed out from the central system as well as pulled in an on-demand mode from the individual workstations.
- Completed sales transactions that are linked to individual employee/servers are *workstation specific*. This means that if server #42 finishes/tenders sales on both workstations #3 and #5, both of those workstations will have various records pertaining to completed sales made by server #42; for server #42 to get a listing of his/her sales for the day, he/she will need to run the server reports on both workstations #3 and #5. For this reason, it may be more efficient if servers are assigned to use only certain workstations for their respective sales.
- Each workstation has its own closeout because each may have a cash drawer to balance. Closeouts can be triggered centrally via the SQLPos Control Panel, but if the goal is tighter cash control, closing out at the workstation level is preferred.

Changing a Workstation’s configuration at the workstation

If changes are made locally on the workstation itself instead of via the central configuration unit (workstation #0) and distributed out, the workstation’s configuration should be sent to the main database. *It’s important to know that (1) this is not an automatic process and (2) failure to do it may result in the changes being overwritten with centrally-configured changes which may be different than what was done at the local workstation.* There are two ways to update the central database from the workstation:

1. In the workstation’s configuration module, select the “Send Configuration to Master Unit” option. This signals HeartBeat to copy the workstation’s configuration setting to the main system.
2. Select “Send Configuration to Master Unit” at the HeartBeat module itself.

Sending Changes from Club Office to the Workstations – What you need to know

There is a domino effect that happens to data when certain changes are made. For example, if an A/R sales department’s tax setting is changed, how does that get out to the workstations when the workstations operate virtually independent of one another? It is helpful to understand the dependency outline of how SQLPos works:

- When a button is defined as an inventory item, it is linked to a piece of inventory and the inventory item’s settings at the time the button was created are loaded into the settings for the button.
- When an inventory item is defined, the sales tax, service charges, and settings as they relate to minimums, prepaids, installments and totallers are linked to the settings that the sales department had at the time the inventory item was defined.
- When a sales department is defined in the A/R system, it takes on the general ledger number, type and level that were defined in the General Ledger at the time the sales department was defined.
- If a setting changes, everything in the dependency AFTER the point of the change should be re-done. Luckily, Club Office includes some global (but not automatic) functions to accommodate these changes.

Let’s look at it another way, in the context of selling a new item. Here’s the same information from a linear perspective in the context of selling a “Widget”. First of all, the company has to decide that it wants to sell a new item called a Widget. Here’s what the company does next:

1. A general ledger account is created to hold the sales totals in the company’s chart of accounts for widgets.

2. The A/R system is updated, which makes the A/R system aware of the new G/L account for widgets.
3. The new A/R sales account is set to appropriate sales tax and service charge values, as well as whether widget sales apply to one of the three member minimums, prepaids, installments or totallers that Club Office can manage for each customer account.
4. Next, the inventory item called “Widget” can be created, and linked to the widget sales account. This then preloads the inventory item with the tax, service charge, minimums, prepaids, installments and totaller settings that were set up for the widget sales account.
5. Finally, a button can be defined on the SQLPos workstation to sell the Widget. Upon linking the button to the widget item number, the button configurator preloads all the settings that the inventory item had for tax, service charge, minimums, prepaids, installments and totallers, and these settings now become properties of the button so that when the Widget button is selected, the appropriate items are applied to the sale.

On the surface, it may seem that this is somewhat cumbersome, but there is a logical reason for it: in Club Office, *every* sales transaction relates directly to the general ledger because the entire Club Office system is built around the G/L. Other systems often are designed to use the G/L as a sort of “summary” area so that many different departments all post to a summary account in the G/L called “Sales” while all the sales detail is stored out in the department. Club Office is designed with the detail record inside the G/L itself. In this way, one doesn’t have to figure out the relationship of where an item eventually posts into the company’s financial system: the posting account is right there in the inventory item’s definition itself. This gives the end user total control on exactly where the item’s sales show in the company’s financial reports. For those who prefer to view summarized information, the G/L module itself includes many functions to create summarized reports from the detailed data.

Now that you understand the flow of the data, if you change a setting in mid-year, how does THAT get out to the SQLPos workstations? This is where Club Office’s built-in global functions come in. In this example, let’s say that in mid-year, the state has decided that widgets fall into a new tax category and instead of at a 5% tax, widgets are to be taxed at 7.5%. Here’s what has to be done:

1. Because the G/L account already exists, you would go to the A/R configuration for the widget sales account and change the sales tax percentage from .05 to .075.
2. Next, go to the inventory module and select the Global Change function from the file menu, and select to “Reset Items to A/R Settings.” Choose ALL inventory. This would make sure that all inventory items are set to the current A/R settings, which includes widgets, too.
3. Lastly, go to the SQLPos Control Panel and select the option to “Reset Item Buttons to Current A/R Department Configuration Settings.” This would update all inventory item buttons in the central configuration database for all workstations, after which it would signal the workstations to update their buttons. SQLPos’ HeartBeat agent takes over from there and updates the buttons on all the workstations that are “on-line.”

Changing the sales or cost of goods accounts, cost or retail pricing

This is easy enough, too. First of all, these are set in the individual inventory items, so you’d go to the inventory module and change the items you need to change. Then, the process is almost exactly the same as above:

1. Use the inventory module’s Global Change function to reset items to A/R
2. Use the SQLPos Control Panel to Reset Item Buttons and distribute the changes to the workstations.

Changing the inventory quantity

Quantity changes do not affect SQLPos’ operations – these only affect the reporting of inventory value within the inventory module. SQLPos assumes that as long as an item is identified on a button that item is available for sale. In retail environments, it’s obvious that a customer cannot purchase an item that isn’t in stock because it’s not on the sales floor, so the issue is moot.

Inventory Bundles

Inventory bundles are not really inventory items in and of themselves, but rather links to one or more actual inventory items that are sold together as a group. When an inventory bundle is selected, SQLPos actually recalls each individual item from its local inventory database, capturing the inventory setup information on-the fly for each item. Anytime an inventory item is modified, upon exiting the inventory module, the module issues a signal to the SQLPos workstations to update their local inventory databases.

Changing Global Tenders

The G/L posting accounts for all the tenders are configured in the POS section of the main Club Office configuration module. If a tender type is reassigned to a different G/L account, the Update SQLPos button on the global tender configuration screen must be selected. This performs an update of the main central database for each workstation after which it signals all workstations to reload *all* of their configuration settings from the main central database.

The Importance of Closeouts

SQLPos workstations track a great deal of sales information, much of which pertains to inventory. When a closeout is performed, the workstation triggers HeartBeat to send not only its sales transactions to the Club Office A/R system, but the detailed inventory transactions to the main inventory transaction database. The inventory module uses this data for reporting historical sales information and creating G/L journal transactions if the inventory module is configured to create them.

“Sessions”

A “session” is a 24-hour period of time for a set of transactions. In most cases, this will be set to the calendar date, provided by the computer’s clock. However, some users who stay open past midnight may wish to override the clock with a predefined “session date,” thus ensuring that all the transactions have the same date. SQLPos includes an option to preset one or more workstations to a predetermined “session date.” When a workstation is configured in this manner, the workstation uses it in place of the computer’s clock and the session date remains unchanged until the user resets it. The session date can be changed in the workstation’s own configuration module or centrally via the SQLPos Control Panel. *Important: If you use the preset session date feature, make it a part of your regular daily schedule to change it at an appropriate time for your operation.*

“Workspace Mode” vs. “Folio Billing Mode”

Club Office’s A/R system uses a transaction workspace as the temporary repository for sales transactions. Any SQLPos workstation has the capability to send its completed transactions either to the workspace or directly to member accounts as completed transactions that are ready for billing. The latter mode is more commonly called “folio billing” and is the sort of action that happens in hotel environments. There are benefits and liabilities to both methods:

Workspace Mode

- The A/R system includes many helpful workspace reports
- Transactions can be reviewed, edited and corrected before they are committed to member accounts, which eventually post to the general ledger.
- Requires manually validating and accepting the transactions (both options in the A/R module) before the transactions are marked for member accounts. This generally involves one or more extra steps.
- Employee service charges/gratuities are not available to the Club Office payroll module until after the transactions have been validated and accepted.
- Generally more forgiving.
- Has an optional “delayed workspace” option which sends transactions only when a closeout is performed.

Folio Billing Mode

- Transactions appear on member accounts within seconds after completion; the time delay is controlled by the HeartBeat pulse interval setting.
- Employee service charges/gratuities are immediately available to the Club Office payroll module.
- More difficult to edit erroneous transactions.

- Transactions from improperly configured workstations (perhaps using out-of-date button settings) still go through, which could eventually create orphaned A/R sales totals, resulting in orphaned or erroneous G/L journal entries at the end of the month.
- Requires strictest control and adherence to operating procedures to ensure that every sales item and every button on every workstation is always up-to-date with correct information.

Non-Inventory

Given that inventory is defined as “products that you have,” consider the illogical question of “non-inventory” in general: *How can one sell an item if it's not in inventory?* If there is a need to use such a button on a regular basis, consider that perhaps the items it is used for should be added to the inventory database so that they become part of your normal inventory operations. Each workstation's configuration screen provides a way to assign a sales G/L account to non-inventory items but you may not configure a G/L account for its cost of goods.

APPENDIX 1 - CLUB DATA SQLPOS DESIGN GUIDE

Gathering Ideas

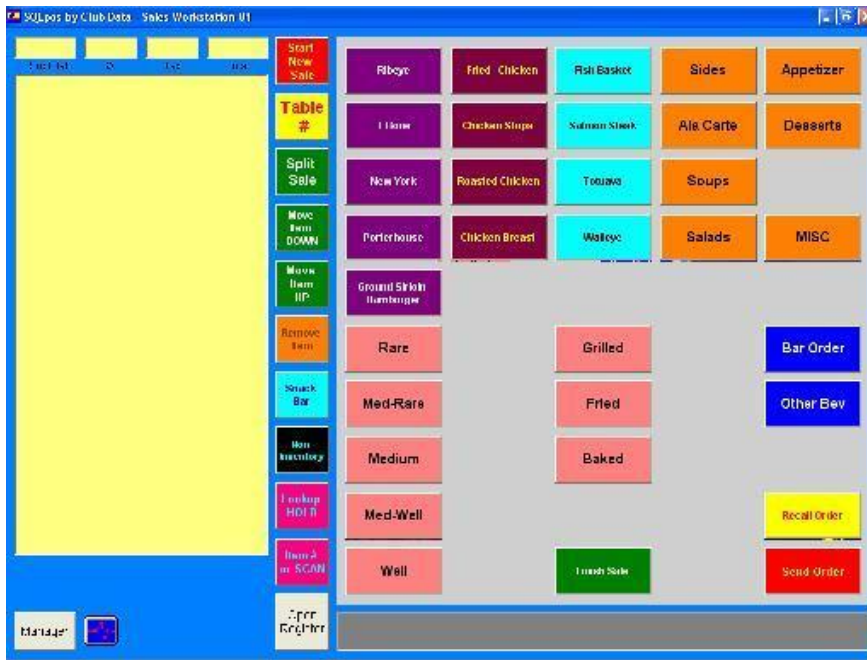
This design guide can help you design your system, because how it looks affects how it behaves. To get started, take a look at the following four layouts and comments – they should get you thinking!



You might need an “all-in-one” sales workstation that covers all elements of your operation – food, bar, beverage, golf and golf merchandise. Some of the buttons may sell items directly, while others may call up other departments where there are more selections.

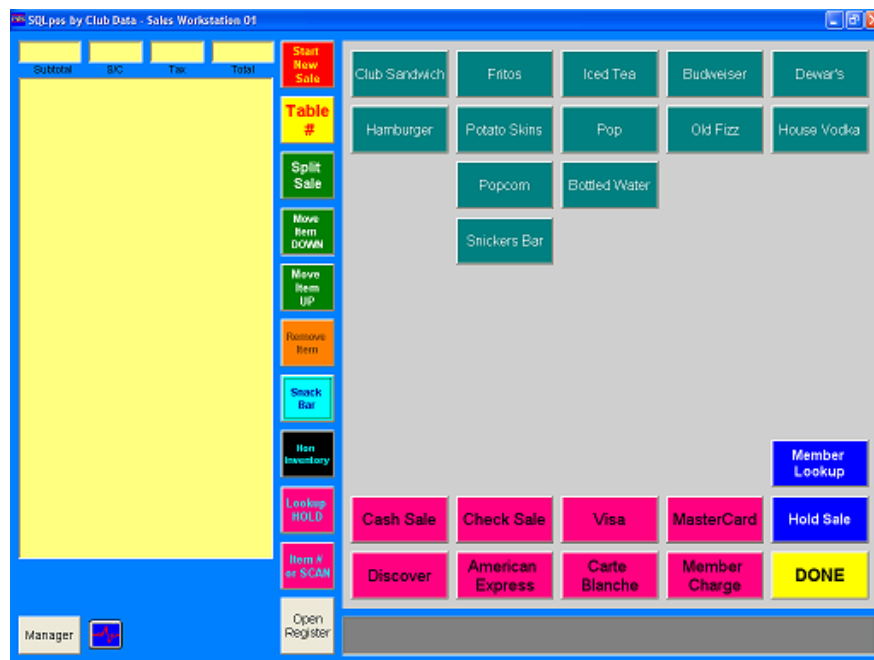
You might have a large bar operation requiring a dedicated workstation to provide extended bar services to your members. You might use color and columns to help your bar staff locate items on the screen more quickly.





Many facilities need one or more dedicated food workstations for wait staffers to service their customers. SQLPos is very flexible and allows you to arrange your buttons the way that's best for you and your staff. With 100 panels of 50 buttons each available, you can design a system to meet your needs now and change it as your needs grow.

Creating a snack bar workstation that has everything your staff needs on one panel is a smart idea. Virtually *any* button can be defined to do *anything*.



These are just a few ideas – the real fun begins in a few more pages. What's important for you to know is that SQLPos is changeable and easily configurable. It can be used with a touch screen or a mouse as well as with most types of open-source PC computer-based hardware and peripherals. It doesn't require the power of a supercomputer and can operate in both a networked and standalone environment, although networked is the best way to go!

APPENDIX 2 - GENERAL SQLPos CONCEPTS...

Overview

- In keeping with today’s computer terminology, SQLPos uses “sales workstations,” but you could also think of each unit as a “POS terminal,” “POS unit” or “POS register,” etc.
- While SQLPos is primarily designed to be a networked system, any sales workstation can also run independently, *not* connected to the main system.
- Each sales workstation can look differently than any other sales workstation. This means the colors, button definitions and screen layouts can be completely different from one workstation to the next. For example, a bar workstation’s screens can appear completely different than a food or pro shop sales workstation. You can also make all the workstations look the same, giving you a uniform look and feel throughout your business. But because a workstation is placed into a specific work area for a reason, it’s helpful to know what the needs are in that work area so that the workstation can be designed to enable people to ring up sales efficiently and quickly. Case in point: unless you sell golf items from the bar, it isn’t efficient for the bar personnel to have to wade through many golf merchandise items to get to their beverage items; it is much more efficient if the bar’s screens had bar-related items readily available.

NOTE: Even though each workstation can be unique, consider that having a standardized look and feel generally makes it easier for staff to work from multiple workstations because they all look and work the same way. The most successful systems tend to share common screen layout elements when the workstation functions are similar.

- Each sales workstation includes 101 screen panels of 50 buttons each (10 rows x 5 columns on each panel) for a total of 5050 panel buttons. Each workstation also has a single, vertical column of 10 “option” buttons that always remain visible regardless of which screen panel is active.



Option
Buttons

Panel
Buttons

SQLPos secret: Actually, there are only 60 real “buttons” on the screen. SQLPos software constantly refreshes the visible buttons with new settings from its configuration database using SQL “queries,” changing their functionality on the fly. Because the configuration settings are

stored in a local configuration database, the button changes are made almost instantly, giving the illusion of multiple screens of buttons.

- Virtually *any* button *anywhere* can be defined to *anything*. Therefore *any* button can sell an item, or serve as a tender, or be a lookup, or recall another panel, or print something, or even be invisible. You determine what each button does.
- Button types fall into four general categories:
 - **Text-related buttons**
 - **Inventory-related buttons**
 - **Function buttons**
 - **Tender buttons**

Where do I start?

Define your work areas, i.e. where your POS workstations are physically going to be located. If one workstation is at a bar, write down the kinds of things that the bar staff sells and how customers pay for them. Also list other kinds of informational lookups the bar personnel need to be able to do. For example, do they need the ability to look up inventory or member accounts? Do they sell only alcoholic beverages, or do they also sell non-alcoholic beverages, such as iced tea, milk, orange juice, etc. Do they sell snack or candy items? Do they sell any food items that are also sold elsewhere, such as French fries, hors d'oeuvres or desserts? Ask your bar personnel what information they need and write down their replies.

At a workstation that is to be used as a wait station, do the same. Does the wait staff also need to sell everything that's at the bar, or do they order food only and then place certain beverage orders manually at the bar so that the bar staff adds it to the tab? Do they need to be able to look up inventory, member accounts or employees/servers? Do they need to send orders to the kitchen or to the bar? Do you have lots of "sides," condiments or ala carte items that don't exist at the bar? Do they also need to be able to sell the same snacks and candies that they also do at the bar? Again, ask the server staff how they go about taking care of the members, all the way from taking the original order to presenting a check and adding a gratuity.

Armed with this information, you'll be ready to take the next step, learning about layout design basics and how humans interface with computers.

APPENDIX 3 - LAYOUT DESIGN BASICS

English-reading humans read from left-to-right and top-to-bottom on a page. This is why the basic SQLPos screen has the sale window on the left and selective buttons to the right. Likewise, dark colors on light pastel backgrounds are generally easier on the eyes than are extreme high-contrast or conflicting colors. For example, bright red text on a medium blue background (or vice-versa) is very hard to read because the cones in the eye that discern color can't reconcile the contrast between the two very well. However, red text on a pastel yellow or white background are okay because the two colors compliment one another; black on white is generally easier to read than white on black although white on a medium color works well because the contrast isn't quite so hard on the eyes. Also consider the environment in which the screen will be. If it's going to be in a very bright area or possibly in direct sunlight, then a higher contrast screen will likely be easier to see because the ambient light of the environment removes some of the contrast on its own. The same goes for the choice of monitor: LCD flat panel monitors are generally easier to see than CRT monitors in areas where reflections are a problem. If you keep these physical concepts in mind as you lay out your screens, you will design screens that are more intuitive and easier for your staff to use.

A SQLPos panel of buttons contains five columns of ten buttons each. As you know, any button can perform any of the available functions built into SQLPos. Grouping like buttons by color makes them stand out, but grouping them according to their frequency of use is just as important. For example, let's assume that every customer must purchase a greens fee and golf cart to play a round of golf. Since these are "hot items," it would be the most efficient to position them on the same screen, possibly the greens fees in one color and the golf carts in another. And because people read left-to-right, it would be easier to see the greens fees in the first column (or two) and immediately to the right of them the golf carts. And if most of your sales transactions are paid with cash, having the cash tender button just to the right of the golf carts would make the workstation wonderfully efficient and quick because the buttons are positioned in a logical, left-to-right order in the order the customer would likely purchase them. In fact, consider that having the most common tenders in the far right column will likely be more convenient than if they were in the far left column because the "work flow" tends to go from left to right. Of course, if all your employees are left handed, perhaps they may see it differently.

This brings us to an extremely important point: *you should consult with the people who will be using the workstation.* You'll find that their "buy-in" to a new POS system will be much faster if they're involved in helping to lay out the screens they will be using. After all, you're trying to set it up so it's convenient for them, not necessarily for you. More convenience for the servers/clerks will probably mean fewer mistakes and faster and more complete service. Everybody wins.

At a bar, if you know that more than half of your sales are "beer" it wouldn't make sense to put all the champagnes on the front screen and make them search for beer on another screen. Knowing what you sell from a particular service area is key to designing the workstation to fill the needs – the needs of not only your customers, but your staff.

Text size is important – the buttons are only so big! But you can type in both UPPER and lower case, and you have color to your advantage as well. **SOMETIMES ALL UPPER CASE IS HARD TO READ BECAUSE THE EYE ISN'T USED TO IT AND YOUR EYES HAVE TO MOVE TOO FAR TO READ THE TEXT.** Remember, most things that people read are in normal proper case text, just like what you're reading now. However, upper case certainly has a place and can be very helpful, especially in situations where many of the users have poorer eyesight. In fact, you could design several sets of screens that are identical in every way except some are all in CAPS.

There's more to designing successful computer screens than merely slapping some text into the buttons and coloring a few for impact. Well-designed screens can help your users sell things faster and more accurately which will ultimately provide better customer service. Poorly designed screens can create a frustrating environment for your users, which will likely adversely affect the way they deliver customer service.

APPENDIX 4 – “GO-TO” AND “HOLD” BUTTONS

One of the neatest SQLPos features is the “go-to” button. Putting a “go-to” button a screen lets you “go-to” another panel of buttons. There is no limit to which panel you can go to (of the 101 available panels) from any other panel – you can jump forward or backward. There’s a separate version of the go-to button called a “go-to stay-in panel.” The difference is that the destination “stay-in” panel has a “DONE” button in the lower right corner. Selecting it returns back to the panel from which you came.

Creative use of the go-to button adds flexibility and “drill-down” capability for sub-groups of inventory items. For example, let’s say that at your bar you sell fancy liquor (“call”), you sell it in tall, medium and lowball glasses with and without ice and also by types (gin, scotch, bourbon, etc.), you sell it in tall, medium and lowball glasses with and without ice. You could have a “CALL” button on the first panel which took you to a panel to select the portion (TALL-ICE, TALL-NO ICE, MEDIUM-ICE, MEDIUM-NO ICE, LOWBALL-ICE, LOWBALL-NO ICE, etc.), and that button takes you finally to the last item, the types (GIN-Tanqueray, GIN-Boodles, SCOTCH-Dewars’, SCOTCH-Chivas, etc.). The last button is the one that ultimately determines the item being sold and the price.

Or you could simply have a CALL button that goes to a stay-in panel that has all the brands and modifiers for ice or no-ice, type of glass, etc. and the DONE button that takes you back to the main bar panel again.

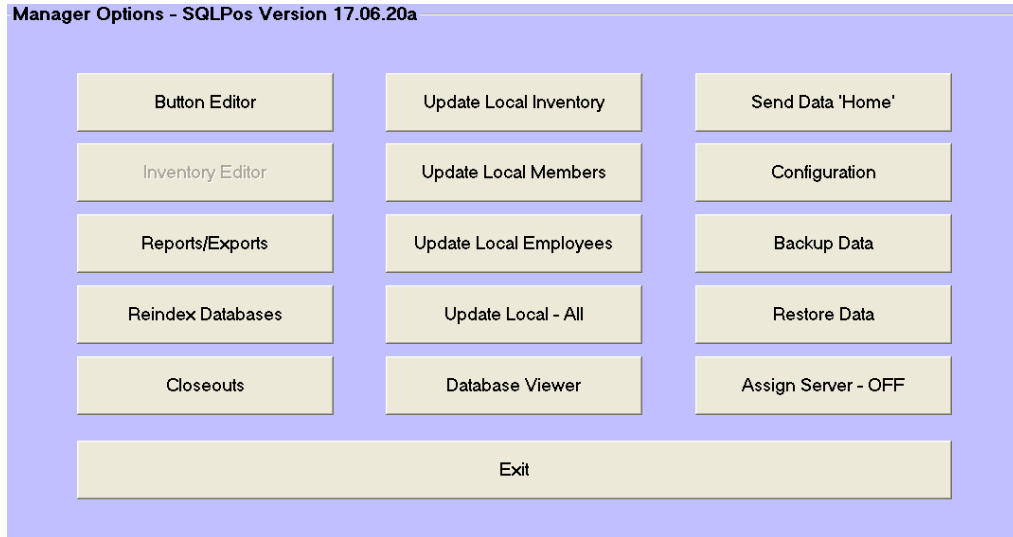
Another creative use of the “go-to” button is to create one panel with all the valid tender types, reprint receipt, and related functions on one single panel and simply link to it with a “go-to” button that says “FINSH/CLOSE SALE” (or something like it) that goes to the tender panel.

If you accept only a few tenders such as cash, check and member charge, you might put them on every panel in the same location – that way they’re always available no matter which panel a person is using. Talk about convenience! If you decide to do this, the button configuration editor includes a handy function to clone an entire panel to another panel, and you can clone it to as many panels as you like (one at a time, of course). After that, you can define the rest of the buttons on each panel as you see fit.

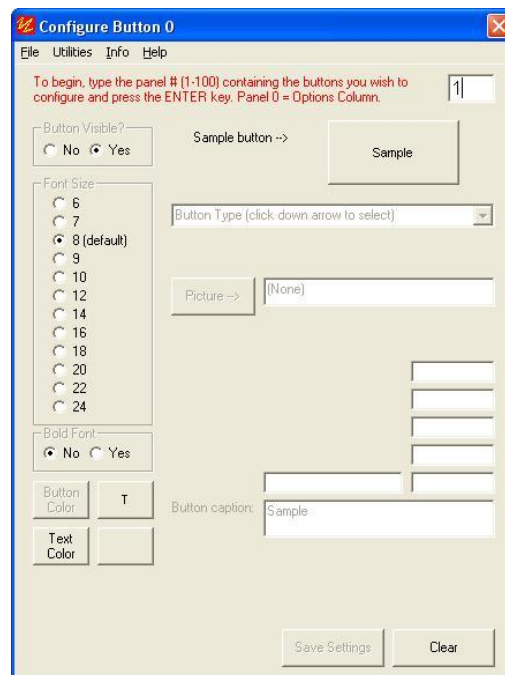
“Hold” Buttons - If you intend to “send orders” to remote printers in the kitchen or at the bar or just create a tab for the customer, then you should include various hold-sale type buttons on the same screen, probably grouped by color and/or location. You’ll need not only to put a sale on hold but also recall it again so you can either add to it or finish it. Three hold sales are available: hold sale no print, hold sale local print and hold sale send order. There’s also a special type of hold sale called a “preauthorized credit card,” which is used to tender a customer’s credit card, present the check and two forms for signature and add-on tip (one copy for the customer, one for the server). The “recall pre-auth to add tip” function recalls only these preauthorized sales on hold so that you can add a tip and finish the sale with the new total.

APPENDIX 5 - STARTING THE BUTTON EDITOR

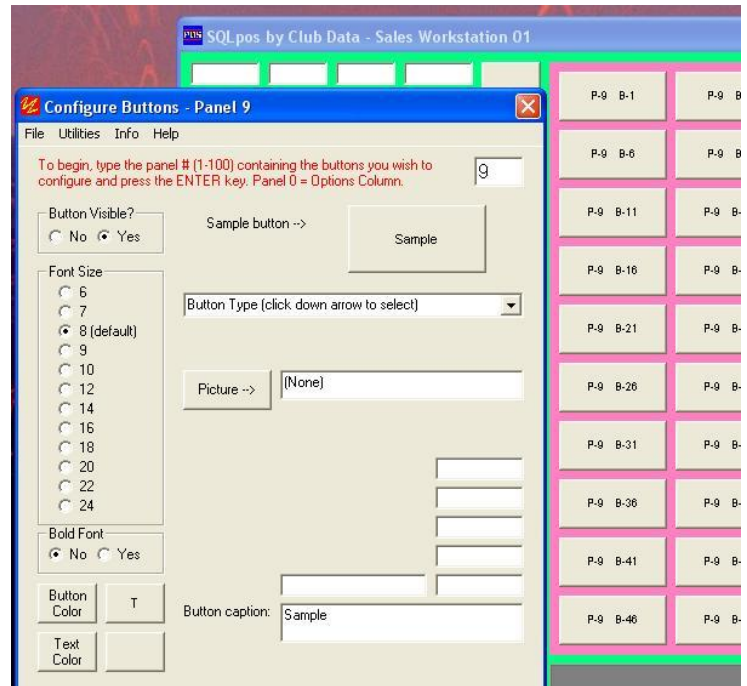
1. With SQLPos running, select the Manager button; a password screen will appear requesting password level 1.
2. By default, SQLPos is delivered with four easy-to-remember passwords: 1, 2, 3 and 4. The level 1 password is 1; level 2 is 2, etc. You can change the defaults later to something else to keep prying eyes out of the configuration screen. When you type the level 1 password, the “Manager Options” panel appears. (Note: your manager panel may provide different functions, but one of them will certainly be “Button Editor.”)



3. Select “Button Editor,” and you’ll get another password option, this time for level 3. Type the level 3 password (default is 3 with a new system) and click OK. The button editor will pop up on the screen (Note: the actual editor may differ in color and layout, but the functions are the same):

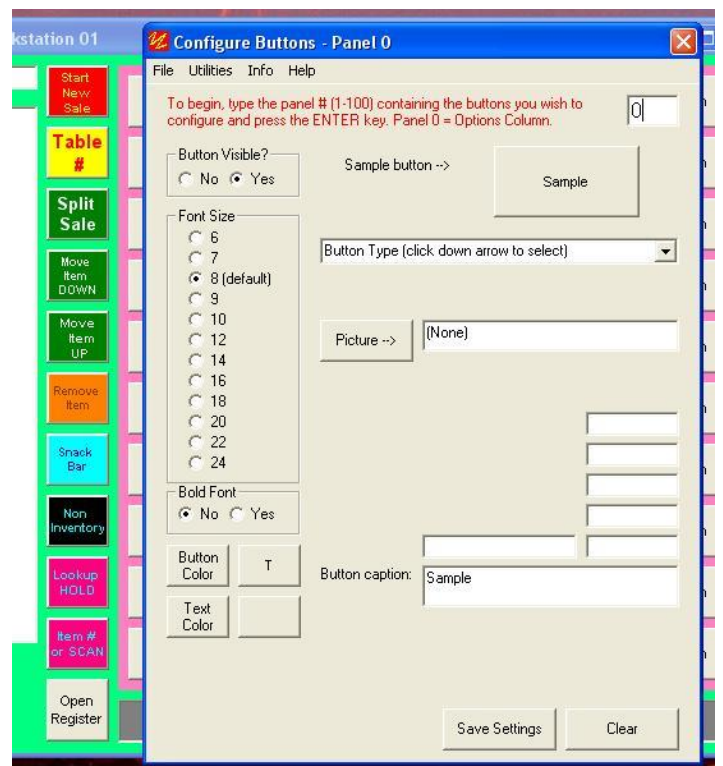


- In the top box, type the panel you want to configure. In the example below, panel #9 was selected by typing 9 into the box and pressing the ENTER key. Note that the buttons will display the panel and button number: P-9 B-1 means that button is button#1 on panel 9. Try changing panels by typing a different number into the box. In each case, you'll see the corresponding set of buttons appear. The button editor will slide to the left side of the screen so that you can see all the buttons on the right.



There is a special set of buttons that is called "Panel 0." These are the ten vertical option buttons. When you select panel 0, you'll see the button editor reposition itself to the right side of the screen so that you can view the column of ten option buttons. A view of a sample screen is on the next page. Here's an example of Panel 0, the ten "option" buttons:

In this example, the user has already configured the option buttons to perform various tasks. At the top of the column, there's a button to start a new sale with a table # button immediately below it. It's likely that this user includes the table number as part of the required information to ring up a sale and has located the table# button in a handy and visible place for the servers, making it convenient to open a new sale and select the table# button immediately afterward. Notice that there is a "Snack Bar" and a "Non Inventory" button. Apparently, this user has a special panel dedicated to snack bar items and also a need to sell items that aren't kept in normal inventory.



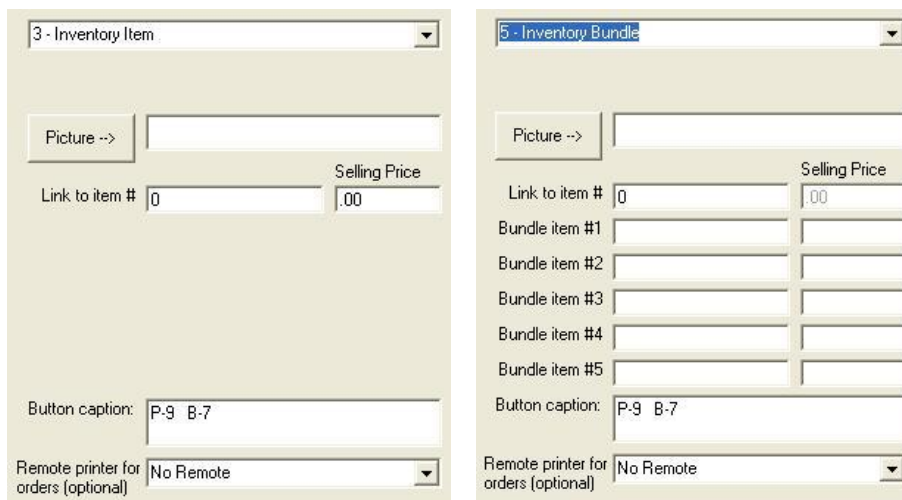
Remember, virtually *any* button can be programmed to do *anything*. The configuration procedure of a button works the same for the ten option buttons as it does for the panel buttons, and this is outlined next.

Note that some functions or button types may not be available for specific buttons and the button editor will display n/a when applicable.

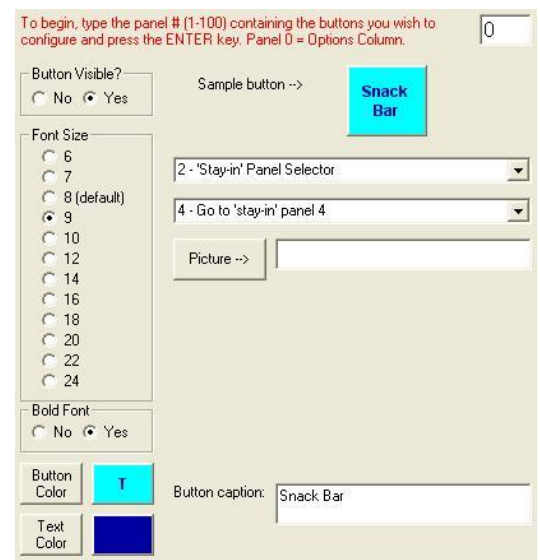
APPENDIX 6 - CONFIGURING A BUTTON

In general, the process for setting up a button with the button editor is as follows:

1. Select the panel where the desired button resides. The panel setting remains in place until you either change it or exit the button editor.
2. Click on the button you want to change.
3. Select whether it is supposed to be visible or not. Buttons that have the visible property set to NO do not show when the workstation is running. Buttons that do not show have no functionality.
4. In the top drop-down box, select the type of button you want the selected one to be. Use the scroll bar to see more types.
5. Depending on the type of button you select, different options will become available. For example, selecting an “Inventory Item” button displays an option to link to an individual item, while an “Inventory Bundle” shows links to many items:



6. Remember the “Snack Bar” button that was mentioned earlier? Upon selecting that button, the button configuration screen takes on all its properties. In this case, it’s a “stay-in” type button that goes to panel 4. So when you touch the button, it “goes to” panel #4 and stays there until you specifically exit that panel. Here’s how the “Snack Bar” button was configured:
7. In addition to the button type, you can change the font size, whether the font is displayed in bold or normal, the color of the button, the color of the text on the button and the exact caption text to display on the button. You can even add a picture to the button.
8. When all settings are done, click the SAVE SETTINGS button at the bottom of the editor to save that button’s configuration. When you click SAVE, the button color, text size and text color are retained by the editor so that you can select the next button. Simply click on the retained settings to set the button color, text size and text color automatically. This helps design multiple buttons so that they have the same general appearance.
9. To close the button editor, click on the Windows close box (X) in the upper right corner of the editor screen.

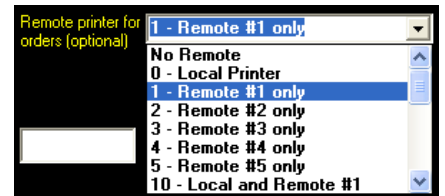


APPENDIX 7 - BUTTON EDITOR OPTIONS AND UTILITIES EXPLAINED

As you already know, button configuration options that appear in the button editor are determined by the type of button being configured. Inventory buttons require different information than do tender buttons, and function buttons that are “lookups” (lookup inventory, members, etc.) have different requirements than do panel “go to” buttons because their functions are different. While the button editor automatically displays the available and configurable options for the type of button you have selected, it’s helpful if you understand what some of these special options are.

Button Caption – This is a critical element of SQLPos, for what you put on the button is also what is printed on the customer’s receipt or on orders that are sent to a kitchen or other remote printer. When you define an inventory item, the button text will default to the description of the piece of inventory, but you can override it by replacing the text with something else. Therefore, if the inventory item’s description is “hamburger” yet you want the button to say “Quarter Pounder,” just change the text to read the way you want it to read. It will have no effect on the actual inventory item or where the sale of that item posts into the Club Office accounting system, but it can perhaps be more meaningful to the customer as well as to the kitchen staff when they read the order on their remote printer and start prepping the food. Likewise, you can define multiple buttons that sell the same inventory item yet read differently on the customer’s receipt, or have different pricing! For example, let’s say you have an inventory item called “CANS OF BEER” but you actually have Miller, Budweiser, Coors and Pabst that are all related to that inventory item. You can create four different buttons for each type of beer yet link each of them back to the same inventory item. Your receipts will show the brand of beer while the accounting for the sales will go to the “cans of beer” account.

Remote Printers – When you create an inventory item button, you also have the option to select whether the item should print remotely when, for instance, an order is sent to the kitchen. In the example, the user has chosen to send printing to remote printer #1. SQLPos can print to multiple report printers simultaneously by selection the option at the drop-down menu that appears. Please read the section called “Assigning/Configuring Remote Printers” for specific information concerning remote printing.



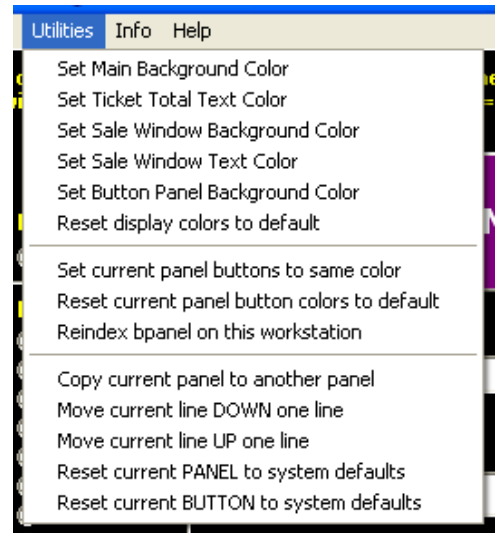
Adding Pictures to Buttons – Because the buttons are generally not very large, the pictures you put on them can’t be very large, either. In general, pictures that are 77 pixels wide by 43 pixels high will work ok, but the larger the picture, the more difficult it is to also squeeze text onto the button. Some experimentation is usually necessary. SQLPos provides a few basic pictures and button icons that you may use. These are located in the GRAPHICS folder that’s inside the CDCONODE folder. Supported picture types are BMP, JPG, ICO (icon) and GIF formats. Pictures that have a white background will show up best. If you add your own pictures, be sure to put a copy of them in the GRAPHICS folder on each workstation that uses them.

Link Text File to Button – You can create a short text file that can be printed onto the bottom of the customer’s receipt. In this way, when you sell a specific item, you can add an additional promotional note at the end of the receipt. Grocery stores often use this type of function to print a discount coupon that you can use at your next visit. You can use Windows’ Notepad to create/edit your own ASCII text files and link them to appropriate buttons if you wish.



Note that if you wish to link a button to a text file, you should first place a copy of the text file inside the GRAPHICS folder that’s inside the CDCONODE folder, just as you would with a picture. After it’s there, then you can link the button to it. Also note that receipt printers usually can print only about 40 characters across the receipt paper, so you should design your text file with that width limitation in mind. Also be sure to add approximately 6 extra blank lines at the end of the text so that the printer will eject all the text past the printer’s cutter bar.

Utilities – With this menu bar option, you can copy panels to other panels and reset other colors to your liking. Using color creatively not only can make your system more fun to use, but it also can help reduce errors by coordinating color schemes or making the workstation easier to see in dim or extremely bright environments.



- **Main Background Color:** the largest portion of the screen; the main body of the SQLPos layout.
- **Ticket Total Text:** the text in the upper left corner of the screen beneath the four totaller boxes that describe what the boxes are.
- **Sale Window Background:** the background color of the large blank box along the far left of the screen. As you ring up items, they are placed into this window to show you what you're selling.
- **Sale Window Text:** the color of the text in the sale window. Be sure to set this to a contrasting color so you can see it, and be aware that some colors may not be easy for some of your servers/employees to read.
- **Button Panel Background:** the background color of the panel on which the groups of 50 buttons (5 columns of 10 buttons each) reside.
- **Reset display colors to default:** this resets nearly everything to the system default.
- **Set current panel buttons to same color:** select a panel, choose this option, choose the color and instantly the whole panel is the same, uniform color.
- **Reset current panel button colors to default:** undoes the previous steps and returns them to the system default colors.
- **Reindex bpanel on this workstation:** this function resets the indexing system for the register so as to make it the most efficient. **It's a good idea to use this feature after changing many buttons, or after a clone operation from the Club Office SQLPos Control Panel to make sure that the integrity of the button settings is secure.**
- **Copy current panel to another panel:** handy in case you need to move a panel to a different location or want another panel with MOST of the same buttons but a slightly different look. This can lessen the amount of editing you have to do to make your new panel effective.
- **Move current line DOWN one line:** This moves the entire line of buttons that the currently selected button is on down one line, replacing the line below it with the current line's settings. The original line is reset to defaults.
- **Move current line UP one line:** This moves the entire line of buttons that the currently selected button is on up one line, replacing the line above it with the current line's settings. The original line is reset to defaults.
- **Reset current panel to system defaults:** this wipes out all the settings for the current panel and is useful in cases where you want to completely redesign a panel. You'll get a yes/no verification box before the changes are made.
- **Reset current button to system defaults:** this resets all the settings for the currently selected button to system defaults.

APPENDIX 8 - SQLPOS BUTTON PROPERTIES EXPLAINED

Overview

The button editor provides a way to program the SQLPos workstation's buttons and colors. Because the settings are workstation-specific and have no effect on any other workstation, any sales workstation can look and behave completely differently from any other, giving you complete control over how and what your employees sell in their respective work areas. After all, the needs of a food server are different than the needs of a golf pro shop merchandiser. SQLPos gives you the ability to tailor the workstation's functions to your specific needs.

Button Properties/Screen Settings You Can Change

You can change:

- Screen background colors.
- Sale window background color.
- Sale window text color.
- Subtotal/service charge/tax/total text colors.
- Button functions.
- Button background colors.
- Text captions on the buttons.
- Text size on the buttons.
- Text color on the buttons.
- Pictures on the buttons.
- Whether buttons are visible or not.
- Which of the 100 available screens are active.
- Which remote printer to use for any item.
- Whether special coupons or other items print at the ends of receipts.
- Whether a panel of buttons remains on the screen or returns to a prior panel.
- If the item is an inventory item, you can also change the selling price and in some cases, the G/L account for recording the sales revenue (see G/L Alias).

General Procedure for Changing a Button

1. Start the Button Editor.
2. Type the panel number that contains the buttons you want to change. Panel #0 is the vertical column of 10 option buttons; panels 1-100 are the main panels that have five columns of ten buttons each.
3. Click on a button to change. The button configuration screen will display the current settings for that button.
4. Change the options as you deem fit.
5. Click the SAVE SETTINGS button.
6. Repeat the process.
7. When done, close the Button Editor by clicking on the close box.

Button Types, What they do, how they work

Selecting the button type determines other setup properties for that button. Available button SQLPos button types are:

- 0 - Text Only (no value but can show in the sale window and on receipts)
- 1 - Normal "Go-To" Panel Selector
- 2 - "Stay-in" Panel Selector
- 3 - Inventory Item
- 4 - Inventory Item linked to message
- 5 - Inventory Bundle
- 6 - Inventory Bundle linked to message
- 7 - Item Number Keypad/Barcode Scan
- 8 - Function Button
- 9 - Tender Button

Type 0 - Text Only

This button has two options: displaying text on the button only or both on the button and in the sale window. Showing it on the button only can be helpful for providing on-screen direction to users for complex internal procedures, such as might exist for issuing a rain check. "Step 1, Get Cust#" and the next button might read "Step 2, Get Empl#", etc. Showing text both on the button and in the sale window provides a way to insert notes into the sales transaction itself, such as special food preparation notes ("No Ice") for printing to a remote kitchen or remote bar printer. Start the text with either an @ sign or a period to hide the note from a final receipt.

Type 1 - Normal "Go To" Panel Selector

This is a like a "go to" button that, when selected, opens up another panel of buttons. You might use this type as a "department" button so that when selected, it opens up another screen of items that are related only to that department. An example might be if the button is defined as "Golf Balls" and is set to go to panel 22. Then you'd define panel 22 as golf ball inventory. When the inventory item is selected, the system returns to the original panel. Note that panel 101 is a "reserved" panel that can be used for placement of protected buttons when the "Panel 101 Security" level is set to use password levels 1 to 4. This allows panel 101 to contain buttons that require a password for access.

Type 2 - Go-to "Stay-In" Panel Selector

This is also a "go to" panel button, but the difference is that the destination panel stays visible. You might select multiple items from it before returning to the original panel. A "stay-in" panel has a "DONE" button in the lower right corner of the screen that must be selected to return to the original panel. Like the type 1 button, panel 101 is a "reserved" panel that can be used for placement of protected buttons when the "Panel 101 Security" level is set to use password levels 1 to 4. This allows panel 101 to contain buttons that require a password for access.

Type 3 - Inventory Item

This button is linked directly to a piece of inventory, and the item is displayed in the sale window along with the item's selling price. If the item is something that is supposed to print to a remote printer, such as a food order, there is an additional option to select which printer to use. A blank entry is "no remote." G/L aliasing is available for type 3 buttons.

Type 4 - Inventory Item linked to message

This is identical to the type 3 button except it provides the option of appending a small text message onto the end of the receipt that is related to the item being sold. You might use this to print an optional golf cart agreement when selling a golf cart rental. The option also provides for a remote printing selection. G/L aliasing is available for type 4 buttons.

Type 5 - Inventory Bundle

This function allows selling up to five inventory items by selecting only one button. You may also adjust the selling price so that the "bundle" price is different than the sum of the normal retail prices. The option also provides for a remote printing selection.

Type 6 - Inventory Bundle linked to message

This is identical to the type 4 inventory item except it applies to the bundle. The option also provides for a remote printing selection.

Type 7 - Item Number Keypad/Barcode Scan

This option displays an item number keypad to enter the number of the inventory item being sold. When the keypad is visible on the screen, a barcode scanner can also be used. This is handy for environments that sell bar coded inventory items or when an inventory item doesn't have a corresponding button. In such cases, it's also helpful to include an inventory lookup button on the screen so that users can search the inventory database to find and sell an item.

Type 8 - Function Button

These provide lookups and multiple other special options, and are described below in their own section called "Function Buttons."

Type 9 - Tender Button

Tender buttons are used to finish sales when the customer pays for the goods/services. Available tender types are cash, check, Visa, MasterCard, Discover, American Express, PayPal (formerly Carte Blanche), Diner's Club, member charge, gift certificate, prize money/sweeps, credit book, our gift card and national gift card. Multiple tenders are possible, and a sale cannot be finished until the amount tendered at least equals the amount purchased. The option to append an additional message onto the end of the receipt is also provided. You might use this for promotional messages about upcoming specials or events. Additional text messages are printed at the end of the receipt. Note: Our Gift Card and National Gift Card are future tender types.

SQLPos Function Button Options

- 1 - Lookup Inventory** - Displays a lookup screen of all inventory items that are available for sale. The lookup screen itself provides functions for sorting/searching the inventory records for specific items. A lookup inventory button can function as a department lookup if the caption of the button is 5 or fewer characters. The caption must match the department name for the department lookup to be successful.
- 2 - Lookup Member** - Displays a lookup screen of member numbers and names.
- 3 - Lookup Employee** - Displays a lookup screen of current employee numbers, names and telephone numbers.
- 4 - Lookup Vendor** - Displays a lookup screen of vendor accounts, names and telephone numbers. This is handy for retailers who place a lot of custom orders via telephone.
- 5 - Lookup Hold Sale**- Displays a listing of available sales that are "on hold" or "pending." In a food/beverage environment, this allows recalling an order, adding to it and placing it back on hold, such as might be when creating a "tab." Hold sales may be reviewed by table #, server/employee #, member #, ticket # or session/date.
- 6 - Lookup Completed Sale** - Displays options for selecting a completed sale by customer number, date or other ways. Handy if you need to review a prior purchase before giving a credit or taking a return.
- 7 - Shutdown Workstation** - This option not only shuts down SQLPos, but it shuts down the HeartBeat agent as well. You might select this option prior to installing a software update.
- 8 - Reprint Receipt (Completed Sales Only)** - Reprints a receipt that is currently in the sale window. If the sale window contains a "hold" sale, it will print that; if it's a previously completed sale, it will print a duplicate receipt.
- 9 - Clear Sale/Start Over** - Clears the currently open sale and allows starting fresh. A confirmation box is displayed to providing canceling the clear sale.
- 10 - Quantity** - Displays a keypad that requests the quantity of the item being sold. When used immediately prior to selecting an inventory item, the inventory item's default quantity is replaced with the quantity chosen.
- 11 - Coupon Redemption** - Displays a keypad and makes a credit value entry into the transaction for the face value of the coupon. This is totaled into the sale as a line item entry. Coupons are considered a special type of "tender."
- 12 - Sale % Discount** - Enters a credit value into the sale based on the chosen percentage of the subtotal of the entire sale. Therefore, this should be used only at the conclusion of the sale, just prior to tendering payment. Discounts are considered a special type of "tender." A configuration option is available to cause the system to calculate the percentage based on either the subtotal of the sale or the grand total.

13 - Sale \$ Discount - This enters a credit value into the sale in a similar fashion to the coupon redemption, although it is tracked to a different G/L account. Like the sale % discount, this should be used only at the conclusion of the sale, just prior to tendering payment. Discounts are considered a special type of "tender."

14 - Tax Exempt Sale - Turns off the calculation of sales taxes for the entire sale. If the customer account is a tax exempt account, and the customer number is recalled at the start of the sale, this is set automatically.

15 - Open Cash Drawer - Sends a command to the printer to open the cash drawer. The function works only with cash drawers that are connected directly to receipt printer "cash drawer kick" connections.

16 - Non Inventory Item - Displays an on-screen keyboard that asks for a description of the item being sold. Following the description, it requests the selling price of the item. Because non-inventory items are linked to a specific G/L account, the tax setting on that G/L account in Club Office's A/R configuration determines whether non-inventory items are taxable and the rate.

17 - Hold Sale - NO PRINT - Places the current sale on hold yet does not print a receipt anywhere. Useful for placing a sale back on hold after recalling it for a quick on-screen review but without changing the sale.

18 - Hold Sale - Local Print Only - Places the current sale on hold and prints a ticket to the local printer only. Handy for presenting a final check to the customer in request for payment.

19 - Hold Sale - Send Order - Places the current sale on hold and sends appropriate items to the remote printer(s). No local receipt is printed. If you do not use remote printing, use #17 above instead if you do not want a local receipt when putting a sale on hold.

20 - Lookup Member Credit Book - Recalls the currently active member's credit book balance and displays it on the screen. If you use this button, be sure to include a button to look up or enter the member's number into the sale beforehand.

21 - Free Form Note - Adds a line of text to the current sale. Limited to 40 characters because most receipt printers have a line width limit of 40 characters per line.

22 - Duplicate Items/"Another Round" - Provides a way to duplicate selected items of a currently active sale. First, select the items to duplicate in the sale window and then click this button to duplicate them. Handy in bar settings where a customer orders "another round."

23 - Open New Sale/New Ticket - Starts a new ticket with a new ticket number. This is a requirement at the start of every sale, so put the button in a prominent place.

24 - Table Number - Allows tracking the sale to a table number. Using table numbers are helpful for recalling hold sales in food/beverage environments. The table number must be numerical and between 0-32767.

25 - Toggle Printers Off/On - Either disables or enables printing to the local receipt printer. Once toggled off, for example, the printer remains off until toggled back on.

26 - Covers - Displays a keypad for tracking the number of covers. Some reports use this feature in calculating restaurant sales figures.

27 - Print Optional Message Now - Provides a way to print a small text file to the local printer immediately. Handy for printing a golf cart rental agreement, a special coupon or other on-demand type of document. The text file can easily be created/edited using Windows Notepad. If you have multiple types of these messages, you might consider designing a separate panel of buttons with nothing other than optional messages.

28 – MemoMail - Accesses the Club Office MemoMail internal e-mail system. This option is only for networked users and does not function in off-line mode.

29 - Re-Open Pre-Authorized Ticket (to Add Gratuity) - Available with integrated credit card processing only. It allows reopening a transaction tendered with a credit card, adding the gratuity and then reprocessing the credit card transaction with the new total.

30 - Additional Gratuity - Allows adding a gratuity into the current sale outside of any normal service charges that may already be included. This item posts to the G/L account that is configured on Club Office's A/R configuration screen and is linked to the employee who sells it.

31 – Print Gift Receipt - Prints a special receipt that does not include pricing information.

33 – View Photo - For on-line workstations only, this option displays a member photo for the selected member account, assuming, of course, that such a photo has been linked to the account inside Club Office.

34 – Predefined % Discount - Allows creating a single button that automatically calculates the specified percentage discount. The text of the button determines the discount, i.e. 20% Off, 15% discount or 40% Employee Discount would respectively calculate 20%, 15% or 40% discounts. The button text must begin with numbers of the discount percentage (**Discount 20%** won't work whereas **20% Discount** will work). The discount percentage cannot exceed 100%.

35- Hold Sale + Send Order + Lock Screen - Performs the combination of putting the sale on hold, sending ordered items to the remote printers and locking the screen afterward.

36 – Line Discount % Mode Toggle On/Off - Select this option to turn the feature on or off. All items sold while the feature is “on” are discounted by the percentage noted by the text on the button. The button text must start with the percentage to apply: **20% Item Discount**.

37 – Table Select – provides a way for a server to link the hold sale to a table number by touching a button. The button text must begin with the table number. Table numbers are numerical only and must be between 0-32767.

38 - Predefined % Gratuity - Allows defining a button for a specific gratuity percentage. The text of the button must start with the numbers of the desired percentage. Example: 18% Gratuity. The percentage is based on the SUBTOTAL of the sale and the system uses the G/L account for service charges as its posting account.

39 – Send to Expediter – This option sends the current order to the remote printer assigned to the selected button. All ticket items are printed; the option to include an additional text file is included. The feature is typically used for situations where a different server is assigned to deliver the order than the one who placed it.

40 – Backup Data - Performs an immediate backup to the designated backup device assigned at the SQLPos configuration screen.

41 – Hold Sale – Expedite + Send Order – Sends the current sale to two remote printers, this function expands on the send order function. The expediter is the server who delivers the food, which may be a different person than the server who places the initial order.

42 - Lookup Member + Photo Combo - Upon selecting a valid member number, this module displays the member's photo (if available). A SQLPos configuration option can automatically hide the photo after the chosen number of seconds has elapsed. (Functions in On-line mode only.)

43 - Show Member Profile - If a member number is in effect, this displays miscellaneous information about the member, such as class code, occupation, birth date and all special interests. This option does not function in off-line mode.

44 - Open New Sale + Employee Lookup Combo - Performs the functions of getting a new ticket number and opening the employee keypad lookup screen together, saving employee keystrokes. Handy if the opensalemode setting is configured to require both a new ticket and an employee/server number.

45 - Instant Line Item \$\$\$ Discount - allows discounting the chosen item(s) currently in the sale window by either a set or variable dollar value. If the button's caption begins with a number, that number is used as the set dollar amount (i.e. 7.50 discount or \$7.50 discount). If the button's caption is not numeric, the keypad is displayed where the user may enter the desired discount dollar amount. The system will not allow discounting the item more than the item's face value.

46 - Instant Line Item % Discount - allows discounting the chosen item(s) currently in the sale window by either a set or variable percentage. If the button's caption begins with a number, that number is used as the set percentage (i.e. 10% item discount). If the button's caption is not numeric, the keypad is displayed where the user may enter the desired discount percentage. The system will not allow discounting the item more than the item's face value.

47 - Alpha Member Lookup - Select member accounts alphabetically by last name. Type one or more characters into the screen keyboard to look up the list of member accounts of last names beginning with those characters. The more characters typed, the more selective the search becomes.

48 - Alpha Member Lookup + Photo Combo - Functions exactly as the normal alpha member lookup except after the member account is selected, the member's photo appears if a photo is available.

49 - Alpha Member Lookup + Profile Combo - Functions exactly as the normal alpha member lookup except after the member account is selected, the member's profile appears.

50 - Member Visits Profile - performs a lookup of sales transactions to find unique days when the member has visited the club and purchased something having a value greater than zero dollars. The feature can also be selective by sales G/L account number by preceding the button's text with the G/L account number to use. The function also uses the Reprint Recall month setting for its lookback time period.

51 - Move item UP a line in the ticket - Allows moving an item into a different place in the currently active sale window. First select the line to be moved, then click this button. Each click moves it up one line. Useful when adding food preparation notes (temperature, etc.) after the fact, then the server can move the note up beneath its appropriate item in the window. When the food order is sent to the kitchen, the prep notes appear in the right place.

52 - Move Item DOWN a line in the ticket - Instead of moving the item up, this moves it down one line. See #51 above.

53 - Move Item to UPPER ticket - During the splitting of a ticket between two customers, this allows moving an item from the split ticket back to the main ticket. On the screen, the main ticket is displayed above the lower ticket.

54 - Move Item to LOWER ticket - During the splitting of a ticket between two customers, this allows moving an item from the main ticket to the split ticket.

55 - Remove Item from Sale - Allows removing an item from the currently active ticket. First, select the item in the sale window, then click this button to remove the item. Note that removing

an item does not "un-print" an item that was previously sent to a remote printer, such as an order sent to the kitchen.

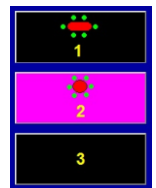
56 - Split Ticket - Allows splitting a ticket between two customers. An additional sale window opens on the screen and the server moves appropriate items from the main ticket down to the split ticket. The split ticket maintains the same table number, but takes on a new ticket number. The current customer number (if in effect) is linked to the split ticket, after which a new customer number can be linked to the original remaining ticket.

57 - Combine Two Tickets - Allows combining two hold sale tickets into one. The first ticket to be selected becomes the main ticket, and the second ticket is appended to it. Because a ticket can only be assigned to an individual customer, the customer number associated with the main ticket becomes the customer for the combined ticket.

58 - Return/Exchange Toggle On/Off - This is a toggle that allows returning merchandise. Once turned on, all merchandise entered while the function is enabled is considered as a "return" and produces a credit value transaction in the current sale. The option can be turned on/off multiple times in a sale if desired.

59 - Hold Sale Viewer Only - This recalls a special hold sale lookup screen that allows viewing hold sales without actually recalling them to the local workstation. This mode is faster than the recall Hold Sale function and creates less overhead on file server resources. It is a handy feature for a manager or hostess register where sales are not performed.

60 - Table Button Recall Hold - A combination of the table select and recall hold function, this performs a recall hold sale based on the text definition of the button. See function 37 for table select information. In table viewer mode 1, these buttons change color depending on whether a hold sale exists for the table or not (black = no, magenta = yes). When defining the button, be sure to use a text color that will be seen on both a black and magenta background.



61 - Set Seat # - This function requires that the configuration option "Enable Seat #" be set to 1. If the option is set to 0 (the default), type 61 buttons are disabled. The button's text must contain the designated seat number (must be numeric, not alpha). For clarity, you may also use any word followed by the # sign and the number (examples: Bar #6, Grill #4) and the system will decipher the number after the # sign. The function includes the option to define a remote printer for printing orders to the kitchen that show the seat number as well. In use, the currently active seat # is displayed in the location of the Manager button in the lower left of the screen; the button will also be yellow for higher visibility. The current seat # remains active for all sale items until either a new number is selected or the sale is put on hold or finished. The button can also be used to reassign an item to a different seat #. Simply touch the item in the sale window that you want to change and then touch the proper seat # button. The display will be reorganized appropriately. Repeat the process for multiple items that need reassignment.

62 - Server Assignment - This is essentially identical to function **60 - Table Button Recall Hold**, except it adds the capability to put a server's name on the button *for that register*. It does not link the server/employee to that table, but if you assign servers to various table numbers, this feature allows viewing the screen to see which servers are assigned to service various tables - a handy feature for a receptionist.



To enable the function, simply create buttons as function 62 instead of function 60. Afterward, to assign servers, select the Assign Servers button in the Manager Panel, then use the normal screen navigation to get to the table view screen. Select a table button; then enter the server's name in the on-screen keyboard that appears. Leave the entry blank to erase the name on the currently chosen button. When done, remember to turn the feature off by returning to the manager panel and selecting the Assign Servers button again. **Note that the names remain on the buttons until they are changed, so daily maintenance may be required for accuracy.**

63 – Divide Check by X-Ways – Provides a way to divide the current ticket by “x” number of customers. The resulting tickets are virtually equivalent in the amount owed by the customer, although the last ticket may be different as a result of decimal currency rounding issues. The function uses the non-inventory G/L number (as defined in the SQLPos Configuration screen) for recording the divided revenue, whether the transaction applies to a minimum, prepaid, installment or totaller.

65 – Member Select - - provides a way for a server to link the sale to a member number by touching a button. The button text must begin with the member’s number. Example: 235-Jack Thompson. Valid member numbers must be between 0 - 99999.99.

66 - Toggle Price Level -- When a sale is open, this button can toggle between using the normal retail price or the alternate price. The message window briefly tells which price level is in effect. Note that recalling a member account after having toggled the price level will result in the system using the customer's assigned price level instead.

67 – Send Instant Note to Remote – This displays the on-screen keyboard for a server to type a one-line message that is sent instantly to the remote printer assigned to the button. The message is sent immediately; nothing is entered into the sale window or the current sale (if a sale is in progress.) The function is also sensitive to the first character of the button's text: an @ sign displays the on-screen keyboard pre-filled with the text of the button such as **@Make Bread Basket**. If the first character is a period, such as **.Make Bread Basket** the on-screen keyboard is NOT displayed yet the button's text is used as the instant message and sent immediately. If a server's name is active, the server's name also prints as part of the instant message.

70 – TimeClock - For users who have the optional TimeClock module, this button can start it so that employees can punch in/out. TimeClock is integrated into the Club Office employee and payroll system.

74 - Issue or add to Gift Card - This function provides a way to create a system-maintained gift card or to add additional value to an existing gift card. Gift card numbers are numerical only and must be within the range 1-999999999 (9 digits). Gift cards can be magnetically striped (prefix and suffix characters are stripped out automatically), printed via bar codes or handwritten.

75 - Lookup Gift Card Value - Allows a user to look up the value of a gift card. If the card doesn't exist, an appropriate message is displayed.

77 - Rental Time Start - Enables calculating hourly rental on a selected item in the sale window. The item’s selling price is used as the basis of the hourly rental rate. Use function 78 to stop the rental time and calculate the hours used. NOTE: the function is limited to a maximum of 24 hours rental time. If multiple items are to be rented in the same transaction, rent them one at a time (select the item and choose “rental time start” with each one). You may not highlight multiple items and rent them all together with a single rental time start; if multiple items are selected, only the first (top) item will be rented.

78 - Rental Time Stop – Finishes calculating hourly rental on a selected item in the sale window. Select the item in the sale window that was rented (using function 77), choose the Rental Time Stop button. System will calculate elapsed time in hours/minutes and multiply it times the item’s selling price (the per hour rate). Service charges and tax are recalculated as well. Note: the function is limited to a maximum of 24 hours rental time.

81 – Send Order – Keep Sale Open - Allows sending an order to remote printers yet keep the sale active in the sale window for instant tendering. Handy for quick-sale operations that need remote printing capability.

83 – Credit Card Surcharge - Allows adding a flat percentage fee of the sale total to help defray the cost of using credit card processing. The percentage amount to charge must be the first characters of the button description. Example: 5% Credit Card Surcharge or 5% CCard.

84 - Payment on Account - Allows receiving payments on member accounts. Functions in on-line mode only; the function also requires password level 3 for access. The function provides member lookup capability, displays the member's current balance forward and a keypad for entering the amount. Payments on account cannot be tendered with member charge.

85 – Lookup Instant Balance – displays the chosen member's balance forward *plus all recent transactions*. The register must be set to normal mode (not workspace mode). The function requires the user to enter password level 3 and is not active during month-end A/R processing nor if the register is off-line and not connected to the main Club Office system. Note that a slight delay may occur in displaying the value while the system compiles all recent transaction data.

86 - Paid Out - Allows authorized servers to remove money from the current sales workstation's cash drawer. A receipt of the transaction is printed if the printer is turned on.

87- Paid In - Allows adding money to the current workstation's cash drawer.

88 - Cash Drawer Balance - Displays a drawer balancing screen that allows the use to enter cash, check or other totals easily and print a report; also handy for servers to calculate their personal transactions. The same screen can also be used to balance the drawer for a closeout.

91 - Server Select Button - Allows linking the sale or sale item to an individual server/employee. This can be helpful in allocating service charges to employees via the Club Office payroll module, which displays these totals automatically. The button text determines the server by starting with the employee/server's number followed by his/her name. Including a whole panel of server select buttons makes it quick and easy for your servers to link their names to their sales by simply selecting the button with their number and name.

92 - Server Lock Screen - Resets the screen and logs the current server/employee out of the workstation.

93 – Show SQLPos Help - Displays a SQLPos help screen (sqlposhlp.txt).

94 – Show Procedures Help - Displays a user-defined help screen that the end user creates. This can include specific step-by-step information on special procedures or other information pertinent to the installation. Windows Notepad can be used to create the PROCEDURES.TXT text file that should be put in the c:\cdconode folder.

95 – Product Out/Push Item - Enables sending a short message to all workstations when out of a certain product, for product substitutions or other information that needs to be directly visible on the SQLPos workstation screens.

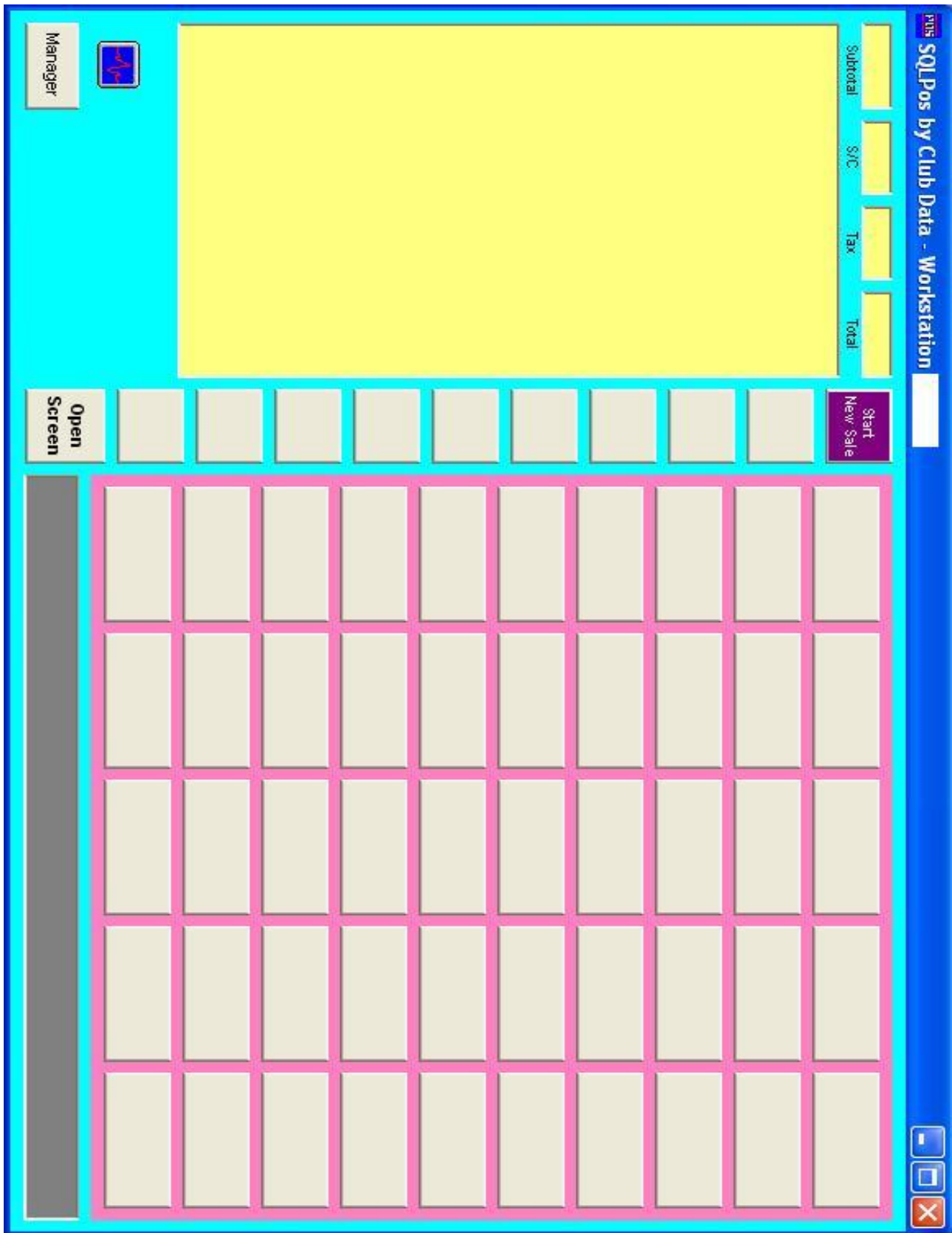
96 - Reset Home Panel - Allows resetting the "home" startup screen on-the-fly. Typical use might be to change the main startup screen for happy-hour. The text on this function button must begin with the panel number to be the new "home" screen, and may be followed by any other text. The panel number must be between 1-101 to be valid. Examples: 75 Reset or 62 Happy Hour to reset the startup screen to either panel 75 or 62. This function changes the register's configuration setting and the new setting will generally remain until it is changed back. However, the reset home panel function is considered to be temporary, so the reset home panel function will not automatically cause the system to update the central register configuration database with the "temporary" setting. To change the setting permanently, change the "Default Screen" configuration option at the SQLPos configuration screen.

97 – Shutdown HeartBeat – This shuts down the HeartBeat module from the SQLPos screen. It requires password level 3, but it is unconditional – even if the register is in “StandBy” mode, this

option will shut down HeartBeat and clear the standby message. Caveats: when HeartBeat is not running, the register goes “offline” from the accounting system. The register will then generate its own local ticket numbers for sales transactions and will not be able to use the central hold database (i.e. it will only see its own “local hold sales” and will not see sales put on hold by other registers). However, if the register has access to the Internet, it should be able to process credit card sales normally.

99 - Clear Sale/Lock Screen - Clears the currently active sale and then logs the current server/employee out of the workstation.

APPENDIX 9 - DESIGN TEMPLATE – PRINT THIS PAGE AS A SCREEN LAYOUT AID



APPENDIX 10 - SUGGESTIONS THAT ENHANCE THE COMPUTING EXPERIENCE

Remember that computers are simply machines and like all machines do, they will periodically fail in some capacity. To help minimize hardware and software problems, here are some simple things that you can do.

- Use the same models of computers from a brand name manufacturer if possible, configured with exactly the same processor chips, memory and other built-in electronics. Because Windows itself works better with lots of memory, consider installing *at least* 512mb of RAM in each unit.
- Use the same version of Windows on each workstation. Also learn how to keep your version of Windows up-to-date, and update all computers as a group so they always use the same version of Windows software.
- Use network switches rather than network hubs. Switches are faster.
- Use the same network addressing scheme throughout your operation. Use logical network naming conventions for the computers such as “Waitstation-1,” “Main Server,” etc.
- Have network wiring professionally installed. Make sure each connection is appropriately labeled both at the workstation end and at the central wiring collection point.
- Use a firewall and antivirus software if your system is also connected to the Internet. **Critically important:** *learn how to configure them and keep them up-to-date.*
- If computer user names and passwords are used, be sure to set up at least one user name on each computer with administrative privileges. Club Office and SQLPos often create and delete temporary files as they operate. Unless the user is logged in with privileges that allow file creation and deletion, Club Office may not function properly.
- Install UPS (uninterruptible power supply) units with each computer, and include one for the main network router/switch, too. Inexpensive units can be purchased for as little as \$50 that can save you *mountains* of headaches caused by electrical power fluctuations.
- Provide appropriate computer and software use training for each staff member. Because people tend to forget procedures they don’t use every day, provide retraining for seasonal and/or occasional employees as well.
- Include making a data backup as part of your normal daily operations. Every three months or so, test the backup to make sure that its contents are correct. Unless you’re a member of the Flying Wallendas and are willing to put your business future on the line, you need the safety net that daily backups can provide.

What to do when a computer suddenly stops working

This is always a trying experience. “It worked yesterday” or “It was working this morning...” are common user comments. Software does not suddenly stop working on its own and in most cases, the issue is that the computer has changed in some way – new software has been installed, perhaps a new user logged in with different settings than the normal user account, or quite possibly, the computer is now connected to the Internet when earlier in the day it may not have been. Connecting to a router or other DHCP device is the surest way to change a computer’s network settings which, in turn, almost always create other network connection problems that you might not expect and which are virtually impossible to diagnose over the telephone.

The bottom line is that *something is different; something has changed*. Check with the others who have used that computer in the last 24 hours to discover if any of them installed or changed any settings anywhere or did *anything* other than “turn it on.”

Of course, you can certainly power it down and restart the computer to see if that helps. It often does because it gives Windows a fresh start, and sometimes, that’s all that’s needed.

Remote Printing Problems

Nearly all remote printing problems can be addressed by the end-user. When a remote printer fails to print, the first thing to review is whether it is turned on (or accidentally unplugged), out of paper, or disconnected from the network. Some printers use a direct-network connector that also requires power, often with a small power supply; be sure it's plugged in. These are the easiest issues to fix and certainly don't require a call to tech support. Try them first.

Next in line is to check the computer from which printing to that remote printer is configured. It's probably a shared printer, which means that there's a computer that's functioning as a "print server" to that remote printer (print jobs are sent from other computers to the print server, and the print server actually sends the data to the actual remote printers). The difficult issue here is two-fold: knowing which computer that is and having physical access to it to try a simple Windows print test. But before even attempting a print test, check to see that the print server is powered on and plugged into the network. If it's plugged into a network switch, make sure the switch's power lights are on, too.

Next you can try the print test. A print test is performed from an option in the properties pages for the printer in question. Sometimes restarting that computer solves the problem, especially if you've had a recent thunderstorm with nearby lightning strikes – static electricity is notorious for creating network connection and printing problems.

If one of the above doesn't solve the problem, then the problem likely requires remapping the network printer connection or even uninstallation and reinstallation of the printer driver. These are often more obscure issues that may require technical support assistance but are certainly addressable by a savvy computer user. If all the above suggestions fail, go back to the first of the possible solutions and try them again.

On a Windows computer, the first printer to be installed normally becomes printer #0; the next printer becomes printer #1, etc. so that if you have 6 printers installed, they are numbered with ordinals 0-5. However, even though a printer may be installed and taking one of those precious ordinals, if the printer isn't powered on or available, Windows can renumber the ordinal positions on the list to include only the available printers and not all of them. Therefore, if printer #2 is a shared printer on another computer but that computer isn't powered on, Windows essentially takes #2 out of action temporarily and reassigns 3, 4 and 5 to be 2, 3 and 4. Obviously this creates some problems when you have remote printers specifically mapped to an ordinal position!

The solution is actually pretty simple: install only the active, always-on printers first:

1. Uninstall all printers on the computer; then restart it.
2. Install the local receipt printer first so that it becomes ordinal #0.
3. Install remote printer #1 next.
4. Install remote printer #2 next, etc.
5. Install any optional network or other shared printers last.

In this way, if any of the optional printers aren't on, it will have no effect on the ordinal position of the mapped remote printers because their ordinal positions in the list are higher than the always-on remotes.

Printer Naming Tip: because Windows tends to reorganize your printers alphabetically by name, a good way to control their order is to start the name with a number, such as 0-printername, 1-printername, 3-printername, etc. Numbers are sorted ahead of letters which keeps them in order. If you have a lot of printers to add, start with two-digit numbers such as: 00-printername, 01-printername, 02-printername, etc.

APPENDIX 11 – SQLPos POINT OF SALE - HOW IT WORKS

“Distributed Processing”

SQLPos Point of Sale uses a concept called “distributed processing,” which essentially means that each workstation generally operates independently of all the others – the work is *distributed* out to each of the workstations instead of being centrally controlled. Because each workstation has its own copy of the inventory, membership and employee databases as well as its buttons and other configuration, the workstation has all the data and support files it needs to operate independently.

However, for on-line systems, some features are by their nature centrally located such as a common database of “hold” sales that would be available to all workstations (such as you’d have in a restaurant), the live Club Office A/R system, G/L, etc. This is where the HeartBeat agent comes in; HeartBeat facilitates communication between SQLPos and Club Office.

If HeartBeat can’t establish communication to the main system where the central databases are stored, some of SQLPos’ functionality is diminished or completely unavailable. (For example, the sharing of “hold” tickets that you might do in a restaurant setting is only available when the main Club Office system is accessible because the database that holds these items is centrally located.) What’s important to understand is that because each workstation essentially operates independently, each workstation must also be closed out independently, although a centrally-controlled closeout is also available via the main SQLPos Control Panel (explained later).

Starting Up SQLPos

When SQLPos starts, it first synchronizes the computer’s clock to the server and then fires up the HeartBeat agent. HeartBeat facilitates two-way communication between the workstation and the active Club Office databases, and you’ll see an icon on the Windows taskbar that tells you HeartBeat is running. Shutting HeartBeat down causes the workstation to go into off-line mode and no transactions will be transferred to Club Office automatically. When the SQLPos screen appears, a small, blue HeartBeat monitor will appear just above the manager button if communications are enabled; if communications are disabled, a red flat-line will appear to warn you that the workstation is not currently on-line. If going off-line is not desired, if the red flat-line appears, it signals some sort of network connection problem to the main server that should be attended to right away.

The HeartBeat Agent

The work of keeping a SQLPos workstation’s databases up-to-date is performed by the HeartBeat agent, which runs continuously in the background on each workstation. HeartBeat continuously samples for various tasks to be done and facilitates communication to and from the main Club Office databases as tasks are assigned to it either by SQLPos or by one of the Club Office modules. For example, changing a member account in the Club Office membership manager causes a command to be sent to all workstations to update their respective membership databases. HeartBeat captures the command and performs the update automatically. Similar updates are triggered when the Club Office inventory or employee databases are changed. Another example is when a sales transaction is put on hold, such as if an order was “sent” to the kitchen. SQLPos signals HeartBeat to transfer the transaction information to the central “hold sale” database where it can be later recalled by any of the workstations. When a sales transaction is completed, SQLPos signals HeartBeat to send the completed sale information to the Club Office A/R system. By letting the HeartBeat agent facilitate the transfer of data to/from the central Club Office system, the workstation itself is freed of these tasks and can continue to operate without concern to the server staff, which increases their ability to deliver customer care.

Note: HeartBeat runs only on a SQLPos workstation, not on the file server unless the server is also a SQLPos workstation. If SQLPos is not installed, running HeartBeat is not necessary on that computer.

HeartBeat incorporates more than fifty functions, from simply sampling the network to determine whether it’s connected to Club Office to creating or replacing entire databases, from

sending transactions to the Club Office A/R workspace (or directly to member accounts) to bringing new inventory from the main system to the workstation or in updating its buttons with new inventory pricing or changes in where sales of various items post to the general ledger. Workstations can be shut down individually, software updates installed and more, all via the HeartBeat agent. It's quite a powerful tool.

If HeartBeat senses that it has lost its connection to the main system, sales transaction data is kept locally. Data is synchronized again either when a closeout occurs (providing the connection has been reestablished) or manually by exporting the data to external media such as a flash memory drive, CD, or diskette. Manually exported data must be manually imported into Club Office via the SQLPos Control Panel, a function that is available inside the A/R module. In this way, workstations that are always on-line are always synchronized while workstations that have either been taken off-line deliberately or accidentally can become synchronized manually if they are not on-line again when a closeout is performed.

Of course, for all of this to work, a rock-solid network infrastructure is required. Loose, bad or crimped wiring, old or failing network parts, worn cables, broken/cracked network connectors, electrical power problems, etc. can easily create network failure issues, which in turn affect how SQLPos operates. On top of this, firewalls, anti-virus and/or anti-spyware software can cause other issues that simulate physical connectivity problems, making solutions to these problems sometimes quite evasive.

SQLPos Security

Security is provided in the form of a combination of SQLPos and individual employee (server) passwords. Employee passwords are numerical; SQLPos passwords are alphanumeric.

Employee passwords are created and managed in the Club Office employee module by any employee that has create/edit privileges for the Club Office payroll system. The value of the password is significant in that SQLPos considers an employee password that is between 0-9999 as a server/clerk level employee while passwords that are between 20000-32760 are intended for "manager" level use. For example, server and manager reports are made available depending on the combination of the employee's ID and respective password; if the employee's password is greater than 9999, SQLPos considers the employee to be of a manager level and special reporting buttons appear that are not available to the servers.

Additional security can be provided by using the four password levels in SQLPos configuration itself. SQLPos passwords are 10 character alphanumeric items and are specific to the individual workstation. They are managed via the SQLPos configuration screen. For example, SQLPos password level 3 is required to access a SQLPos configuration screen, and password level 4 is required to perform a data restore.

By creative use of the two kinds of passwords, most any security need can be addressed. In the event the high-level SQLPos passwords are either lost or forgotten, Club Data can decode a temporary password that is valid for a single-use only to access the SQLPos configuration module and reset them for that workstation. A similar one-time password can be decoded for accessing Club Office as a temporary administrator. Contact Club Data technical support should this be necessary.

Shutting SQLPos Down

It's easy to shut down a workstation: just close the module with the normal Windows close box in the upper right corner. If a sale is active, you will be required to either save it or clear it before you may close the workstation. It's never a good idea to abruptly power-off any Windows computer without shutting down the applications on it first – the resulting effects can be anywhere from nothing at all to a computer that won't restart Windows because of corrupt data. Be safe. Teach your people the proper way to shut down a Windows computer but better yet, it's often less stressful to the computer to simply leave it on. You can certainly power off the monitor, but computers generally run better if they run 24x7 but are restarted/rebooted every couple days.

Updating SQLPos Software

This is the only time it's really necessary to shut down the HeartBeat agent. Because Club Data will periodically update the HeartBeat agent software, too, and because a software update is essentially a replacement of selected software programs, those programs must be dormant when such an update occurs. If Windows is running them, they become "open" program files and Windows won't let you change, replace or delete them.

SQLPos normally installs itself to the local hard drive in the C:\CDCONODE folder. Your system administrator may periodically download updated software modules from the Club Data support web site. Such software updates are designed to install themselves to the same folder; each workstation should be updated individually. Club Data is currently testing a new module that will enable automatic software updating; when it is released, all SQLPos customers will be notified and provided easy instructions for the one-time installation. Note that the automatic software update feature will only apply to on-line workstations; workstations that are disconnected from the network or deliberately "off-line" always require manual updating.

Typical SQLPos Transactions Explained

For a better understanding of how SQLPos works, it's helpful to review what typical sales and closeout sequences look like:

ON-LINE SALE SEQUENCE (SQLPos CONNECTED TO CLUB OFFICE)

- A new sale is begun, which establishes the ticket number for the sale.
- The server and/or employee ID numbers (both optional) are entered.
- The items of the sale are entered.
- The customer provides payment, and the transaction is appropriately tendered.
- A receipt is printed and the sale is closed on the workstation – the data is actually stored locally on the workstation as a completed sale – and a transaction code is sent to the HeartBeat agent that ticket# <ticketnumber> has been completed. The workstation is then immediately freed up for another sale.
- HeartBeat receives the code from SQLPos that <ticketnumber> has been completed and that it should transfer the data to the main Club Office A/R system.
- HeartBeat copies the transaction to Club Office and marks the local copy with a "finished" status code so that it won't be sent again when a closeout is performed.
- HeartBeat waits for the next command.

OFF-LINE SALE SEQUENCE (SQLPos NOT CONNECTED TO CLUB OFFICE)

- A new sale is begun, which establishes the ticket number. SQLPos generates a special, unique ticket number based on the workstation number.
- The server and/or employee ID numbers (both optional) are entered.
- The items of the sale are entered.
- The customer provides payment, and the transaction is appropriately tendered.
- A receipt is printed and the sale is closed on the workstation – the data is actually stored locally on the workstation as a completed sale – and a transaction code is sent to the HeartBeat agent that ticket# <ticketnumber> has been completed. The workstation is then immediately freed up for another sale.
- HeartBeat receives the code from SQLPos that <ticketnumber> has been completed and that it should transfer the data to the main Club Office A/R system. But because HeartBeat can't connect to Club Office, it cancels the transfer, leaving the transaction as a "finished" yet "not transferred" sales transaction.
- HeartBeat waits for the next command.

You can see that the ON-line and OFF-line sales are virtually identical in terms of functionality at the workstation; the critical difference is that in the OFF-line mode, the sales transaction remains local and doesn't get copied to the main Club Office system automatically; such transfers become manual. Therefore, it's a good idea to review what happens when a workstation is closed out because online and offline closeouts are also slightly different.

ON-LINE CLOSEOUT (SQLPos CONNECTED TO CLUB OFFICE)

- Reports are printed for the date-range in question. A date range can encompass a single day by making the from/to dates the same, or multiple days by entering the proper starting and ending dates.
- The closeout is performed, which prints a closeout report on the workstation's receipt printer.
- SQLPos sends a transaction code to HeartBeat that a closeout has just finished.
- HeartBeat receives the closeout code from SQLPos, and HeartBeat copies any transactions that have not already been sent to the main Club Office A/R system (as might be the case if there was a temporary connection problem during the day) as well as appropriate closeout information. The local copies of this information are marked with a "finished" status code so they aren't transferred again.
- HeartBeat waits for the next command.

OFF-LINE CLOSEOUT (SQLPos NOT CONNECTED TO CLUB OFFICE)

- Reports are printed for the date-range in question. A date range can encompass a single day by making the from/to dates the same, or multiple days by entering the proper starting and ending dates.
- The closeout is performed, which prints a closeout report on the workstation's receipt printer.
- SQLPos sends a transaction code to HeartBeat that a closeout has just finished.
- HeartBeat receives the closeout code from SQLPos. But because HeartBeat can't connect to Club Office, it cancels the transfer, leaving the local transactions as "finished" yet "not transferred" sales transactions.
- HeartBeat waits for the next command.
- **Data is manually exported to removable media (flash memory stick, diskette, Zip drive, etc.). In the process, the local workstation copy of the data is marked with an "exported" and "finished" status so that it isn't exported again. (Note: an override is available should re-exporting become necessary.)**
- **The data is manually imported into Club Office via the SQLPos Control Panel.**

APPENDIX 12 - SQLPos PASSWORD LEVELS

- Open register (bottom option button) – Level 1
- Lookup Employee (Keypad) – configurable to use level 0-4, or server’s individual password
- Remove item – configurable to use level 0-4
- Make backup – level 1
- Open new sale + Lookup employee combo – same as lookup employee (keypad)
- Remove “ordered item” (item sent to kitchen/bar) from sale window – configurable to use level 0-4, or server’s individual password
- Server Select – configurable to use level 0-4, or server’s individual password
- Clear Sale/Start Over – configurable to use level 0-4
- View manager menu – level 1
- Manager menu – button editor – level 3. Level 4 required if in main configuration mode.
- Manager menu – inventory editor – level 3
- Manager menu – reports/exports – level 1
- Manager menu – reindex databases – level 3
- Manager menu – perform a closeout – level 2
- Manager menu – update local inventory from central – level 3
- Manager menu – update local members from central – level 3
- Manager menu – update local employees/servers from central – level 3
- Manager menu – update workstation buttons from central – level 3
- Manager menu – database viewer – level 4
- Manager menu – send data ‘home’ – level 3
- Manager menu – configuration – level 3. Level 4 if in main configuration mode
- Manager menu – backup data – level 1
- Manager menu – restore data – level 4
- Reports/Exports – employee personal password required. To display the manager reports, the employee’s personal password must be between 20000-32767 (obviously, these should be given only to management personnel). For speed and convenience, servers should be given a 1, 2 or 3 digit password, although it can be between 0-19999. Employee passwords are set in the Club Office employee module.

Note: configurable password settings are established in the workstation’s configuration panel. Be careful: it is possible to have a different set of requirements for each workstation which could be confusing to employees. A setting of 0 (zero) generally turns a password “off.” Password levels 1-4 may be alphanumeric and up to 10 characters in length; individual employee passwords are numerical only.

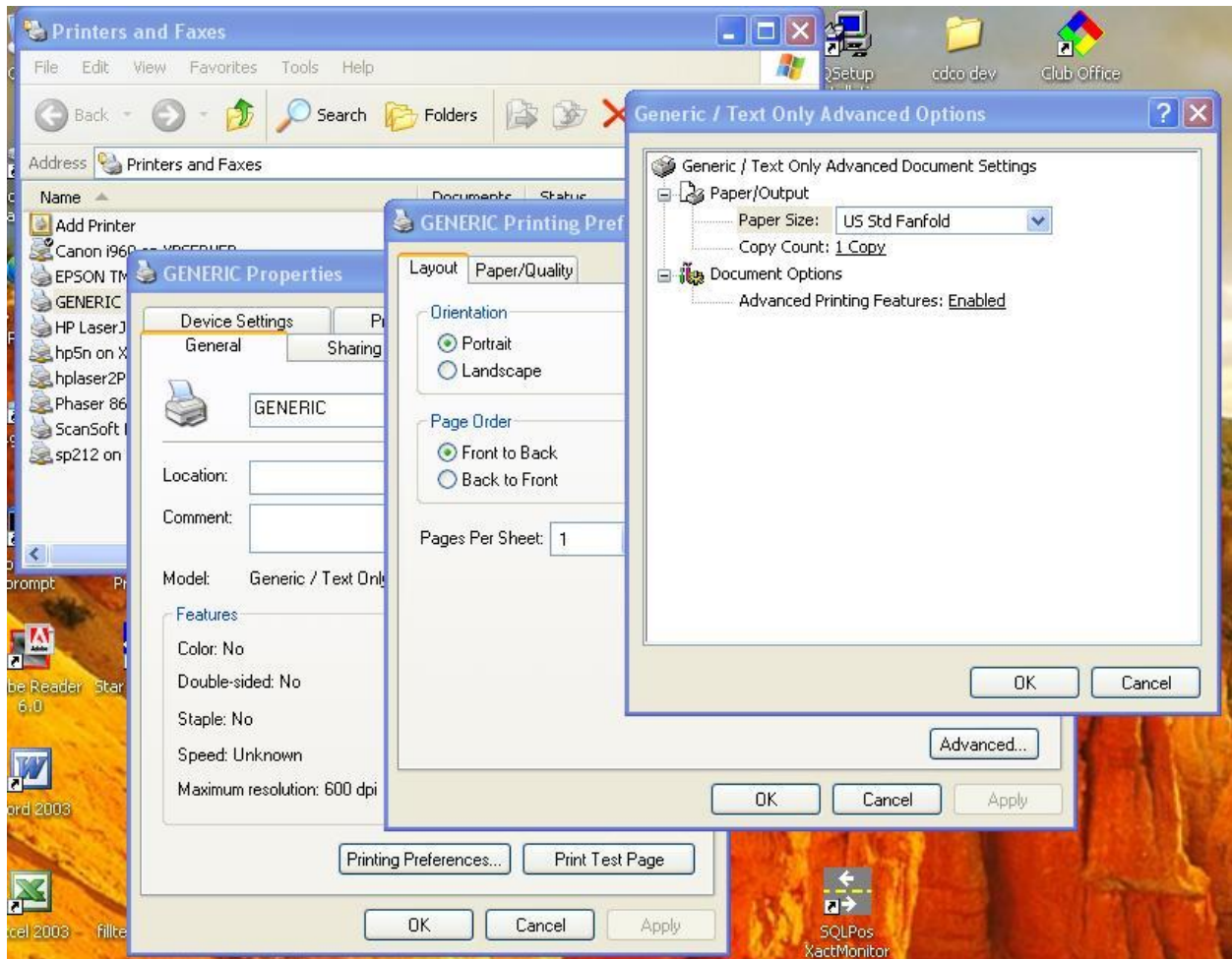
Master Password Decoder

Sometimes when the SQLPos password screen appears that requests passwords 1, 2, 3 or 4 a series of letters will appear in the SQLPos helpwindow. This is a code that can be decoded by the masterpass.exe module in the CDCONODE folder. Type the code and click “calculate.” A number will appear below the calculate button that is a temporary one-time level-4 password that will also satisfy the password screen. The masterpass.exe module is provided in situations where a suitable password is needed but nobody knows what it is. Managers who desire tight security should delete the **masterpass.exe** module from the CDCONODE folder but perhaps keep a copy of it somewhere else on the computer in case it’s ever needed.

APPENDIX 13 - GENERIC “TEXT ONLY” PRINTER DRIVER

SQLPos prints to local and remote printers through the Windows printing system using Windows printer drivers. If you can't find the printer driver for your printer, you can try the Generic Text Only printer driver that is supplied with Windows. The following information may be helpful.

1. Install the “Generic Text Only” printer on the computer to which the printer is connected.
2. Right-click on the printer's properties, on the general tab, select the Printing Preferences button.
3. On the Printer Preferences Layout tab, select the Advanced button.
4. In the Advanced Options screen, set the paper size to US Std Fanfold.
5. Be sure to save the settings.



6. Start SQLPos, go to the configuration screen.
7. Set the “local printer” to the Generic Text Only Printer.
8. Set the local printer type to 0 (the Star setting).
9. Set the local printer port to the port to which your receipt printer is connected.
10. Restart SQLPos to load the new configuration settings.

If the generic text printer is a remote printer, set the remote #1, remote #2, etc. options to direct printing to the appropriate printer. Set the remote printer types to 0 (the Star setting).

Note: It's possible that the generic driver may not work properly with your receipt printer; receipts may be too long, the receipt cutter may not function and the cash drawer may not open. However, if you are unable to locate a suitable Windows printer driver for your printer, trying the generic driver is worth the effort.

APPENDIX 14 - SQLPos DATA FILES

MDB Files – Both SQLPos and Club Office store data in Microsoft Access databases. The following are databases or other files with which SQLPos interacts, along with brief descriptions:

Files that reside in the Club Office working folder:

- HBPOSH.MDB – central configuration database for all SQLPos workstations.
- HBPOSXH.MDB – central store of completed SQLPos transactions.
- HBPOSTMP.MDB – central store of SQLPos “hold” transactions.
- HBPOSMEM.MDB – membership information for SQLPos
- HBPOSINV.MDB – inventory information for SQLPos
- HBPOSEMP.MDB – employee information for SQLPos
- INVNTORY.MDB – Club Office inventory database
- MASTER.MDB, MASTER2.MDB – Club Office membership databases
- AR.MDB – Club Office A/R configuration database
- DAILY.MDB – Club Office A/R transaction database
- EMP.MDB – Club Office employee database
- GL.MDB – Club Office general ledger
- CONFIG.MDB – Club Office system configuration database
- RPT00.SYS – Club Office master report system file. Used for recreating reporting databases for any Club Office or SQLPos workstation.
- TICKET.DAT – the main ticket number data file that contains the next ticket number to be used by any register.

Files that reside in the c:\cdconode folder on the SQLPos workstation:

- **HBPOSnn.MDB** – workstation configuration database where nn is the workstation number. Example: HBPOS01.MDB, HBPOS02.MDB, etc.
- **HBPOSXnn.MDB** – workstation transaction database where nn is the workstation number. Example: HBPOSX01.MDB, HBPOSX02.MDB, etc.
- **HBPOSEMP.MDB** – a copy of HBPOSEMP.MDB from Club Office (employee list)
- **HBPOSMEM.MDB** – a copy of HBPOSMEM.MDB from Club Office (member list)
- **HBPOSINV.MDB** – a copy of HBPOSINV.MDB from Club Office (inventory list)
- **RPTnn.MDB** – workstation reporting database where nn is the Club Office Node ID. Example: RPT02.MDB for node 2, RPT03.MDB for node 3, etc. The node ID is generally different than the workstation number; all SQLPos workstations share the same node ID number.
- **AUDITnn.TXT** – workstation audit log where nn is the workstation number. Example: AUDIT01.TXT, AUDIT02.TXT, etc. This is a text file that can be read by most any ASCII text editor or loaded into Excel, parsed and analyzed.
- **RPT00.SYS** – Club Office master report system file. Used for recreating reporting database if this becomes necessary.
- **HBPOS00.SYS** – SQLPos system configuration file. Used for recreating workstation configuration file should it become necessary
- **HBPOSXH.SYS** – SQLPos system transaction file. Used for recreating workstation transaction file should it become necessary
- **FOOTx.TXT** – text file that prints at the end of every receipt where x is the number of the receipt type. Example: FOOT1.TXT is printed at the end of receipt type 1.
- **SYNCNETWORK.DAT** – configuration information for the sync network clock module.
- **CDCONODE.INI** – configuration information for the workstation.
- **HEARTBEAT.INI** – configuration information for the HeartBeat agent.
- **TCLOCK.INI** – configuration information for the TimeClock module (if installed)
- **MPSFLAG.DAT** – configuration information for Mercury Payment Systems credit cards.
- **IPADFLAG.DAT** – configuration information for Mercury Payment Systems IPAD device.
- **CCSURCHARGE.INI** – configuration for credit card surcharge (G/L account#)
- **BANK.INI** – cash drawer bank configuration
- **VER.INI** – software version information, used by software update system.
- **TICKET.DAT** – a local ticket number file used by the workstation if it cannot locate the main ticket.dat file in the main Club Office folder. The local ticket number is tied to the register number x 900,000 (ex: register # 3 would ticket numbers would be 2700000 and above).

- **CLOSEOUTnn-YYYYMMDD.txt** – closeout files where nn is the register number and YYYYMMDD the date.
- **EMVFLAG.DAT** – an encrypted file that contains configuration information for EMV credit card processing. This is created by the SQLPos configuration module if EMV processing is used.
- **SWAPGRATUITY.INI** – the existence of this file in the c:\cdconode folder causes SQLPos to replace the words “Service charge” with “Gratuity” in the subtotal section of both hold sale and final receipts. The contents of the swapgratuity.ini file are ignored; the existence of the file triggers the action. To disable the action, the swapgratuity.ini file should be deleted.
- **AUTOCHG.DAT** – if this file exists in the c:\cdconode folder, it may be deleted. It was a feature of Club Office’s A/R system that allowed batch charging of member credit cards for automatic payment of club charges but the feature was removed from the Club Office system.
- **HAPPYHR.DAT** – defines the start and end of a “happy hour.” It is in HH:MM 24-hour format and is configured via the SQLPos configuration screen on each individual register. The setting automatically triggers using the items’ alternate price level (as set in inventory) for pricing during the specified time period on that register.
- **ADMLOG.INI** – used by Club Data tech support; lists various error conditions that may have occurred on the register.

APPENDIX 15 – OBTAINING TECHNICAL SUPPORT

What to Do Before You Call

Important: write it down!

- Write down any messages that appear on the screen such as "code #53 at 25539 of module GPS273.EXE"
- Write down *exactly* the sequence of actions you made prior to the occurrence of the problem. Also, can you repeat it? If you can repeat the problem at will, it's usually a lot easier to solve.
- Write down whether any other software programs were running on the computer at the same time the problem occurred. This is very important as conflicts between different software products can and do occur.
- Write down any changes you've made to your system lately such as new software installed, new equipment, etc. Upgrading Windows is a prime example of a *major* change to a computer.
- If you're a network user, write down what other users may have been doing when the problem occurred.
- Look through this list of common symptoms -- you may find your solution right here. Otherwise, find your most recent backup diskettes and keep them handy when you call.

Common Symptoms and Solutions

Symptom: No power lights come on/no sounds from the computer/no picture of any sort.

Check to make sure all power cables are securely plugged in, not only to the wall socket but to the hardware pieces. Computers and monitors usually have a detachable plug. Check to make sure the power outlet is working; perhaps a circuit breaker or wall switch has been tripped. If using an extension cord, make sure all connections are solid. Check to make sure all power switches are turned on.

Symptom: Computer powers up but no picture on the monitor. Check the monitor power cable and the monitor's video cable. Tighten if necessary. The video cable contains many wires and should not be pinched or stressed. Check the brightness and contrast settings on the monitor. Turn the monitor off and then on again and listen closely to the monitor -- it may make some sounds indicating power is on. Touch the monitor top and back with your hand for warmth; if it's warm, at least it's getting power. Try moving the mouse and waiting for a moment or two – it could be a Windows power-saving setting that's kicked in.

Symptom: Monitor picture is hard to see/bad color/no color. Check the video cable; tighten as necessary. Check monitor color, brightness and contrast settings. Power the monitor off and then on again. Try moving the mouse and waiting for a moment or two – it could be a Windows power-saving setting that's kicked in.

Symptom: Keyboard or mouse not functioning. Check keyboard and/or mouse cable. Turn computer off and on again. NEVER plug something into the computer with the power on -- you may harm your computer! If the computer "beeps" each time you press a key but nothing happens on the screen, your computer has "locked up" and needs to be rebooted from a power-off state.

Symptom: Drive not ready/Error reading drive x. If it's a Drive A: problem, check to make sure the diskette is in the designated drive and the drive latch is closed. Press R to retry. Remove and reinsert the diskette and close the latch. This may take several retries. If no success, the diskette may not be formatted or may be damaged or dirty -- try it in another computer. If the diskette works in a different computer, the diskette drive is suspect. If the drive letter is other than drive A such as drive C or D, it could mean a serious hardware problem has happened on the local computer. If it's a drive E or greater, it is likely a network connection that's been dropped; restart the computer and try it again.

Symptom: Printer doesn't print. Check the ON LINE/OFF LINE button on the printer (it must be ON LINE to print). Check the power and printer cables; tighten as necessary. Check the paper supply and printer ribbon: printers often have sensors that shut the printer down when these need attention. Check for stuck pieces of paper inside the printer. Turn the printer off and then

on and try again. You may have to turn the whole system off and then back on again to reset the computer's printer ports -- static electricity can easily cause printer malfunctions. Check to make sure your software settings are correct and that you're trying to print to the right printer if you have more than two printers connected or print through the computer's serial port. If you have a switch box and two printers, make sure the switch is set to the ON LINE printer. Network users: check your print queue. Laser or ink jet printer users: check the toner or ink level. It could also be that your printer's memory may not be big enough to load the file you're trying to print, taking the printer off-line when it senses an out-of-memory condition.

Symptom: Network name not found/can't connect to the network. Check your server -- it has to be "up" before you can connect to it. Check network cables for solid connections. If using the 10-Base2 type (thick coax cable) make sure there is a terminator on each end of your network line (there are only 2 ends on this type). If using 10-BaseT (the telephone-like wire with the plug-in connectors) make sure your server and hub/switch is powered on and securely connected to the server. Network cable should not have any tension or crimps in the line; if it's been stapled down, this could easily be the problem. Lastly, it could be a user permissions problem on the server.

Symptom: Network printer won't stop printing/can't kill the print job. Make sure everyone on the network is out of their applications and reboot the server, then cancel the boot up BEFORE the network loads. Go directly to the print spool directory and delete the files. Then reboot the computer again -- all should be okay.

Symptom: Windows isn't working properly. There are literally millions of combinations of different settings for Windows and the usual culprit is related to a recent software and/or hardware installation or change. You can also damage Windows simply by unplugging the computer while it's running. If the computer crashes or Windows "locks up" frequently, it could be due to not enough memory in the computer or a damaged Windows registry (Windows' main configuration file). Sometimes fixing Windows requires completely wiping the hard disk clean and reinstalling Windows from scratch. In the process, whatever was on your computer is completely erased, so be sure you have good backups!

Symptom: Mouse not working. Check to make sure your mouse is securely connected to the proper socket in the computer. If it was not, you may have to reboot the computer to get the mouse working again. Some products use a small roller ball in the bottom of the mouse; it could be dirty or clogged with lint/dust. It's usually easy to open the bottom -- it often twists off easily, and you can clean the inside.

Symptom: Device time-out error/device not ready. This is normally a printer problem -- your computer is trying to print things faster than your printer can handle them or your printer may have suddenly stopped (broken ribbon, paper jam, etc.) but the computer doesn't know it and keeps trying to print. Check the printer, make sure it's on line and paper is loaded and try again. Network users: your print queue may try to restart the print job where it left off when the problem occurred. You may want to kill the job and restart it from scratch.

Symptom: Computer seems to be running slower than normal. This could indicate that your hard disk is either getting near filled or the files are badly fragmented, making the computer work harder to keep track of them. Try deleting old files you no longer need (such as word processor backup *.BAK files. You may have to run the disk defragmenting software to fix that problem. Network users: if the network seems to be running slowly, check with other users to see if they're doing something which takes up a lot of network server horsepower such as sorting, data backups, etc.

Symptom: Computer makes an annoying whining or squealing noise. Listen to the computer, front and back, to identify where the noise is coming from. If it's in the back, the problem is likely the cooling fan. If it's near the front, it could be the hard disk drive wearing out. Either way, it's normally not a good sound, so make sure you have a current backup of the whole system! If the power fan dies, your computer will overheat and severe damage will occur,

so if you can't feel much air coming out of the back of the computer where the fan is, *turn it off!* If the noise is coming from the hard disk, make a backup of at least your data *while it's still running!* It could be that the bearings in your hard disk are wearing out, meaning that a hard disk crash may be in your near future. When that happens, you may lose *everything*.

Symptom: Pressing keys on keyboard creates "beeps," but nothing appears on the screen.

If a numerical entry is required and you're using the keypad on the right side of the keyboard, there's a likelihood that your NUMLOCK key is off. Alternately, the program may be requesting a numerical entry and you're trying something alphabetical such as a simple carriage return (the ENTER key). Generally, a program will prompt you for the type of information it's requesting. If it's asking a YES or NO question, typing a number or just hitting ENTER may not work. Answer the question with a logical answer to the way it's asked on the screen (Y for yes, N for no) and then press ENTER; if it's quantity question, the computer is probably waiting for a number.

Symptom: Folder Not Available. You're using a networked connection and the computer/workstation having the programs and/or data you're trying to access is either not turned on, is no longer sharing the information your computer is trying to get, or your computer network drives are not mapped the correct way. When mapping a drive, be sure you check the box marked "reconnect at logon" so these mapped drives are consistent from day to day.

Club Data Technical Support

- **Normal business hours:** telephone: 952-941-0855, Monday-Friday, except holidays
- **Email:** support@clubdata.com. We check our support email account constantly, and sometimes at odd hours of the night, weekends and holidays, too. It's proven to be a good way to get through to us at times when it's not at all convenient to call, and don't be surprised if you get a reply in your email box the next morning. Of course, be very complete in your description of the problem or question. If it's a reporting issue, include the report # (lower left corner of every report page).
- **After-Hours:** telephone 952-941-0855 and leave a voice mail message. Please be complete in your description of the problem and leave your name and phone number. We periodically check our company voice mail and a technical support representative will either try to call back within 6 hours or in some situations, respond via email.
- **Emergency Only after hours/weekend/holidays:** 952-239-8291 or 952-239-8290.
 - Be advised that after-hours emergency situations are not included in the normal support agreement and they are billable at higher rates in hourly increments.

Before you call, you should first:

- Have unsuccessfully tried to solve the problem on your own using the suggestions provided.
- Know which version of Windows that you are using.
- Know which version of the application software (Club Office or SQLPos) that you are using.
- Know the steps that you took that created the situation or problem
- Know whether the problem it's repeatable, i.e. you can cause it to occur.

How to Find Out the Software Version You Have

- Windows versions: Open My Computer, click HELP, About Windows.
- Club Office: On the module you're having trouble with, click INFO in the menu. The module name will appear followed by a number. Example: armaster.exe 05.06.22a
- SQLPos: Click on the HeartBeat signal itself (just above the Manager button). The version will appear in the helpwindow at the bottom of the screen: the first number is the SQLPos version; the second or third number is the version of the credit card processing modules built into SQLPos, which rarely change.

SQLPos:15.10.30a CCard:10.12.08a EMV: 15.10.29a

Support Web Site

- <http://www.clubdata.com> is our main site; click on the Customer Login button. You'll need your customer ID and password.
- The How-to's and Procedures and FAQ areas have a number of helpful procedure-oriented articles to review, most of which are the direct results of multiple inquiries on the same topics.

- The Downloads/Updates area includes the most recent software updates for your system.

Downloading Software Updates

- Club Data's major software updates are built as Windows Installers. You open them to begin the installation. In some cases a serial number may be required; if you have been issued a serial number for your system, use it.
- Club Data periodically may issue a single-module update via the web site. Normally these are noted as such along with installation information.
- All Club Office software updates are installed into the CDCO folder on the main Club Office computer. There should be only one folder named CDCO and all Club Office software, data, report templates and help files reside in it. Examples of update files that should be installed into the CDCO folder:
 - up130321.exe (the numbered date may be different)
 - uppayroll.exe
 - up-add-sqlpos.exe
- All SQLPos software updates are installed into the CDCONODE folder on the local computer. Examples of update files that should be installed into the CDCONODE folder:
 - updatesqlpos.exe
 - updatetimeclock.exe (if TimeClock is installed)

Global Software Update – All Workstations

It is possible to update all SQLPos workstations from the central SQLPos Control Panel instead of updating each workstation individually. However, this should only be done when the workstations are quite and no sales are in progress. Updating during the middle of a busy function is not advised because the global update actually shuts SQLPos down while the software is updated. Here's how:

1. Make sure all SQLPos POS workstations are on-line and HeartBeat is active. Workstations that are not on-line will not be updated.
2. Install the latest up-add-sqlpos.exe module. This always should be installed into the Club Office CDCO folder.
3. Start the SQLPos Control Panel.
4. Wait for the workstations to show they are online. Select the workstations by checking the boxes next to the green "on-line" signal.
5. Select the option to "Update Workstations with New Software."
6. The green signal will turn yellow; then red when the workstation's HeartBeat module has shut itself down, and green again after the workstation has updated itself.
7. Close the SQLPos Control Panel.

Software Updates on CD

- Users may opt to subscribe to CD-based updates rather than download them from the web site. CD updates are produced on demand and a nominal service fee for shipping/handling is charged. Contact sales@clubdata.com to sign up for this program.

Special Notes on Installing Software Updates

For any software update to be successful, the new, replacement program and/or support files must overlay the existing ones. That means that the updated program files go to a *specific place* on the computer's (or server's) hard disk drive. Just putting them anywhere doesn't work. For example, when you come home from grocery shopping, you probably don't just dump the food in the kitchen; you're probably careful to put it on specific shelves, drawers, the refrigerator, the freezer, etc. It's critically important that the updated programs and/or data files be installed to the right place. Our installer programs default to specific drive and folder locations which we suggest that everyone use, but if your system administrator has installed your system differently than what we suggest, then be sure to understand where your Club Office system programs and data files are located so that you can install the updates to exactly that location. **IMPORTANT: BEFORE starting the software update, you must be operating the computer as the administrator of that computer or Windows' built-in protection system may prevent a successful update from completing.**

APPENDIX 16 - SPECIAL INVENTORY OPERATIONS FOR SQLPos

Item Changes and Updating SQLPos Workstations

When you change an inventory item's price, cost, or any of the G/L posting account settings, you need also to update SQLPos' button definitions because the buttons actually carry this important information into the sale.

There are some automated steps to doing this, but doing them in the proper order determines whether the changes will be successful. Here is the proper order to follow:

1. In the inventory module, select the Make Global Changes option in the File menu; then choose "Reset items to A/R settings."
2. Select ALL to process all inventory. This ensures that all inventory items are updated correctly with any changes that may have been made to the accounting system. This is important for various sales account settings may be changed from time to time – the tax or service charge percentages may be changed or whether the account applies to a minimum or prepaid, etc.
3. When you exit the inventory module, be sure to say "YES" to update the SQLPos workstations. This function creates a distribution database and HeartBeat commands so that the workstations will update their local inventory databases.
4. Start the SQLPos Control Panel.
5. Select the workstations that are currently "on-line" (shown in green) by checking their respective "select" boxes.
6. Select the Poll Workstation Configuration button to command the selected workstations to send their configuration information to the central store. This refreshes the central store with their current button settings.
7. Wait two or three minutes to allow all the workstations plenty of time to send their data. The workstation check boxes will un-check themselves while the process is active.
8. Select the Reset Item Buttons to Current A/R settings button. Depending on how many inventory items you have, it could take a few moments to update all the central workstation configurations with the new settings. Following that, each workstation is sent a HeartBeat command to update themselves with the new button settings.

Updating Inventory from Sales Transactions

SQLPos updates the inventory transaction database when a SQLPos closeout is performed or in the case of off-line workstations, when SQLPos transactions are imported via the SQLPos Control Panel. To apply sales transaction counts to the inventory database, a separate process is built into the inventory module.

1. Start the Inventory module, and then bring up an item to the viewing screen. Any item will do.
2. Select FILE – Adjust Inventory Quantities – Refresh Inventory Quantities. The helpwindow at the bottom of the screen displays inventory item numbers as they are processed.
3. At the end of processing, a journal entry page may be printed.

APPENDIX 17 - SPECIAL SQLPos CONTROL PANEL OPERATIONS

Resetting Workstation Buttons to match New Inventory Settings

Assume that you have changed various G/L posting accounts and/or prices for many of your inventory items and now you need to update the buttons on your SQLPos workstations. SQLPos buttons are by their nature “static” and are not updated automatically when an inventory item is changed. Therefore, this process must be managed via the SQLPos Control Panel.

1. This procedure is predicated on already having updated the inventory items. Also note that only individual inventory item buttons are updated by this procedure. Because of the special treatment normally afforded to inventory bundles, they are exempt from this procedure and must be managed individually at the workstations.
2. Start the SQLPos Control Panel.
3. Select the workstations that are currently “on-line” (shown in green) by checking their respective “select” boxes.
4. Select the Poll Workstation Configuration button to command the selected workstations to send their configuration information to the central store. This refreshes the central store with their current button settings.
5. Wait two or three minutes to allow all the workstations plenty of time to send their data. The workstation check boxes will un-check themselves.
6. Select the Reset Item Buttons to Current A/R settings button. Depending on how many inventory items you have, it could take a few moments to update all the central workstation configurations with the new settings. Following that, each workstation is sent a HeartBeat command to update themselves with the new settings.

Making a Centralized Backup of All Club Office and SQLPos Databases

If you have an automated backup system on your file server, you may want to periodically back up not only Club Office’s databases but the databases from all the SQLPos workstations, too. This is possible via the SQLPos control panel, although there are two issues you must address or the backup from one or more workstations may not be successful. One problem is that Windows won’t allow “open” files to be backed up, which means that you must select a time of the day when there is no possibility of having any sales in progress on any workstation. The other issue is that your backup software must be set to back up all MDB files in the CDCO folder. Other than that, the process is easy:

1. Start the SQLPos Control Panel. Wait for the “live” workstations to register on the screen.
2. Select each of the on-line workstations by checking the appropriate “select” boxes.
3. Select the Copy MDBs to Central button. The control panel will send a HeartBeat command to have the workstations send their databases to the central store, which is where Club Office keeps its data files (the CDCO folder).
4. The time the process may require is dependent on how large the workstation databases are, but the whole procedure shouldn’t take more than a few minutes.
5. The next time your backup system runs, it will pick up all the workstation databases as well.

Shutting Down a Workstation from the SQLPos Control Panel

There may be times when you want to make sure the workstations are shut down completely, including HeartBeat. An example is when you want to update the workstation software on each workstation. Remember that shutting it down will completely disconnect the workstation from Club Office.

1. Start the SQLPos Control Panel. Wait for the “live” workstations to register on the screen.
2. Select each of the on-line workstations that you want to shut down by checking the appropriate “select” boxes.
3. Select the Shutdown Workstation button to send a HeartBeat command that will cause the workstation to shut down not only SQLPos, but HeartBeat itself. Note that if a workstation is in the middle of a transaction, the shutdown will occur after the transaction is either put on hold or finished.

Changing a “Session” Date Globally

Recall that SQLPos workstation can use either the current date that changes when the computer’s clock passes midnight or a preset “session” date that changes only when the user changes it manually. Also recall that you may have some workstations using a session date while others are using the calendar date. The most likely candidates for using session dates are workstations that must be open for sales past midnight; the session date remains constant. This results in transactions that appear on member statements to have the same date that the member likely remembered visiting the club rather than possibly the “next” day, which might cause the member to question the charge.

1. Start the SQLPos Control Panel. Wait for the “live” workstations to register on the screen.
2. Select each of the on-line workstations that you want to change by checking the appropriate “select” boxes.
3. Select the Set/Remove Session button. An input box will appear on the screen that requests the new session date. Typing a zero in the box will turn the session function off and returning the selected workstations to the normal computer date mode.

The **AutoReset Session** setting can automatically update the session date at an assigned time of the day, such as 2:00 a.m. AutoReset functions only if both SQLPos and HeartBeat are running at the time the AutoReset time occurs. If this is set to zero, the system is in manual session mode.

IMPORTANT: SQLPos uses the computer’s date to assign the sales transactions to specific dates unless “manual” sessions are in effect, in which case the manually assigned date remains in effect on a specific register until the manual session date is changed by the user. Understand that the “SyncNetwork” module which starts automatically whenever SQLPos is started attempts to set the computer’s clock to a central time server. SyncNetwork is intended as an aid to keep all registers set to the same clock. This doesn’t always work because Windows can be set to synchronize its clock to an Internet time server (usually time.windows.com) which will override anything SQLPos does, and if the Windows time zone setting is wrong, conflicts can occur which can cause some very confusing time/date issues with sales transactions.

IMPORTANT: If you use sessions, be aware of how they can adversely affect monthly A/R processing at the end of a month. The danger is when the session date isn’t reset to the first day of the next month at the right time, causing transactions which should be in the next month to be dated in the prior month. If you use session dates, make it a part of your normal month-end processing procedures to reset the session date BEFORE you begin the month-end processing functions.

Global Software Update – All Workstations

It is possible to update all SQLPos workstations from the central SQLPos Control Panel instead of updating each workstation individually. However, this should only be done when the workstations are quite and no sales are in progress. Updating during the middle of a busy function is not advised because the global update actually shuts SQLPos down while the software is updated. Here’s how:

1. Make sure all SQLPos POS workstations are on-line and HeartBeat is active. Workstations that are not on-line will not be updated.
2. Install the latest up-add-sqlpos.exe module. This always should be installed into the Club Office CDCO folder.
3. Start the SQLPos Control Panel.
4. Wait for the workstations to show they are online. Select the workstations by checking the boxes next to the green “on-line” signal.
5. Select the option to “Update Workstations with New Software.”
6. The green signal will turn yellow; then red when the workstation’s HeartBeat module has shut itself down, and green again after the workstation has updated itself.
7. Close the SQLPos Control Panel.

APPENDIX 18 - HEARTBEAT FUNCTIONS AND PROGRAMMING INFORMATION

Overview

The HeartBeat agent facilitates communication between the SQLPos workstation and Club Office by interpreting various commands that are delivered in a small data file named HBPOS.REQ. The REQ file can contain up to 25 separate commands as HeartBeat can store them temporarily and execute them in the sequence they were presented.

HeartBeat Command Line Structure

A HeartBeat command line is comma-delimited and must always contain 5 elements in the following order: **function, var1, var2, var3, var4**. There are no quote marks in the line. Example: **19,0,0,0,0** would cause HeartBeat to update the local employee file. The first item is the HeartBeat command number from the list below. The other four elements may be text or numerical items as HeartBeat loads them as variant data types and analyzes them in the context of the command itself. By creative use of sequences of commands, one can actually “program” HeartBeat to perform quite complex tasks. Commands not recognized are ignored.

HeartBeat Function Commands

- 11 Send finished transaction “now” – FOLIO billing mode (uses first 4 data elements)
Type 11 sends to armonthly (Note: type 51 sends to ardaily workspace)
var1 = ticketnumber long integer
var2 = member number 'member number
var3 = money used 'single precision, used for credit book/prizemoney
Example: **11,3341,561.00,0,0** for a normal transaction
 11,3356,362,45.25,0 for a credit book/prizemoney transaction
- 12 Restart SQLPos module (12,0,0,0,0)
- 13 Send sales to Club Office (13,0,0,0,0)
- 14 Send transactions to Club Office (14,0,0,0,0)
- 15 Update local inventory from Club Office (15,0,0,0,0)
- 16 Update local members from Club Office (16,0,0,0,0)
- 17 Update local buttons from Club Office (17,0,0,0,0)
- 18 (reserved)
- 19 Update local employees from Club Office (19,0,0,0,0)
- 20 Update inventory, members and employees (20,0,0,0,0)
- 21 Update inventory, members, employees and buttons (21,0,0,0,0)
- 24 Ren closeout reports remotely (called from the SQLPos Control Panel)
- 25 Copy a file to the main Club Office area. Var1 is filename to copy. (25,filetocopy,0,0,0)
- 27 Replace local ticket.dat with ticket.xx from main Club Office where xx is the register #.
- 31 Change session date (var1 is new date. (Example: 31,20050715,0,0,0)
- 32 Send message to SQLPos to reload its configuration (32,0,0,0,0)
- 37 Send both sales and transactions to Club Office (37,0,0,0,0)
- 41 Get message from Club Office and copy to local (41,0,0,0,0)
- 42 Send message to other units (local HBPOS.MSG file is sent to all other units) (42,0,0,0,0)
- 43 Create new report database (rptxx.mdb reporting database) (43,0,0,0,0)
- 44 Create new workstation configuration database from sys (retains all data) (44,0,0,0,0)
- 45 Copy a file from Club Office to local (uses var1 as filename to copy) (45,return1.txt,0,0,0)
- 46 Create new database files from sys files - for creating an offline workstation (46,0,0,0,0)
- 47 Create new transaction database from sys (retains all data) (47,0,0,0,0)
- 48 Archive database (called from the SQLPos Control Panel).
- 50 Send local configuration and buttons to Club Office (50,0,0,0,0)
- 51 Send finished transaction “now” – WORKSPACE mode (uses first 4 data elements)
Same format as type 11 except type 51 sends to ardaily workspace
- 53 Special send (sales, xacts and databases to central) (53,0,0,0,0)
- 55 Force closeout and send data to Club Office (Example: 55,20050714,565.32,Mary,0)
var1 = session date to close
var2 = closing cash amount
var3 = employee first name performing the close
- 57 Is SQLPos running? (requests contents of SQLPOS.RUN file) (57,0,0,0,0)
- 60 Set “no send” flag. Prevents HeartBeat from updating buttons if the button editor is in use.

- 67 SQLPos is running/unable to shut down message to Club Office (67,0,0,0,0)
- 68 Destination in use/unable to update at this time message to Club Office (68,0,0,0,0)
- 70 TicketTracker. Requires ticket# as the second variable (70,<ticket#>,0,0,0)
- 75 Force a closeout only (similar to 55 but does not send data to Club Office - see 55 above)
- 76 Copy data files to Club Office (a form of a backup) (76,0,0,0,0)
- 77 Wait counter (var1 holds # of seconds to pause) (77,10,0,0,0)
- 81 "Am I online?" check from SQLPos control panel (81,0,0,0,0)
- 82 Copy sqlpos.exe to Club Office directory. (82,0,0,0,0)
- 83 "SQLPos module has shut down" answer to SQLPos control panel (83,0,0,0,0)
- 85 Shut down SQLPos module only (85,0,0,0,0)
- 86 Shut down HeartBeat module only (86,0,0,0,0)
- 88 Update software (called from SQLPos Control Panel).
- 90 Global Backup (90,0,0,0,0) copies whole workstations (everything) to main system
- 91 Send HeartBeat version info to main (91,0,0,0,0)
- 92 Send SQLPos version info to main (92,0,0,0,0)
- 93 Reload cdconode.ini into configuration
- 95 (reserved)
- 96 Copy a file from one place to another. Copies VAR1 to VAR2. Full drive/path is required.
- 98 Unconditional shutdown of the computer 5 seconds later.
- 9999 Shut down SQLPos and HeartBeat, keep computer running (-9999,0,0,0,0)

Programming HeartBeat

Complex operations can be managed by heartbeat by sending a list of commands to it. HeartBeat will act on the first 25 commands, ignoring all others. For example, to update workstation #4's reporting database and SQLPos module from a central location, the following multi-command trigger file could be created on the Windows desktop with Notepad and simply copied to the CDCO folder with the filename: HBPOS04.REQ. (An explanation of each line is to the right; the explanation would NOT be included in the REQ file.) Note that like HeartBeat, SQLPos itself has some built-in functions that update every 10 seconds and again every 60 minutes on its own, and operations that control SQLPos itself should be given some time to execute.

- | | |
|---------------------|---|
| 85,0,0,0,0 | Shut down SQLPos, keep HeartBeat running |
| 77,15,0,0,0 | Wait 15 seconds to allow SQLPos to close |
| 45,rpt00.sys,0,0,0 | Copy rpt00.sys from Club Office to workstation |
| 43,0,0,0,0 | Create a new report database on the workstation |
| 45,sqlpos.exe,0,0,0 | Copy a new sqlpos.exe module to the workstation |
| 12,0,0,0,0 | Start the new SQLPos module on the workstation |

If there were ten SQLPos workstations and one wanted to put a new version of the SQLPos software on each of them, all of them could be updated automatically by simply copying the same multi-line command file to the CDCO folder (where Club Office resides and where SQLPos workstations look for centrally-generated commands) and each time, changing the file name to be the specific HeartBeat trigger file for that workstation. This would likely be faster and more convenient than performing the update on each workstation individually.

- HBPOS01.REQ is the HeartBeat trigger file for SQLPos workstation #1
- HBPOS02.REQ is the HeartBeat trigger file for SQLPos workstation #2
- HBPOS03.REQ is the HeartBeat trigger file for SQLPos workstation #3
- HBPOS04.REQ is the HeartBeat trigger file for SQLPos workstation #4, etc.

WARNING: It is NOT wise to try this sort of activity in the middle of the day when one or more workstations are likely being used. Database and software updates should *ONLY* be performed when one is *absolutely certain* that the workstation to be updated is not currently being used.

In the following example, let's assume that it's the morning of July 24th and Mary B. wants to close out the previous day's sales on all workstations and reset them for the new day, including some new inventory items, new buttons and pricing on daily specials. The following command sequence would accomplish this automatically:

- | | |
|-------------|--|
| 85,0,0,0,0 | Shut down SQLPos, keep HeartBeat running |
| 77,15,0,0,0 | Wait 15 seconds to allow SQLPos to close |
| 76,0,0,0,0 | Copy data files to Club Office (backup data to main) |

77,15,0,0,0	Pause 15 seconds to allow the copy process to finish
55,20050723,0,MaryB,0	Force a closeout for July 23 rd and send the data
31,20050724,0,0,0	Change the session date to July 24 th
21,0,0,0,0	Update workstation with current data
12,0,0,0,0	Restart SQLPos

Of course, for this to be successful, it should be done before any of the workstations are actually in the middle of sales, so procedurally, you would want to set aside certain times of the day for such global maintenance functions if you plan to manage them from a central location.

Reminder: *HeartBeat needs to run only on computers that also are SQLPos POS registers.* It serves no purpose to run it on a file server unless that server is also a SQLPos register. HeartBeat has no interaction with Club Office TimeClock, and it not necessary for a TimeClock unit to function.

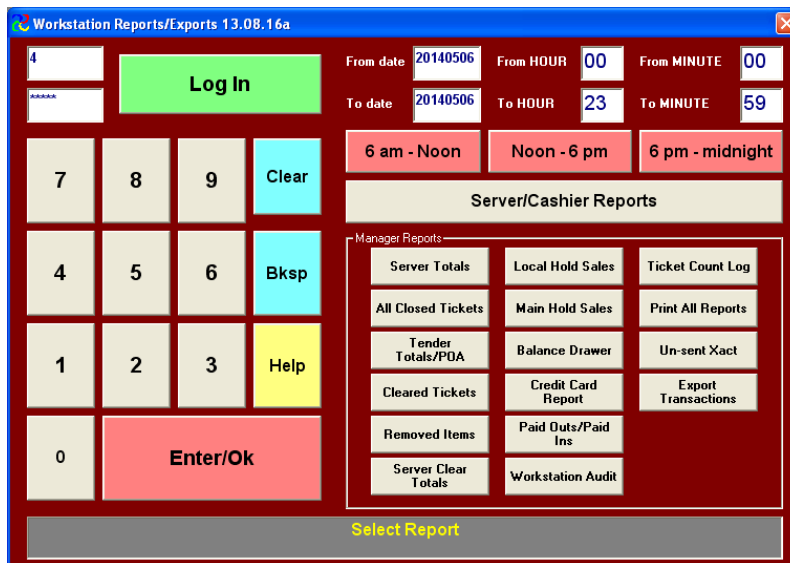
APPENDIX 19 – EXPORTING/IMPORTING SQLPos TRANSACTIONS

This procedure exports data to portable media such as a diskette or flash memory stick so that it can later be imported into Club Office’s A/R system. This function is used in situations where a workstation either goes off-line because of network connection problems or is a permanently-offline unit.

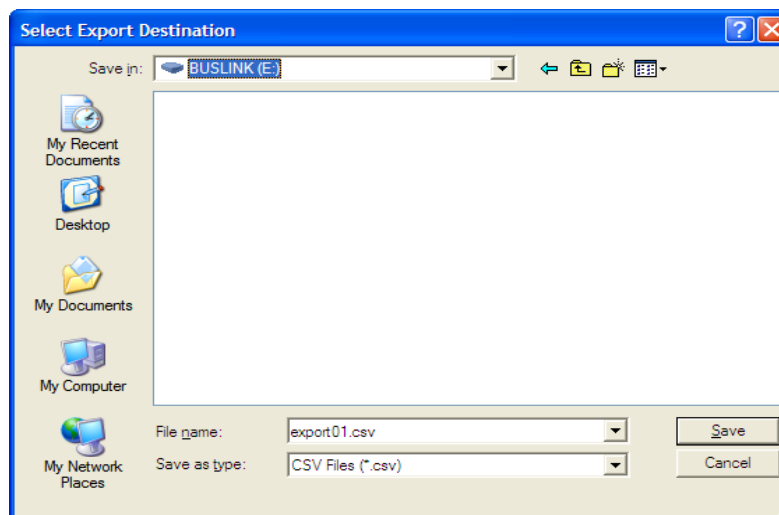
Export

The following is performed at the SQLPos workstation that has the sales transactions:

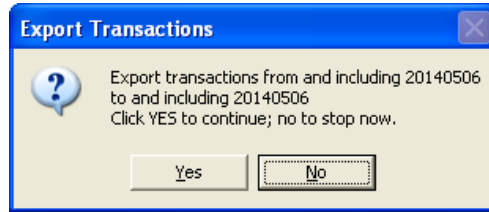
1. Open the Workstation Reports module as a manager. This displays all the manager reports along with the Export Transactions button.
2. Type the FROM date and TO date to match the transactions you want to select. For example, if you need the transactions from May 6, 2014, you’d type 20140506 in both the FROM date and TO date boxes, such as in the example below. Exports are not selective by time of day, which is an option for many of the printed reports.



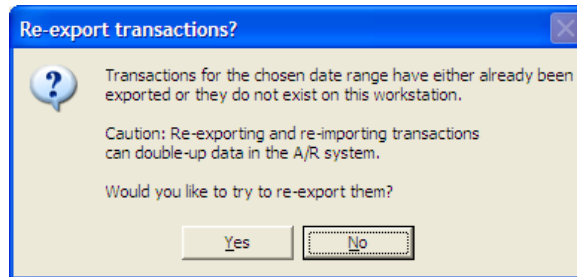
3. Select the Export Transactions button. A dialogue box appears to “Select Export Destination.” Use the box to select the destination where you want the export to be made, such as the diskette drive or flash memory stick. Keep the default name as it appears in the File Name box at the bottom of the dialogue box. Continue by selecting the SAVE button. In this example, the user is exporting to drive E: a memory stick:



- One or more “Confirm export” boxes may appear. Click YES to continue, no to cancel.



If the transactions have already been exported, other messages will appear. Read the messages and choose whether to re-export them or not. Otherwise, the system will export the chosen transactions as long as there are some for the chosen dates.



- When done, close the report screen to resume normal SQLPos operation.
- Remove the portable media. Reminder: USB memory sticks should first be closed before physically removing them from the USB port. Failure to follow this guideline may result in corrupted data in the exported file or possibly damage to the memory stick itself.

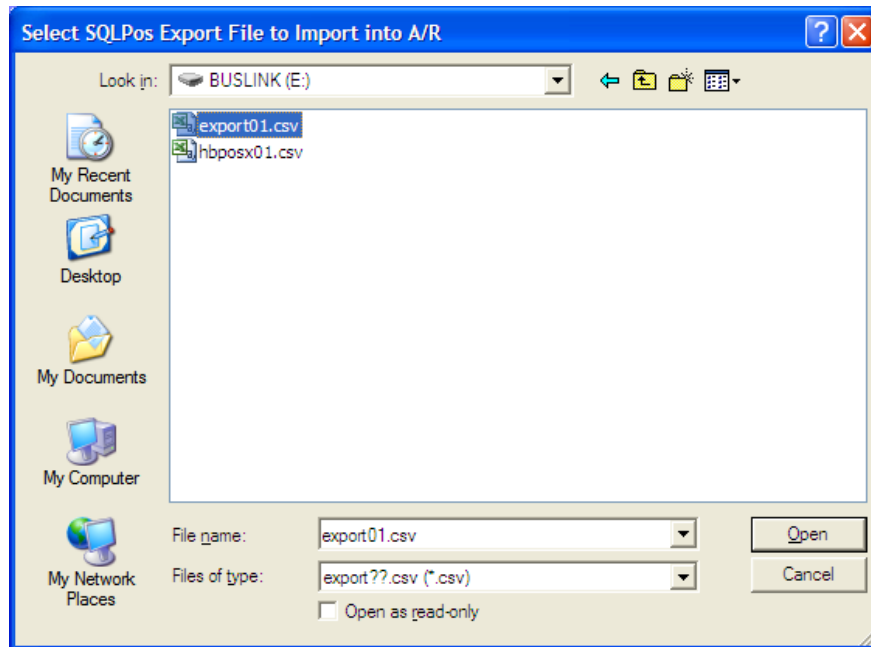
Import

After the export, the following is performed at the Club Office A/R screen:

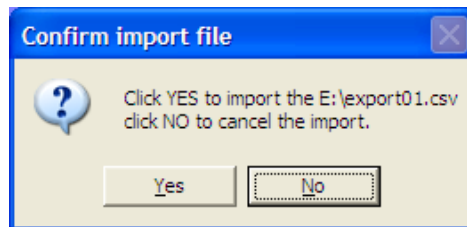
- Start the A/R module.
- Select File – SQLPos Control Panel



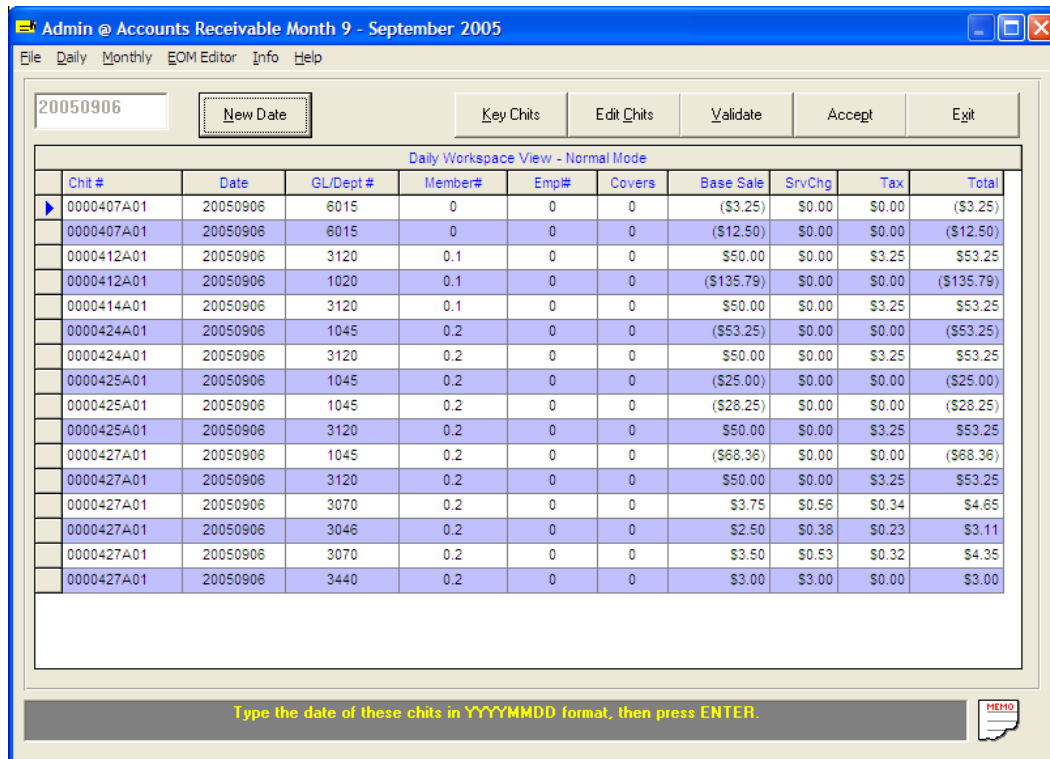
3. Select the Manual Import Sales Transactions button. A “select export file” dialog box will appear. Use this box to locate the export file you made at the SQLPos workstation. The default file name is **exportXX.csv** where XX is the number of the SQLPos workstation that exported the data file. Select the file and click OPEN. In the example below, the user has a memory stick (as drive E:) and is importing the transactions from SQLPos workstation 01:



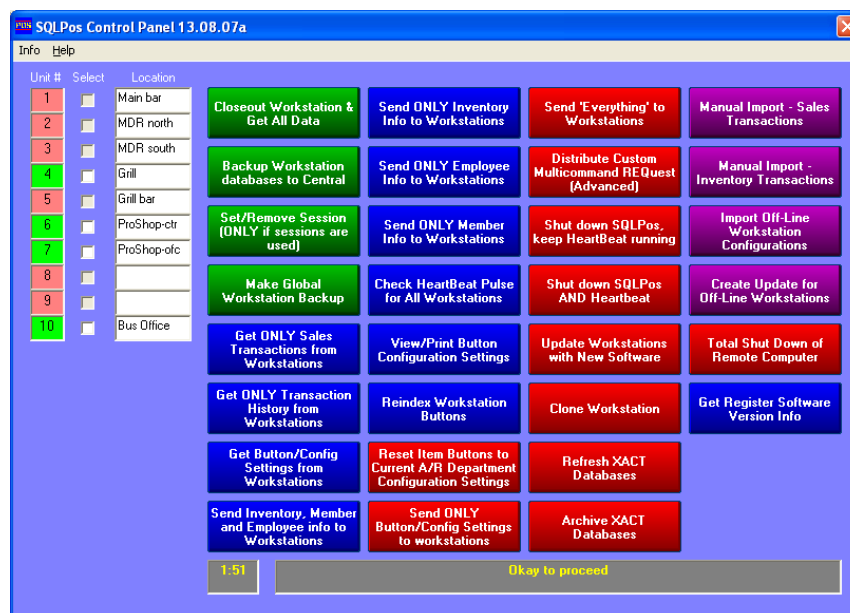
4. A confirm import file box will appear; click YES to import. Following a successfully import, a “sales import complete” message will appear.



- Close the SQLPos control panel; then type the chosen date (20050906 in the example below) in the A/R screen's date box to display the imported data. Alternately, you could close the A/R screen back to the main Club Office menu and restart A/R again to refresh the display. You will then see all the newly imported data.



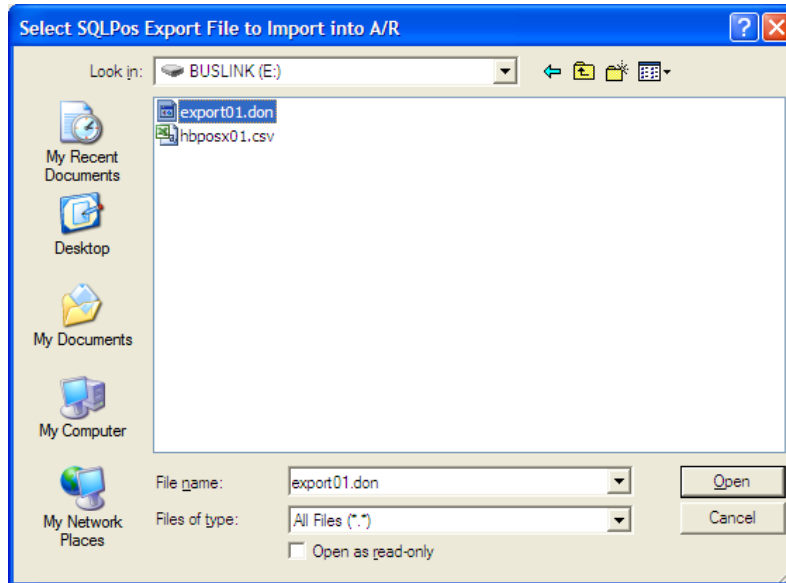
- Continue and process the A/R transactions as normal.
- If the sales transactions were manually imported, you must also manually import the completed sales inventory transactions as well. This is a separate selection on the SQLPos Control Panel, and it functions *exactly* the same as the sales transaction import. The only difference is that the inventory transactions are in an export file named **hbposxXX.csv** where XX is the SQLPos workstation number that exported the file (example: hbposx01.csv from SQLPos workstation 01).



Re-Importing SQLPos Transactions

Re-importing the same data file is quite easy, should it become necessary to do so.

1. Re-start the SQLPos Control Panel and choose to manually import sales transactions again. The “select export file” dialogue box appears.
2. Navigate to the same portable media device you used earlier. In this example, the user has a memory stick as drive E:.
3. In the bottom “Files of type:” box, change the setting to view ALL files.



4. After a file has been imported, the file’s name is changed from a CSV file type to a “DON” file type. Because ALL files are displayed, the DON version of the file now appears. Select it and click OPEN.
5. Continue the import as you would normally.

CAUTION: It is quite easy to import the same data file more than once, thereby effectively doubling the transactions in the A/R workspace. Before re-importing a file, it’s a good idea to close the A/R module and return to the Club Office menu first. Then restart A/R and let the screen refresh with ALL the sales transactions that are currently in the workspace. By reviewing these first, you may prevent doubling-up the transactions.

6. Re-importing the inventory transactions functions *exactly* the same, using the same file naming convention for the **hbposxXX.csv** file. Example: after initially importing the hbposx01.csv file, its name is changed to hbposx01.don.

CAUTION: It is also quite easy to import inventory transactions more than once, too, which obviously will impact the inventory quantities on hand, cost of goods, etc. By reviewing the inventory movement report in the inventory module, you can determine whether re-importing the inventory transactions is necessary.

APPENDIX 20 – CUSTOMIZING RECEIPTS

A SQLPos receipt has three main sections: the header, detail and the footer. In addition, if an inventory item or tender button is defined to print an additional message or coupon at the end of the receipt, the extra text is printed after the footer.

The default receipt format is configured at the SQLPos workstation's configuration screen. The RFORMAT setting is for normal receipts; the HFORMAT setting is for hold sale receipts.

The present version of the software allows customizing the heading only slightly. The heading prints most of the company name, address and phone number information, also found on the SQLPos configuration screen.

No customization of the detail section is currently available.

The footer is completely customizable by designing your own FOOTx.TXT data file where x represents the receipt format number. For example, if you use receipt format 2, the receipt format can print the contents of the FOOT2.TXT file in lieu of the default footer. You may use Windows Notepad to create the FOOTx.TXT file, but remember that a receipt printer typically can print only about 40 characters across the receipt paper. Designing a footer that is wider than 40 characters may produce unpredictable results. The FOOTx.TXT file can contain virtually any characters, numbers and/or punctuation characters and be as long (numbers of lines to print) as you wish it to be.

To create a footer for a "hold sale" receipt, add an 'h' such as foot1h.txt, foot5h.txt, etc.

Each workstation can have its own FOOTx.TXT files, providing many customization options.

Embedding Key Words in FOOTx.TXT files

Embedding a key word into the footer causes the footer to display POS information in place of the key word itself. The feature is active only in footers for final receipts and not hold receipts. Key words must be encased between <> characters. Footer lines are centered on the receipt.

<CREDITBOOKBAL> causes the current value of the account's creditbook value to be printed if creditbook was used as a tender in the sale.

<PRIZEMONEYBAL> causes the current value of the account's prizemoney value to be printed if prizemoney was used as a tender in the sale.

The key word can be anywhere on a line in the footer text file and can be preceded or followed by your own text. For example:

Credit remaining: <CREDITBOOKBAL> would display the following:
Credit remaining: 123.45

If you wish the value to show a dollar sign, be sure to include the dollar sign in the footer such as this:

Credit remaining: \$<CREDITBOOKBAL> would display the following:
Credit remaining: \$123.45

Note that if *both* of the above key words are used in the footer, *both* are displayed even though only one of these tenders may have been used in the sale.

<CALCTIP@xx> is only applicable for hold sale formats and calculates a tip based on the subtotal of the ticket. For example, **<CALCTIP@18>** on a line by itself will calculate an 18% tip and if the subtotal was \$55, it would print:

An 18% tip would be: \$9.90

<**TICKETNUMBER**> is only applicable when printing the footer on the final ticket and does not print on “hold” tickets. This key word prints the ticket number centered on the paper and surrounded by asterisks, such as *83772*.

<**BARCODETICKETNUMBER**> is also only applicable when printing the footer on the final ticket and does not print on “hold” tickets. This key word prints a standard, code 39 barcode which can be scanned by most barcode scanners. The barcode is left-justified on the paper but it may be moved horizontally by adding spaces ahead of the key word in the footx.txt file. The feature requires that the barcode font (code39.ttf) be installed on the workstation; this font is provided with the normal SQLPos installation or with the SetupWorkstation module. **NOTE:** some printers are not well suited for printing barcodes, which can actually become so long that they exceed the width of the paper. Use this feature at your own risk.

The list of available key words will be expanded from time to time.

Printing Logos/Graphics/Coupons on Receipts

Some printers (such as the Star TSP line) provide ways to store logos, coupons and other graphics inside the printer’s memory and print them in various locations in the receipt. Triggering the printing is often accomplished by the use of a control character such as a # or &, and a good way to print these conditionally is to design a small text file that contains the control character and link the item to that text file. Then SQLPos will print the special text file at the end of the receipt which in turn triggers the printer to print the coupon or other special graphic.

Another way could be to put the control character in the FOOTx.TXT file to trigger printing a special coupon/graphic at the end of every transaction.

Information on the configuration of custom and conditional coupon/graphics is usually provided by the printer manufacturer, often with special utility software. Using these options usually requires a little creativity and some trial-and-error, but it can be well worth the effort.

Text/Semantics Changes

To force receipts to show the word “Gratuity” in place of “Service charge” in the subtotal section of either a hold or final receipt, create a file named **swapgratuity.ini** (with Windows Notepad or other program) and place it in the CDCONODE folder. The content and size of such file is irrelevant as the mere existence of it will trigger the action on-the-fly when a receipt is printed.

APPENDIX 21 – DAILY PROCEDURES

The success of your POS operation depends on the adherence to various operational procedures. Obviously these must match the specific needs of your facility, personnel and customers, and a good place to start is to understand the design of the POS software and how its designers intended it to be used. These basic items are listed in the logical order they should be performed, and you should add your specific nuances to the steps as you develop them.

At the Beginning the Day

1. The main server computer must be started first and given time to stabilize. Typically this takes anywhere from two to five minutes. Some servers are never powered off, which is usually the best suggested practice.
2. Once the server is stabilized (normal running operation after all the server's startup procedures and drivers are loaded and running), one or more of the workstations can be started. They should also be given time to load their drivers and stabilize (probably 1 to 3 minutes) before starting either SQLPos or Club Office. While the workstation is starting up, it's a good time to power on printers, monitors, or any other peripherals that are connected to the computer.
3. When the workstation is stabilized the SQLPos software can be started.

At the End of the Day

1. Make certain that the workstation is online and that the HeartBeat agent's signal is normal (blue). The signal is a small icon immediately above the manager button on the SQLPos screen. If it is not online yet it's supposed to be, you should remedy the situation before continuing. If the workstation is designed to be permanently offline, you may bypass this step.
2. Make a workstation backup. The SQLPos manager panel includes an option to make a quick and easy backup onto the local hard disk. A better alternative is to make a copy of the entire CDCONODE folder on the C:\ drive to a removable memory stick or CD-R media. In any event, making a backup is very important and should be performed before you do anything else.
3. Open the manager panel and select the reports option. Print the appropriate reports that you need. One option prints all the reports. Because this can be a lengthy report, you might check the paper supply in the receipt printer prior to starting the report.
4. Balance the cash drawer or at least count the cash (if you use cash in your facility). If you keep a copy of the daily sales tickets, you should collate them as well and bind them with the workstation reports.
5. Select the closeouts button on the manager panel, check the appropriate boxes, and finish the closeout. This is a very important step for it calculates and stores some historical totals and initiates a command to the HeartBeat agent to send all the day's completed transactions to the main Club Office system. (Note: while it's true that sales transactions are generally sent to Club Office as they are finished during the day, the closeout double-checks to make sure they all are transferred not only to the A/R system but to the inventory system and the central transaction store. The closeout is the only function that performs this critically important action.)
6. After the closeout, the SQLPos screen may be closed, but HeartBeat should be left running for it may take the computer upwards of 5 minutes to transfer all the transactions to Club Office. Most of the time, the data transfer requires only a few seconds, but occasionally, network traffic or other factors outside the software's control may affect the transfer speed. If you shut down Windows and/or power off the computer during the transfer, unpredictable problems can and will likely occur. (Note: HeartBeat is normally running minimized on the Windows taskbar, but the closeout will cause HeartBeat to pop up into view on the desktop while it transfers the data. HeartBeat will display the transfer status as it does its work. When the transfer is complete, it will minimize itself again back down onto the taskbar.)

Updating SQLPos Software

1. SQLPos software updates are normally provided at the SQLPos software updates page on Club Data's technical support web site (www.clubdata.com/techsupport). The updates typically are Windows installer modules and often require your serial number to perform the update. If you are unsure what your serial number is, please contact your technical support representative.

2. The version of the update that you install is important, and the version is always displayed on the web site's downloads page. The version is by issue date in the format YY.MM.DD and often includes an alpha character at the end. Example: 05.09.22c stands for version "c" which was made on September 22, 2005. Because "c" is further into the alphabet than "a" or "b," a "c" version would be newer than an "a" or "b" version. *In short, the most current version of the software by version date is what you want to install.*
 - At the SQLPos screen, clicking on the HeartBeat signal (just above the manager button) will display the version of SQLPos software on that workstation.
 - The version number is displayed in the title bar at the top of HeartBeat's screen; click on HeartBeat (on the taskbar) to display it on your desktop. The SQLPos report module also displays the version number on its title bar.
 - NEVER INSTALL AN OLDER VERSION UNLESS DIRECTED TO DO SO BY YOUR TECHNICAL SUPPORT REPRESENTATIVE. Example: you would not install version 10.04.17b if your current SQLPos version displayed 13.07.31a because as the calendar goes, April 17, 2010 is BEFORE July 31, 2013.
3. Because Windows will not allow replacing a program or data file that is currently "open" on the computer, BEFORE you download the appropriate update(s) to your workstation from the web site:
 - You **MUST** close the SQLPos module.
 - You **MUST** close the HeartBeat agent.
 - The exception to closing both SQLPos and HeartBeat is if you are using the SQLPos Control Panel function to "update workstations with new software." This automatically closes the appropriate modules for you, and restarts them afterward, too.
4. After the file has been downloaded, open the downloaded file to begin the installation. Follow the directions on the screen. The default installation location for SQLPos is the C:\CDCONODE folder on the workstation, and this will be displayed as the default for the installer as well.
5. When the installation is complete, it's a good idea to restart the workstation to give Windows a fresh start. Afterward, SQLPos can be started normally again.

Updating SQLPos Add-On to Club Office

1. Because SQLPos is so tightly integrated into Club Office, updates for the SQLPos components that are embedded in Club Office are periodically made available, too.
2. Check the version number provided on the support web site against the version of the SQLPos modules inside Club Office's A/R system to determine if an update is necessary. The software versions work the same way as for a SQLPos workstation (see above).
3. Like SQLPos, before you can update your Club Office software, Club Office cannot currently be in use when you install the update. In other words, make sure no other users are using Club Office when you install the update. You can install the update either on the server or from a workstation that has a drive mapped to the Club Office system.
4. Download the **UP-ADD-SQLPOS** module from the web site. Once downloaded, open the file to begin the installation. You will need your SQLPos serial number.
5. The destination location will be different than SQLPos, and will likely be P:\CDCO if your network setup follows Club Data's prescribed drive mapping scheme. The installer provides a "browse" button that you can use to locate your Club Office system on your network.
6. When the installation is complete, it's usually not necessary to restart the computer that hosts Club Office.

APPENDIX 22 – GIFT CARDS AND GIFT CERTIFICATES

While gift cards and gift certificates are closely related operations, it's important to understand how SQLPos treats them, for the system handles them quite differently.

Gift Card Characteristics

- While the usual form of a gift card is typically thought of as a credit card-sized piece of plastic, it doesn't have to be that formal. It can also be a simple, business card-sized paper card, or any type of printed material you imagine. One thing is necessary, however: each card must be uniquely numbered between 1-999999999 (9 digits). SQLPos does not support alphanumeric card numbers.
- SQLPos supports manual gift card number keying, bar coded gift cards (with a bar code scanner) or magnetic striped cards. The card number entry keypad allows only numbers; prefix and suffix characters are ignored. Typically, magnetic stripes are coded with either a % or ; character and end with a ? but SQLPos strips these characters out. Only track 1 of a magnetic stripe is used. Hyphenated numbers (1234-5678), numbers with embedded spaces (1234 5678) or numbers with embedded commas (123,456,789) should not be used.
- Button function 74 is used to both create a card in the SQLPos card registry and add monetary value to it. If a card number already exists, the option to add value is displayed automatically.
- Button function 75 provides card value lookup capability; values are displayed as credit balances. Gift cards can carry only credit balances.
- When using the gift card tender type, SQLPos defaults to using all or as much of the card's value as is necessary to satisfy the sale. The user may override the default value so as to leave value on the card instead of using it up completely.
- The gift card tender type should be set to a G/L liability holding account. Gift cards that are either issued or used as tenders utilize this account.

Gift Certificate Characteristics

- Gift certificates are generally considered to be handwritten on pieces of paper, with or without serial numbers. SQLPos does not track handwritten gift certificates by number although it maintains the net of both purchases and redemptions of them via the Club Office general ledger.
- SQLPos does not incorporate an "issue" function for a gift certificate. The sale of a gift certificate is accomplished by selling an inventory item called "gift certificate" (or other similar description). The inventory item's G/L sales account should be assigned to a G/L liability holding account, and the retail price of the item should be set at -\$1.00. The value of the certificate is extended by use of the quantity function (example: qty 50 x -\$1.00 = -\$50.00). Therefore, the G/L liability holding account maintains the value of all outstanding gift certificates. The cost of the gift certificate item number should be left at zero.
- By using the inventory item concept, multiple sets of gift certificates can be issued for different activities and the net balance of each activity's certificates can be maintained. An example might be if the facility hosts multiple outside events during a season and needs to track each separately.
- The gift certificate tender type should also be assigned to the G/L liability holding account so that as a certificate is used, the liability is relieved according to the value redeemed.

APPENDIX 23 – E-Z DRAWER BALANCING SCREEN

A handy panel is available for balancing the cash drawer. It virtually eliminates addition errors by allowing users to simply count the number of denominations of bills and silver, leaving the module to evaluate the dollars and cents. The module also includes fields for entering checks, credit card transactions or other tender types either as summary entries or individually, letting the module perform the addition automatically. A printed summary report is available as well.

The E-Z Drawer panel is available at the closeout panel as a button option and it is also available as button function 88. As a function button, it becomes a handy function for servers to balance their individual tickets.

The screenshot shows the 'E-Z Drawer Balance' interface. On the left, there are green buttons for currency denominations: \$100 bills, \$50 bills (2, 100.00), \$20 bills (13, 260.00), \$10 bills (19, 190.00), \$5 bills (26, 130.00), \$1 bills (53, 53.00), Half-dollars, Quarters (26, 6.50), Dimes (33, 3.30), Nickels (29, 1.45), and Pennies (47, .47). In the center, there are blue buttons for tender types: Cash (744.72), Checks (325.00), Visa (226.88), MasterCard (314.35), Discover, American Express, and Carte Blanche. On the right, there are blue buttons for other tender types: Diner's Club (645.80), Member Charge, Gift Certificates, Prizemoney, Credit Book, Our Gift Card, and Coupon. At the bottom, there is a summary section with fields for Total sales (tickets): 1975.75, Paid IN Total: .00, Paid OUT Total: 17.35, Drawer Total: 2274.10, (less Drawer Bank): 300.00, Drop total: 1974.10, and Over/Short (-): -1.65. There are also buttons for Print Report, Reset, and Exit.

Denomination	Count	Amount	Tender Type	Amount
\$100 bills			Cash	744.72
\$50 bills	2	100.00	Checks	325.00
\$20 bills	13	260.00	Visa	226.88
\$10 bills	19	190.00	MasterCard	314.35
\$5 bills	26	130.00	Discover	
\$1 bills	53	53.00	American Express	
Half-dollars			Carte Blanche	
Quarters	26	6.50	Diner's Club	645.80
Dimes	33	3.30	Member Charge	
Nickels	29	1.45	Gift Certificates	
Pennies	47	.47	Prizemoney	
			Credit Book	
			Our Gift Card	
			Coupon	

Total sales (tickets):	1975.75
Paid IN Total:	.00
Paid OUT Total:	17.35
Drawer Total:	2274.10
(less Drawer Bank):	300.00
Drop total:	1974.10
Over/Short (-):	-1.65

The green currency/change denomination buttons are selected and the number of those items entered into a keypad screen. In the example above, there were two \$50 bills, thirteen \$20 bills, nineteen \$10 bills, etc. The total cash is displayed opposite the CASH button. Similarly, the total of the checks has been entered; select the CHECKS button to enter them either individually or as a total. Likewise, entries for the other tender types, money paid in (added) to the drawer, paid out, and the drawer bank are available.

The system calculates the total amount of money/transactions in the drawer and provides a field to enter the amount to leave in the cash drawer, after which the “net” or “drop total” is displayed and over/short amounts are calculated.

The Print Report button will print all the entered information to the local receipt printer; the report can be printed and reprinted as many times as the user desires until the screen is closed via the Exit button.

APPENDIX 24 – ADD-ON HARDWARE DEVICES

Keyboard/Numerical Keypad

- A standard or mini-sized keyboard, plugged into the computer's keyboard port (or USB port for USB keyboards) is needed to make changes to a workstation's configuration or button settings. Once the workstation is in sales mode, the keyboard is displayed on the screen when necessary. Likewise, a separate 10-key pad could be used as well.

Magnetic Card Swipers

- SQLPos supports any two-track magnetic card swiper that emulates keyboard input. Keyboard wedge devices typically can be plugged into the computer's keyboard port either directly or via multiple or daisy chain connection in series with the keyboard itself; most USB card swipers also emulate keyboard entry, too.

Bar Code Scanners

- SQLPos supports most any laser, CCD or light pen scanner as long as it emulates keyboard input. SQLPos uses the **code 39** barcode on its price labels, so be sure that your scanner can support code 39 and UPC symbols, if you choose to use them as well.
- Metrologic is a good choice. They make laser scanners that are compact, sturdy and configurable yet are fairly inexpensive.

Cash Drawers

- The cash drawer you use should be compatible with the type of printer you'll use because the drawer normally plugs into the back of the printer. This is certainly the case for Star printers. When to open the cash drawer is usually one of the Windows driver settings for the printer and should be set to deliver the drawer kick pulse at the start of printing or "document top." SQLPos does not support cash drawers that are plugged directly into serial, parallel or USB ports.
- SQLPos currently does not support multiple cash drawers on a single workstation.

Touch Monitors/Touch Screens

- Most any Windows-compatible touch monitor will work with SQLPos. Usually, these devices simulate a mouse pointer and mouse "click" when you touch the screen and require the installation of a Windows touch screen driver. Be sure to select a monitor whose driver is compatible with your version of Windows and one that has a sturdy base. Users often touch the screen rather vigorously when they're in a hurry – a wobbly or weak base can make a touch monitor difficult to use.
- Be sure the monitor you select can support a minimum of 1024 x 768 resolution.

Remote Receipt Printers

- Remote receipt printers must be of the supported type (see page 11). The remote can either be a shared printer on a server or other computer, or it can be a printer connected directly to the network via TCP/IP address and a network print server device. The scope of configuring these items is outside the range of this document, but Windows provides ample information on how to share a printer and the manufacturers of network print server devices include installation and configuration documentation with their products.
- An excellent and inexpensive (about \$50) network print server adapter is manufactured by the Hawking Company. It's available for either parallel or USB printers and can turn a normal USB or parallel printer into a printer with a TCP/IP network address.

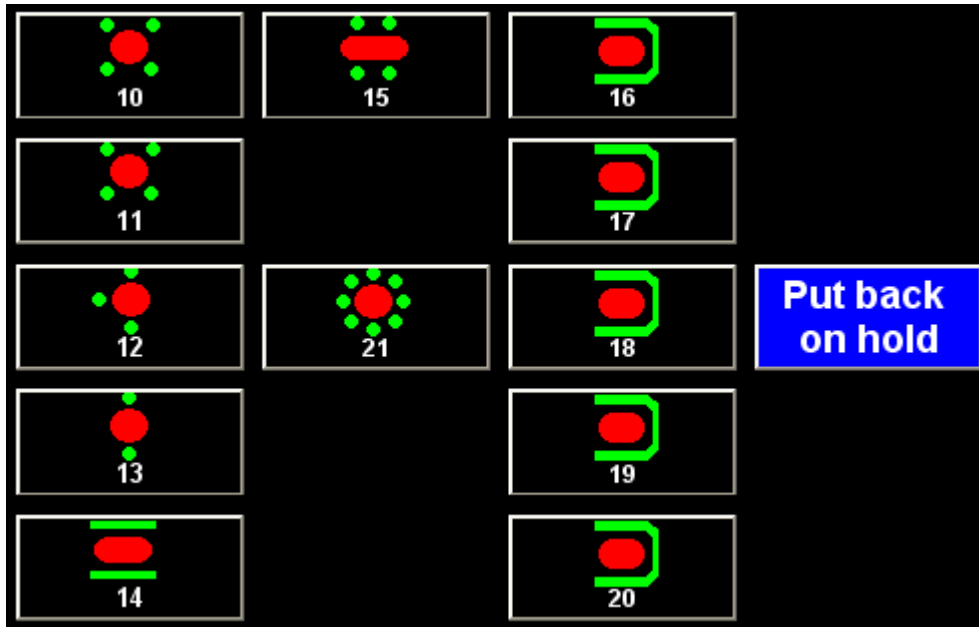
Removable "Memory Stick" Media

- An USB-type memory stick/"thumb drive" is an inexpensive and efficient choice for making regular backups. Consider purchasing a 4GB (or larger) stick for each workstation, and label them appropriately so you don't mix them up.
- Using the memory stick as a portable drive to actually "run" SQLPos is not advised.

APPENDIX 25 – IMPLEMENTING GRAPHICAL TABLE SEATING IN SQLPos

Lay out the screen

SQLPos can simulate graphical table seating by the use of button **function 37**, the “**table select**” button. Simply define a panel of buttons as function 37 buttons, and type the table number (numerical only) into the text field. You can simulate a dining room, grill or bar layout by defining only certain buttons on the screen and hiding the unused buttons. In the example below, pictures have also been added to buttons to show whether the table is a booth, a table for 2, 4 or more. (Many table graphics are included in the graphics folder on your SQLPos system.)



A closely-related function button is **function 60**, the “**table recall hold function.**” Defined in the same way as function 37 buttons, this allows recalling a hold sale for a table simply by touching the respective table number button. You can also use it to select a table prior to opening a new ticket number, and SQLPos will use the chosen table number when the ticket is opened. Of course, if a sale is recalled when the respective button is touched, either that table isn’t open yet or the sale hasn’t been finalized and the table can’t be used.

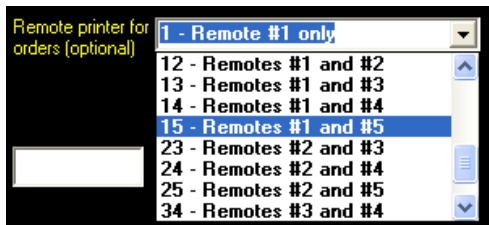
Suggestion: If you implement function 60 on a panel like the one above, you should also include a function 17 button on the same panel to “put the sale back on hold.” Function 17 doesn’t print anything and merely stores the data back in the central hold database after recalling it to the screen.

Table Viewer Mode

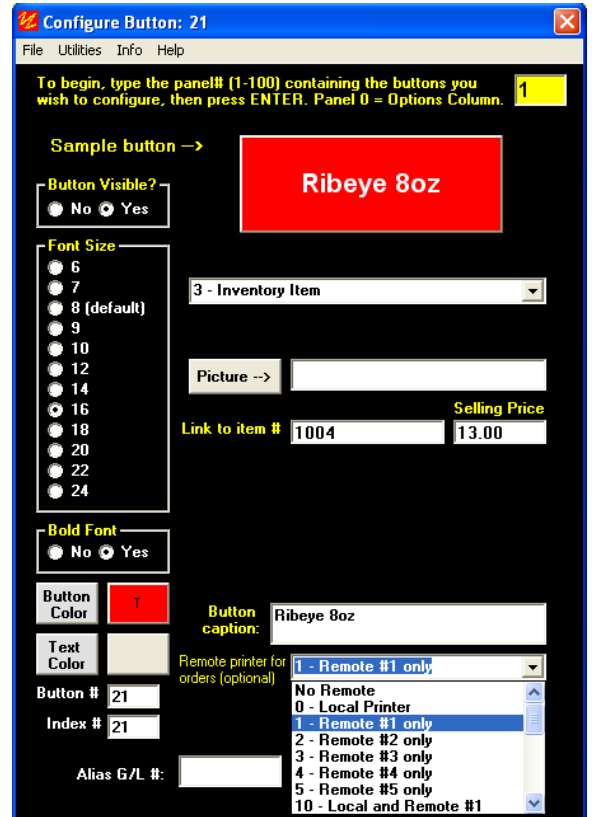
This configuration option (when the mode is set to 1) works hand-in-hand with Function 60-type buttons and turns them into active displays that show which tables have current open sales. When a “hold sale” exists for table 14, for example, the function60 button that is assigned to table 14 will turn magenta. Tables that do not have active sales remain black. The display is updated every ten seconds. Note that when a server recalls a hold sale to the workstation to edit it, the hold sale no longer exists in the central hold store and for a few seconds, that table button may turn black. But when the sale is placed back on hold, the button will return to the active magenta color.

APPENDIX 26 – PRINTING TO REMOTE PRINTERS/PREP AREAS

SQLPos links the BUTTON to the remote printer so that if the button is an inventory item such as the 8oz ribeye steak below; it does not link the inventory item to the remote printer. When the “Hold Sale Send Order” function is chosen, SQLPos prints the TEXT of the chosen button to the remote printer assigned to that button. Many other POS systems link the item itself to a specific printer, which while efficient, limits the user in flexibility when the same item may be prepared in two different locations. In addition, each workstation can have a different set of 5 remote printers – it all depends on which printers are installed on the workstation itself. However, this amount of flexibility can be a double-edged sword and make things difficult if you aren’t a bit careful.



A single item can be configured to print to one or two remote printers simultaneously by choosing the appropriate option in the button editor.



Important: SQLPos’s configuration screen provides a remote printer type option and the option applies to ALL remote printers. For best results, standardize on the remote printer brands used so that printing and paper/ribbon supplies are consistent from printer to printer.

Local printer type	0
Remote printer type	0

Regflag 14 Remote printer type. 0=Star600 series, 1=Epson TMU-200 series, 2=Star SP200/300/500 series, 3=Epson TM88III series, 4=Star SP700 series

Highly Suggested: As you decide where your remote printers will be located, it’s a good idea to be consistent as much as possible. This will make it easier for your servers as well as yourself. If you decide that remote #1 is the main kitchen order printer, remote #2 is the salad/dessert bar, and remote #3 is the bar, be sure to set up the workstation’s configuration so that those remotes are indeed defined that way. As you install the printer drivers on each computer, using the numeric printer naming convention outlined earlier in this manual will be very helpful in this regard. For example, instead of naming the printers Kitchen-Hot, Kitchen-Cold, Bar1, Bar2, name them 1-Kitchen-Hot, 2-Kitchen-Cold, 3-Bar1, 4-Bar2. Using a numerical printer naming convention will cause the printers to remain in their ordinal position in the Windows printer list whenever the computer is restarted/rebooted. If you use only words to define the printers, Windows generally reorganizes the printer list into alphabetical order and you may find that what was originally the third printer on the list has become the first printer and if a button is defined to print an item to remote #3, you may find it will suddenly print to remote #1 instead because Windows has reorganized the printer list! Using the numerical naming convention eliminates this problem.

You will find that being consistent in this way will be a considerably helpful practice for it will not only eliminate confusion among your servers, it will make your work a LOT easier when you later decide to change your menu and related buttons. You’ll be able to change them on only one register and “clone” the buttons to all the other registers, saving you a lot of time over changing each workstation’s screen individually and resetting the buttons to each register’s remote printers one at a time.

APPENDIX 27 – IMPLEMENTING TIP POOLING IN CLUB OFFICE/SQLPOS

For weddings and other large-party functions, it's usually not practical that each server gets credit for his/her sales and related gratuities; the usual goal is to pool all the gratuities and divide them up among all the employees who worked the function, including kitchen, bus and other staff.

Because SQLPos' design links each item in a sale to the employee who rang it up, the best workaround is that **all** employees share the **same** employee number for the party in question. Here's how:

1. Create one or more employee accounts in the Club Office Employee Manager specifically for the purpose of handling tip pooling for large functions. You might name this employee "Server Team" or "Party Team" or some other name that is meaningful and easy to remember. You should also use an employee ID number that's easy to remember, too.
2. Prior to the start of the function, the floor manager/host/hostess should review the specifics of the party with all the servers and ensure that they all use the same "Server Team" employee ID number in place of their own. It will also be helpful to temporarily change the configuration option for "Recall Hold Sale" on all the workstations to "recall by table number" instead of employee ID. Because your servers may be assigned a group of tables yet because all transactions will be linked to the same employee ID, making a search by employee ID will be quite confusing.
3. Also prior to the start of the function, consider performing a "closeout" on each workstation to clear them of their working totals and send all sales data to Club Office. This will give you a zero starting place prior to the party. Then, should any employees forget to use the Team number and use their own instead, their individual sales and related gratuities linked to their personal employee ID number should be added to the pooled tips.
4. At the end of the day, the sum total of all the workstation's server closeout reports for the "Server Team" ID number will be the total of all tips for the party. Be sure to perform a closeout on each workstation. You can get the same information (and more!) from the Club Office Daily Report menu when you're in the Club Office Accounts Receivable system, as well as from the service charge worksheet report inside the Payroll module.

The Club Office payroll module includes reports that can be helpful in determining tip allocation for your employees. One such report is the "tip pooling report."

APPENDIX 28 – UNIVERSAL VS. INDIVIDUAL REGISTER SCREEN DESIGNS

Remember that a SQLPos workstation includes one vertical panel of ten user-definable “option” buttons and 100 panels of 50 buttons each, for a total of 5010 buttons. If you have 10 workstations on your network, this equates to 50,100 user-definable button possibilities. It can also equate to a configuration nightmare if you intend for each of those ten workstations to have its own individual unique look, feel and set of buttons.

Suggestion: don’t do it.

For example, if you have a restaurant, bar, grill and pool snack bar at your facility, it’s prudent to gather separate lists of all the items that are sold at each location. Then plan your screen layouts so that all sales areas can be accommodated with a universal design on a single workstation’s set of 5010 buttons. This will enable you to use the SQLPos Control Panel to “clone” the main workstation to all the others, saving you an incredible amount of work.

And even though all the workstations have the same design, you can specify in a workstation’s configuration which panel you want to be the “home” panel – the panel that’s displayed when the workstation starts up. This way, the dining room units start out with the proper set of choices for the dining room; the bar’s “home” panel is appropriate for the bar, etc. even though all workstations have all the same buttons.

For example, your design might use something similar to the following:

Sales Area	Starting Panel	Panels to Use
Dining room	1	1-37
Bar	40	40-65
Grill	70	70-87
Pool snack bar	90	90-95
All tenders	-	97 (Same panel for all areas)
All lookups/misc functions	-	98 (Same panel for all areas)

You might want to save a panel just for tenders so that every workstation’s tender screen looks the same. The familiarity of a common design makes it easier for employees to work in different sales areas. You could also create a single panel for various lookups and other miscellaneous functions you’ll need, such as reprinting a closed ticket, printing a gift receipt, etc.

In each workstation’s configuration, you’d set the starting “home” panel appropriately for the sale area involved, and of course, set other configuration options that are specific to that workstation such as printers, receipt types, etc. This must be done at the respective workstation itself after “cloning” the master design to all the workstations.

Don’t forget that there’s a special panel, panel 101, that can have a security setting attached to it so that only managers can access it. Typically such a panel might have special maintenance or override functions designed into its buttons.

Lastly, after changing a workstation’s configuration, be sure to give HeartBeat a few seconds to automatically send the new configuration information to the central Club Office database for safe-keeping.

APPENDIX 29 – CREDIT CARD PROCESSING WITH SQLPos

SQLPos includes three embedded Internet-based card processing networks: Merchant Partners, Moneris Solutions and Mercury Payment Systems. Moneris and Merchant Partners share the same SQLPos configuration settings as Moneris uses the Merchant Partners card processing gateway. Credit card processing software is integrated into SQLPos via custom DLLs (dynamic link libraries) named ATSSecurePost.DLL (Merchant Partners/Moneris) and DSIClientX.OCX and dsiEMVX.ocx (Mercury Payment Systems). These libraries provide certified 100% secure and PCI-compliant data transfer functions of your customers' credit card information to/from their web sites and transactions are typically validated in a matter of seconds. SQLPos is fully PABP/PCI-compliant and does not store full credit card numbers, track swipe data or CVV codes in any way. With Mercury EMV, it is certified to use the most modern credit card processing technology available today.

To use SQLPos' built-in credit card processing capability you need the following:

- **A merchant account.** We selected Merchant Partners, Moneris and Mercury Payment Systems as our card processors because their systems are secure and quick and they stand behind their services. What's more, they can work with any bank, even if your bank doesn't currently offer merchant credit card processing on its own. **Important:** When you establish your merchant account, be sure to have your merchant account representative set it up as an "auto batch closing" account so that card sales that are finished through SQLPos are finalized by the card processor automatically and without further action. SQLPos does not use nightly "batch" actions that are so common to external card swipe terminals.
- **An always-on, cable, DSL, satellite or other broadband connection to the Internet.** SQLPos does not include native functionality for dial-up credit card processing.
 - If you are in an area where your only option is dial-up but you have a dedicated phone line to use, you can use a "proxy server" to perform the Internet connection. An excellent yet inexpensive proxy server software product is WinProxy and it can serve as a local connection to the Internet for multiple computers either in an always-on or dial-up setting. WinProxy also includes automatic anti-virus and anti-spam capability and can help secure your own internal network from outside Internet hackers.

Using External Card-Swipe Terminals with SQLPos

If you currently use an external credit card swipe terminal that is plugged into a phone line, you may continue to use that with your current credit card provider in lieu of using SQLPos' embedded card processing, although SQLPos cannot interface to your terminal directly. You would use SQLPos credit card tenders only in a manual mode. This mode allows the optional manual entry of the credit card and sale authorization information provided by the external terminal for tracking purposes in both SQLPos and the Club Office accounting system.

SQLPos Global Tenders

Since credit cards are forms of "tender types," be sure to assign appropriate G/L accounts to the various types of cards you'll accept. System-wide tender type configuration is performed inside the main Club Office configuration module at the POS Configuration screen:

Once G/L accounts have been assigned to the tenders, the only other place that requires configuration is at the SQLPos configuration screen itself, where the merchant account information and other register-specific settings are kept.

The screenshot shows the 'ADMIN @ Configuration' window. The 'POS Configuration' section includes options for 'Access - Inquire Only', 'Access - Update/Edit', 'Access - Post to A/R', and 'Access level - unused'. It also has checkboxes for 'Validate using Employee ID', 'Validate using Operator ID', 'Validate using Access #', and 'No employee validation'. 'POS Type 1' and 'POS Type 2' are set to 'None'. There are 'Modify', 'OK/Save', and 'Done/Exit' buttons.

The 'SQLPos Global Tenders' section is a table with columns for tender type and G/L account number. The 'Update SQLPos' and 'SQLPos Init' buttons are visible.

Emp ID#	Last name	First name	POS Operator	Access #
4				
2	take out billing	number only	2	2
3	Billing number only	***	3	3
6	Hanson	Mike	309	309
8	Thomas	Todd	8	8
15	Williams	Noelle	147	147
18	Carlstrom	Cal	18	18
20	Doker	Myra	20	20
22	Fleming	Valerie	22	22
24	Richards	Gerry	24	24
25	Mortenson	Irving	25	25
27	Jempke	Brandon	27	27
38	Roberson	Arlet	38	38

Tender Type	G/L Account
Cash	1030 000
Check	1030 000
Visa	1030 000
MasterCard	1030 000
Discover	1991 000
American Express	.000
Carte Blanche	1991 000
Diner's Club	.000
Gift Certificate	.000
Prizes/Sweeps	.000
Credit Book	.000
Our Gift Card	.000
National Gift Card	.000
Coupon/Discount	.000
POS Workstations	10

SQLPos Credit Card Configuration

The SQLPos configuration screen fields that affect card processing are marked in red in the example to the right. Remember that SQLPos configuration settings are unique for each register and you must configure each register individually. With SQLPos, each register performs its own card processing, providing much greater flexibility and backup processing capability should one unit suddenly become disabled.

CCard Acct ID	<input type="text" value=""/>	G/L - Coupon	<input type="text" value="1055"/>
CCard Acct Sub ID	<input type="text" value=""/>	G/L - Srv Chgs	<input type="text" value="3440"/>
(unused)	<input type="text" value=""/>	Industry CC Code	<input type="text" value=""/>
CC Preauth Rate %	<input type="text" value=""/>	Default screen (1-100)	<input type="text" value="052"/>
Receipt format	<input type="text" value=""/>	Duplicate receipt?	<input type="text" value=""/>
Hold receipt format	<input type="text" value=""/>	Workspace mode	<input type="text" value="1"/>

CCard Acct ID and **Sub ID** are specific to whether you are using Merchant Partners, Moneris or Mercury Payment Systems. More information about these options can be found later in this document for each processor type. If using credit cards as a tender type only with an external swiper, type EXTERNAL into the AcctID box.

CC Preauth Rate %: This setting enables (or disables) the ability to preauthorize credit cards, add gratuities and later close those sales in restaurant operations. Type a 0 to disable the feature for retail sales environments, type 1 to enable preauthorizations, add-on gratuities and later settlement for restaurant/bar environments.

Industry CC Code: Type an R into this box for a RETAIL store environment where add-on gratuities are NOT used (such as a golf pro shop). Type an F into this box for restaurant setting whether gratuities will or will not be used, such as a grill, snackbar, on-course halfway house, bar or dining room.

Receipt format: We suggest using receipt format 1 to start; you can experiment with other formats (1-6) later. Type a 1 into this box.

Hold Receipt Format: While six formats are available, we suggest using hold receipt format 5 as it is the best match for not only general hold sales, but preauthorized credit cards in restaurant situations. Type a 5 into this box.

Duplicate receipt?: Because the credit card customer should always be provided with a receipt of his/her own, type 1 into this box for a user prompt to print “another receipt.” You can also type a 2-9 into the box to cause SQLPos to always print that number of additional receipts, although this generally wastes quite a bit of paper if you don’t always need more than one.

Merchant Partners/ Moneris Solutions Configuration

- The Account ID and Sub ID (when applicable) identify your business within the Merchant Partners and Moneris systems.
- Your Account ID will likely be 5-characters in length, and you may or may not be issued a Sub ID. Generally, over-the-counter retail operations will likely have only the Account ID while a facility that has both retail and restaurant sales may have both. In either case, once your system is configured with a valid Account ID, SQLPos’ credit card processing is automatically activated.
- **TEST MODE:** The sample AcctID and SubID configuration displayed above can be used to test your Merchant Partners/Moneris card processing without affecting your bank. However, be advised that using actual credit cards even in test mode can affect the available credit on file for the credit cards used and could, in some cases, even create a sale transaction. Instead of using an actual credit card, use the following **Visa** test card number and expiration date:

CCard Acct ID	<input type="text" value="TEST0"/>
CCard Acct Sub ID	<input type="text" value="VITAL"/>

5454-5454-5454-5454 Exp date: type the current month and year (ex: 1108)

Mercury Payment Systems Configuration

- Type the word MERCURY into both the Acct ID and Sub ID boxes to enable processing with Mercury Payment Systems. It may be typed in either UPPER or lower case.
- After typing MERCURY into the Sub ID space (UPPER/lower case is okay), press ENTER and a special MPS configuration screen will appear.
- Some of the settings are reserved for future use and you need only use two of the boxes: the URL and Merchant ID-1.

CCard Acct ID	<input type="text" value="mercury"/>
CCard Acct Sub ID	<input type="text" value="mercury"/>

- **URL:** This setting determines which Internet MPS processing server to use. Mercury provides a test server that can be used for testing/training and a live server for actual card processing. Type **TEST** to use the MPS test mode server and turn on test auditing; type **LIVE** to use the real server for actual card processing.

- **Merchant ID-1:** Your MPS representative will assign one or more Merchant IDs to your facility depending on a variety of factors. For example, if you are assigned an ID for retail and a different ID for the restaurant, it's important to configure the right registers with the proper IDs. Type the proper Merchant ID into the Merchant ID-1 box.
- **Wait Timeout, Password-1, Alternate URL:** Reserved for future use; leave them blank. (Alternate URL can be used by DialBridge - see DialBridge section later in this manual.)
- **(blank)/IPAD:** for IPAD/Mercury use only. See **Mercury IPAD** section later in this manual.
- Click SAVE to save the MPS configuration settings. The system creates an encrypted data file named **mpsflag.dat** in the CDCONODE folder. This file is specific to the register itself, meaning that each register has its own mpsflag.dat configuration file, even if they contain the same configuration settings. SQLPos loads this configuration file into memory when the credit card box appears on the register screen.
- **TEST MODE:** The sample configuration displayed above can be used to test your Mercury card processing without affecting your bank. However, be advised that using actual credit cards even in test mode can affect the available credit on file for the credit cards used and could, in some cases, even create a sale transaction. Instead of using an actual credit card, you can use the following test card numbers and expiration dates. You must also limit Mercury test sales to \$10.00 or less per transaction or you may receive an error.

Visa	4003-0001-2345-6781	Exp date: 1409 (use current year)
MasterCard	5499-9901-2345-6781	Exp date: 1409
Amex	3739-532443-61001	Exp date: 1411
Discover	6011-0009-9723-5373	Exp date: 1411

CAUTION: In test mode, be sure to use *both* the **TEST** URL and **595901** merchant ID instead of the live URL and your own merchant ID.

**** Extremely Important Credit Card Testing Information – ALL USERS ****

- Neither SQLPos nor Club Office make a distinction between test transactions and actual transactions and that whatever you sell in a “test” mode will appear to the rest of the system as ACTUAL SALES. Of course, all sales transactions flow through the Club Office A/R system and test transactions can be deleted once they appear in the A/R workspace. The resulting inventory transactions from test sales can be reconciled by using manual inventory adjustments inside the inventory module to reset the inventory counts that were affected by test sales.
- Be advised that even though a test merchant account may be used, if you use a REAL credit card to test a sale, it will likely affect the card’s available credit by tagging a potential value on it, or worse yet, an actual sale may go through on it. *Be careful!*
- **After testing is complete, remember to change the credit card configuration settings so they reflect your actual, real settings for your business. Failure to do this will likely result in lost deposits to your bank account.**

Handling “Add-On” Gratuities in Credit Card Sales

Many restaurants encourage server tipping, and if this is the case for your operation, you should also configure a few other SQLPos items to enable proper guest check presentation to the customer and enable add-on gratuities. In the example below, the user has set the “CC Preauth Rate %” at 1.8. This has the effect of “inflating” a sale’s face value by 180%. Please read on...

- **Preauth rate%:**

CC Preauth Rate % 1.8

- **Inflated sale percentage method:** Because the sequence of a typical restaurant credit card sale is that the customer adds the tip to a signature receipt *after* the card has already been swiped and authorized by the credit card network, some restaurants artificially inflate the face value of the transaction by a percentage factor that will allow adding a tip afterward and then settling the card at a lower value than was originally preauthorized. In the above example, a \$10 meal would be preauthorized for up to \$18 ($\$10 \times 1.8 = \18), allowing up to an \$8 tip to be added later. Adding anything that would bring the total to greater than \$18 would not be allowed by the credit card network. Be careful in setting the preauth rate so that it’s high enough to accommodate expected add-on tips but not so high that the inflated preauthorized total might violate a customer’s credit limit, which causes the card to be declined. Consider also that with the example setting above, a \$5,000 wedding reception would be preauthorized at \$9,000 which would cause the card to be declined if the customer’s card credit limit was \$7,500.
- **Inflated fixed amount method:** this is similar to the inflated sale percentage method although the value in the preauth rate% field should be typed between 10-99 to represent *actual* dollars instead of a percentage factor. Example: if the preauth% setting is 20, the system would add \$20 to the face value of the sale so that a \$47.95 sale would be preauthorized at \$67.95, and thus able to accommodate an add-on tip of up to \$20.

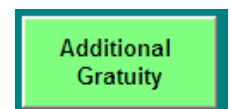
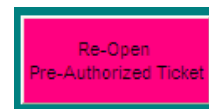
CAUTION: the practice of inflating the face value of a sale is generally discouraged and is forbidden by Visa; such practice can result in substantial fines assessed against the Visa merchant. Remember that a preauthorization actually puts a credit hold on the customer’s available card credit and that preauthorized sales should be closed/finalized within 24 hours of the original preauthorization action.

BEST PRACTICES:

- **Merchant Partners/Moneris for RESTAURANTS:** Type F into the Industry CC Code box on the SQLPos configuration screen and the number 1 into the preauth% box to enable adding tips. This method eliminates the inflated sale value problem while still allowing tips because of the “F” code setting.
- **Merchant Partners/Moneris for RETAIL:** Type R into the Industry CC Code box on the SQLPos configuration screen and zero into the preauth% box. This completely disables the preauthorization features built into SQLPos.
- **Mercury Payment Systems for RESTAURANTS:** MPS uses the Merchant ID setting to designate whether tips are allowed. However, other settings affect SQLPos displays, so be sure to type F into the Industry CC Code box and set the preauth% to 1 if you want to be able to process add-on tips. **Note:** Mercury tests are limited to a \$10.00 total or less.
- **Mercury Payment Systems for RETAIL:** Be sure to type R into the Industry CC Code box and set the preauth% to zero. This completely disables the preauthorization features built into SQLPos. **Note:** Mercury tests are limited to a \$10.00 total or less.

IF YOU USE ADD-ON GRATUITIES...

Be sure to create function buttons to “**Re-Open Pre-Authorized Ticket**” as well as “**Additional Gratuity**” on your SQLPos register screens that are configured for add-on gratuities. Without them, your servers will not be able to fully utilize the pre-authorization, add-tip, close ticket scenario that is so common to restaurant sales.



General Scenario for a Restaurant Sale Paid via Credit Card

- Customer requests check at the end of the meal.
- Server prints a “hold sale” guest check and presents it to the customer.
- Customer presents credit card for payment.
- Server returns to a workstation, recalls the hold sale, selects the appropriate credit card tender, preauthorizes the sale and prints the primary receipt and pair of signature receipts.
- Server returns to the table with the customer’s card and receipts.
- Customer adds a gratuity, re-totals the receipt manually and signs the server’s copy.
- Customer takes his copies of the receipts, leaves the server’s signed copy on the table and leaves the restaurant.
- Server picks up the signed copy of the receipt and returns to a sales workstation.
- Server recalls the proper preauthorized ticket.
- Server selects the “additional gratuity” button and adds the amount that the customer manually added to the signed copy of the receipt.
- Server selects the same credit card tender type (also shown on the receipt) and selects the CLOSE/FINISH button.
- SQLPos retransmits the new information to the card processor and displays the final authorization code.
- Server prints the final receipt, which finalizes the sale data, clears the screen and readies the workstation for the next sale.

For example, assume the customer has purchased a meal for two and the ticket total including tax was \$58.49. The server pre-authorized the sale and presented the original receipt and pair of signature receipts (customer’s copy, server’s copy). The customer has since written-in a \$12.00 tip, signed the server’s copy of the receipt and left the restaurant. After retrieving the signed receipt, the server recalls the preauthorized sale, adds a \$12.00 tip and re-tenders with the same credit card type that was used for the preauthorization. The credit card screen now shows the new \$70.49 total value in the box along with the preauthorization value. Selecting the Close/Finish button resends the new total to the card processor. Resulting transaction messages and final authorization codes are displayed in the white message boxes and the PRINT button is enabled. Selecting the PRINT button finishes the sale permanently, prints the final receipt(s) and readies the workstation for the next sale.

The screenshot shows the 'Credit Card' interface. At the top left, a green box displays '70.49'. Below it, a yellow box shows 'Preauth amount: \$58.49'. A numeric keypad is visible with buttons for digits 1-9, 0, Enter, a minus sign, a decimal point, and a 'Bksp' button. On the right side, there are dropdown menus for 'Swipe card/Enter number/Last 4 digits' and 'MasterCard'. Below these are buttons for 'Retail' (Send), 'Restaurant' (PreAuthorize, Close/Finish), 'Cancel Card', and 'Print'.

Difference between Mercury and Merchant Partners/Moneris Preauthorizations

Merchant Partners/Moneris: funds for preauthorized transactions that do not have a corresponding “close/finish” transaction will not appear on your bank statement and after a period of roughly 7 days, may be flushed out of the Merchant Partners/Moneris system completely and be unavailable to finish via SQLPos at all. Instead, they can usually be finished via the Online Merchant Center.

Mercury: MPS performs an actual approved sale as the preauthorization so that funds will appear on your bank statement even if the sale is never closed. Add-on gratuities cause SQLPos to send an ADJUST transaction to Mercury that adjusts the authorized total of the original approved sale. However, when the sale is closed is important: add-on gratuities may be denied if the sale isn’t closed within 24 hours after the original preauthorized transaction was made.

IMPORTANT: Regardless of the card processor you use, a preauthorized sale that is never “closed” or “finished” WILL NOT APPEAR in the Club Office accounting system because SQLPos considers it as a sale that’s still “on hold” and not yet finished.

Error Messages

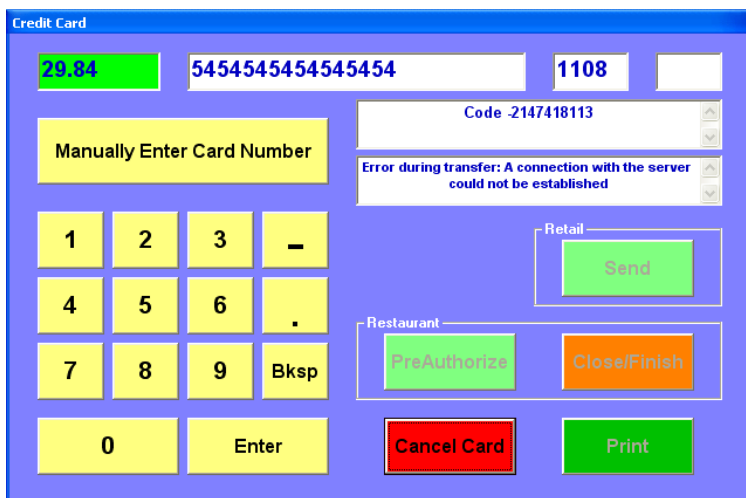
Credit card processing is one of the most complex technological activities that one may do in the normal course of business. A great many technical things must happen behind the scenes so that the simple swipe of a credit card can transfer money from one bank account to another through dozens of computer systems and across potentially many thousands of miles yet do so in only a matter of seconds. Because of the vast complexity of the entire inter-bank system, errors periodically occur. After all, the Internet is a vast system of interconnected computers and other electronic devices and much is dependent on just being able to keep the whole system “talking” between the various physical pieces of equipment.

IMPORTANT: Merchant Partners, Moneris Solutions and Mercury Payment Systems use similar yet different messages and codes to inform the user that a problem exists. Complete information is provided in the merchant account materials provided by the processor you choose.

Connectivity Errors

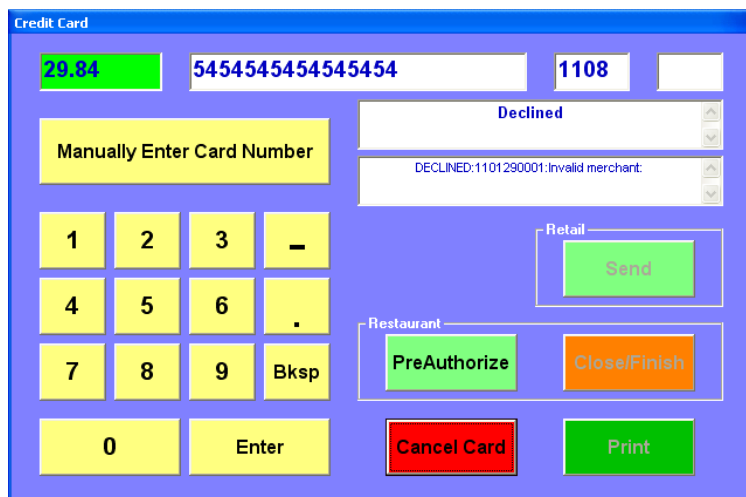
Most errors occur because of simple connection problems, either at the local computer, at the local network inside the facility, between the facility and the local ISP (Internet Service Provider), between the ISP and the Internet in general, between the ISP and the credit card provider or between the card provider and the card owner’s bank. Here’s one error message that could occur due to a simple connection problem:

In this Merchant Partners example, the computer was unable to properly connect to the Internet, possibly because the computer wasn’t plugged into the network or its Internet settings weren’t configured properly, the Internet connection was down, the user’s ISP was down, or the system just “timed-out” because it couldn’t connect to the credit card processing system in the allotted period of time. In any event, because the computer couldn’t connect to the Internet, it couldn’t process the card and an error code appeared. In this example, you’d choose CANCEL CARD and try again. If the problem persists, you’d be required to change your SQLPos configuration temporarily and use your telephone to call your credit card service center for manual authorizations until the connection problem is resolved.



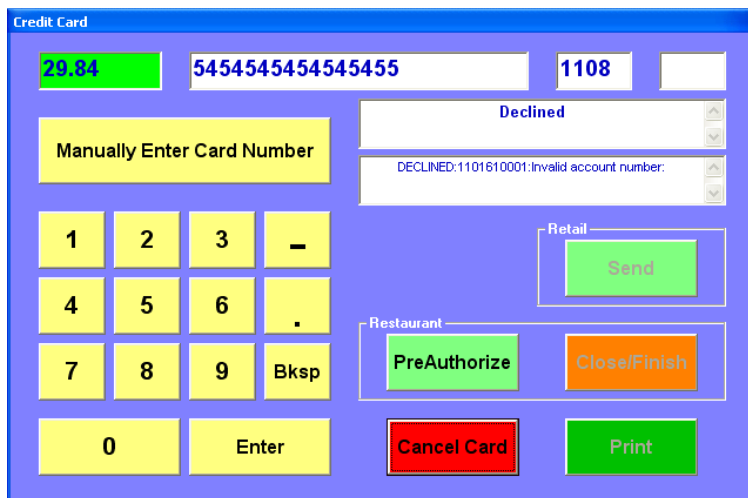
Merchant Inactive or Invalid Merchant error

A credit card transaction may be declined for a variety of reasons. You may encounter similar errors either the first time you use your system or if the CC Account ID (or Sub ID) has been misspelled in the SQLPos configuration screen. Simply verify the configuration settings, restart SQLPos and try again. However, if the transaction is declined at all, it likely means that your Internet connection is working and that you’re at least connecting to the card processor. If the problem continues yet you’re certain that your Account ID configuration is correct, you should contact your merchant account representative. (This is another Merchant Partners example.)



Declined Transactions – General

A transaction may be declined for many reasons and it's not always because the customer doesn't have enough credit available on his/her card. Sometimes a card could be declined because of a connection problem somewhere between you and the card owner's bank or the card reader had trouble reading the magnetic stripe. For example, Merchant Partners uses the first number of the code as an indicator that helps identify why the card transaction was declined (the remaining numbers are internal codes Merchant Partners uses). The helpful text message that follows the code number varies and is provided by the card processor at the time the card was declined.



Typical Merchant Partner response codes for declining a card include but are not limited to:

- 0** – The authorizing network declined the transaction. This is normally a card balance or credit limit problem.
- 1** – The gateway declined the transaction. This normally indicates a connection or data validation problem of some sort that's preventing the computer from connecting to the gateway that allows connecting to the card processor.
- 2** – Authorizing network returned an error, forcing a decline. This could mean the card number was invalid or some other problem occurred as the card processor's system was trying to analyze the data that was sent to it.
- 3** – Gateway returned an error, forcing a decline. This could mean that the Internet gateway to the card processor encountered a problem that prevented the complete transfer of information to the card processor.

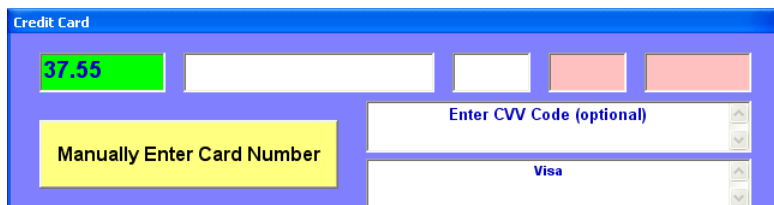
In all of the above scenarios, it's a worthwhile task to CANCEL the card, re-swipe the card try the transaction again. If the problem persists, it's likely a card balance or credit limit problem and you should eventually ask the customer to provide a different credit card. If any of the last three decline errors persist, it could be a temporary Internet system problem and you should try the card again in a minute or two.

Typical Mercury response codes are text messages such as Call ND, Call AE, Call Discover, Declined, etc. SQLPos will always display "AP" for cards that are "Approved."

Mercury – Using CVV and ZIP Code Checking in Manual Card Operations

A manually-keyed card transaction garners higher processing fees than a swiped "card present" transaction. These higher fees are based on a risk factor that without the actual card in-hand, a credit card number may be either fraudulent or stolen. To help verify that the card number being keyed manually is true, credit card issuers imprint a 3 or 4 digit "CVV" code on the back-side of the card. Using the CVV code with manual card transactions can help lower your rate and save money. Secondly, the card issuer can also use the zip code attached to the card's billing address as an additional method of verification and, while not quite as exact as the CVV code, also helps lower your processing fees and saves money. Working closely with Mercury Payment Systems we have implemented both of these cost-saving features in SQLPos.

Upon selecting **Manually Enter Card Number**, the CVV and ZIP CODE boxes automatically appear on the screen, such as in the example to the right:



Important: Using CVV and ZIP Code are both optional and at the discretion of the SQLPos user. Users should be trained in their use and encouraged to use them to lower your expense in receiving payments made via credit card. The savings in fees are not insignificant and can easily be \$5-\$10 on a single transaction.

Note also that a wrong or mistyped CVV or ZIP code will most likely not cause a transaction to be declined, but if either is in error, the screen will change to display the CVV and ZIP codes in either green or red backgrounds depending on the result, such as in this example:

The CVV code was correct but the ZIP code was typed incorrectly, and though the card transaction was accepted with an approval, an explanation message is displayed to help the user decide what to do.

When a mismatch occurs, a **VOID CARD** button also appears and if selected, the previous transaction will be immediately reversed and the user can either re-enter the information correctly or request a different card from the customer and complete the sale. The sale may also be put back on hold if desired.

Note that leaving either the CVV or ZIP code boxes blank will result in skipping the checking of that respective piece of information; e.g. a blank box will not return as a “wrong” box highlighted in red.

Merchant Partners and Moneris – CVV and ZIP Code Checking

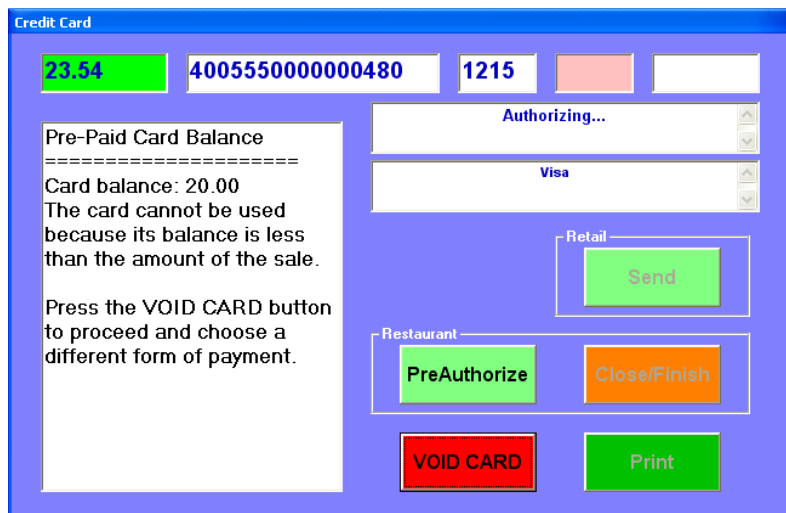
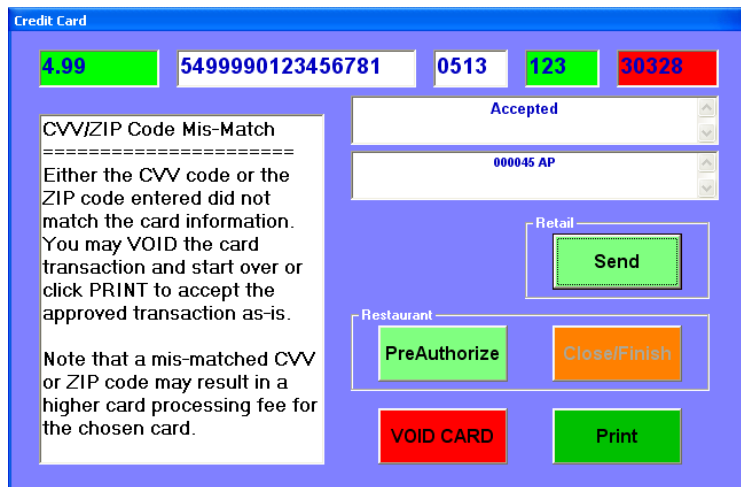
At the time of this writing, both Merchant Partners and Moneris require that the merchant enable these features at the merchant’s on-line Frisk control menu. As neither of these card providers provide software developers with a method to test these features, consult your merchant account support representative for complete information.

Mercury - Using Prepaid Visa or Prepaid MasterCard Credit Cards

Most credit card companies support and encourage the sale of “prepaid” cards which purchasers often give away as gifts. Such cards do not require name/owner registration and in practice, may generally be used like normal credit cards except that once the available credit on the card has reached zero, the card can no longer be used for purchases. Another distinction is that quite often, they may not be used in food/beverage situations where add-on gratuities are made and charged to the card after the guests have left the restaurant.

Important: Prepaid cards are visually distinct in that they do not have the name of the card holder embossed on the front of the card. SQLPos users should be trained to recognize these cards so that they are not inadvertently used in inappropriate situations that could leave the facility or server without full payment.

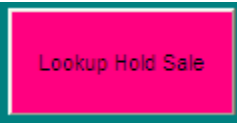
When an amount is charged to a prepaid card that exceeds its available balance, the screen will display the balance along with the procedural message, and the VOID CARD button appears. **The card must be voided to continue.** Voiding the card will ensure that none of the



prepaid card's balance is used and the SQLPos screen will revert to the way it was prior to trying the prepaid card, and a different form of payment can be requested from the customer.


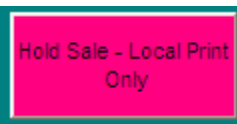
Reloading a Prepaid Visa or Prepaid MasterCard Credit Card's Balance

While SQLPos does not have the capability to "issue" a new prepaid card, it is possible to add money to the balance of an existing prepaid card through the use of a common "return sale" or any other SQLPos operation that results in a negative sale balance, after which the sale is tendered with the prepaid card itself. However, remember that such a sale takes money out of your pocket and puts it into the value of the prepaid card, and if your intent is simply to reload the prepaid card for the customer, you should make a separate sale to the customer in the amount to be reloaded onto the prepaid card so the net of the two transactions is zero. You might consider having a "Reload Prepaid Card" inventory item that is set to non-taxable status as the item that you "sell" in the first transaction and later "return" in the second transaction using the prepaid card.



Manual/Telephone Authorization Setup

Disabling SQLPos' embedded card processing is done by simply removing the CC Account ID and SubID settings on the SQLPos Configuration screen and restarting the software. Restaurants should also enable the "hold with tender" configuration option as well. In manual authorization mode, the Send, Pre-Auth and Close buttons are not available on the credit card screen; only the Cancel Card and PRINT buttons are visible. Restaurant users should include the following buttons on the register screen so that users can recall and print hold sales locally on the workstation as well as put them back on hold without printing. Having these on the screen can help servers simulate the pre-authorized functionality of the system even though cards must be authorized via telephone.



Technical Information

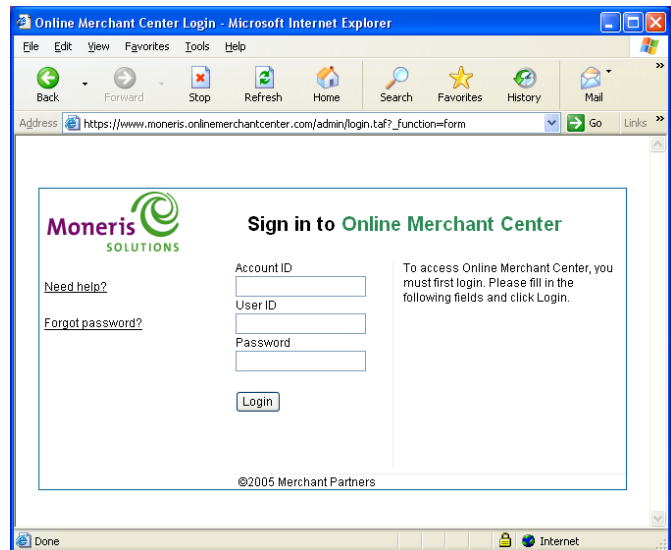
- **Connection type:** SQLPos's credit card processing generally uses the TCP/IP protocol, port 80 for HTTP and port 443 for HTTPS (secure socket layer) connections. These are the standard settings for these two settings on most any Windows XP computer. Mercury Payment Systems accounts use port 9000 for credit/debit cards and port 9100 for prepaid gift cards. Be sure that your network and/or firewall setups allow communication through these ports to the Internet.
- **Firewall issues:** a firewall can easily prevent connection to the Internet. In some cases, your normal browser may work fine yet the firewall could filter out any attempts SQLPos may make to send data over the Internet. You may have to set your firewall to allow SQLPOS.EXE to communicate through the firewall on both ports 80 and 443. Consult your firewall software's provider or built-in help for assistance.
- **Anti-virus, anti-spyware or ad-prevention software:** these software products can often function similarly to a firewall and can prevent successful card processing as well as software updates. Consult with the appropriate software product's provider or built-in help for assistance.

Handling Returns (Credit Sales) via Credit Card

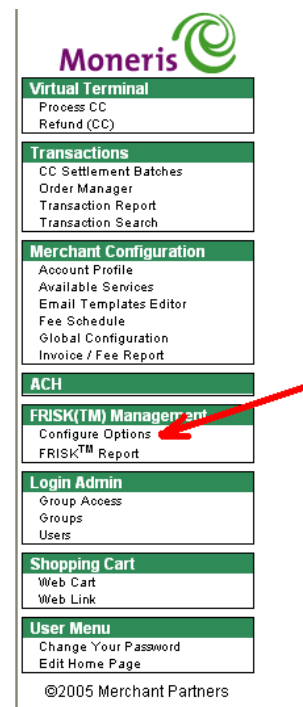
- **Mercury Payment Systems:** Simply use the normal "return sale" mode in SQLPos to create the credit value transaction. You will need the customer's credit card to transact the sale. Note: Be sure that your account representative has set up your account to accept such returns so they may be performed.
- **Merchant Partners/Moneris:** both require that a special security setting be activated before "return sales" can be allowed. Activating this Moneris feature is performed via the Moneris Online Merchant Center system. (www.moneris.onlinemerchantcenter.com) The Online Merchant Center is a very powerful tool that can prove incredibly helpful such as in situations where one or more pre-authorized transactions are "stuck" and can't be closed. The Merchant Center provides extensive online reporting and gives you complete control of your credit card transactions. Be sure to use it often to verify transaction information to make sure that your bank account is credited with the right funds.

Before logging in, you will need the following four items:

- 1.) Your 5-character Account ID
- 2.) Your User ID (as set up for your merchant account.)
- 3.) Your password (as set up for your merchant account.)
- 4.) The IP addresses or an IP address range of all the computers that will be allowed to process the credits. (If you use a router, this is the EXTERNAL WAN IP address of the router, not the internal addresses of the computers on the LAN.)



Once you log into your account on the Moneris site, a menu will appear at the left side of the screen. Choose to Configure Options in the FRISK Management menu area.



At the Frisk Configure Options screen, scroll down to the bottom to find the API Controls settings. It will show “Allow credits” to be inactive. Click the appropriate EDIT option.

API Controls		
Option	Status	
Allow credits ?	Inactive	Edit
Merchant PIN ?	Inactive	Edit
Account Number 3DES Encryption ?	Inactive	Edit

The screen is quite wordy, but you will see a box such as this one, indicating that no IP addresses are currently allowed.

Credits are allowed from the following IP addresses/ranges:		
IP Address	Subnet Mask	Options
No IP addresses are currently allowed.		

Toward the bottom part of the screen,

you'll have the option to ADD a NEW IP address to your list of allowable addresses.




Type the address of your allowable computers. If using a router, use the External WAN IP address.

Then click Add IP. A confirmation box will appear.

IP Address	IP Mask	Description
10.2.3.24	255.255.255.255	Allow credits only from 10.2.3.24
10.2.3.0	255.255.255.0	Allow credits from any IP in the subnet 10.2.3.*
10.2.0.0	255.255.0.0	Allow credits from any IP in the subnet 10.2.*.*

Add New IP	
IP Address	<input type="text"/>
IP Mask	<input type="text" value="255.255.255.255"/>
<input type="button" value="Add IP"/>	

When you return to the configuration window, you'll see that Allow Credits is now Active. If you go to the EDIT screen again, you'll see the IP address listed that you typed.

API Controls		
Option	Status	
Allow credits 	Active	Edit
Merchant PIN 	Inactive	Edit
Account Number 3DES Encryption 	Inactive	Edit

Be sure to Log OUT of the Moneris web site. Then you can test by running a "return sale." If it does NOT go through, it is probably because the IP address is not correct. Go back to the Moneris site and modify it as necessary, save the changes, and try again.

Duplicate Credit Card Transactions

SQLPos sends the ticket number along with the sale information and credit card data when processing a card transaction. Because the SQLPos ticket number is unique, duplicate credit card transactions are extremely rare. However, it's possible that it could happen if, for example, the original sale went through but the approval code never reached the register because of traffic or other connection issue on the Internet. Thus, the server would likely choose "Cancel Card" and then try it again, which could then create a duplicate card transaction.

Mercury Payment Systems: If you encounter a display that reads AP* instead of just AP, it means that the transaction just sent was apparently a duplicate of a previous transaction. Don't worry – just finish the transaction like you normally would. Mercury's * code is just informational and the card holder's card will not be charged twice.

Merchant Partners/Moneris: To prevent accidentally double-charging customers as well as to prevent possible fraudulent credit card use, credit card processors typically scan for certain situations such as the same credit card number being used multiple times, the same card number too soon since the last time it was used, two transactions with exactly the same date, card number and value that are too close together in time, and several other situations.

Sometimes, however, it may be desirable to allow virtually duplicate transactions to be approved. For example, assume that one customer uses his credit card to pay for a greens fee and golf cart for himself and after his transaction has been completed, he decides to pay for a golf partner for exactly the same items. It's quite possible that the credit card processor might consider the second transaction as a duplicate and it could be declined.

When processing a credit card, SQLPos sends the ticket number along with the rest of the card information so that even if the sale information and credit card is the same, at least the ticket number is different which proves that it is not a duplicate transaction. However, Moneris requires that the **MerchantOrderNumber** setting be activated before the system will use the ticket number in its determination of whether the sale is a duplicate. Activating this feature is performed via the Moneris Online Merchant Center system.

Logging into the Online Merchant Center is described in the previous section entitled Handling "Return Sales" via Credit Card. After logging in, continue with the following to enable this feature:

- Go to the FRISK management menu

- Select Configure Options
- Select Prevent Duplicate Transactions
- Select to ENABLE the MerchantOrderNumber
- Be sure to save your settings before you log out.

Merchant Account Information Guides

Your merchant account guide contains critically important information about protecting your business and your credit card sales, as well as helpful procedural information about handing card transactions manually (voice authorizations) and more. As you integrate credit card processing into your business, use the guide to develop procedures to handle the “what if” situations that sometimes develop. Don’t leave your servers in the dark – develop solid procedures that enable them to accommodate your customers with a minimum of inconvenience.

Mercury Payment Systems – Voice Authorization Option

Mercury offers slightly different functionality than Merchant Partners and Moneris although operationally, most of the user actions for your employees are exactly the same. For example, a retail sale follows exactly the same method: ring up the sale items, swipe the credit card, finish the sale by printing the receipt(s) and have the customer sign the store copy. Operationally, the server procedure for add-on gratuities is exactly the same, too.

However, Mercury includes a voice authorization option that appears automatically on the credit card screen if Mercury returns a transaction response that indicates that operator action is required: an informational message and a “Voice Auth” button appear on the credit card screen. After calling the Mercury telephone authorization number to get the special authorization code, click/touch the Voice Auth button, enter the code into the authorization box and continue by clicking the RE-SEND button that appears on the screen.



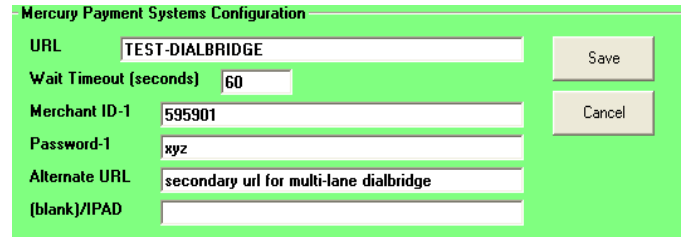
- Restaurant pre-authorized sales: Operators who may receive the Voice Auth message for a preauthorization should consider CANCELing the credit card in favor of requesting a different credit card from the customer. This will minimize the possibility that the preauth will go through but an add-on gratuity after the sale may not, resulting in lost gratuities.
- A common cause for a Voice Auth is if the card’s magnetic stripe is worn or damaged.
- There are nearly a hundred possible reasons why a Voice Auth may become necessary although the most common reasons are for credit limitations on the account or other issues concerning verification of the card’s owner. Because such issues almost always create some level of embarrassment to the customer, employees must be properly trained to address them properly, especially in situations where the voice authorization indicates the card is declined, has been altered or is stolen.

Mercury Payment Systems – DialBridge Option

An additional option with Mercury is an automatic fall-back card processing connection called DialBridge. DialBridge is a hardware/software configuration that automatically senses whether the Internet is working and uses the fast Internet connection if it's available or a telephone dialup connection if the Internet connection is not working. It's automatic -- there's nothing the POS operator needs to do other than wait for a few more seconds because telephone connections aren't quite as fast. DialBridge uses a special external modem that connects to both the computer via a standard serial port and to the telephone line by a common telephone wire. For facilities that need automatic redundancy in their card processing operations, DialBridge is an excellent solution.

To configure SQLPos to use DialBridge as its backup connection, just include the word **DIALBRIDGE** in the URL line when configuring Mercury Payment Systems at the SQLPos configuration screen, such as in the above example. Type **TEST-DIALBRIDGE** if you're in

test mode; type **LIVE-DIALBRIDGE** if you're in a live card processing mode. **If you are NOT using a DialBridge unit on the computer, DO NOT include this key word in the URL configuration line as it will prevent SQLPos from connecting to the Internet through your normal connection.**



Mercury Payment Systems Configuration	
URL	TEST-DIALBRIDGE
Wait Timeout (seconds)	60
Merchant ID-1	595901
Password-1	xyz
Alternate URL	secondary url for multi-lane dialbridge
(blank)/IPAD	

Multi-Lane mode: DialBridge can be configured in your network on a single computer or as a “multi-lane” connection where one computer can process cards for up to three other POS units. The multi-lane configuration utilizes the **Alternate URL** configuration field for the IP network address of the computer that is *physically connected* to the DialBridge modem.

Multi-lane is an *advanced topic* that is beyond the scope of this manual. If you are not using multi-lane, leave the Alternate URL field blank or as shown in the example above. Contact your Mercury representative as well as Club Data technical support for more information *before* attempting to use multi-lane card processing for there are multiple other networking and firewall issues that can prevent multi-lane from working successfully.


DIALBRIDGE REQUIREMENTS:

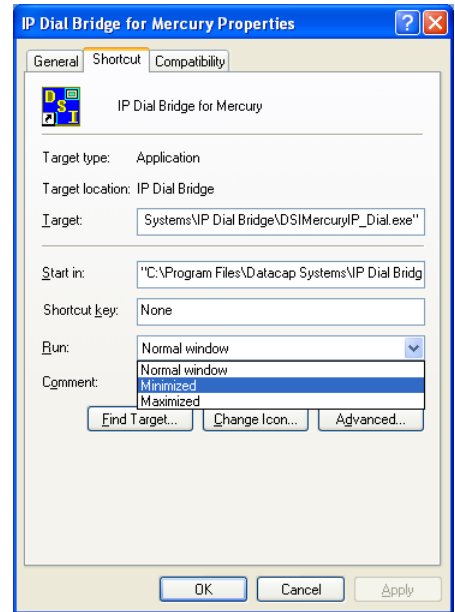
- An always-on Internet connection (DSL, broadband cable, etc.)
- A dedicated telephone line. Do not use a line that's shared with a telephone or fax or another computer.
- A COM port on the computer that the modem will be connected to.
- A Datacap DialLink modem. A regular modem will not work. Your Mercury Payment Systems representative can order one for you.
- An electrical power outlet for the modem's power supply.
- Windows XP, 512mb of RAM or more recommended.
- 1-gigabyte of available hard disk space.
- Microsoft Internet Explorer 5.5 or higher with 128-bit encryption.
- MPS Bridge software (provided with the modem, easily downloadable from www.datacapipay.com or available from Club Data.)

DIALBRIDGE INSTALLATION IN A NUTSHELL:

1. Connect the modem to a dedicated phone line.
2. Connect the modem to the computer's serial port.
3. Connect the modem's power supply and plug it into an A/C outlet.
4. Install the software; it usually requires that the computer be rebooted.
5. Click Start-Programs, and then double-click on the **Startup** program group to open it in its own window.
6. Click Start-Programs again, find the **Software from Datacap** group and the **IP Dial Bridge for Mercury** menu item: RIGHT-click on it and choose COPY.

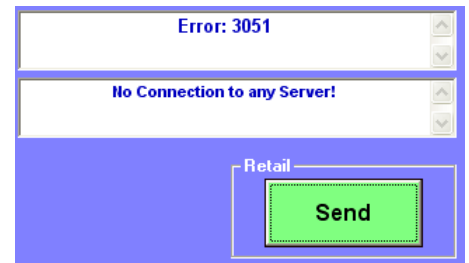


7. RIGHT-click inside the Startup folder and choose Paste Shortcut.
8. RIGHT-click on the IP Dial Bridge shortcut that you just pasted into the Startup folder and choose **Properties**.
9. In the shortcut properties tab, choose the **RUN** option and set it to **Minimized**.
10. Click **Apply**, then click **OK**.
11. Close the startup folder and restart the computer one more time.
12. When the computer restarts, the DialBridge agent will start automatically and run in a minimized mode, out of sight on the taskbar, like this:  DialBridge is sort of a miniature “proxy server” that runs in the background. It always chooses to connect via the Internet first and if it can’t connect that way, it falls back to the dial-out method – *all automatically*.
13. Start SQLPos and configure the Mercury Payment Systems screen by adding the key word **DIALBRIDGE** in the URL configuration box.
14. Save the settings and you’re ready to go.



DIALBRIDGE ERROR 3051

If DialBridge isn’t running when you try to process a credit card you will likely receive error 3051 along with a message “No Connection to any Server!” Hitting SEND again won’t help. Neither will canceling the card and trying it again. **The problem is that the DialBridge software is not running.** The solution is simple:



1. Keep the sale on the screen as-is.
2. Click **Start – Programs – Startup – IP DialBridge from Mercury**.
3. Wait 5-10 seconds to give DialBridge a little time to start up.
4. Try the card transaction again.

Be sure to train your users in how easy and quick it is to solve this problem.

Note: If you do not use DialBridge *but configure SQLPos to use DialBridge anyway*, you will also encounter this problem. Simply remove the key word **DIALBRIDGE** from the URL configuration option in SQLPos configuration.

Credit Card Processing Performance

The typical response time for SQLPos’ embedded credit card authorization functions is between 1-8 seconds, although it is of course dependent on (1) How fast your Internet connection is and (2) how busy the Internet is. If you experience authorization times greater than ten seconds, you should run some Internet speed tests on the computer that’s underperforming to first determine its general performance level before contacting either your chosen card processor or Club Data Technical Support.

Other factors that affect performance are the computer’s processor chip speed, the amount of RAM memory in the computer, the number of other applications that are running concurrently and the anti-virus and firewall software the computer uses. Here are some general guidelines:

- Processor chip speed: faster is better
- Amount of RAM memory: more is better
- Number of applications running concurrently: fewer is better
- Anti-virus/firewall software: you need only one of each; running multiple protection products almost always slows down any computer.

PABP/PCI Compliance

SQLPos does not store the full credit card number, track swipe data or CVV codes at any time during or after a sale. SQLPos does retain allowable items such as the last four digits of the card number, the card expiration date and resulting transaction codes that the credit card processors provide that identify the transaction within their systems. For customers who require specific PABP/PCI certification, SQLPos includes the Mercury-IPAD option which provides the best end-to-end data protection available in the credit card industry.

Mercury – IPAD Option

Mercury Payment Systems and MagTek Corporation have teamed together to provide the most secure hardware/software solution available in the entire credit card processing industry. The result is a combination credit/debit card swiper pin-pad device that connects to the computer via any powered USB port. With the IPAD, credit card data is immediately encrypted using the proper security technology *as the card is swiped through the swiper slot*. Therefore there is no possible way to intercept the data using any computer piracy techniques because the data is already encrypted before it even gets to the computer or the POS system. Mercury calls this E2E, or “End-To-End” security and is the most advanced data security system available today for credit card merchants.

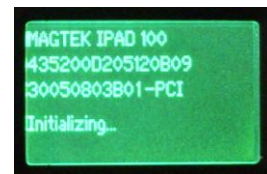


MERCHANT REQUIREMENTS FOR IPAD

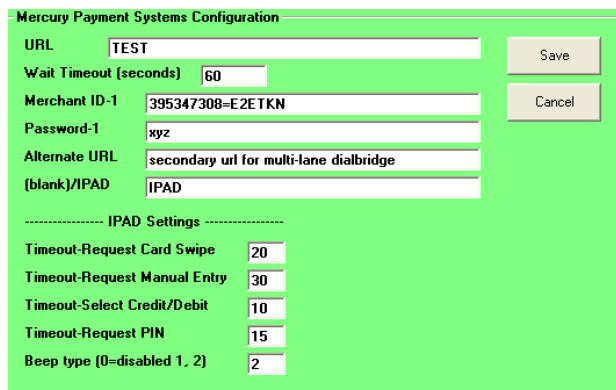
To use IPAD and SQLPos, Mercury merchant accounts must have both **E2E** and **Tokenization** assigned to their accounts. To use debit cards, the account must be assigned to process them as well. An IPAD is required at each workstation that will be used to process credit and/or debit card transactions or payments on account using credit or debit cards.

CONFIGURING SQLPos FOR IPAD

- Install the IPAD by plugging it into an unused, powered USB port on your computer. Windows will recognize it in a few moments and install it as a “human interface device.” There are no drivers or other special installation requirements. The IPAD screen will light up much like the picture to the right. If the IPAD screen does not light up, the chosen USB port is not a powered port and a different USB port should be used.



- Open the SQLPos configuration screen and in the last line, type IPAD and press the ENTER key on your keyboard. The screen will enlarge and display additional IPAD options and suggested defaults:



Mercury Payment Systems Configuration	
URL	TEST
Wait Timeout (seconds)	60
Merchant ID-1	395347308-E2ETKN
Password-1	xyz
Alternate URL	secondary url for multi-lane dialbridge
(blank)/IPAD	IPAD
----- IPAD Settings -----	
Timeout-Request Card Swipe	20
Timeout-Request Manual Entry	30
Timeout-Select Credit/Debit	10
Timeout-Request PIN	15
Beep type (0=disabled 1, 2)	2

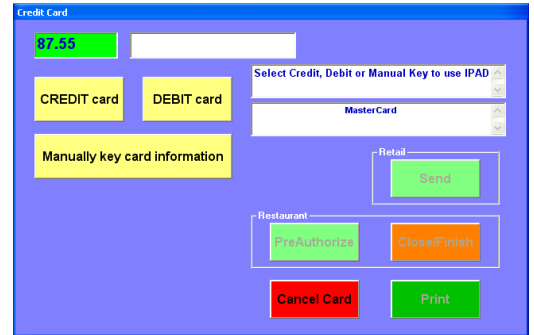
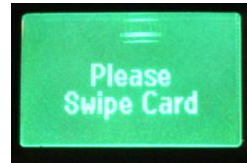
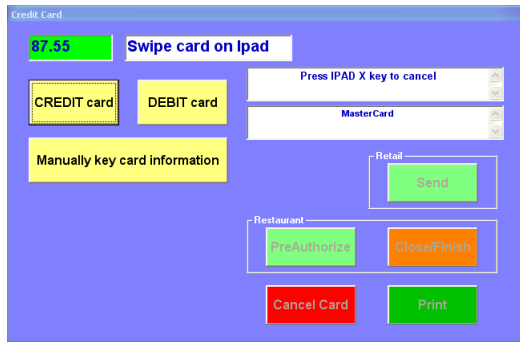
- **Timeout-Request Card Swipe:** this is the number of seconds the IPAD will wait for a card to be swiped. When the limit is reached, it will shut itself off. Limit = 99 seconds.
- **Timeout-Request Manual Entry:** the number of seconds the IPAD will wait for manual card information to be entered using the IPAD’s keyboard. When the IPAD is in use, the SQLPos screen keyboard is not available and only the IPAD keyboard can be used for manual credit card data entry. Three elements of information are required for manual card entries: the card number, the expiration date and the CVV code (from the back side of the card). Limit = 99 seconds.
- **Timeout-Select Credit/Debit:** the number of seconds to allow the customer to select whether to use a credit or debit card. This is currently disabled in favor of having the salesclerk make the choice on the SQLPos screen instead.
- **Timeout-Request PIN:** the number of seconds the customer has to enter the debit card PIN before the IPAD will turn itself off. Limit = 99 seconds.
- **Beep type (0=disabled, 1, 2):** The IPAD can provide beep alerts to the user. Type 1 for a single beep, 2 for a double-beep. Type 0 for no beep.

- The above settings are stored in a small text file named IPADFLAG.DAT in the c:\cdconode folder. If the file is accidentally deleted, it must be recreated using the SQLPos configuration utility. The IPADFLAG.DAT file will not exist on systems where the IPAD is not in use.

USING THE IPAD

Few changes are necessary to use the IPAD, although some operational changes are inevitable. The SQLPos credit card screen no longer displays the keypad, but otherwise functions the same as always. The salesclerk must choose whether a CREDIT or DEBIT card is to be swiped, or whether the IPAD should be used to manually key card information.

Selecting either the CREDIT or DEBIT buttons displays information on both the SQLPos credit card screen and the IPAD screen:



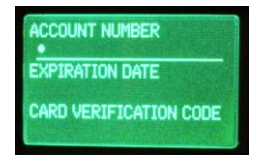
If DEBIT has been selected, after swiping the card the IPAD screen will display a reminder screen to the customer to enter the appropriate PIN and then press the ENTER key.



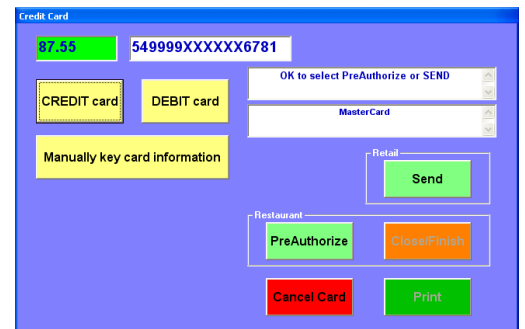
At any time, pressing the IPAD's X key will cancel the transaction and clear the credit card screen from the SQLPos display, too.

Best Practices: Obviously, one change to your operations will be the placement and usage of the IPAD at the sales counter if debit cards are in use: the customer must perform both the swiping of the card and the entry of his/her PIN into the keypad. In such case when a credit card is used instead, the customer swipes that through the IPAD, too because of the location of the IPAD on the sales counter. Be sure to locate the IPAD where it is reachable by both the customer and the sales clerk.

When "Manually key card information" is selected, the IPAD displays a screen such as the one to the right. After entering each respective item, press the IPAD's ENTER key to advance to the next field. After the last entry, the IPAD screen will clear and control will be returned to the salesclerk at the SQLPos credit card screen.



Following the successful entry of card data either by swiping or manual entry, the salesclerk then may choose one of the normal SQLPos card processing options which are determined by other SQLPos configuration options. In the example to the right, the user's register is configured for both retail and restaurant use. Note that the credit card number has already been masked and there is no expiration date, which is the only information the IPAD provides. And when the IPAD is in use, printed receipts will not display any expiration date at all.



MERCURY EMV (EUROPAY-MASTERCARD-VISA) “SMARTCARDS”

Launched on October 1st, 2015, this credit card processing initiative is intended to virtually eliminate the possibility of fraudulent credit cards, which for the merchant, results in fewer losses. SQLPos versions 15.10.29a and later are certified for EMV transactions through Mercury Payment Systems, Datacap systems, Inc. and the VeriFone VX-805 card/chip device.



EMV Configuration

The Mercury configuration screen has been enlarged to accommodate new settings for the VX-805 device.

URL: This must be set to **LIVE** on an actual system.

Wait Timeout: Leave set at 60

Merchant ID-1: type your Mercury Merchant ID number here as provided by Mercury. It usually includes an = sign and some text immediately after your merchant number, like the example here.

Password and Alternate URL can be left blank or as you see them here.

IPAD/EMV: Must display exactly as shown here: **EMV_VX805_MERCURY**

IPAD settings: unused by EMV and can be left as-is or blank. The Magtek IPAD cannot be used with EMV processing.

Verifone VX 805 Settings

IP Address/Host: This is the local IP address of the computer that is running the NETePay software at your facility. Do not change it unless directed by your Club Data technical representative.

IP Port: Normally this is 9000. Do not change it.

Lane ID: This field identifies the register and must be unique. It is automatically populated for you but can be overridden manually. It is a combination of the SQLPos StoreID and register number (A01, A02, etc.).

Com Port: Normally this will be 9, although it is dependent on the com port assigned to your VX-805 device by your Windows computer.

(blank): these fields are reserved for future use.

Additional Configuration Requirements

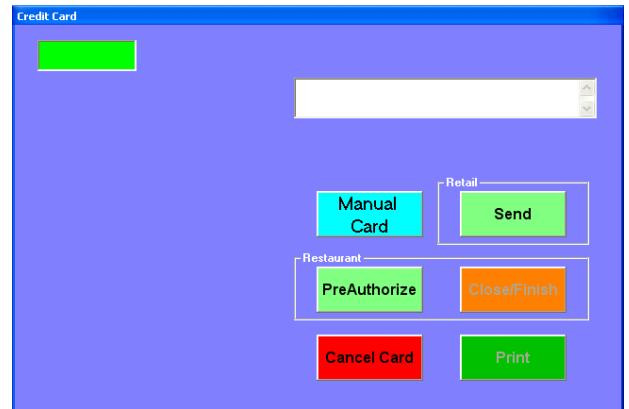
Your Club Data technical representative will install and configure additional software components on each computer that will be used with EMV Processing and the VX-805 device. This includes a special Windows USB driver for the VX-805 itself and possibly the Datacap systems' NETePay module. NETePay functions similarly to HeartBeat as a communications agent. It must be



running for the computer to communicate with the Mercury card processing servers. The module runs in the background as “DSIMercuryIP_Dial.exe” in the Windows Task Manager. It may be necessary to modify the computer’s firewall and/or antivirus scanning mechanisms to allow NETePay to function or at the very least to use “run as administrator.” It is permissible to run the module in the Windows “Start Menu” so that it starts automatically when the computer is booted up.

The SQLPos EMV Credit Card screen has been modified to meet the specific needs of EMV processing. Absent are visual displays of the credit card number, expiration date, CVV code and other information, which are now entered via the VX-805 device’s keypad instead of via the SQLPos screen. However, the options to process sales, preauthorizations, add-on gratuities and manual card information have been preserved and as the need arises, additional boxes will automatically appear.

The VX-805 is a compact, cost-effective pin-pad device that can read magnetic stripe cards, chip cards and in the near future, “contactless” cards that the customer can simply wave over the device’s screen.



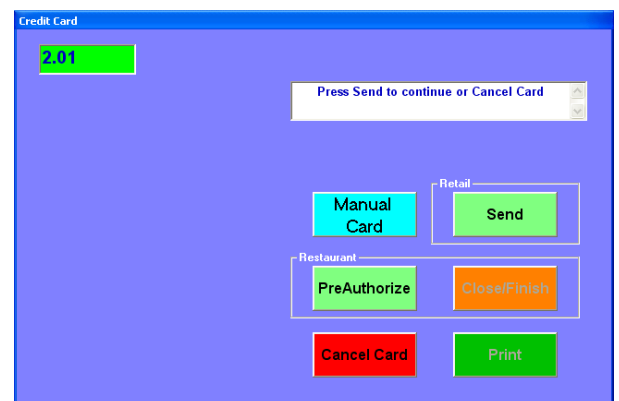
Supported types of cards and transactions:

- Visa, MasterCard, Discover and American Express cards may be used, depending on which cards you accept at your business, of course.
- Sale via swiping the card (magnetic stripe).
- Sale via using an inserted “chip” card.
- Preauthorization, add-on gratuities and “post” processing (closing the sale). The Restaurant mode is enabled by using the “F” Industry Code setting (food/bev) in SQLPos configuration. If the configuration is set to “R” for retail, the preauthorize/close buttons do not appear.
- Sales with both offline and online PIN.
- “Return” sales (the card used for the original purchase is required).
- Voice authorization via telephone (if prompted by an on-screen message).
- Manually-entered cards that cannot be read by either swiping or inserting the chip end. (Additional fields and buttons appear on the screen automatically).
- Sales using debit cards (planned for 2016). Cash back sales are not supported.
- At the time of this writing “contactless cards” are not yet supported by Mercury. This functionality is estimated to be available early in 2016. The VX-805 device is “contactless ready” and instead of swiping the card through the VX-805, customers will be able to wave it above the device instead.



Using the VeriFone VX-805

The SQLPos screen prompts to “Press Send to continue or Cancel Card” to initiate communication with the VX-805. It’s suggested that the user wait until the customer is ready and has his/her card in-hand before starting this portion of the sale because during the course of a sale, the device may display different messages. These are primarily directed toward the customer and sometimes a verbal reminder may be required so that the sale can be completed. The customer has approximately 15 seconds to respond to a screen message before the device displays a “transaction not completed” message and times-out.





When SEND (or preauthorize for restaurant settings) is selected, the VX-805 screen's normal welcome message changes to display the amount of the sale that will be charged to the credit card. The customer must press either the green OK button or if the amount is not okay, the red cancel button on the VX-805.



After pressing the green OK button, the screen changes again; if the card is a "chip" card, it must be inserted into the slot at the front of the device. If it's not a chip card, it should be swiped through the mag reader on the right side of the device. In the future, the "tap" method (waving the card above the device) will also be active.



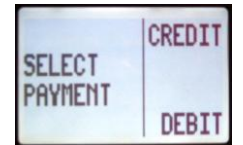
If the card is a chip card and the customer swipes it instead, this message will appear to tell the customer to insert the card into the slot.



A chip card must be firmly inserted all the way into the front slot until it "clicks" in the device. The VX-805 will then access the card's chip and provide this message. The card must remain in the device until the transaction is either approved or an unsuccessful message appears.



Cards that serve as both credit and debit cards may display a "select payment" message. To the right of the display are buttons the customer can then press to select one or the other. At present, the customer should select CREDIT as debit cards are not yet supported.



If the card requires the entry of a PIN number, the screen will display a prompt for it. The customer should firmly press the appropriate numbers followed by the green OK button to enter the PIN.



At the conclusion of a successful sale, the VX-805 will display this message, and at that point the customer can remove the chip card if one was used. On the SQLPos screen, a reminder message appears at the bottom of the screen to remove the card as well. ("Customer: remove card.")



When selecting the "Print" button on the SQLPos Credit Card screen, if a chip card is still inserted into the VX-805, a "remove card" message appears on the device's screen and the print button will not print; removing the card will allow receipt printing to continue.



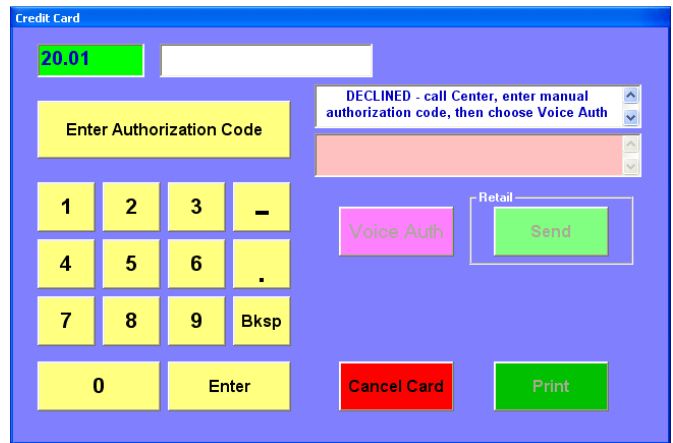
If the card is declined by the processor, a standard "Declined" message will appear on both the VX-805 and SQLPos credit card screens. Another kind of decline message is this one, which may be caused by a hardware or Internet connectivity failure. In such cases, selecting the red "Cancel Card" button on the SQLPos credit card screen will clear that attempt and you can try the credit card tender again, perhaps with a different card or, if it's a hardware or connectivity problem, after correcting it.



Voice Auth/Manual Authorizations

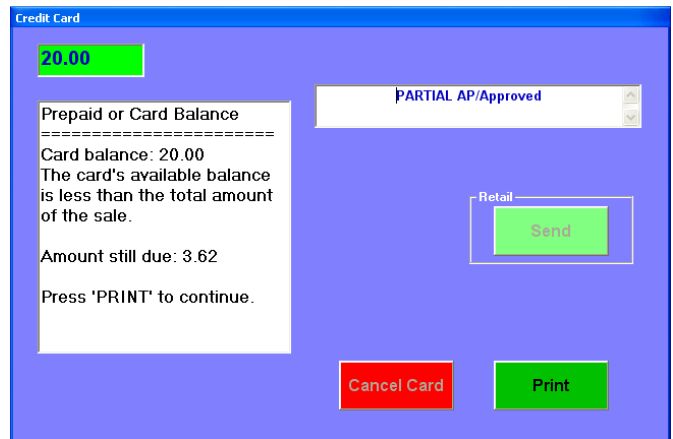
Periodically it may be necessary to call Mercury for a voice approval. Instructions for doing this are in your Mercury merchant guide. When this is required, the SQLPos credit card screen will appear such as the one to the right.

Use the screen keypad to enter the authorization code provided, and the pink **Voice Auth** button will be enabled. Press it to complete the sale.



Using Prepaid Debit Cards/"Gift Cards"

Visa, MasterCard and other prepaid balance cards that are often given as gifts can be used just like normal credit cards. Such cards may request the card's PIN number, which is usually on the back side of the card beneath a protective coating that can be scratched off with a coin or fingernail. If the sale is less than the card's value it will go straight through but if the card's balance is LESS than the sale, the card's balance will be displayed, the transaction will be approved but the entire sale itself cannot be completed because an amount is still owed. Press the PRINT button to continue and finish the sale with either another credit card or another tender type such as cash or check.

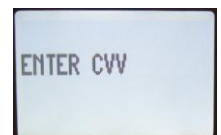
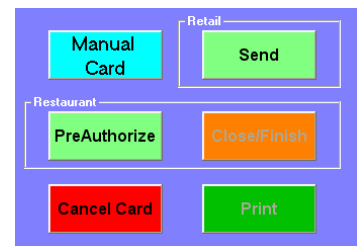


Manually Entered Cards

Selecting the **Manual Card** button enables entering card information for cards that can't be swiped or otherwise used in the VX-805. Because banks generally consider manually-entered credit cards to have the highest fraud risk, the processing fee charged to your account for them carries the highest rate and costs the most to use. Minimizing the use of such cards will save money and help reduce your overall bank expense.

Also remember that if the VX-805 sits idle for too long waiting for customer input it will "time-out" and the credit card portion of the sale will cancel, so once you start a manual entry card, don't delay between steps. Enter everything requested – if an item isn't available leave the entry blank and just press the green "OK" button. The more data that's provided the more likely the card can be approved, but don't be surprised if the card is declined if one of the data elements is missing.

- After verifying the amount of the sale, the VX-805 will display a prompt for entering the card's account number. Firmly press the numerical keys on the device as you make entries. Press the VX-805's green "OK" button when done.
- Enter the card expiration date next. Only 4 digits, no slash or dash marks; press the green "OK" button when done.
- Enter the 3-digit security code, normally located on the back side of the card; press the green "OK" button when done.



- Enter the 5-digit zip code associated with the billing address for the card. You may have to ask the card owner for this information. If unavailable, leave it blank and simply press the green “OK” button.
- If this appears, press the green “OK” button for yes, or the yellow button if no. (Pressing the red cancel button will cancel the entire manual card.)
- The VX-805 will then continue and process the transaction.

ZIP CODE

CHIP CARD ?
OK=YES

Receipts

EMV regulations require that specific information be printed on the receipts and that in every case, a “customer copy” and “merchant copy” of the receipt is printed. SQLPos has been configured to print these in exact accordance with the regulations. Some user customization is still available in the headers and footers of the receipts and is explained in Appendix 20 in this manual.

Some receipts may not require a signature and in cases where a signature is not required, no signature lines are printed. This is often the case with “chip” cards, although for restaurant use where add-on gratuities may be used, SQLPos injects a gratuity and total line so that the customer can add a gratuity onto the MERCHANT COPY of the ticket. Later, the server can recall the pre-authorized ticket, add the gratuity to the sale and close it such as the examples that follow. The “merchant copy” of the finished sale is printed as a convenience for the server since the customer has likely already vacated the restaurant.

This example shows the new information from a “chip” card sale in a retail environment. Because the customer has tacitly authorized the sale by pressing the “OK” button on the VX-805 device, no signature is necessary.

```

Club Data SQLPos POS
Software version: 15.10.29a
EMV code version 15.10.29a
Club Data Corporation
952-941-0855

Date: 11-04-2015   Time: 03:39 PM 1
Ticket 9485

-----
1 EMV TRANSACTION 8.0           2.07
1 EMV TRANSACTION 12.0-12.1    2.10
1 EMV TRANSACTION 13.0         3.01
-----
SUB TOTAL:                     7.18
TOTAL:                          7.18

TOTAL DUE:                      7.18

```

```

-----
MERCHANT ID: 755847002
CLERK ID: Test

SALE

*****0434
MASTERCARD      ENTRY METHOD: CHIP
DATE: 11/04/2015 TIME: 15:39:16

INVOICE: 9485
REFERENCE: 1168
AUTH CODE: 041964

AMOUNT          USD$ 7.18
=====
TOTAL           USD$ 7.18

```

APPROVED - THANK YOU

```

APPLICATION LABEL: MasterCard
AID: A0000000041010
TVR: 400008000
IAD: 021060100F240000DAC0000000000000000F
TSI: E800
ARC: 00
CVM: NONE

```

```

** CUSTOMER COPY **
Thank you for visiting
Club Data SQLPos POS

```

```

-----
** MERCHANT COPY **
-----
MERCHANT ID: 755847002
CLERK ID: Test

SALE

*****0434
MASTERCARD      ENTRY METHOD: CHIP
DATE: 11/04/2015 TIME: 15:39:16

INVOICE: 9485
REFERENCE: 1168
AUTH CODE: 041964

AMOUNT          USD$ 7.18
=====
TOTAL           USD$ 7.18

```

APPROVED - THANK YOU

```

APPLICATION LABEL: MasterCard
AID: A0000000041010
TVR: 400008000
IAD: 021060100F240000DAC0000000000000000F
TSI: E800
ARC: 00
CVM: NONE

```

** MERCHANT COPY **

The same transaction when the card is "swiped" displays a more familiar receipt and a signature line:

```
Club Data SQLPos POS
Software version: 15.10.29a
EMV code version 15.10.29a
Club Data Corporation
952-941-0855

Date: 11-04-2015   Time: 03:41 PM 1
Ticket 9486

-----
1 EMV TRANSACTION 8.0           2.07
1 EMV TRANSACTION 12.0-12.1    2.10
1 EMV TRANSACTION 13.0         3.01
-----
SUB TOTAL:                      7.18
TOTAL:                          7.18

TOTAL DUE:                      7.18

-----
MERCHANT ID: 755847002
CLERK ID: Test

SALE

*****6781
VISA      ENTRY METHOD: SWIPED
DATE: 11/04/2015  TIME: 15:41:06

INVOICE: 9486
REFERENCE: 1169
AUTH CODE: 36494A

AMOUNT                USD$ 7.18
=====
TOTAL                 USD$ 7.18

APPROVED - THANK YOU

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

X-----
MPS TEST

-----
** CUSTOMER COPY **
Thank you for visiting
Club Data SQLPos POS
```

```
** MERCHANT COPY **
-----
MERCHANT ID: 755847002
CLERK ID: Test

SALE

*****6781
VISA      ENTRY METHOD: SWIPED
DATE: 11/04/2015  TIME: 15:41:06

INVOICE: 9486
REFERENCE: 1169
AUTH CODE: 36494A

AMOUNT                USD$ 7.18
=====
TOTAL                 USD$ 7.18

APPROVED - THANK YOU

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

X-----
MPS TEST

-----
** MERCHANT COPY **
```

The next page displays a "chip" card pre-authorization in a restaurant environment.

In a restaurant environment when the pre-authorization transaction has been made, SQLPos adds a gratuity and total line and even though it's a "chip" card, notice in this case that the returned authorization codes indicate that a customer signature is also necessary and a signature line is also included in the receipt.

Club Data SQLPos POS
 Software version: 15.10.29a
 EMV code version 15.10.29a
 Club Data Corporation

Date: 11-04-2015 Time: 03:37 PM 1
 Ticket 9484-H

```
-----
1 EMV TRANSACTION 1.0      2.01
1 EMV TRANSACTION 13.0     3.01
-----
SUB TOTAL:                5.02
TOTAL:                    5.02

TOTAL DUE:                5.02
```

MERCHANT ID: 755847002
 CLERK ID: Test

SALE

*****0010
 VISA ENTRY METHOD: CHIP
 DATE: 11/04/2015 TIME: 15:36:57

INVOICE: 9484
 REFERENCE: 1167
 AUTH CODE: 38048A

```
AMOUNT          USD$ 5.02
=====
TOTAL           USD$ 5.02
```

```
GRATUITY          -----
TOTAL WITH GRATUITY -----
```

APPROVED - THANK YOU

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
 ACCORDING TO CARD ISSUER AGREEMENT
 (MERCHANT AGREEMENT IF CREDIT VOUCHER)

x-----
 Test Card 01

```
APPLICATION LABEL: Visa Credit
AID: A0000000031010
TVR: 0000008000
IAD: 06010A03602000
TSI: F800
ARC: 00
CVM: SIGN ←
```

** CUSTOMER COPY **
 Thank you for visiting
 Club Data SQLPos POS

** MERCHANT COPY **

MERCHANT ID: 755847002
 CLERK ID: Test

SALE

*****0010
 VISA ENTRY METHOD: CHIP
 DATE: 11/04/2015 TIME: 15:36:57

INVOICE: 9484
 REFERENCE: 1167
 AUTH CODE: 38048A

```
AMOUNT          USD$ 5.02
=====
TOTAL           USD$ 5.02
```

```
GRATUITY          -----
TOTAL WITH GRATUITY -----
```

APPROVED - THANK YOU

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
 ACCORDING TO CARD ISSUER AGREEMENT
 (MERCHANT AGREEMENT IF CREDIT VOUCHER)

x-----
 Test Card 01

```
APPLICATION LABEL: Visa Credit
AID: A0000000031010
TVR: 0000008000
IAD: 06010A03602000
TSI: F800
ARC: 00
CVM: SIGN ←
```

** MERCHANT COPY **

The next page shows the receipts for the "closed/finished" transaction for this sale.

When the gratuity has been added to a previously pre-authorized sale SQLPos prints different receipts yet again. SQLPos uses an “adjust” transaction to adjust the credit card value by adding the gratuity. No signature is necessary since the customer has likely already left the premises but SQLPos prints both a “customer” and “merchant” receipt anyway – the idea being that the server would probably appreciate having a record of his/her gratuities.

Club Data SQLPos POS
 Software version: 15.10.29a
 EMV code version 15.10.29a
 Club Data Corporation
 952-941-0855

Date: 11-04-2015 Time: 03:38 PM 1
 Ticket 9484

```
-----
1 EMV TRANSACTION 1.0          2.01
1 EMV TRANSACTION 13.0         3.01
* ADDL GRATUITY *             2.00
-----
```

```
SUB TOTAL:                    5.02
SERVICE CHARGE:              2.00
TOTAL:                        7.02
```

TOTAL DUE: 7.02

```
-----
Ticket #: 9484
Emp#: 0
Date: 11-04-2015 Time: 15:38:14
TranCode: Adjust
Card: VISA
CardNumber: 476173XXXXXX0010
Status: APPROVED -- Captured
AuthCode: 38048A
Purchase: 5.02
Gratuity: 2.00
Authorized: 7.02
-----
```

** CUSTOMER COPY **
 Thank you for visiting
 Club Data SQLPos POS

```
-----
** MERCHANT COPY **
-----
Ticket #: 9484
Emp#: 0
Date: 11-04-2015 Time: 15:38:14
TranCode: Adjust
Card: VISA
CardNumber: 476173XXXXXX0010
Status: APPROVED -- Captured
AuthCode: 38048A
Purchase: 5.02
Gratuity: 2.00
Authorized: 7.02
-----
** MERCHANT COPY **
```

Auditing

SQLPos creates a detailed audit log of every credit card transaction – both the data that is sent to Mercury and the responses. The system creates a directory folder inside the c:\cdconode folder on each register where EMV is in use; the name of the folder is **emvlogs**. The files inside it are simple text files and are dated with the date of the transactions, such as **emvlog_201511104.A01** which would be the log file for register 01, store ID ‘A’ for November 4, 2015. It is not likely that these files will ever be used for anything at all and after a time, it’s recommended that they simply be deleted. They are retained in the event Mercury may dispute the value of transactions, and we store them to provide a modicum of additional protection for the merchant.

Special EMV Functions

It may periodically be necessary to either “reset” or “reload” the Mercury configuration settings into the VX-805 device. These functions are performed with special buttons that you can place on an administrative panel or somewhere on one of the 100 other panels on the register. The single column of small option buttons (panel 0) cannot be used for these functions. The buttons should be defined as simple type 0 – Text Only buttons where the text shows only on the button itself. The color of the button or and size of the text doesn’t matter.

- **EMVPadReset** – Make the button caption read exactly as displayed here, including upper/lower case. Then save the button. When this button is selected the VX805 will briefly display “Please Wait” and will be reset to normal settings.
- **EMVParamDownload** - Make the button caption read exactly as displayed here, including upper/lower case. Then save the button. When this button is selected the VX805 will enter an update mode, connect to the Mercury system and reload various parameters for your merchant account. The VX805 screen will change multiple times as various actions are performed. The process may require up to 2 minutes to complete during which time the device cannot be used to process sales.

An orange rectangular button with a blue border and the text "EMVPadReset" in black.A green rectangular button with a blue border and the text "EMVParamDownload" in black.

Anatomy of a Mercury EMV transaction

1. Sales associate “sends” the sales data to the VX-805 device from the SQLPos software.
2. The device prompts for verification of the sale \$ amount. Pressing the device’s OK button says “yes, this is okay.”
3. The card is either swiped or inserted into the device, and device reads the card information. Other user interaction may be required such as selecting credit/debit or entering a PIN.
4. The device encrypts the card information and sales data and sends it to the IP address for the location of the local NETePay agent that is running on the merchant’s computer. (This is configured at the SQLPos VX-805 configuration screen.)
5. The local NETePay agent receives the encrypted card and sales data and verifies that it’s properly formatted. If so, it connects to the Mercury server and sends it on for processing.
6. The Mercury server receives, decrypts and verifies the card information and sales data, connects to the appropriate banks or credit agencies for the credit card used and either receives an approval or decline. It then returns the appropriate responses and authorization codes back to the local NETePay at the merchant’s site.
7. The local NETePay decrypts the received data, verifies that the data is properly formatted and sends it to the VX-805 device from which the original transaction came.
8. The VX-805 device displays the response code (Approved/Declined, etc.) and forwards the data to the SQLPos software.
9. The SQLPos software decodes the received data, prints receipts, stores information about the sale and closes the connection to the VX-805 device.
10. All of the above generally happens in only a matter of a few seconds. Considering all the various connections, encryptions/decryptions and verifications that must be done, it’s really quite remarkable that the credit card system works as quickly as it does!

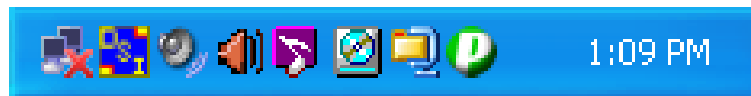
What to do when credit cards aren't working

Because of the inherent complexity of the credit card system, once in a while a card transaction may fail. It's important to train your staff what to do next, because the kind of error message returned can give you an indication of what to do. In most cases, the problem does not require a call to either Club Data or Mercury because, more often than not, it's a local matter that can be fixed by staff.

- The most common problem is likely to be “transaction not complete” and this message will appear on the VX-805; the SQLPos credit card screen may indicate any number of other messages such as “Declined” or “Timeout waiting for customer input” or other message. **Solution:** Select the Cancel Card button on the SQLPos screen and simply try again.
- Another common reason for this message is if the NETePay software is not running. **Solution:** select the Cancel Card button on the SQLPos credit card screen, start the NETePay software, give it about a minute to make its connections and then try the card again.
- Yet another reason this message may appear is that the local computer that's running NETePay can't be found on the network. The problem here is one of network connectivity, or possibly that this register has accidentally become unplugged from the network, the destination computer isn't powered on, or a router/switch is powered off, or that the Internet connection is not working. **Solution:** first, select the Cancel Card button on the SQLPos screen. Then check to make sure those network components are working properly and if not, fix the problem(s) and then try the card again.



In this picture of the Windows system tray, notice the red **X** next to the network connection icon indicating that this computer is not connected to the network. Simply checking the normal Windows system tray indicators can help you diagnose a problem!



Also notice the second icon that shows “DSI.” This indicates that the NETePay software is running on this computer. This may not be the case for every computer, but it's certainly the case for the computer that's *supposed* to be running NETePay. Simply look at the system tray in the lower right corner of *that* computer's screen – if the icon is not there, it means NETePay is not running. **Solution:** start NETePay, give it a minute to make its connections and then try the card again.

- If the computer that is running NETePay software is set to use DHCP network addressing you will run into problems when that computer's IP address changes. The NETePay computer should be set to a dedicated IP address so that it stays constant and all the registers must be set to point to that specific IP address. **Solution:** set the NETePay computer's IP address.
- Still *another* cause for this message can be that firewall, antivirus or anti-spam software is blocking the connection, and this can be either on the local computer or the computer that's running NETePay. **Solution:** fix the problem and retry the credit card.
- If your Internet connection is down, cards cannot be processed with SQLPos. **Solution:** your Mercury merchant account materials include information and telephone numbers for processing cards manually, and you may have to resort to manual methods until connectivity is restored.

ALL of the above issues are local to the computer(s), the network or the Internet and are not issues that either Club Data or Mercury can solve. However, once in a while you may receive a message that indicates other problems, and here are some suggested remedies.

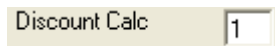
- “Socket” errors, such as socket creation, connection, sending, connection lost, cancelled or TCP/IP failed to initialize. **Solution:** contact your network administrator or local ISP first, if your ISP is operating fine and not having trouble, contact Mercury.
- Internal server error, queue full, refused 'Max' connections. **Solution:** contact Mercury.
- 128 bit CryptoAPI failed. **Solution:** contact your local computer tech; the computer has lost its Windows encryption setup.

APPENDIX 30 – HANDLING DISCOUNTS

SQLPos includes multiple types of discounts and knowing the distinctions between the various types is critical to implementing them in a way to match your business practices. Discounts can be taken as either a form of payment, as various types of function buttons or even as inventory items that carry a negative value.

Discounts that Change the Sale's Total Value

- **Coupon/Discount** – (Function button type 11) a coupon is a form of a discount that is taken off the subtotal of the sale. A keypad appears to enter the face value of the coupon which is treated as a form of payment of the total bill.
- **Sale Discounts** – (Function button types 12 and 13) - These are normally entered as either a percentage of the total sale (a Sale % Discount keypad appears) or as a dollar value (a Sale \$\$\$ Discount keypad appears). The discount is treated as a form of payment, just like a coupon.
- **Pre-Defined % Discount** (Function button type 34) - This also functions as a tender type, but it allows defining a button to automatically calculate the discount based on the text of the button. Example: if the button's text says 15% Discount the system will automatically calculate the 15% discount instead of displaying the keypad which requires additional user entry. The percentage discount is converted into a dollar value and entered into the sale as a credit.
- Both coupons and sale discounts utilize the same G/L posting number, configured in the main Club Office POS Configuration screen for SQLPos Global Tenders. Because these apply to the entire sale, they generally are assigned to a generic discount account such as “discount expense” although they could certainly apply to an income account as a reduction of income. *The bottom line is that the full retail values of the sale items is recorded to the various revenue departments while the discount is posted to the general discount G/L account for the tender type.*
- The SQLPos workstation Discount Calc configuration option can be set to cause the tender type discounts to apply to either the subtotal (not including tax and/or service charges) or the grand total of the sale. Set to 0 to apply to the TOTAL sale, set to 1 to apply to the SUB Total:



- Because a sale discount is a form of a tender type, the customer's receipt automatically shows the text and value of the discount given.
- When a tender is active in a sale, the ability to add items into the sale is not available. In this instance, the coupon or discount tender(s) must be removed to enable adding more items to the sale, after which the coupon or discount may be reentered.

Discounts that Change an Individual Item's Selling Price

- **Line Item \$\$\$ Discount** (Function button type 45) – Allows selecting an item in the sale window and discounting it by the dollar value as defined on the text of the button. Example: \$5 Off. If the text of the button does not start with a number, a currency keypad appears to enter a variable amount.
- **Line Item % Discount** (Function button type 46) - Allows selecting an item in the sale window and discounting it by the percentage amount as defined on the text of the button. Example: 15% Off. If the text of the button does not start with a number, a numerical keypad appears to enter a variable percentage amount.
- **Line Discount % Mode Toggle On/Off** (Function button type 36) – provides a way to activate a preset discount amount for each item entered into the sale until the mode is toggled off again, thus enabling discounting multiple items in succession without having to discount them one at a time in the sale window. This is a variation of the Line Item % Discount function that allows presetting the button with a numerical value as the button's text to preset the discount percent.
- Because line item discounts adjust the selling price(s) of the individual items of the sale, nothing appears on the customer's receipt relative to a discount other than the reduced price. A text file linked to a button or a user-defined footer can be used to print a message at the bottom of the receipt to inform the customer that “prices reflect the discounted value.”

- In contrast to the sale discount method, line item discounts change the total value of the sale by changing the selling price(s) of the individual items of the sale. *The bottom line is that the already-discounted selling price(s) are posted to the various revenue accounts, and the discount is recorded to the discount G/L account designated for the respective inventory items that made up the sale. The discount is applied at a later time inside the inventory module when the “refresh inventory quantities” option is selected and only if the inventory system is configured to automatically create journal entries.*

Discounts as “Inventory Items”

- Because an inventory item can be configured with either a positive or negative selling price and record its sales to any G/L account, multiple inventory items may be created to represent various discount values for specific reasons. The sales G/L number (or G/L alias) for the “inventory item discount” may be used to either record the selling price to the same account as the inventory item it applies to or to a general discounts account.
- One benefit to using an inventory item as a discount is that an inventory item can be linked to an optional message so that when it is sold, the additional message can print at the end of the customer’s receipt. In this way, the customer walks away with additional promotional messages or other discount offers right on his/her receipt, opening the door for additional sales possibilities.
- This concept can also be used for specific targeted coupon programs, allowing coupon tracking via the inventory module’s inventory movement reports to help determine the success of the coupon program itself, i.e. which coupons worked and which didn’t.
- An “inventory item discount” could be utilized as part of a bundled sale if you wish so that both the original item and the discount are applied to the sale together.
- Because inventory items display on the receipt, the customer certainly knows the value he or she is receiving.

Regardless of the type of discounts you wish to use, remember that any button can be configured for virtually anything, so you’re not limited to only one type of discount on a screen. Use your imagination to help design a system that gives you the discount types that you want and need.

Alternate Price

Remember that using the “alternate price” features of Club Office and SQLPos can automate discounting for member accounts that are tagged to use it.

Train Employees

If you use discounts or coupons and especially if you use multiple types of them, you must train your staff in how to apply them so that the proper method is used when the sale is conducted. Some stores print redemption instructions on the discount so that the employees ring them up properly; others publish a small booklet or paper with printed examples of the various types of coupons or discount programs along with instructions for using them, expiration dates, etc.

Monitor Employee Sales

It’s easy to give customers \$15 off here, or 25% off there, etc. but you must monitor them so that they aren’t used carelessly. Sure, they have the potential to increase customer traffic and overall sales, but never forget that the first rule is that discounts reduce revenue and shrink profit margins.

APPENDIX 31 - INTERACTION/TIMING ISSUES WITH CLUB OFFICE ACCOUNTING

Concepts for understanding...

- SQLPos communicates with the central Club Office Accounting system via the HeartBeat agent, which is set to a sampling interval of “**x**” number of seconds. The lower the sampling interval, the more frequent it samples; the higher the interval, the less frequently it samples. It’s important to understand that this sampling interval essentially creates a delay in the time between when changes are made and when they are applied to the workstation.
- HeartBeat samples both Club Office and the local SQLPos workstation to see whether it should do anything; if it finds a request to process, it loads it and executes it. However, it always looks first to the Club Office system (i.e. “central control”) before it looks locally to the SQLPos workstation. If a central request exists and a local request from SQLPos itself does NOT exist, then the central request is executed. However, if a local request exists, it is always processed first, after which the central request is processed. Therefore, if someone in Club Office performs a task that affects the SQLPos workstations at exactly the same time someone on the workstation performs a task that affects Club Office (such as finishing a sale) HeartBeat’s priority is **always** to process the local request over the central request.
- HeartBeat includes roughly fifty various functions that it can perform. Some of these involve sending data **to** the central system (e.g. sending sales or closeout information, sending button configuration changes, etc.); others involve recalling data **from** the central system (e.g. updating a local copy of inventory, members and employees or reloading button configuration settings).
- Some central operations automatically cause SQLPos workstations to update themselves. Examples of this are changes to members, employees and inventory. But inventory is quite a bit more involved because an inventory change causes a central update operation inside Club Office that checks the central copies of all SQLPos workstations for buttons that may be affected by those inventory changes after which it issues requests to all workstations to update their buttons from the central system.

Word of the day: “Patience!”

Often, a new user may become confused when trying to configure a new system while at the same time he or she is entering or changing inventory settings, and the most common complaint is “I lost all my buttons!” For example, a user may have multiple windows open on the computer screen and unknowingly, when flipping back and forth between the SQLPos button configuration screen and the Club Office inventory screen, the user forgets that HeartBeat is just running away, looking for a request to execute. Suddenly it finds a central request issued by the inventory module for the workstations to update their buttons and in true fashion, HeartBeat grabs the request and copies the buttons from the central system – *before the recent SQLPos button changes have been sent to the central system* -- and right before their very eyes, the newly-configured buttons seem to disappear!

These days it seems as if we’re all in a hurry to get things done; Windows even allows us to “multi-task” faster than ever. However, in this case, the solution is to *slow down* and have *patience* -- *do one thing at a time and give HeartBeat the time it needs to finish its work*. If you’re designing buttons on register #1 for instance, *finish all the designing and then exit the button setup screen*. Exiting the screen sends a request to HeartBeat to send its configuration changes to the central system. Then if your HeartBeat is set to sample every 10 seconds, wait *at least* 10 seconds before you go into the inventory module. Or if you make an inventory change, make sure you exit the module and let the updating happen (it usually takes only a few seconds or so depending on how many SQLPos workstations your system is configured to use), and then wait *at least* 10 more seconds for HeartBeat to grab and process the request to update its buttons. Remember that by design, HeartBeat is a delayed transaction processor. Give it time to work!

In short, and especially on a new system, our suggestion is to always finish your Club Office work first, including any and all G/L account settings, sales tax and service charge settings and of course, creating and setting up inventory. When all that is done, then exit Club Office completely and start up SQLPos. Wait for *at least* as many seconds as HeartBeat is set to sample before you begin any setup work on the SQLPos workstation.

APPENDIX 32 – WORKING WITH OFF-LINE WORKSTATIONS

SQLPos is designed to operate in either an on-line “connected” mode (always connected to Club Office) or in an off-line mode, where workstations are either permanently or temporarily disconnected from the main Club Office system. While incorporating off-line workstations into your operation adds a great deal of flexibility, it also adds some complexity in terms of (1) getting sales and inventory transaction data into the accounting system and (2) keeping the workstation itself up-to-date with button configuration, membership, employee and inventory changes because by definition, all of these operations are managed manually for off-line workstations. The SQLPos Control panel provides the capability to perform these manually directed operations:



Manual Import – Sales Transactions and Inventory Transactions

The Manager Report menu at the SQLPos workstation includes an option to export the sales and inventory transaction data files to portable media. Two export files are created in this process; one contains sales-related data and is named EXPORT???.CSV while the other contains inventory-related data and is named HBPOX???.CSV. BOTH files must be imported using the SQLPos Control Panel. The ?? in the file name represents the workstation number.

Importing is easy and quick and essentially is as follows:

1. Insert the portable media used at the workstation to which the sales and inventory transactions were exported.
2. Start the SQLPos Control panel
3. Select to import the sales transactions
4. Use the file browse tool to locate the designated file as designated in the “Files of type” box at the bottom of the file browse window.
5. Select the file and click OPEN.
6. Click on the confirmation box to import the file.
7. If you first imported sales transactions, repeat the process for inventory.
8. Sales transactions are imported into the A/R daily workspace; inventory transactions reside in the inventory database and will be applied to the current inventory the next time an inventory quantity refresh is performed.

Import Off-Line Workstation Configurations

In normal, on-line mode, SQLPos and Club Office keep each other up-to-date whenever register buttons are changed or when inventory, members or employees are modified. In off-line mode, there is by design a disconnect between the two and to keep the off-line workstations synchronized with Club Office, it’s necessary to make certain that (1) Club Office gets updated with any button changes that have been made on the off-line workstation and (2) the workstation gets updated with inventory, member and employee changes.

The Import Off-Line Workstation Configuration option provides a way to import an off-line workstation’s button and other configuration settings into the main SQLPos configuration database. This is a critically important step and is preformed as follows:

1. At the off-line workstation, a backup is made from the manager options panel. This backup should be made onto some sort of portable media; an individual flash memory stick for each off-line workstation is a perfect and inexpensive solution. The memory stick can also be used for the sales and inventory transaction exports so that at the end of the day, the stick has not only the sales and inventory, but a full backup of the register itself, giving you even more data security. Let’s assume in this example that the off-line workstation we’re using is register #3.

2. Insert the memory stick into the computer and wait for windows to recognize it. Take note of the DRIVE LETTER that Windows assigns to it. This is very important and will likely be either drive E, F, G or H. In this example, let's assume that it is drive G.
3. Start the SQLPos Control Panel, select the Import Off-Line Workstation Configuration button to see the import panel.
4. In the top box, type the workstation number for the memory stick. In this example, it's register 3 and you'd type 3 into the box.
5. In the second box, type the drive letter Windows assigned to the memory stick. In this example, we'd type the letter G.
6. Click the Import button. In a few moments, the helpwindow at the bottom of the screen will report the import is complete. Now, the main SQLPos Configuration database has a copy of the off-line workstation's button and other configuration settings.
7. At this point, if you have a master register button design that the off-line register doesn't have, you can use the CLONE feature to transfer it to the off-line register, essentially reconfiguring the screens to your new settings. When done, you'd be ready to update the off-line register with the new configuration.

Create Update for Off-Line Workstations

This function creates a new SQLPOSBK.ZIP file for the chosen workstation # which is then taken to the respective register and used to RESTORE onto it. The restore option is on the SQLPos manager options panel. Restoring this file puts the new configuration, inventory, membership and employee databases on the off-line workstation. The process for creating it is almost identical to importing the configuration file:

1. Insert the memory stick into the computer and wait for windows to recognize it. Take note of the DRIVE LETTER that Windows assigns to it. This is very important and will likely be either drive E, F, G or H. In this example, let's assume that it is drive G and we're working with workstation #3 again.
2. Start the SQLPos Control Panel, select the Create Update for Off-Line Workstations button to see the "create update" panel.
3. In the top box, type the workstation number for the memory stick. In this example, it's register 3 and you'd type 3 into the box.
4. In the second box, type the drive letter Windows assigned to the memory stick. In this example, we'd type the letter G.
5. Click the Create button. In a few moments, the helpwindow at the bottom of the screen will report the process is complete.
6. Remove the memory stick and go to the off-line workstation.
7. Insert the memory stick into the off-line workstation; take note of the drive letter that Windows assigned it. (Note: once assigned, it's not likely to change, but it may not be drive G on the workstation while it may be drive G on the main computer).
8. Start SQLPos, go to the Manager panel and select RESTORE.
9. The SQLPos restore utility will ask for confirmation to overwrite the existing files with the new ones; choose YES in every case. There are only 4 files to restore.
10. Close SQLPos and restart it. The new configuration is now in effect.

Summary

Off-line workstations add both flexibility and complexity to your POS operations and therefore require strict attention to operational policies and procedures to ensure that your system is operating properly. These instructions are meant as general guidelines for managing off-line workstations and the end user should carefully consider what each step means in the context of his/her business operation. It is highly suggested that the user tailor his/her own procedure list to the specific need were off-line workstations are concerned.

To be successful at managing off-line workstations, it generally requires that the users possess more computing skills in areas such as making backups, using portable backup media such as memory sticks or Zip drives and following multi-step procedures. Producing daily checklists for closeout procedures can be immensely helpful in this area so that no steps are missed. Having a set time of the day or day of the week for performing these procedures has also proven to be helpful as opposed to performing it “as needed.” Users often forget procedures that aren’t done on a regular basis, and “as needed” updates have the propensity to create unpredictable data synchronization problems.

But carefully and properly managed, off-line SQLPos workstations can provide fantastic POS functionality that may not otherwise be achieved.

APPENDIX 33 – SETTING UP “FORCED MODIFIERS”

A common POS feature in food/beverage environments is to cause the server to page through all appropriate screens for a certain entrée so that the cooking temperature, sides and/or beverages are selected. For example, suppose a steak dinner includes a salad, a vegetable, a starch and beverage. Add to this that a steak typically is ordered with a temperature as well. To accommodate this scenario, a series of “go-to-stay-in” panels would be defined so that the server must follow the routing of available panels until the last one finally routes back to the starting panel.

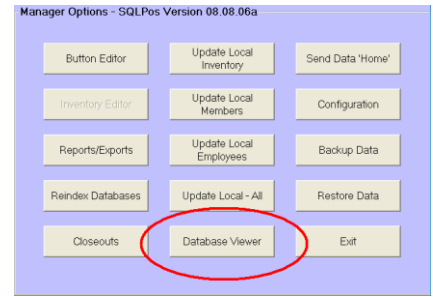
1. Decide on which panels will contain what information. In this example, the user has decided the following:
 - Panel 1 is the main register panel – all sales start from here.
 - Panel 11 contains all the steak selections (ribeye, NY, filet mignon, etc.)
 - Panel 12 contains temperature selection (medium rare, well done, etc.)
 - Panel 13 contains salad selections and salad dressings
 - Panel 14 contains vegetable sides
 - Panel 15 contains starch selections (baked potato, mashed, fries, etc.)
 - Panel 16 contains applicable beverages that are included in the purchase
2. Starting at the home panel (panel 1), create a Type 2 “Stay-In” panel selector to go to “stay-in” panel 11. The text of this button is STEAK.
3. At panel 11, define the appropriate steak entrees that you sell. Somewhere on the panel, build another type 2 “Stay-In” button to go to panel 12. The text of this button is “TEMP.” Then make the “DONE” button in the lower right corner invisible. (You cannot re-use the DONE button as another “go-to-stay-in” button.)
4. At panel 12, define the appropriate cooking temperatures. Somewhere on the panel, build another type 2 “Stay-In” button to go to panel 13. The text of this button is “SALAD.” Then make the “DONE” button in the lower right corner invisible.
5. At panel 13, define the appropriate salads and salad dressings. Again, somewhere on the panel, build another type 2 “Stay-In” button to go to panel 14. The text of this button is “VEGGIE.” Change the “DONE” button in the lower right corner to be invisible.
6. At panel 14, define the appropriate vegetable sides. Again, somewhere on the panel, build another type 2 “Stay-In” button to go to panel 15. The text of this button is “STARCH.” Change the “DONE” button in the lower right corner to be invisible.
7. At panel 15, define the appropriate starch options. Again, somewhere on the panel, build another type 2 “Stay-In” button to go to panel 16. The text of this button is “BEV.” Change the “DONE” button in the lower right corner to be invisible.
8. At panel 16, define the appropriate beverages that are included in the purchase of the steak at no extra charge. This time, change the DONE button in the lower right corner of the screen to be a Type 1 “Normal Go To” button that goes back to panel 1. Leave the text “DONE.”

The result of the above is that when the server selects “Steak,” he/she is forced to follow the screens from one to the next so that the proper steak is selected followed by a cooking temperature, then the salad, the vegetable, the starch, and finally the beverage, after which “DONE” is chosen that returns back to the main screen to select another entrée.

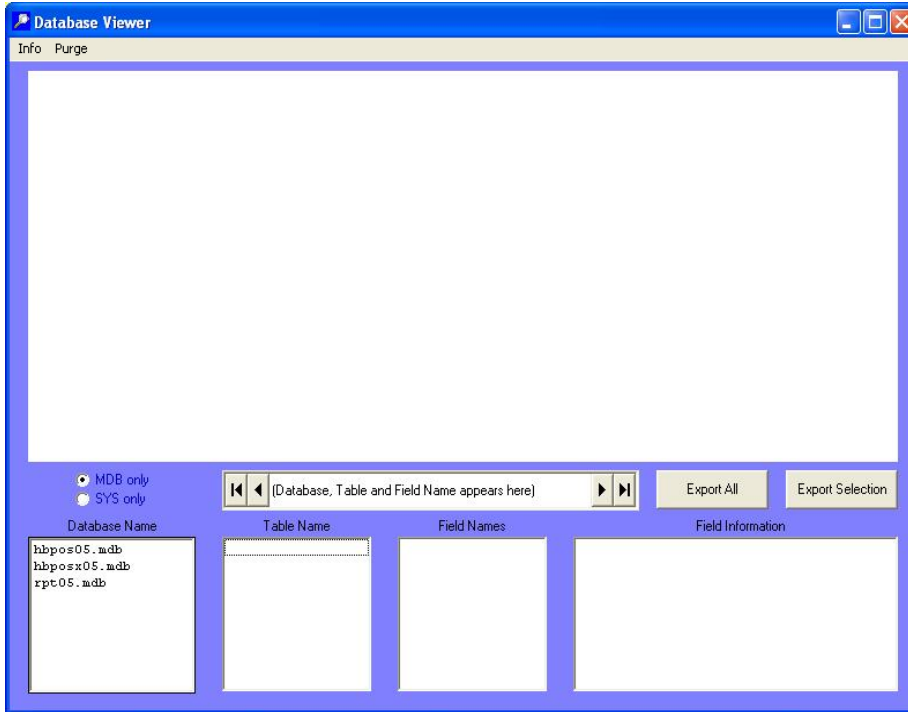
Remember that not all entrees may include the same options; for example, chicken and pork are not normally served as rare or medium rare for health safety reasons. Therefore, the routing for ordering a “CHICKEN” entrée might be different, although you could certainly create an appropriate button on the temperature screen for such situations (such as “FOWL”) that servers could use and thus keep the same sequence for all orders.

APPENDIX 34 – SQLPos DATABASE VIEWER

The manager options panel includes a button to open the database viewer. The viewer can be used to view configuration or raw transaction data inside the SQLPos databases on a SQLPos workstation unit. Accessing the viewer requires the level 3 password.



Upon startup, the viewer displays the database files for that workstation in the “database name” box in the lower left of the screen. In the example below, the user is at workstation #5:

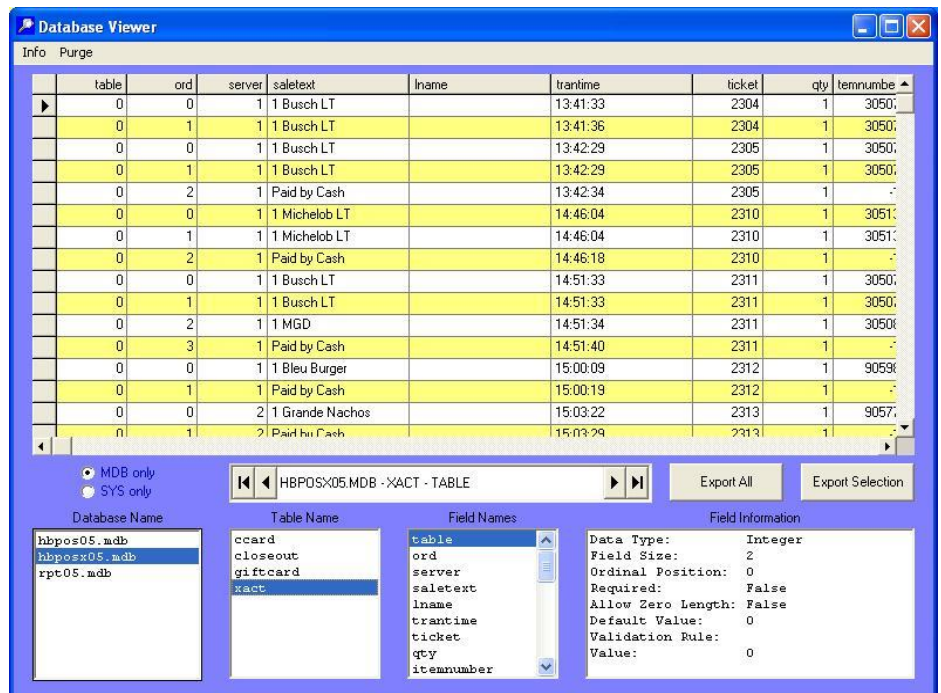


Highlight the transaction database in the database name box; the tables of data inside the database will appear in the “table name” box, the second box on the lower left of the screen.

- **hbposx??.mdb** contains pos transaction data that has been made on the workstation. The ?? portion of the file name is the workstation number.
- **hbpos??.mdb** contains button configuration information for the workstation.
- **rpt??.mdb** is a reporting database that is used to collate information prior to printing reports on the workstation.

Selecting a table in the table name box populates the remainder of the boxes and displays the data residing in the chosen table. Examples:

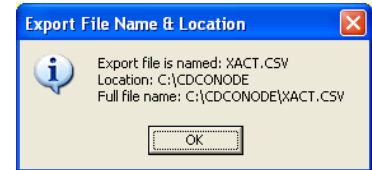
- **ccard** contains credit card information about past transactions.
- **closeout** contains summary information about closeouts for this workstation.
- **giftcard** is a temporary workspace area and generally won't contain any data at all.
- **xact** is the table that contains detailed transaction data that has been made on the workstation.



Once the data is in the display, it can be sorted in ascending order by any of the columns of data simply by clicking on the column heading itself.

The viewer includes button options to export the currently displayed data (or selected portions of it) in a CSV (comma-separated-values) format that can be imported into a spreadsheet for further analysis. To select a portion of the data, use the vertical scroll bar on the right side of the grid to locate the first record to export, and highlight the entire row by clicking on the small gray box immediately to the left of the first column. Then hold the SHIFT key down on your keyboard, use the scroll bar to locate the last record, and highlight the last row. All the items between the top and bottom rows will then highlight, and you may use the export selection button.

The export may take a few moments; the screen will display a message during the process and at the end, a message such as the one to the right will appear, stating the name of the file and its location; the system defaults to export into the CDCONODE folder on the computer's hard disk.



Purging Data

The viewer includes a purge feature (found on the top menu bar) that can be used to delete old transaction data that is no longer needed. The purge function uses a “cut-off date” that you specify; transaction data prior to and including that date is deleted while data after that date is retained.

- Purging data can increase the performance and speed of a SQLPos workstation. If you notice that a workstation has become sluggish over time, it's quite likely that the large amount of data that SQLPos is maintaining is using up some of the computer's speed; purging old data that is no longer needed can make a significant improvement.
- Purging data reduces the amount of time required to perform backup operations, as well as the size of the backup data files themselves.
- The purge functions only on the local workstation; the main Club Office system includes copies of every SQLPos transaction from every workstation (providing a periodic workstation closeout has been performed on the units), so keeping an additional copy on the workstation itself is redundant.

Technical Information about SQLPos Workstation Databases

A SQLPos workstation utilizes three MDB databases. The workstation number (01-20) is incorporated into the database name, which ensures that they are unique even when the SQLPos control panel (in Club Office) is used to copy the databases to the main system for security. In the examples below, the ?? in the filename represents the name of the database itself. The sub-topics below are the data tables that reside inside the respective database.

1. **HBPOS??MDB** – the workstation configuration database. This is usually quite static and changes only when changes are made to buttons or to the configuration of the workstation.
 - a. **buttondef** table: contains the button configuration settings for panels 1-101
 - b. **config** table: contains the workstation configuration options, printer settings, etc.
 - c. **optiondef** table: contains the button configuration settings for the vertical column of ten option buttons that always remain visible regardless of what panel of buttons are in use.
2. **RPT??MDB** – a reporting database SQLPos uses for the purpose of collating information when making reports. SQLPos replaces this database periodically with a blank copy prior to printing a report. Think of it as a report workspace or scratchpad.
3. **HBPOSX??MDB** – the workstation transaction database. This is quite a dynamic database that changes constantly as sales are rung up.

- a. **ccard** table: contains credit card transaction information and is linked to sales transactions by the ticket number. The table only contains information for transactions that have been *finished* on the workstation.
- b. **closeout** table: contains summary information about closeouts that have been performed on the workstation. If a closeout is performed multiple times for the same day, each closeout is logged according to the time the closeout was performed.
- c. **giftcard** table: may be used as a temporary workspace by the system; this table should rarely contain any information at all.
- d. **xact** table: contains detailed historical sales transaction data of tickets that have been finished (e.g. “closed”) on the workstation. During a sale, this table serves as a workspace for the currently open sales transaction. Sales transactions are managed by the use of the “status” setting, which is shown as column 14 in the database viewer, counting left-to-right. Each detailed line of a transaction in a sale has its own status value depending on what type of detail the item is, and when using the database viewer, one can understand what happened to a transaction by viewing its line item status settings:
 - -86 the item was cleared via the “clear sale” function
 - -76 the item was removed from the sale
 - -4 the item is part of an active pre-authorized credit card sale
 - 0 an active item in an active sale
 - 1 an active item in an active sale that has already been sent to a “remote” printer.
 - 2 the item was “closed” while the workstation was in “offline” mode.
 - 3 the item was “closed” while the workstation was online with Club Office.
 - 4 the item has been transferred to the Club Office A/R system by HeartBeat
 - 5 the item has been manually exported by the workstation for manual import into Club Office
 - 6 the item has been transferred to the Club Office inventory system
 - 7 the item has been transferred to the Club Office transaction store database

Other Helpful Information about the XACT table

Each table is further organized into “fields” of information. For example, the xact table contains a field named “ticket.” Field names are displayed as column headings in the database viewer; additional information is also displayed about each field as they may be selected in the “field names” box.

The ticket number is unique and is the most important element used for ensuring data integrity. Within the ticket, the items are assigned a corresponding time (the “**trantime**” field) when the item was entered into the sale. By reviewing the ticket in ascending trantime order, one can reconstruct exactly how the ticket was rung up. The items are also assigned an ordinal position within the ticket (the “**ord**” field) which keeps the individual ticket items in a specific position in the sale, which is important for displaying and printing modifiers, seats, etc. in the proper place on a receipt or remote-print order.

Status 5, 6 and 7 items can be created by using the manual export functions in the SQLPos workstation report module. Exporting is a back-up method available for units that are either permanently off-line or encounter networking difficulty that prevents HeartBeat from transferring the data automatically. Each time a manual export is performed this way, the “**export**” field in the xact table is incremented. (Note: the “export” field is NOT incremented if exporting data using the database viewer.)

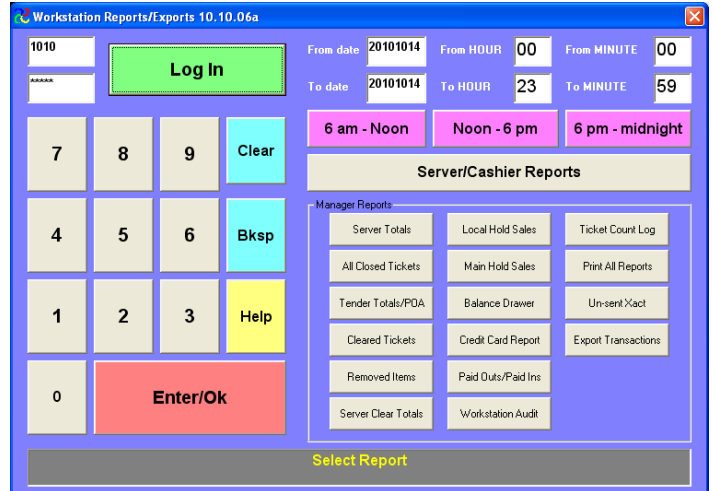
Can I use the database viewer to edit or correct a sale?

No. The viewer is designed to display data only and does not include editing capability. If you need to correct a sale, it’s best to create a “return sale” to reverse the desired portions of the original transaction, reenter the sale items the proper way and finish the corrected transaction.

APPENDIX 35 – SQLPos REPORTS

Overview

SQLPos prints many different reports. All are formatted to print on the local receipt printer and they pertain *only* to the register on which they're printed. The reporting module has two modes: a server and manager mode; the server mode presents only a single button whereby all appropriate reports for the logged-in employee are printed automatically. In manager mode, more report options become available and the manager is also allowed to change the employee number for specific reports. At all times, the user may choose a range of dates and range of hours & minutes of each day to further filter report data.



The report module is one of the options available at the SQLPos Manager Options screen.

Logging In

Using the screen keypad, the user types the same ID and password information as are established for him or her to use SQLPos or optionally, Club Office TimeClock. Server and manager modes are automatically established by the password itself as established for the individual in the Club Office employee module.

- Type the employee ID and press Enter/Ok.
- Type the employee password and press Enter/Ok.
- If both are correct, the module will enable various options and be ready to use.

From Hour/To Hour, From Minute/To Minute

The module defaults to include the complete day, from the zero hour (midnight or 00:00:00) to the next midnight, which in 24-hour time is 23:59:59. While hours and minutes are user-changeable, the module always adds 59 seconds to the chosen “to” minute. For example, creating a report from 8:30 a.m. to 1:30 p.m. would be entered as the example shown on the right. (Notice that 1:30 is 13:30 in 24-hour time.) The resulting time used to filter the transactions will actually be 08:30:00 through 13:30:59 after the module adds 59 seconds to the “to” entry.

From HOUR	8	From MINUTE	30
To HOUR	13	To MINUTE	30

For user convenience, three predefined time-range options are provided. Selecting one pre-populates the time range boxes automatically.

6 am - Noon	Noon - 6 pm	6 pm - midnight
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Interaction of date/time filters with other date and time-oriented settings

SQLPos has multiple configuration overrides, one of which is the use of “sessions.” Users who utilize sessions in their operation can encounter some odd reporting issues because by design, the feature retains the date past the midnight hour and into the next day. Therefore, in a session environment, sales that are opened *after* midnight may actually retain the date of the *previous* day yet the time of the sale is correct.

The SQLPos configuration option to “use original date” also can affect reports for by design, it either uses the original date and time each item was actually entered into the sale or it causes all of the items to be re-dated to the time the sale is closed instead. This has an obvious effect on sales that have been put on hold and possibly tendered at a different time of the day than was originally intended.

Note also that some reports (such as audit reports and all exports) are not time-sensitive but default to include the entire date range chosen and ignore the time settings completely.

APPENDIX 36 – RECONCILING CREDIT CARD TRANSACTIONS

Overview

Depending on your business practices, you may encounter periodic challenges in reconciling credit card transactions to sales inside Club Office and your bank statement. Consider the following issues:

- Credit card transactions flow through the credit card system using the actual date and time of the card transaction. This cannot be overridden by any SQLPos or Club Office setting.
- SQLPos has multiple functions to either retain or change a transaction's date. But these apply only to SQLPos and to Club Office accounting and have no bearing at all on the credit card or banking system.

Examples

1. A dinner sale is opened at 8:30 p.m. At 11:00 p.m. the sale is preauthorized on the customer's credit card, but the server leaves for the night without closing it. The next morning, the manager notices that a preauth sale is still open, calls the server in question, and then proceeds to close the sale. If the SQLPos register was configured to retain the original date items were entered into the sale, the dinner items would carry one date while the tender and credit card transactions would likely carry differing dates.
2. In the same above example, if the SQLPos register was configured to reset the date to the date the sale was closed instead, the entire sale would carry the new date, the credit card transaction (if not adjusted with a gratuity) would likely have the previous date, and none of the transaction would likely appear on a SQLPos server report for that server's shift because the sale was closed the next day. Therefore, in both of the above scenarios, the sales reports in both SQLPos and Club Office will likely differ with the bank statement because the dates various actions occurred are different.
3. Around noon, the pro shop register loses its network connection to Club Office accounting but retains its Internet connectivity so that it can process credit cards. Sales continue throughout the day with the register "off-line." The following day, the office staff prints sales reports from both Club Office and the register and discover they carry vastly different totals – in particular, the register shows credit card sales that Club Office doesn't have.

Where to look for transaction information

The SQLPos report module contains a credit card report that a manager can print. It includes reference information that is returned to the merchant for each card transaction. Typically these are codes, may include long transaction ID numbers and the like. Much of the same information is likely displayed on your bank statement where card transactions are involved, including at least portions of the credit card number. SQLPos receipts also display the last four digits of the card number as well as the SQLPos ticket and register number, and this information may also prove helpful in matching bank transactions to SQLPos sales transactions.

All of this information is viewable on-screen or exportable using the SQLPos Database Viewer, which is accessible via the SQLPos manager options panel.

- Open the database viewer on the register where the sale was closed.
- Once inside the database viewer, select the database that has the name **hbposx??**.mdb where **??** represents the register number. (Example: register #3 would have a hbposx03.mdb file).
- Select the CCARD table in the chosen database.
- Use the scroll bars, page up/down keyboard buttons to scroll around the database to find the desired records. Of course, you may also select groups of records and export them so that they may be further analyzed using most any spreadsheet application such as Microsoft Excel.

A credit card merchant normally has an Internet management portal at his/her disposal to manage the merchant account and provide additional reporting options. Such portals and access to them are provided by the card processor, and for security reasons, login and password access information are only supplied to the merchant. Club Data Corporation's technical support staff does not have access to this information and is unable to help with such on-line tools.

APPENDIX 37 – EMERGENCY OVERRIDE

The HeartBeat module includes an “emergency override” button that can quickly put a register back in operation should its local transaction database become corrupted. The option is found on the HeartBeat configuration screen, and it may be used only one time.

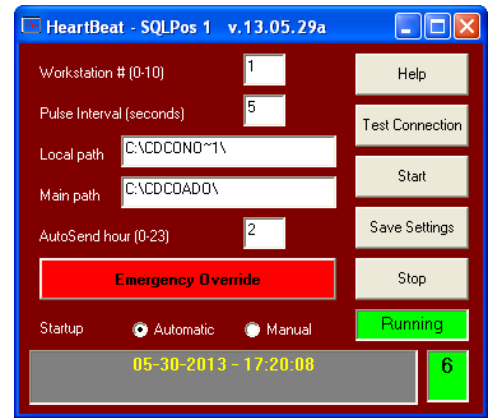
This feature was intended to be for emergencies only, such as you might encounter should the database become corrupt on a holiday such as Independence Day and you can’t afford to be out of operation for more than a moment or two. When used:

- Any “local” hold sales that resided on the register before using the override will no longer be available. This includes any credit card transactions that have not yet been finalized for whatever reason.
- Central hold sale transactions should remain untouched as they reside in a central database, not the transaction database on the register.
- The daily closeout and all daily reports will summarize only transactions that have been completed after the override was invoked.

Your Club Data technical support representative can help you recover any finished transactions that had not yet been moved from the register to the main Club Office A/R system, as well as reset the feature so that it can be used again at a later date.

Follow this procedure to use Emergency Override:

1. You need not call Club Data tech support to use this procedure – it was created for situations where you don’t have time for technical support!
2. Do whatever you have to do to close all the applications on the computer.
3. Restart the computer.
4. Start SQLPos.
5. Open the HeartBeat module by clicking on it (it will be running on the Windows taskbar).
6. Select CONFIGURE PULSE to view the HeartBeat configuration screen. The module will not park itself down on the taskbar and disappear from view while HeartBeat’s configuration screen is visible.
7. Select the red Emergency Override button; a Yes/No confirmation box will appear. Select YES to enable the feature. HeartBeat’s activity will stop and the indicator boxes will turn red.
8. Wait – the module may take a few moments to complete its work. When done, the “WAIT” message will disappear and be replaced with one that includes a date/time stamp like the example to the right:
9. Click the Start button to start HeartBeat again. The indicator boxes should turn green to show that it’s running again.
10. Click Save Settings to return to the normal HeartBeat screen.
11. Click the Start SQLPos button to start the register software. You’re good to go.
12. You may require some technical support assistance to repair the original transaction database if there is a concern that some transactions had not yet transferred from the register to the Club Office A/R system. Contact Club Data during normal Monday-Friday business hours.



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APPENDIX 38 – REGULAR END-USER MAINTENANCE

Any computerized database management system requires periodic maintenance to ensure that the system can function properly. Use this guide to help manage your system for successful performance.

Daily

- Reboot the computer and restart the register software at the start of each day. This gives the Windows operating system a chance to refresh itself by clearing the computer's memory, refreshes network connections and reinitializes the databases. In the process of rebooting a computer one may also discover if the computer itself is experiencing any hardware issues which will always affect performance.
- Review register reports for each register to ensure that all transactions have been finished and not accidentally left in a "hold" status by employees.
- Perform a closeout on each register to make certain transactions are flushed and moved to the Club Office accounting system.

Weekly

- Make a backup. It's perfectly okay to do this every day, of course, but at the very least, should be done weekly. Computers are merely machines and periodically, machines break. Having a weekly backup will allow you to restore a new computer to a place where your data is only a week out of date and can save you a lot of time and hassle.

Monthly

- Start each register and make certain there are no "local hold" sales that for some reason have not yet transferred to the main Club Office accounting system. This may be critically important to your month-end accounts receivable billing!
- If you have registers that are powered on only for special events, you **MUST** start them and ensure that their sales transactions have been sent to the main Club Office accounting system. This also applies to register workstations that are portable such as a laptop on a beverage cart.
- Perform a database reindex operation.

Annually

- Making an annual backup is always a good idea. This gives you a way to restore the system to exactly the way it looked at the end of the year should that become necessary. Make a backup of the entire C:\CDCONODE folder. The easiest way to do that is to use an inexpensive USB flash drive and simply copy the entire CDCONODE folder to the flash drive. It'll take only a few moments and afterward, you might open the flash drive to make sure the CDCONODE folder is there. If so, consider renaming it by adding some helpful information. For example, if it's a backup of register #3's cdconode folder, you might rename it like the picture below to show the register number and date. Then you can put multiple folders on the same flash drive yet still keep them separate because each has a different name!



- Open the manager panel and choose the database viewer to review the number of transactions in your register databases. On register #1, for example, this is the HBPOSX01.MDB file (the 'X' in the file name indicates transactions). Register #2 would be HBPOSX02.MDB, etc. Once you choose the proper transaction database, open the XACT table; on the far right side of the screen just above the "Export Select" button will be the number of records in that table. If there are more than 50,000 records, the table should be purged. A "purge" menu option is available at the top of the screen; select it and enter the cut-off date to use for the purge. The function will remove all records PRIOR to the cut-off date you enter.
- If you purge the database, be sure to perform a database reindex operation on it afterward.

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