



Newsletter for April, 2010 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/SQLPos changes in the March 31, 2010 update on the Club Data Website download area:

There is a combined update for those users with both Club Data and SQLPos. Screen Flicker – We noticed a slight screen flicker on some PCs after making POS button changes and eliminated the source.
Credit Card Processing Changes: See below.

Rights for Report viewer

The Report viewer module (the top box of the Club Office pyramid) contains three sets of reports – Membership – A/R and configuration. The security is set based on where they are going and how they got there. If they are going in from the pyramid, they will need to have the Config level of security as defined in your security setup. If they go in through the A/R module, they will only have access to the A/R reports, but will only need an A/R inquiry level of rights. Conversely, if they go in through the Membership module, they will only need membership inquiry rights, but only have access to the membership reports.

Manually processed credit cards – (This can save you money)

One of the emerging trends that we've reported on is the rapidly growing practice of accepting credit cards as a form of payment of a member's monthly bill. In most cases, the member either calls in their information, or writes it on the top portion of their statement. Some clubs use our Lockbox product to store the member's card information

In any event, the club typically uses the POS Payment on Account function to record this transaction.

Excuse the diversion for a moment, but having an understanding of the information is very useful. Card processors typically charge different rates for different types of transactions. In the club environment, there are typically four types of transactions – card present retail, card present pre-authorized (F&B), card not present with zip code and card not present w/o zip code. These transactions will fall into three

categories that are typically established on your merchant agreement – Qualified, Mid-qualified, and Non-qualified.

The March 31 version of SQLPos will allow you to enter the CVV and/or the cardholder's zip code into the system in addition to the card number and expiration date in card not-present situations. The addition of this information will very likely cause your member payment to be classed as a Mid-qualified rather than a Non-qualified transaction, which will typically save your club a percentage point or more in processing fees. For a club that has a lot of members choosing to pay their dues by credit card, adding the extra information and getting a lower rate could save thousands of dollars over the course of a year.

If you are using our integrated card processing, or are considering allowing credit cards as a tender for your member's monthly statements, please install the update and read the linked article.

We found a good article that explains merchant fees in very plain words. It's worth looking at.

http://en.wikipedia.org/wiki/Merchant_account#Interchange_Plus_Pricing

Please take a few minutes to look at it, or share it with the board members. Please notice the definitions of Fully-qualified, Mid-qualified, and Non-qualified as they relate at your club. Understanding them can help your club make better decisions.

Getting a new PC? Plan ahead.

This time of year we get quite a few calls from clients who have purchased new PC's and want (or need) help getting their Club Office, Timeclock, POS, or Event Manager software reinstalled. PC setup and reinstallation of software or printers is not a part of your support contract. We are happy to help you as time permits, but there will be an incremental charge.

For software, you will need your installation CD for setup of Server, Event Manager, POS, or Timeclock. If you can't find it, or if your copy is more than 12 months old, call us and we will mail you a new one. Plan ahead, as it takes a few days for you to get it. Club Office workstation (Setup Workstation) is available on our support website.

If you plan on printing mailing labels, checks, or price labels from your new PC, remember to install the USPSTTF and the GNUMICR fonts. They are found in your CDCO directory.

In addition, you'll probably need to find your Microsoft Office CDs and possibly the install CD for your printer(s). HP and other websites typically have those available as downloads in the (likely) case that you can't find your old CDs. Adobe reader is available as a free download on the Adobe website.

Getting help

Monday – Friday 6:30 – 5:00 Central time – 952-941-0855

After hours – (additional charge will apply) – 952-239-8291/8290

If you have an issue that will involve sending us a database, research, or using a remote access tool, please contact us as early in the day as possible, so we can provide the best assistance.

Windows 7

Now that the released versions of the new operating systems are available, we have been spending quite a bit of time working with them. The new user interface is quite a bit different from XP. Should you find yourself purchasing a new PC this year, plan on spending a few mornings becoming familiar with the new controls. The first thing that you'll likely notice is that the Start button has been replaced by a round button with the new Windows logo. It works the same as before with respect to right and left clicks. Notice that next to it are two buttons, which will launch Internet Explorer and Windows Explorer. The copy and paste functions took me a bit of getting used to. Be certain to practice a bit with them. To use SQLPos with Windows 7, you will need to disable User Account Control in addition to the other power saving functions to keep the register screen visible and actively communicating with your server. There are a lot of other options such as configuring how secure (difficult) a password should be. We would encourage you to set up your own PC - or at least being there when it gets set up. There are choices to make and it is easier to make the choices when you are setting up the PC rather than trying to find the switch after the fact.

We know of three versions of Windows 7 that are commonly available - Home Premium, Professional and Ultimate. I liked Professional best, while Dave liked the Ultimate version. Go figure. For club use, neither of us thought that the home version would be the best choice. None of the versions come with an installed e-mail like Outlook Express. There is an e-mail option (Live) that can be installed when you begin the configuration of Internet Explorer.

If you are planning on buying a Windows 7 PC, plan on getting 4GB of RAM memory. If you insist on having a dozen applications open at the same time, (like me) get as much as you can. It is important that your anti-virus/firewall is not so aggressive that they don't allow your Club Office system to properly communicate between the register or workstation PCs and your server. Some are all but impossible to configure. We use the free Avast anti-virus on the ones that we use ourselves. It's easy to install, configure and shut off when needed. Their website is WWW.Avast.com.

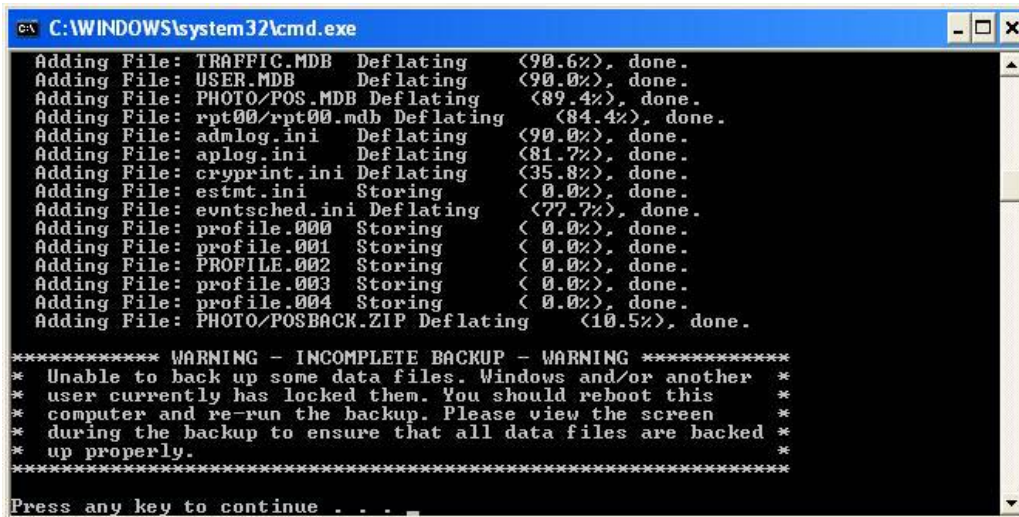
As an observation, you can still get XP Professional on a new PC. If you aren't interested in learning a new operating system right now, XP is still a great choice.

How old is your UPS?

I was recently out at a site setting up a system. The client had a UPS (uninterruptable power supply) that was "a few" years old. After being certain that no programs were running, I asked them to pull the plug to simulate a power outage. The screen immediately went blank. The battery on their UPS was worn out and effectively all they had was a power strip and a false sense of security. The battery in a UPS is typically about the size of a motorcycle battery. They last about two years. Yes, you should have one for your server, monitor, switch and each of your PCs. In addition to brief blackouts, they can help protect your PC and monitor's power supply against low voltage conditions known as brownouts. Given the lower power requirements of today's LCD monitors, I wouldn't spend extra money to purchase a big one. A smaller new one is much better than not having one. They are less expensive than replacing hardware or repairing databases.

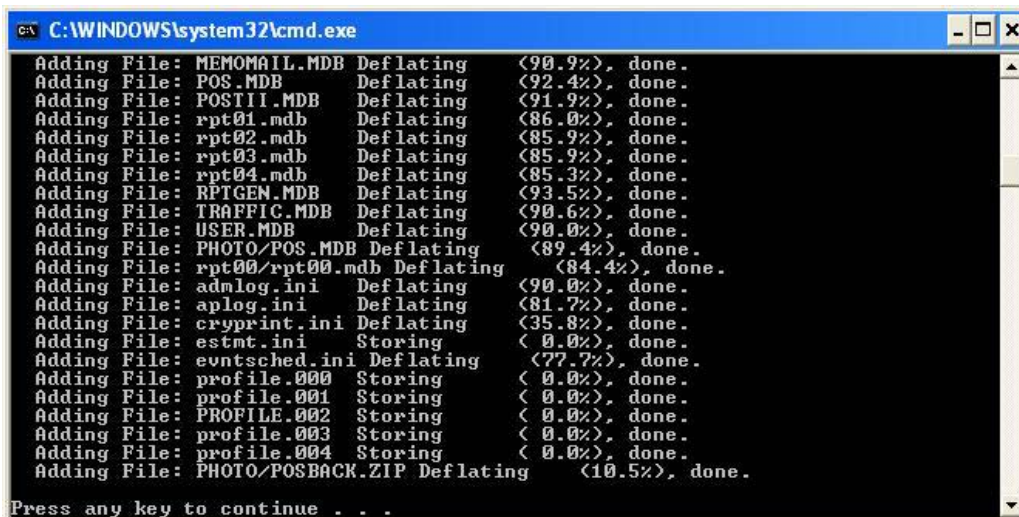
Did your backup work?

Too often we get backups from clients that were not successfully made. The backup program will not backup a database that is in use.



```
C:\WINDOWS\system32\cmd.exe
Adding File: TRAFFIC.MDB Deflating (90.6%), done.
Adding File: USER.MDB Deflating (90.0%), done.
Adding File: PHOTO/POS.MDB Deflating (89.4%), done.
Adding File: rpt00/rpt00.mdb Deflating (84.4%), done.
Adding File: admlog.ini Deflating (90.0%), done.
Adding File: aplog.ini Deflating (81.7%), done.
Adding File: cryprint.ini Deflating (35.8%), done.
Adding File: estmt.ini Storing (0.0%), done.
Adding File: evntsched.ini Deflating (77.7%), done.
Adding File: profile.000 Storing (0.0%), done.
Adding File: profile.001 Storing (0.0%), done.
Adding File: PROFILE.002 Storing (0.0%), done.
Adding File: profile.003 Storing (0.0%), done.
Adding File: profile.004 Storing (0.0%), done.
Adding File: PHOTO/POSBACK.ZIP Deflating (10.5%), done.
***** WARNING - INCOMPLETE BACKUP - WARNING *****
* Unable to back up some data files. Windows and/or another *
* user currently has locked them. You should reboot this *
* computer and re-run the backup. Please view the screen *
* during the backup to ensure that all data files are backed *
* up properly. *
*****
Press any key to continue . . .
```

The one above didn't work.



```
C:\WINDOWS\system32\cmd.exe
Adding File: MEMOMAIL.MDB Deflating (90.9%), done.
Adding File: POS.MDB Deflating (92.4%), done.
Adding File: POSTII.MDB Deflating (91.9%), done.
Adding File: rpt01.mdb Deflating (86.0%), done.
Adding File: rpt02.mdb Deflating (85.9%), done.
Adding File: rpt03.mdb Deflating (85.9%), done.
Adding File: rpt04.mdb Deflating (85.3%), done.
Adding File: RPTGEN.MDB Deflating (93.5%), done.
Adding File: TRAFFIC.MDB Deflating (90.6%), done.
Adding File: USER.MDB Deflating (90.0%), done.
Adding File: PHOTO/POS.MDB Deflating (89.4%), done.
Adding File: rpt00/rpt00.mdb Deflating (84.4%), done.
Adding File: admlog.ini Deflating (90.0%), done.
Adding File: aplog.ini Deflating (81.7%), done.
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Adding File: profile.001 Storing (0.0%), done.
Adding File: PROFILE.002 Storing (0.0%), done.
Adding File: profile.003 Storing (0.0%), done.
Adding File: profile.004 Storing (0.0%), done.
Adding File: PHOTO/POSBACK.ZIP Deflating (10.5%), done.
Press any key to continue . . .
```

This one is fine.

All the best,
Scott, Dave and Bill