



Newsletter for February, 2009 from Club Data Corporation

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

This Month: New software updates will be ready for you this week at ClubData.com. Look for an UPDATECDCOPLUS.exe (SQLPOS Users) or an UPDATECDCO.exe (non-POS users) with a February date (09.02.??) in the Club Office software updates section of the Club Data website.

Employee Swipe Cards:

Club Office now has the capability for you to utilize swipe cards for employees to use for Time Clock or SQLPos entries. We've introduced this capability because several of you have wanted another way to get more accurate and precise labor reporting and more efficient POS processing.

Basically, the employee's number, optional name, and the password are imbedded on the stripe on the back of the card so employees will not use their password when clocking in or ringing up a sale. They'll just swipe the card and move on. You'll know exactly who has signed in and out without them having to know their password and you'll be able to analyze POS activity by server more easily. Are you solving some security issues here? You may have some employees who don't use swipe cards. It's ok to have swipe cards for some of your employees but not all of them.

The capability is built into this month's software update. Look at ClubData.com or contact Club Data to find out about the process for us to create swipe cards based upon your input. There is a spreadsheet on the website that you can use to provide your employee data to us.

Member Swipe Cards:

Although we don't foresee using member cards as much as employees', you might consider swiping a member's card when they charge their purchases in SQLPos at your club. Could this solve a dependent charging issue at the swimming pool in the summer?

Gift Cards:

Many SQLPos users are finding that they can create a new source of revenue with SQLPos gift cards integrated with Club Office. The gift cards contain the card number which is used to look up the card balance in Club Office. Since the card is not associated with a member, it can be given to anyone who is looking for quality products or services from your pro shop or restaurant. Contact Club Data for information on obtaining gift cards.

Where is my ticket?

As clubs are processing sales with SQLPos, they comfortably know that they are not out of business should there be a network problem. Unlike most POS systems that are shut down when there are communication problems, Club Office allows you to process sales in a "local" mode until network issues are resolved. This flexibility, however, makes it necessary that procedures be in place to quickly and easily identify and resolve any issues that may have resulted in those sales not being sent to Accounts Receivable and insure that the all sales are fully processed.

Attachment 1 discusses this topic at a high level while our website, ClubData.com, discusses this topic in a more detailed manner. Please read and understand both documents to insure that you don't "lose" revenue and that you have proper billing.

Please share this newsletter with your colleagues.

Bill Hallberg
Club Data Sales and Service

Attachment 1, Where Are My Tickets?

We've found that "finished tickets" sometimes don't appear in the A/R system and still reside on the SQLPos workstation. The reasons a ticket may not find its way automatically to the A/R system are likely because:

1. There was a network connection problem at the time the workstation was trying to send the ticket. Other POS systems don't allow sales while a workstation is not connected – which can be a problem.
2. The workstation was/is not on-line. It might be off line by intention.
3. Some intermittent or unknown hardware issue, such as a bad switch, prevented the workstation from sending the ticket.
4. The transaction is not finished and has not been closed. It is on hold, either locally or on the network. This happens when you print a ticket to be signed, put it back on hold, and do not go back and complete the sale once you have a signed ticket.

Identifying and resolving missing tickets:

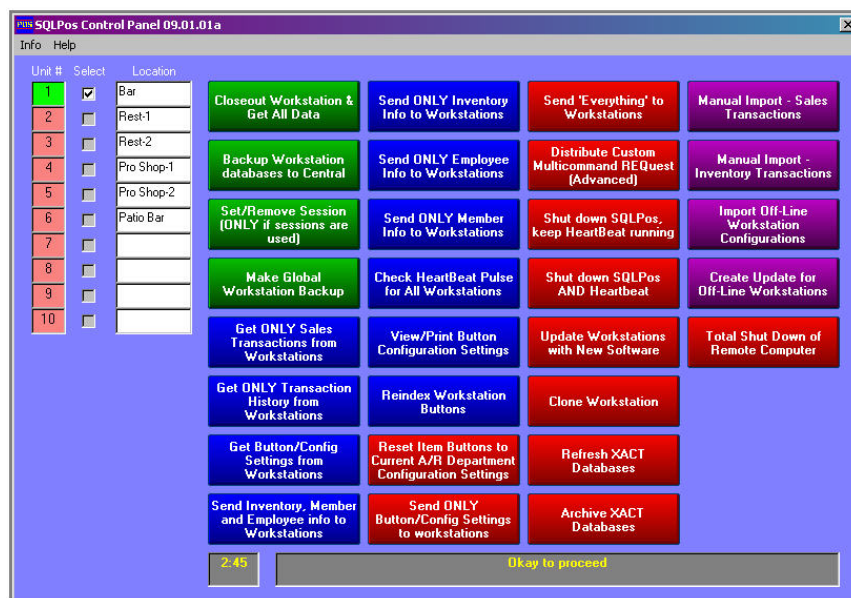
A "signed" ticket by a guest might not be closed. Have a procedure for each server to insure all of their tickets are closed at the end of their shift. Have them look at the server reports.

As part of your manager closeouts, have a nightly closing process to look for and process hold tickets - either local holds or main holds on the network. Look at the manager reports.

As part of the daily back office routine, insure that all signed tickets in the office are in A/R in Club Office. If not, identify the issue and resolve the problem.

Resolve any hardware or network issues promptly. "Large" 6 digit ticket numbers are caused by network communication problems. Get those communication issues fixed.

The SQLPos Control Panel includes the functionality to "Closeout and Send Data." If data seems to be missing, closeout from the back office. If still missing, try the "Send Data Home" feature from the POS machine's manager menu.



Summary: Missing POS tickets are largely a matter of not following a prescribed procedure in a timely manner. If there are issues, identify them and fix both the issue and the cause of the issue. In this day and age, "missing" tickets cost you money that you can ill afford to lose. Manage them as you manage your business.