

In the News

2012 SPOT User Conference Reminder – Just a reminder that the 2012 SPOT User Conference is just around the corner. The 2012 UC will be held March 15-17, 2012. Come relax, learn and meet the SBS crew in this beautiful setting. Conference and room reservation information is now available on our [web site](#).

Reduce Your Cost of Credit Card Processing – In the last few months we have had increased calls on the cost of credit card processing. The number one offender of high credit card processing fees is the type of transaction you are processing. Below you will find a list of transaction types and how they affect the price of a transaction.

- **Swiped** – A transaction processed when a card is present and swiped by the clerk. This would be a customer at a front counter using a physical credit card swipe. You will receive the best rates possible for these transactions.
- **CCOF / Recurring with ZIP** – A transaction processed for a route or counter customer using a credit card on file. With this type of transaction SPOT will pass the card number and customer ZIP code to verify the card's billing ZIP is a match. With this type of transaction you will receive a higher rate than "Card Present" swiped transaction.
- **CCOF / Recurring without ZIP** – A transaction processed for a route or counter customer using a credit card on file. With a CCOF transaction and no ZIP verification you will receive a higher rate than a "Swiped" or "CCOF / Recurring with ZIP" transaction.
- **Hand Keyed** – A transaction that takes place either at the front counter or by phone with the credit card number being entered by hand. A keyed transaction will be the highest rate of any transaction and is considerably higher than a Swiped or either of the CCOF transaction types.

In all cases we have found more Hand Keyed transactions than expected. We have found stores with Credit Card swipes are still processing hand keyed transactions. Please follow the best practices below to reduce your credit card processing costs.

1. Train your staff to use the card swipe for customer present transactions whenever possible. (Verify that all counter stations have operational card swipes).
2. If you are using CCOF you will want to gather the customer's credit card billing address and ZIP on file. When processing a CCOF transaction the following order is used to gather customer ZIP code information.
 - a. Billing Address – If present this address and ZIP are used for verification.
 - b. Default Address – If no billing address is present this ZIP is used for verification.
3. Never "Hand Key" credit cards unless absolutely necessary.
4. If you have purchased 3rd party credit card swipes verify the proper card information is being passed to SPOT.



Learn, Share, Discover

Version 6.0 Release Notes [view >>](#)

Summary of New Features [view >>](#)

SPOT Documentation [more >>](#)

Media Guide [view >>](#)

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Tips and Tricks

What is the best way to select a past date when running reports? You have several options. The first is to use one of the predefined date ranges or use the scroll options in each calendar.

Type the date range within the "1/17/2012" dialog.

Try this one! Select either the Month or year at the top of the calendar and you will find a list of months or years. This makes it super easy to select a previous month or year when running your reports.

Do You Have a Tip or Trick?

If you have a Tip or Trick you would like to share please email

markj@spotpos.com.

Announcements

Join the "SPOT User Forum". [join >>](#)

Reminder - 2012 SPOT User Conference information [view >>](#)

Feature SPOTlight

New SPOTscan Device Released – SBS has announced our new SPOTscan device from Janam. The [Janam XP20](#) offers the same rugged platform and feature set as the Symbol 1800 in a much smaller form factor. Contact Sales at 801-208-2212 for more information.

Customer Information Slip – When implementing any marketing strategy current customer information is required. To make this process easier look at enabling the “Customer Information Slip” printing option for your stores. Enabling this store setting will prompt your clerk to print the current customer information to a small slip of paper on your invoice printer. This will allow your customer to verify current information is correct while at the counter. This setting is enabled with *Setup > Program Configuration > Store Settings > Customer Settings > Prompt to Print Info Slip* and *Months between Info Slip*.

“On the SPOT” Marketing – For a minimal fee let SBS implement a no hassle marketing program for your company. OTS has delivered more than 525,000 emails and 9,500 USPS documents to date. Please contact sales at 801-208-2210 for more information on starting your “On the SPOT” marketing program.

Daily Report – Review your operation cash flow and exceptions with a single report. You will find sales, payments, activity, voids, adjustments, redo’s and price change information on a single report. Sales, Payment and Activity information also display the previous seven days numbers. This report can be run by store and date. This report can be found in *Reports > Reports Gallery > Management > Daily Report*. It is also a report queue enabled report allowing this to be emailed on a daily or weekly schedule in PDF format.

Special Instructions Reports –Special Instruction reports include any invoices that have comments, adjustments or customer reminders. You will find two reports including special instructions, one for the plant manager and the other for the route driver. Options when creating these reports include date range, route, retail, received, promised or on manifest. The reports are found in the Route section of the reports gallery but are applicable to counter orders. These reports can be found in *Reports > Reports Gallery > Route > Special Instructions*.

Invoices by Mode Report – Review all invoices that are not set as a “Standard” invoice mode along with any item or invoice level comments. When using invoice modes you have the ability to assign a special mode/type to the invoice. These modes may include, rush, same day, next day, storage, manager review or any other defined mode you would like to track. Each mode can have a cost and promised date offset associated. Along with reporting you have the option to display modes in a designated color on the Visual invoice or printing of the mode on Invoices. This report can be found in *Reports > Reports Gallery > Production > Invoices by Mode* and has the option of date and store selection.

FAQ From Support

Keep SBS Updated with Current Contact Information - If you have changed your email address or contact information please forward the changes to info@SPOTpos.com. We will update our records and make sure we keep you informed.

Sending Equipment to SBS – Before you send equipment to SBS you should call support and receive an RMA number. We continue to receive equipment that has no RMA number, no contact information and /or no reason for the return. Once you receive the RMA number from support please write it on the box(s) in large letters. This way we have the ability to track your equipment in the process.

SPOTscan Battery Replacement – Does your SPOTscan Symbol SPT1800 need new batteries? Batteries are available for \$65 each plus shipping. Contact sales for more information.

CustomerConnect Mobile – If you have implemented MyDryCleaner Mobile for smart phones please verify that you do not have duplicate email addresses for your customers. If customers have duplicate emails please merge the customer records. Duplicate records may have your customer looking at account information that is no longer being used by the customer. You can run the *Reports > Reports Gallery > Customer > Duplicate Email* report to verify your duplicates.

Upcoming Events

[SPOT Users Conference](#) - 3/16/2012
The 2012 SPOT Users Conference will be held at the Marriott City Center downtown Salt Lake City, Utah. Come join the SPOT team and your peers for 2 days of learning, fun and great food.

[Southwest Drycleaners](#) - 3/30/2012
stop by and visit us in San Antonio, Texas.