



Newsletter for October, 2008 from Club Data Corporation

This newsletter is sent monthly to Club Office users to provide helpful hints or information that you may find of value.

Club Office Update Kit A major software update was completed, tested and mailed to each of our Club Office customers. We sent it to you on CD to make it easier for you to update every computer on your Club Office system, including SQLPos Registers, TimeClock registers and Event Manager units. This update includes some program enhancements but more importantly, it includes a new Crystal Reporting engine that provides enhanced compatibility with other applications such as Excel or Microsoft Word. It also includes the capability to export any report as an Adobe PDF file. The install CD will automatically update your SQLPos registers and TimeClock units, and when you update the main Club Office system, it will automatically update whatever needs to be done. Accordingly, we have removed all other software updates from the web site as the older updates are not compatible with the new software.

Be sure to read the instructions prior to installing.

It is very important to note that you must install the new update prior to any payroll activity in January, 2009. Updating sooner than later is recommended, however!

If you did not receive your update kit, or have questions, call Club Data support.

As part of the update, there might be a report or 2 that were updated that might need additional modification. When this happens, you will be able to pull a copy of the updated report from the Club Data web site and just copy it into CDCO.

Other Topics:

More Than One Copy of Club Office in your system: See Page 3.

.White Paper – Hardware considerations: See Page 6

White Paper – Vista Set up: See Page 8

Purging Inventory Records from the Inventory Module Data Base: See Page 10.

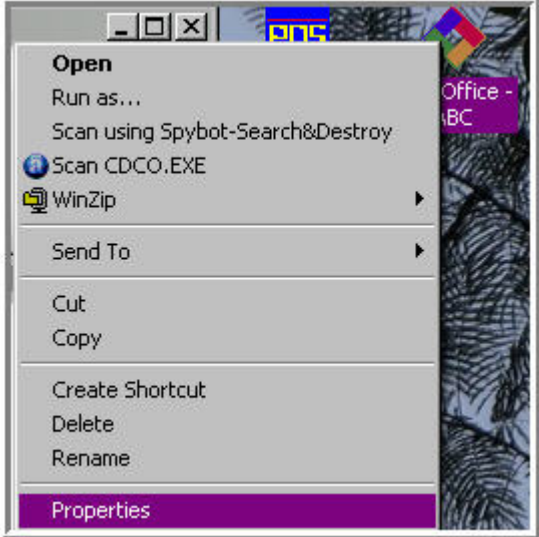
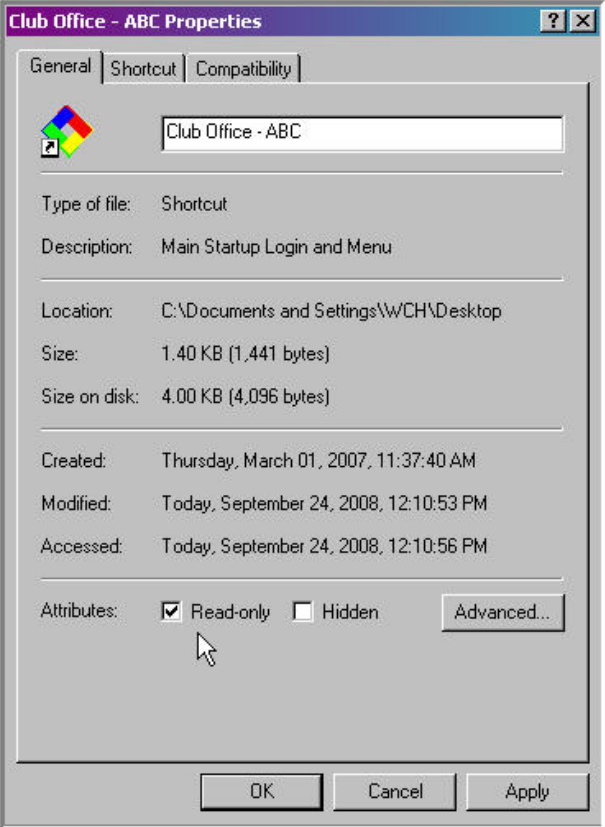
Closing Out Registers: SQLPos users: See Page 12.

Please share this newsletter with your colleagues.

Bill Hallberg
Club Data Sales and Service

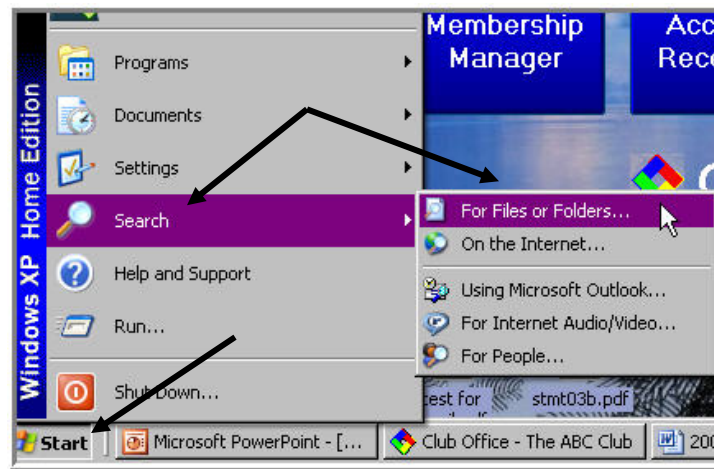
Technical "Gotcha"-More than one copy of Club Office in your system.

From time to time, we've found that a club has loaded a second copy of Club Office on their computer for some reason, normally a mistake. With a second system, there is a danger that someone might be writing to the "wrong" system and not know it. To prevent sending data to the wrong system, we suggest that you "Attribute" the properties of the Club Office icon to "Read Only".

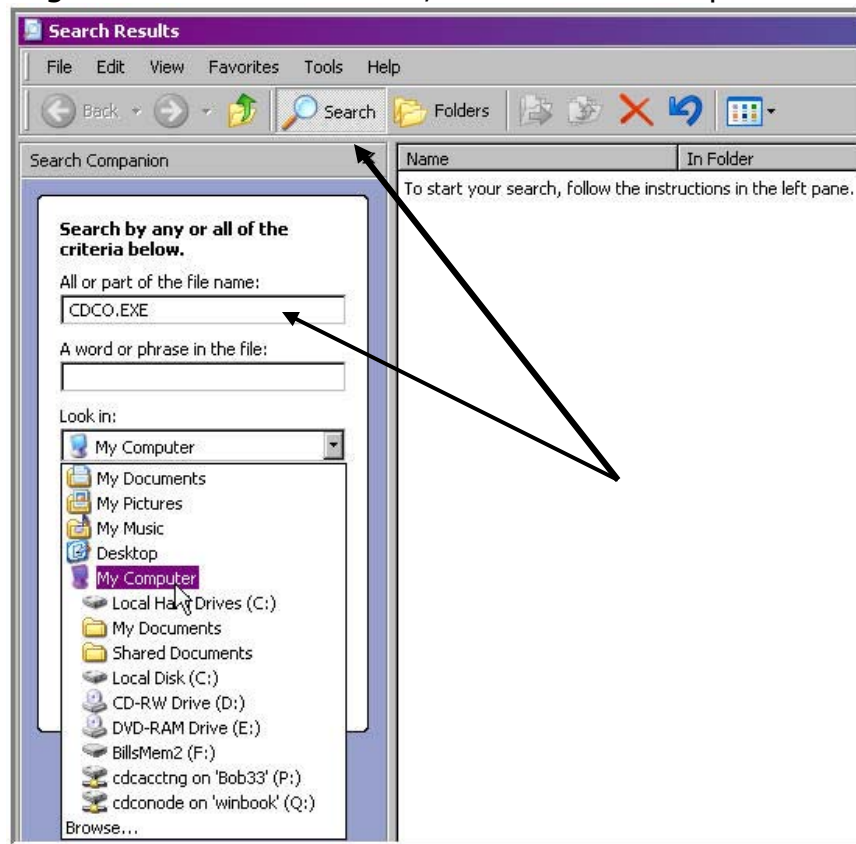
	
<p>Right Click on Club Office Icon, Go to Properties.</p>	<p>In General Tab, Change the Attributes to Read-Only. This will prevent Windows from changing the properties inadvertently without your knowing it.</p>

More than one install? To check to see if you have more than one copy of Club Office installed, use Windows Explorer to search for additional copies of "**CDCO.Exe**". If you find extra copies, contact Club Data for advice.

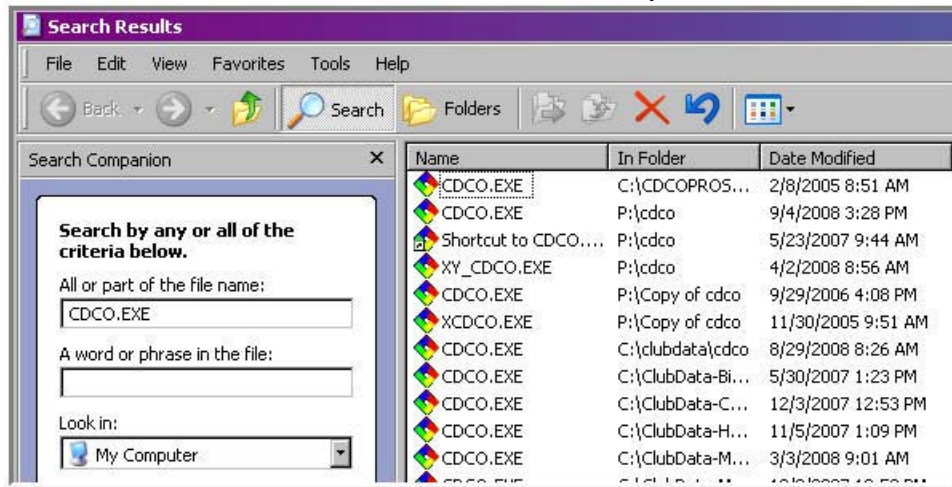
There are several ways to "Search" from within Windows Explorer. One of those ways is:



While looking for the CDCO.EXE file, search "MY Computer".



Result: Contact Club Data for advice if you see more than one file.



Club Data White Paper – Hardware Considerations for Point of Sale and Back Office Workstations

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.

Club Office and its additional modules, Time Clock, Event Manager, and SqlPOS runs on a server through individual office or POS computers. It is desirable to have the server machine on and running during retail, F&B, and office business hours to fully use the capabilities of the system.

As such, Club Data is recommending:

- 1 Server computer which is always on. This might be one of the office machines – or one of the point of sale machines if a separate server machine is not used.
- 1 or more Back Office computers.
- 1 or more Point of Sale register machines

Another thought: You need business computers and not home computers with gaming or multi-media features or many kinds of sample software that may be the “standard” at a “big box” computer dealer. As such, “big box” computers may be overly complicated in terms of added software and configuration issues. The machines you purchase should include the features that match your business needs, both now and in the predictable future.

The **server computer** should:

- Have 1 -2 GB or more of RAM. RAM is an inexpensive way to improve computer performance.
- Have a faster processor. Most processors are acceptably fast.
- Have a CD/DVD R drive
- Have a hard drive large enough for all of your storage needs. (We rarely see the drives on machines used for business purposes to be too small. You are not storing tons of music and videos.)

The **Back Office workstations** should:

- Have a connection to the Internet (at least one machine.)
- Have 1 -2 GB or more of RAM depending on other applications that you might run.
- A CD/DVD RW drive for one machine. This would be used for backing up. Other machines might just have CD/DVD R.

The **Point of Sale registers** should:

- Have 512MB or more RAM. Have more RAM if you will be running other applications such as T Sheet or Internet Weather.
- Have a CD or CD/DVD Read drive for installations. Read and Write can work better for backups – but that information can be saved to the network.

Operating system: In September, 2008, Windows XP Pro is still normally available as a \$100 option. We recommend that for technical reasons for the “typical” Club Office environment, that the operating system be essentially the same across all computers. Without XP Service Pack 3, XP and Vista machines may have trouble communicating. If you choose Vista, you need “Home Premium” or better. Vista “Home Basic” will not work.

Should you use Vista? Vista is different than XP in many ways and training / new learning is involved. If you are adequately proficient on Windows XP, it might be desirable to pay the extra money to “downgrade” to XP to avoid compatibility issues and having to learn a new operating system.

Office Monitors: Flat screen monitors now come in two types of dimensions – the traditional rectangle screen and the new wide screens. If you might want to have two open documents next to each other, then the wide screen might be appropriate. On the other hand, many applications are formatted for the traditional screen and the wide screen might not be preferable. This is a personal preference.

POS Monitors: Most clubs want touch screens but where cost is an issue, a good 15” traditional flat panel and a mouse makes an excellent choice.

Power Supplies: 300 watt power supplies are much more resistant to brown outs (that many clubs experience) than a 150 watt power supply that might be available on some lower priced PC’s.

Club Data White Paper – Vista Setup for Club Office

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As more and more computers are being sold with the Vista operating system from Microsoft, we need to provide guidance on the setup of Vista to either operate as the only operating system on your network or a system operating in conjunction with XP or with Server2003.

In September, 2008, new computers can still be purchased with XP operating systems – or Vista machines can be purchased with an XP “downgrade.” Should you choose to use Vista, you will normally have a lot to learn on your own and you may find it appropriate to defer that learning while you continue to use XP.

Basic Concepts:

- First of all, Club Office needs Vista “Home Premium” or better. Vista “Home Basic” will not work and is not supported.
- The users of Club Office, TimeClock and SQLPos need to have Administrative Rights to their computer to enable the system to do a “time sync” so all computers on the network are set to the same time. (Think of a sale ending before it started – or someone punching out before they punched in.) In XP, this is not difficult since every computer has an automatic user with those rights. In Vista, you need to work at it.
- If a network will have both Vista and XP machines, the XP machines MUST be updated with Service Pack 3.

Vista Administrative Priviledges:

In Vista, “Default-User” has administrative privileges. But....

You still need to go to the UAC (User Account Control) setting in the control panel to shut off the UAC by user. (The default is on – and needs to be off.) “UAC” is a new security process in Vista – similar to a firewall.

In Vista, from the control panel, set each computer to automatically adjust the time from the server machine’s time. The Club Office “Sync Network Clock” function handles this process with permission from Vista.

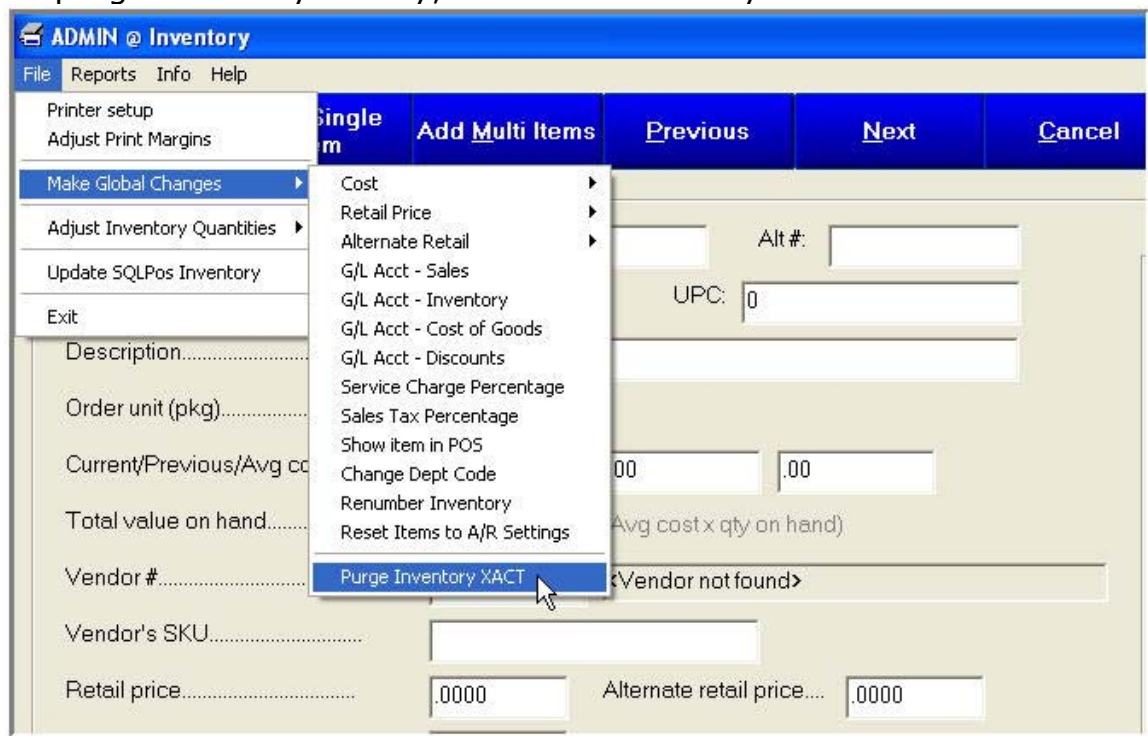
Other computer recommendations:

- Daylight Savings Time: If one machine on the network automatically adjusts the clock time for DST, all of the machines should automatically adjust.
- Classic View. Vista is different with features in different locations. It is often difficult to find what you are looking for. To cut down the learning curve and make your system easier for us to support, we recommend that you change your view to the Windows "Classic View" by right clicking on the "Start" button, going to properties, and then clicking on "Classic" view.
- For all computers (Vista or XP), shut off the disk cache, hibernate, and any power saving feature on any device like the hard drive or network drive.

Purging Inventory Records from the Inventory Module Data Base

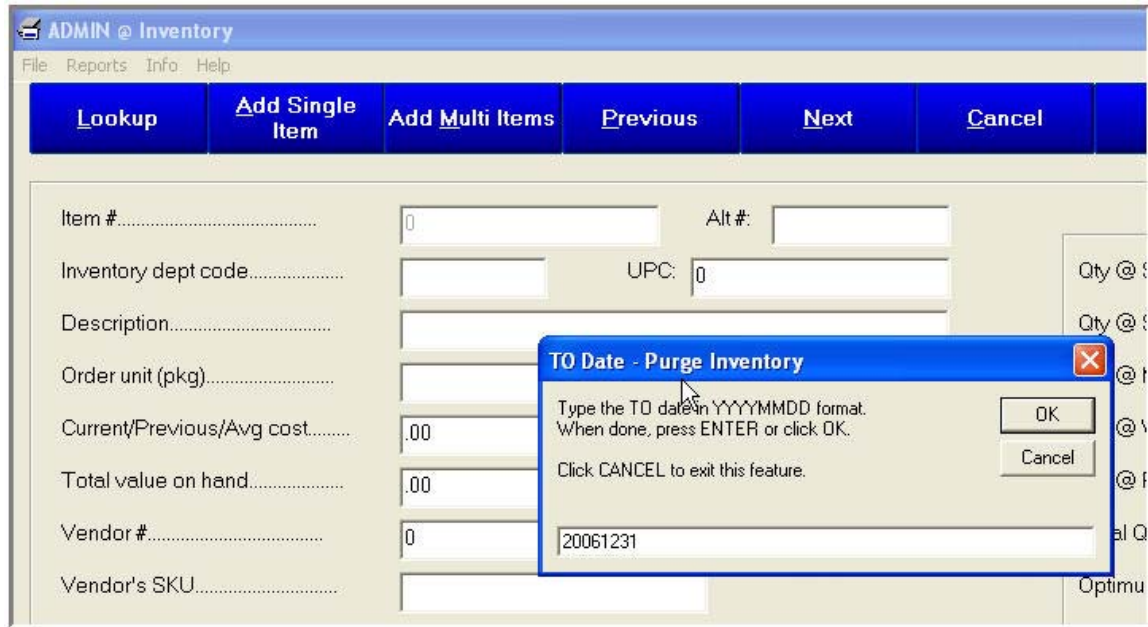
From time to time, it might be advantageous to purge older inventory transactions for a variety of reasons. The inventory transactions are a result of either SQLPos sales transactions or transactions within the Inventory Module. Those users with SQLPos should find purging within a date range all the more important because of the volume – WHICH MIGHT result in hundreds of thousands of detailed transactions in the database a year. (Selling 3 beers might be one line of 3 or 3 lines of 1. In any event, each line is available in history until purged.)

To purge inventory history, from the Inventory Module:

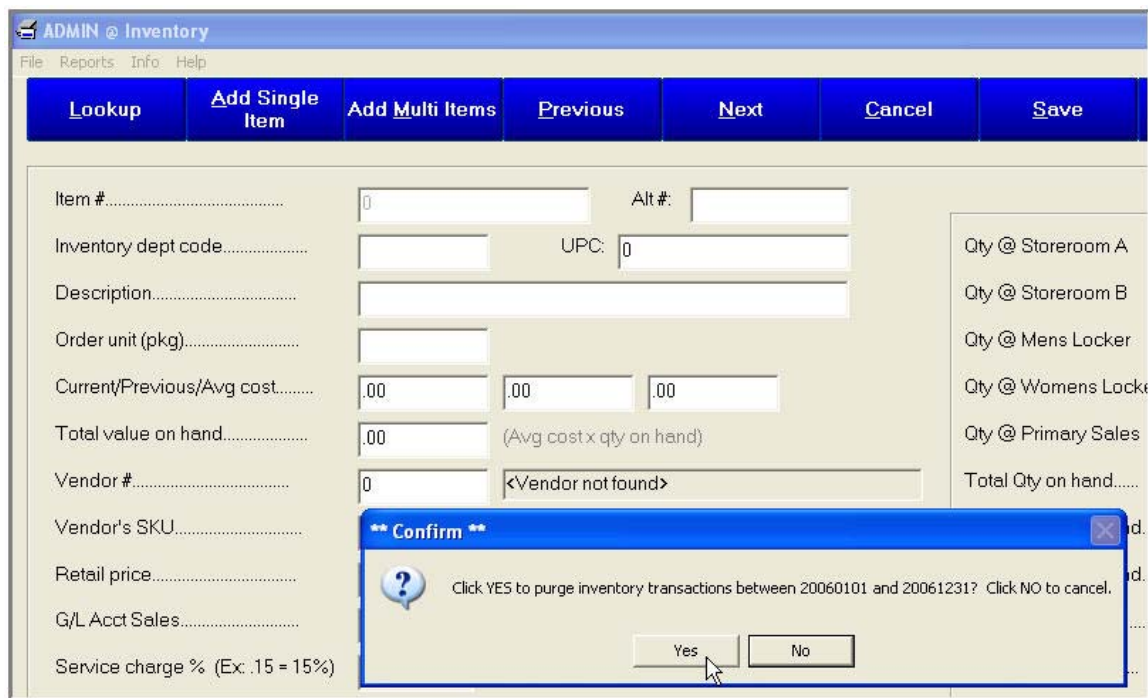


Purging Inventory Records from the Inventory Module Data Base

Choose the date range for the records to be purged.



Watch for the warnings: The system will keep giving you the chance to bail out.



The process will not take very long!

Closing Out the Registers

Within SQLPos, "closing out" your registers accomplishes 2 things:

- Insures that all closed sales transactions have been sent to Club Office
- Creates several reports for the register for the closeout date

A closeout can be run multiple times for a specific date and can be run from both the POS registers or it can be initiated from the SQLPos Control Panel in the back office. Closeouts from the register generate a printed report(s) to the receipt printer. Closeouts from the back office create a file in the CDCO folder by register by date that includes all of the closeout reports in one .TXT file. The name is "CloseoutXX-date.TXT" where XX is the register number.

As a process, you might close out at the register at night to reconcile the cash drawer. In the morning, you might also close out from the back office to both insure that the close outs were completed and more importantly, to get a close out report on file for possible later use.

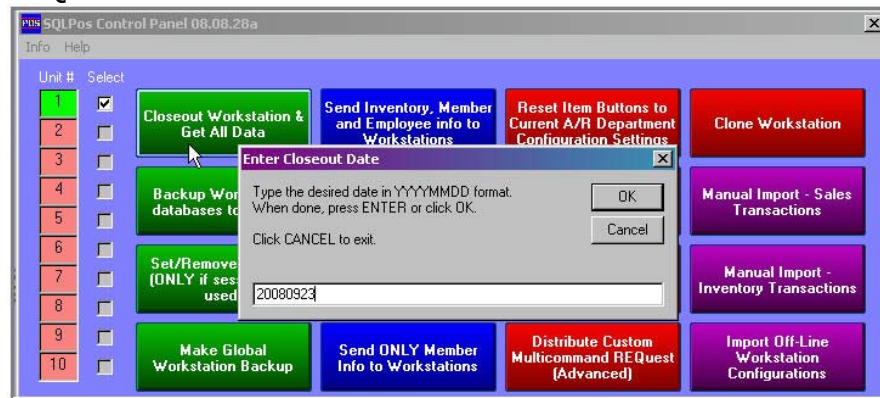


Note: Closeouts can be run retroactively and they do not take long.

Running them in the morning from the office may insure that all of the transactions are in the A/R daily and may save quite a bit of time trying to reconcile the register vs daily.

Closing Out the Registers

From the SQLPos Control Panel



Close out reports are found in the CDCO folder

