

April 2009

## Utilities in SportsMan SQL

SportsMan SQL has some useful utilities built in. You may not be aware of some of them located under the File > Utilities menu. In this menu are several tools designed to troubleshoot or correct specific issues.

One of the most helpful utilities is *Send Backup to Peak*. If you have an issue that might be data related, or need assistance resolving an issue, this tool allows you to send a copy of your data directly to our Tech Support staff who can then look at it and help resolve the issue. This can save valuable time troubleshooting and getting to the root of an issue. Be sure you have talked to one of our Tech Support staff before sending data so that we can be aware of the problem and help resolve it.

## Important Information About Refunding Credit Card Payments

With the addition of in-house credit card processing comes the ease of making refunds to the credit card right from SportsMan SQL. This includes the ability to make those refunds for credit card payments taken through ActivityReg if your facility processes the internet registrations through a payment gateway. When deleting an activity, membership, or other item from an individual's account, several refund methods are presented. One of the options is to give the refund back to the individual's credit card. If the original payment for the transaction was made with a credit card, whether in-house or online, then it will automatically be credited back to their card through the payment gateway in SportsMan SQL.

If the payment was made from ActivityReg, then the refund will be posted in the assigned internet till in SportsMan SQL. If it was originally made in-house, then the refund will be posted in your current working till.

Depending on which payment gateway your facility uses, it may be necessary to change some settings in SportsMan SQL for this functionality to work properly. If there is an error posting the refund, SportsMan SQL will display a message stating there was a problem and then add an issue to the Credit Card Log. To access the log and resolve failed transactions, go to *Action > Financial > View Credit Card Log / Resolve Failed Transactions* in the SportsMan SQL menu. Resolve any issues by making the necessary adjustments using your payment gateway's internet portal and then marking them as resolved in SportsMan SQL.

## Across the Nation

Visit us at the New York State Recreation and Parks Society conference on Long Island, New York from April 19th through the 22nd, or on the other side of the country at the Washington Recreation and Parks Association conference on the 28th and 29th.

## Touch Screen Support

SportsMan SQL has been designed with buttons that accommodate touch screen monitors, simplifying the use of the interface. In addition to this design, numeric entry buttons can be enabled for the checkout screen, eliminating the need for keyboards or mice in a concessions environment.

The screenshot shows a 'Checkout / Enter Payments' window. It features a 'Payments Made' section with a 'Cash' button selected. Below this, there is a 'Cash' section with 'Amount Tended' set to 0.00. To the right, a summary table shows: Sale Amount: 4.00, Discount: 0.00, Subtotal: 4.00, Tax: 0.34, Sale Total: 4.34, Paid: 0.00, Net Due: 4.34, and Change: 0.00. At the bottom, there is a numeric keypad with buttons for digits 1-9, 0, a decimal point, and function keys like 'Back', 'Enter', 'Clear', and 'Print Receipt'.

To enable this feature, go to *File > Workstation Configuration* and select the *Point of Sale* tab. Under *Preferences*, check the box next to *Show Ten Key for Touch Screen POS Station*.

If you don't yet have a touch screen, but are interested in adding one to your system, contact your IT person or search online for one. If the touch screen works in Windows, then you will be able to use it with SportsMan SQL.



Phone: (801) 572-3570  
Email: sales@peakinfo.com  
Web: www.peakinfo.com