Newsletter for July, 2008
from
Club Data Corporation

This newsletter is sent monthly to Club Office users to:

- Remind you when there is a new software update for Club Office on the Clubdata.Com website. This month, there is not an update although there might be a program or 2 that you could download if appropriate or if directed by Club Data support.

- Provide helpful hints or information that you may find of value.

This Month:

For those that need it, there are three reports available with options to select members with the Auto Debit feature checked on the Member Financial Management Screen. These are A/R reports 10, 11, and 12. See Attachment 1. Download "rptgen.exe" from the web site.

Tip of the Month:

We are finding that <u>sales tax rates</u> are changing and clubs frequently have questions on how to change them.

If you have Club Office and Club Office Point of Sale:

1. In Club Office Configuration - Company, change the sales tax % to the most common number.
2. In Club Office Configuration - A/R, move to the Update A/R List from G/L screen and change the specific sales tax percentage for each of the specific G/L revenue account numbers.
3. In the Inventory Module, make a global change to reset the A/R settings to the new values.
4. As you leave Inventory, be sure to click yes to "Update SQLPos".
5. In SQLPos Control Panel, reset the item buttons to the current A/R settings (the new sales tax rates.)

If you do not have SQLPos but have another POS system, follow steps 1, 2 and 3 and then change your tax rate according to the instructions for that software.

See Attachment 3 for more details about setting sales tax rates.

White Paper:

Point of Sale Theft. Clubs are encouraged to analyze their business processes and procedures to determine points of weakness in theft security and to find methods to identify and then prevent problems. See Attachment 2.

Index of Help Topics:

We have provided an index of the Club Data Newsletters with the topics that have been covered over the years. We encourage you to review the topics to see if there are any that might be relevant now that you might have ignored when the topics were first introduced.

See Attachment 4 for an index by month of topics covered in the Club Data Newsletters that can be reviewed on the Club Data Website.

Please share this newsletter with your colleagues.

Bill Hallberg
Club Data Sales and Service

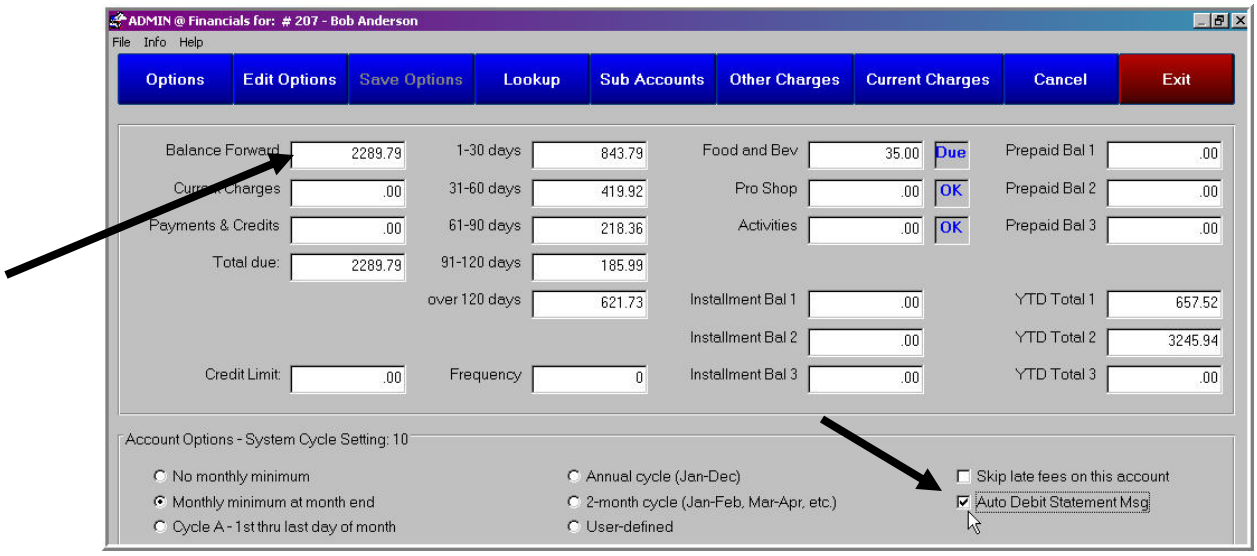
Attachment 1:

Auto Debit Feature

Club Office has the capability for processing debits and having them reflected on the member statements.

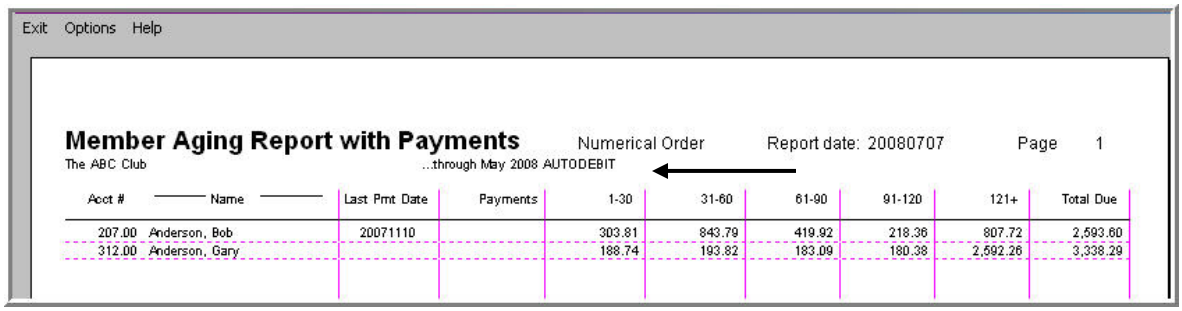
Procedurally:

- Set up members who want their bank contacted to debit their bank account for the balance forward amount of the current statement.

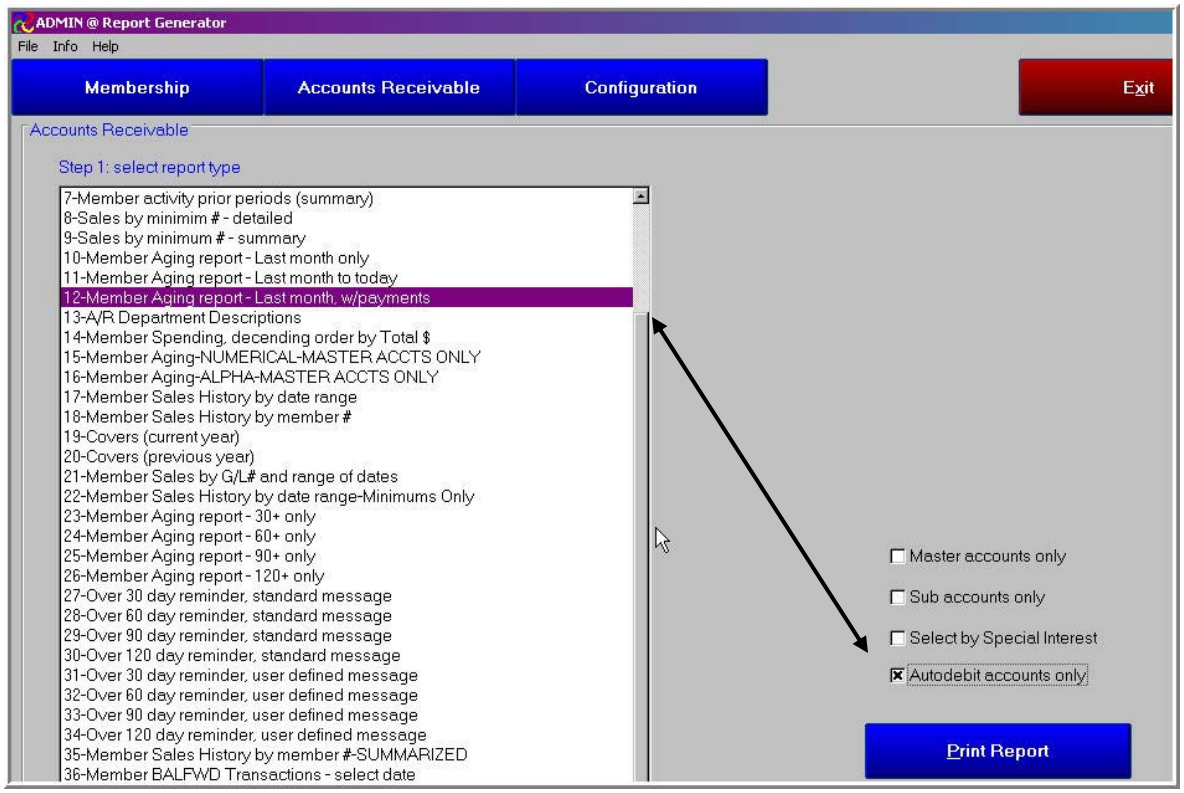


- Have Club Data change your statement template to look for Auto Debit Statement processing and insert the words "Do Not Pay" on the statement for those members on Auto Debit.

- Review one of the A/R reports (A/R reports 10, 11, and 12) showing the Auto Debit members for the balance forward amounts to communicate with the appropriate banks.



Acct #	Name	Last Pmt Date	Payments	1-30	31-60	61-90	91-120	121+	Total Due
207.00	Anderson, Bob	20071110		303.81	843.79	419.92	218.36	807.72	2,593.60
312.00	Anderson, Gary			188.74	193.82	183.09	180.38	2,592.26	3,338.29



- Record a payment in A/R when you have validated that the money has been transferred to your account.

Your Action:

- Contact Club Data to request a change to your statement to reflect the Auto Debit processing prior to implementing this process.
- Set up processes and procedures to implement this process with your bank.

Attachment 2 - Club Data White Paper - Point of Sale Theft

Club Data Corporation is issuing White Papers to introduce topics that may be of interest and to stimulate individual clubs to think about that topic. As you read these White Papers, remember that all clubs are different. No 2 are alike. Also, keep in mind that there are many ideas on many topics and that some of the ideas presented may not apply to a club, may not be relevant to a club, or may not be a correct idea for a club. The information presented is really intended to get you thinking and to expand beyond this information.

Have you ever thought about the ease that a service employee (wait staff, bar tender, retail shop employee) might be stealing from you and yet making it appear as though everything is normal to the customer? Stealing would be defined as taking something that does not belong to them, not charging a customer for something that should be paid for, or doing something that would result in a payroll check for more than should be paid.

People who want to steal are very clever and figure out ways to steal that would "appear" to be foolproof. Use your imagination to try to figure out how someone might be stealing from you, how you might find out, or how you might prevent it.

Some ideas include:

- Add items to a sale. Present the ticket, receive cash, remove some items from the ticket, close the sale and pocket the difference.

```
Removed Items
Report date  :05-15-2008 Time:14:35:40
Printed by   :7
Date range   :20080501 - 20080515
Workstation #:01
-----------------------------------
Server Ticket   Item Desc       Base
0     1375     1 Sam Adams      4.25
0     1375     1 Sam Adams      4.25
Server Total:                  8.50

1     1375     1 Club Burger    7.95
1     1375     1 Club Burger    7.95
Server Total:                 15.90

Grand Total:                  24.40
-----------------------------------
Removed Count:  4
-----------------------------------
```

- Present the ticket, receive cash, delete the ticket, and pocket the cash.

```
All Cleared Tickets
Report date  :05-15-2008 Time:14:38:09
Printed by   :7
Date range   :20080501 - 20080515
Workstation #:01
-----------------------------------
Ticket-Server Base    S/C    Tax   Total
1203-0        .00    .00    .00    .00
1372-1        .00    .00    .00    .00
1374-0       2.75    .41    .28   3.44
1376-0      21.25   3.20   2.15  26.60
Totals:     24.00   3.61   2.43  30.04
-----------------------------------
Ticket Count:   4
-----------------------------------
```

```
Server Cleared Ticket Totals
Report date  :05-15-2008 Time:14:40:18
Printed by   :7
Date range   :20080501 - 20080515
Workstation #:01
-----------------------------------
Server        Base    S/C    Tax   Total
0           24.00   3.61   2.43   30.04
Totals:     24.00   3.61   2.43   30.04
-----------------------------------
Tender Count:   1
-----------------------------------
```

- Over pouring to get a larger tip from an "appreciative" customer.

- If selling similar quantity, repetitive items (such as 2 Bud Lites), have a ticket on hold, recall it and present the ticket several times. Receive cash, place the ticket back on hold, and pocket the cash. Recall the hold sale and use the ticket again.

- Not including an item on a ticket – or intentionally "selling" less expensive items than provided - for some reason.

- Not validating the item identity and selling for a wrong price because of….

- Not immediately ringing an item in register when a customer leaves cash on counter and leaves. Does not ring up sale, pockets the cash.

Once you identify that there could be issues, there are several things that you might do. You might:

- Insure that you have rules and policies set up.
- Train personnel on the rules.
- Make attention to detail a norm for all supervisory personnel.
- Validate that personnel are following the rules. For example, there might be a rule that a drink is to be 1.5 oz with no over-pouring.
- Insure that management processes are in place to identify irregularities or patterns that need questioning. Certain reports or processes can often identify areas to investigate.
- Identify and pursue possible issues or patterns promptly. Instant feedback on questionable areas identifies training issues, identifies procedural issues, or tends to eliminate temptations.

- Set up the system to insure that data and processes are available to support the policies. For example, if you should be able to get 20 drinks out of a bottle, are you getting 20 drinks? Are you getting your designated yield (i.e. 136 pints) from a keg of beer? Are you seeing sales with questionable selling prices?

Inventory Movement

20080624 to 20080624

		Qty	Cost	Discount	Sell Price
800	Beer	Miller Lite - short			
		1.00	1.10		0.28
		1.00	1.10		1.38
		1.00	1.10		1.51
		2.00	1.10		1.84
		1.00	1.10		2.48
		5.00	1.10		2.75
	Totals:	11.00	12.10		23.08
801	Beer	MGD-short			
		1.00			2.75
	Totals:	1.00			2.75

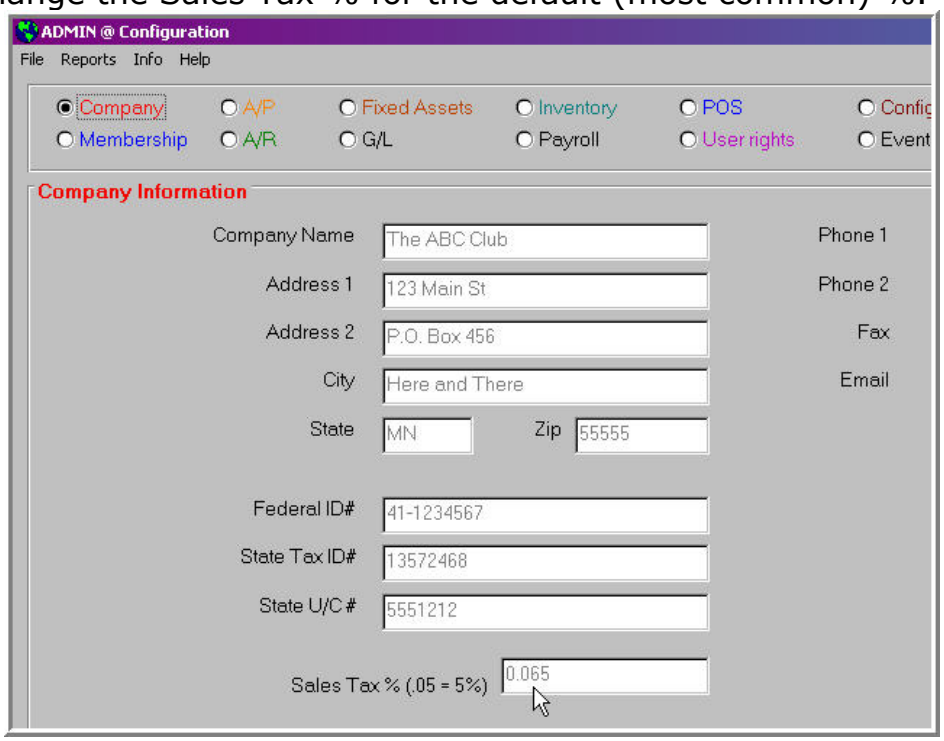
- Insure that data is specific enough, and not too general, to allow you to get supporting information. For example, are you selling all beers for one price – called Beer – or do you have specific items and prices set up? The level of detail in your POS system must support the level of detail that you would need to monitor the situation. If your objective is to measure sales by brand or item against the expected yield, you need to have your system set up to provide the information you need to support your policies.

Important concept: <u>If there are reasons built into the system to encourage the kind of behavior that does not support your policies</u>, there should be adjustments to remove those reasons. For example, if you have automatic gratuities and a no tipping policy, the reason for over-pouring – to get a bigger tip - may be eliminated. Are prices and costs in the system correctly? Is data conveniently visible and easy to find? Do people have to guess at what they're selling (in the system)?

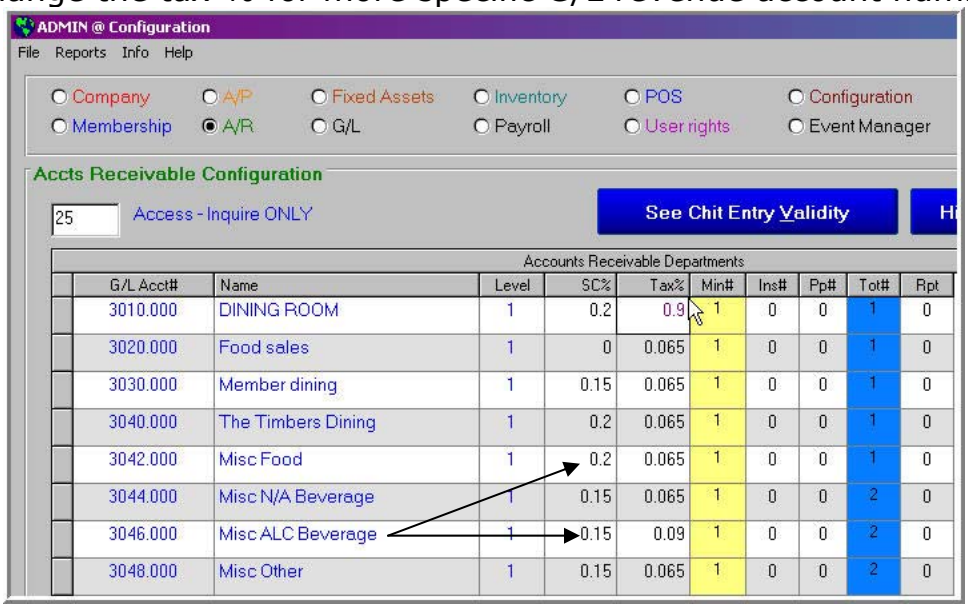
Attachment 3 - Changing Sales Tax Rates

Periodically, it is necessary to change the sales tax rates for some, or all, of the items being sold in your business. If you have SQLPos, within Club Office, there are normally 4 different screens that you will use to change the sales tax for your system.

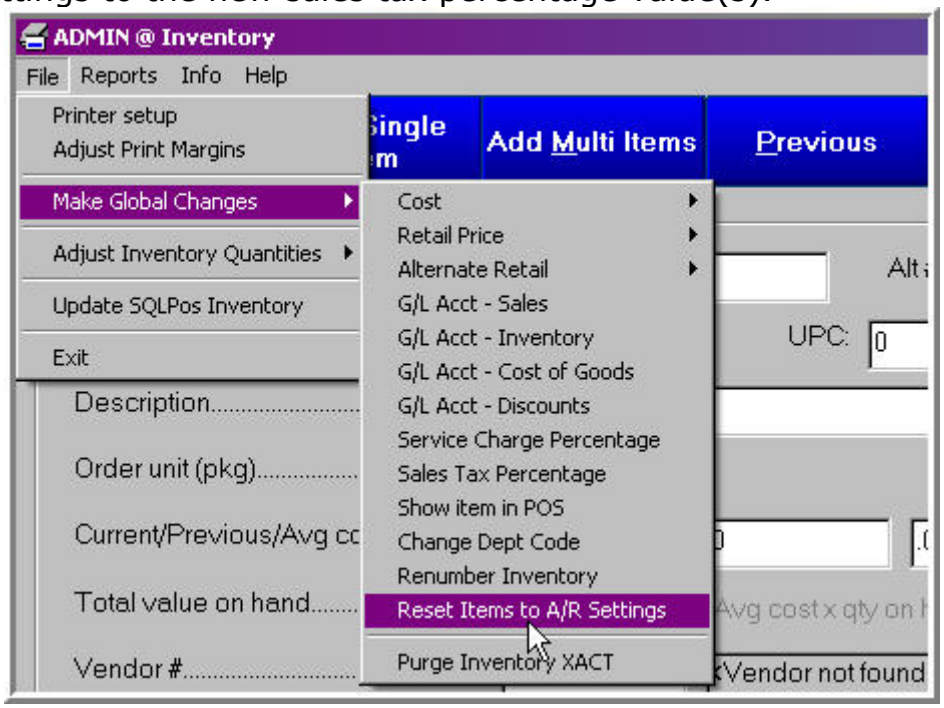
1. Change the Sales Tax % for the default (most common) %.



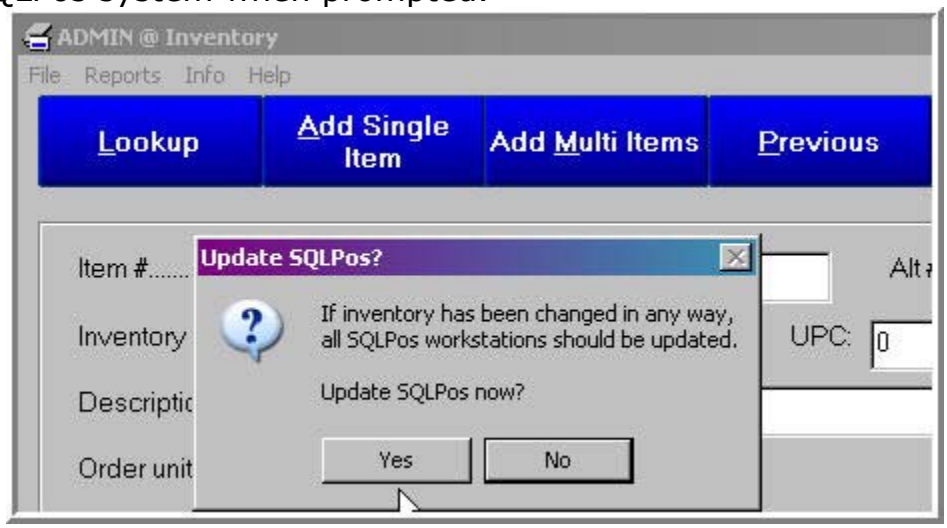
2. Change the tax % for more specific G/L revenue account numbers



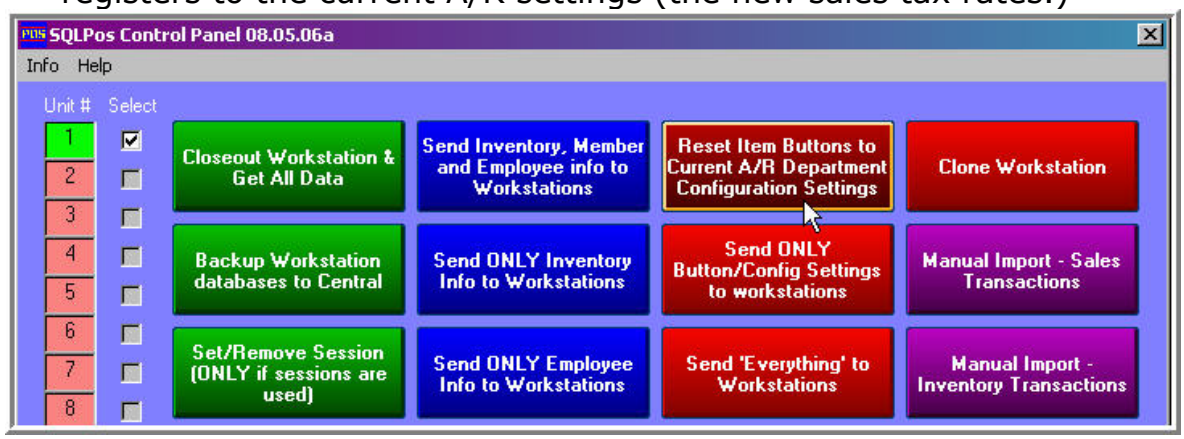
3. In the Inventory Module, make a global change to reset the A/R settings to the new sales tax percentage value(s).



4. When you leave the inventory module, be sure to update the SQLPos system when prompted.



5. In SQLPos Control Panel, reset the item buttons for each of your registers to the current A/R settings (the new sales tax rates.)



If you do not have SQLPos, but have another POS system, follow steps 1, 2, and 3 and then wet the Sales Tax percentage in your POS system according to the POS system procedures.

Attachment 4 - Club Office Newsletter Topics

Aug-06

Software Updates - Instructions
Updating SQLPos

Sep-06

Statement Options - Samples
Trial Balance Reports - New

Oct-06

Modifying Check Printing Formats - Modifying
Custom Report Writer Templates - Examples
SQLPos - Table Management

Nov-06

Cash Accounts Reports - New
Calendar in Club Office
Order your W-2's

Dec-06

View POS Tickets within Club Office
On Line Statement Viewer Module - New
Processing Minimums - Quick Primer
Using Totalers for Summarizing Activity into Categories

Jan-07

Online Statement Viewer - Module
Year End Processing Activities

Feb-07

Statement About Vista Support
Purging Club Office Databases
Reorganizing the General Ledger

Mar-07

Correcting A/R Entries
Making Time Clock Entry Changes
New SQLPos Function 81

Attachment 4 - Club Office Newsletter Topics

Apr-07

E-Mail for Members - Setting Up
User Defined Fields for Members and Employees
Backing up the Database

May-07

Backing up the Database - Use of Memory Sticks
Refreshing SQLPos Databases for Performance

Jun-07

SQLPos Panel 101 - New - With Supervisory Security
Creative Use of Special Interests
Using Totalers for Summarizing Activity into Categories
SQLPos Receipt Formats

Jul-07

Inventory Audit Report - New
Custom G/L Report Writer Template - New
Payroll - Vacation and Sick Time Accumulation
Hiding SSAN Numbers on Payroll Checks

Aug-07

Cash Analysis Report - New
Quick Books Interface - New Module

Sep-07

No newsletter sent

Oct-07

Purge in Inventory
New Backup Routine, Include Date and Time in File Name
Employee YTD Payroll Information
Member Aging Report Changes
Custom G/L Report Writer Template - Natural Sign - New
Event Manager - New Module
Instructions for Software Updates

Attachment 4 - Club Office Newsletter Topics

Nov-07

Memo Mail Capability

A/R Report Generator Report, Balances >31 Days - New

Dec-07

Preparation for Year End Processing

Year End Processing Activities

Jan-08

Year End Processing Activities

Member Sub-Account Charging Changes

Documentation - Updated

Member Visit Report - New

Employee Returns Report - New

Price Labels - Change

Member Fixed Charges Report - Change

Tender Report by Date Range - Change

Restructure General Ledger Utility

Memo Mail Capability

Feb-08

A/P Checks by G/L Period Report - New

Statement Consolidation - Sub Account Charging

New Features - Event Manager

Mar-08

Report of User Defined Fields - New

Inventory Movement Report - New

SQLPos Pre Authorization - New Capabilities

Prize Money and Credit Book Balances on Statements - New Capability

Apr-08

SQLPos Enhancements - Happy Hour Pricing, Inventory Department Lookup Change, Inventory Cost Visibility Option

Backup Strategies

Attachment 4 - Club Office Newsletter Topics

May-08

G/L Report Template - New Summary Template
Tip of the Month - Procedures and Checklists
New Module Introduction - Tee Sheet
Using Club Data's FTP Site

Jun-08

Auto Debit Processing - Additional Capability
Tip of the Month - Printing Within Club Office - Print to file

Jul-08

Tip of the Month - Changing Sales Tax Rates
White Paper - Point of Sale Theft
Auto Debit Processing - Additional Capability
Index of Help Topics