



# Point of Success Dashboard

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# 1 Introduction

Congratulations on choosing the Point of Success Dashboard system. The Point of Success Dashboard system is an add-on system requiring Point of Success point-of-sale software in order to gather data. It is designed to give owners and managers responsible for business analysis access to critical data from Point of Success point-of-sale in a convenient, timely manner. The purpose of this system is to effectively assist in real-time decisionmaking that will impact profitability and productivity.

## Point of Success and Database

Point of Success is point-of-sale software that takes orders, processes payments, and provides management information to users.

Point of Success Dashboard Uploader is software that runs on a PC computer and periodically uploads data from the store's Point of Success point-of-sale system into an Internet-based server for access and reporting. The Uploader can only run on a PC computer and must remain running to be able to upload data continuously. Every 10 minutes, the Uploader gathers new data and uploads it to the Internet-based server. The data is then immediately available in the Client software for review and analysis in a variety of forms.

Point of Success Dashboard Client is a PC/Mac/iOS Device-based software that accesses an Internet-based server by company and displays useful information in a timely manner. The data is constantly refreshed giving the User current, accurate information from each Store in their sphere of responsibility.

Should there be questions pertaining to the installation or operation of Dashboard, please contact us at the numbers listed in Technical Help of this manual. Our technical support staff is available to offer assistance.

# 2 General Information

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### Point of Success Dashboard Manual

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(480) 497-2442.

## 2.3 Technical Help

Technical support is available from the local dealer from which Point of Success Dashboard was purchased, from the Point of Success Dashboard web site at [www.pointofsuccess.com](http://www.pointofsuccess.com), or by calling Inborne Technology Corporation at (480) 497-4004 or toll free (800) 752-3565. Charges for technical support may apply.

## 2.4 System Requirements

### System Overview

Point of Success Dashboard is an add-on product for Point of Success point-of-sale software and is made up of two separate components referred to as Client and Uploader. The Point of Success Dashboard Uploader runs locally on a PC computer (Note: Uploader cannot run on a Mac) in the Store where the data is kept. That data is accessed and sent via the Internet to an off-site server and aggregated for reports and analysis. The Point of Success Dashboard Client runs on a PC, a Mac, or an iOS device and connects to the data stored on the Internet server. The client does not necessarily need to run on the computer or network where the data originates in the Store where it is kept on the database server locally. The Client can access Company data from anywhere as long as the computer or device running the client has an Internet connection.

### PC System Requirements

Point of Success Dashboard uses the Arsenal Database Server that underlies Point of Success point-of-sale software for managing and protecting data. The database software, Point of Success point-of-sale, and Point of Success Dashboard Uploader requires a computer running Windows 7 or above. The computer running the database must be on at all times when Point of Success Dashboard Client or Uploader are used. The database computer can be up day and night or started before starting Point of Success Dashboard Uploader and Client.

NOTE: Point of Success Dashboard Uploader can only run on a PC computer. It is not compatible with Mac. The Point of Success Dashboard software designed for Mac can run on and access data for panel, report, chart and graph display on a Mac.

### Mac System Requirements

Point of Success Dashboard requires Mac models running OS X. Specific versions and hardware requirements follow. Dashboard requires one of the following Mac models and versions of OS X. It also requires at least 2GB of memory and 10GB of storage space.

OS X Yosemite v10.10, OS X Mavericks v10.9, OS X Mountain Lion v10.8, OS X Lion v10.7, Mac OS X Snow Leopard v10.6.8

To find model, memory, storage, and version of OS X information, choose About This Mac from the Apple menu.

NOTE: Point of Success Dashboard Uploader can only run on a PC computer. It is not compatible with Mac. The Point of Success Dashboard Client software designed for Mac can run on and access data for panel, report, chart and graph display on a Mac.

## iOS Device Requirements

iOS 9 is required to run the Point of Success Dashboard Client app.

iOS 9 is compatible with these devices.

### [iPhone]

iPhone 6s  
iPhone 6s Plus  
iPhone 6  
iPhone 6 Plus  
iPhone SE  
iPhone 5s  
iPhone 5c  
iPhone 5  
iPhone 4s

### [iPad]

iPad Pro (12.9-inch)  
iPad Pro (9.7-inch)  
iPad Air 2  
iPad Air  
iPad 4th generation  
iPad 3rd generation  
iPad 2  
iPad mini 4  
iPad mini 3  
iPad mini 2  
iPad mini

### [iPod]

iPod touch 6th generation  
iPod touch 5th generation

## 3 Useful Information

### 3.1 Overview

#### Software Overview

Point of Success Dashboard offers real-time analysis data from the Point of Success POS software to compatible devices. Reports, graphs, and charts are available to help make informed, accurate, and timely business control decisions. Current data is provided every 10 minutes and past data is also available for comparison. All devices display the same information which is accessed from the same location. There is no data lag between devices or computers.

Software is provided to upload current data from each participating store. Sales and cost data is uploaded for display in a variety of forms. This data can be captured for one store or for comparison across stores. Regional access control or role-based control allows administrators to restrict the data

displayed based on employee access criteria. All store and user information access is assignable and controllable.

## 3.2 Subscription Information

Point of Success Dashboard is sold on a subscription basis. Each Company pays for the number of Store locations providing data for comparison and analysis. For example, a submarine shop with two locations would require two subscriptions to provide data for each location. The subscription is paid monthly via credit card on file. Credit card numbers are never stored. Instead, a secure token number from our processor is store allowing us to charge subsequent months.

There is no limit on the number of Users or Stores that can be configured. Users are unlimited and do not require subscriptions, but each Store requires an additional subscription.

## 4 Step-By-Step

### 4.1 Step 1: Download

#### PC and Mac Downloads

For PC and Mac software downloads, refer to the subscription email provided at the time the subscription started. It will contain links to the client software required to run on PC or Mac as well as administrator and company information which is used for initial setup. The two links will download installation files for the Point of Success Dashboard Client software and the Point of Success Dashboard Uploader software. These two programs will be necessary to successfully upload and see the data from each store.

Use the links to download the two installation files. No other Dashboard software is required on PC or Mac - these two are what run on the computer to upload and access data.

#### iOS Device Download and Installation

To access the Point of Success Dashboard software to run on an iOS device, use the App Store

Tap the "App Store" icon from the menu of your iPhone. The App Store icon is blue and contains the letter "A" surrounded by a circle.

Tap "Search" (the button with a magnifying glass on it) at the bottom of the screen

Type "Point of Success Dashboard" in the search field

Tap on the "Get" to complete your purchase. The app itself is free - access to data is with a paid subscription.

Wait for the application to finish downloading and installing on your iPhone.

### 4.2 Step 2: Installation

#### PC Installation (Client and Uploader)

In your web browser, click the link to the program.

Do one of the following:

To install the program immediately, click Open or Run, and then follow the instructions on your screen. Administrator permission required If you're prompted for an administrator password or confirmation, type the password or provide confirmation.

To install the program later, click Save, and then download the installation file to your computer. When you're ready to install the program, double-click the file, and then follow the instructions on your screen. This is a safer option because you can scan the installation file for viruses before you proceed.

## **Mac Installation (Client Only)**

Point of Success Dashboard for Mac is distributed as a package file, with a .pkg extension.

Double-click on the downloaded package. This will launch an installation wizard for the application. The installation wizard will perform all the necessary tasks to correctly install the application. Once the installation wizard has finished the application will typically be found in the Applications folder, ready to run.

## **iOS Device Download and Installation (Mobile Client)**

To access the Point of Success Dashboard Client software to run on an iOS device, use the App Store

Tap the "App Store" icon from the menu of your iPhone. The App Store icon is blue and contains the letter "A" surrounded by a circle.

Tap "Search" (the button with a magnifying glass on it) at the bottom of the screen

Type "Point of Success Dashboard" in the search field

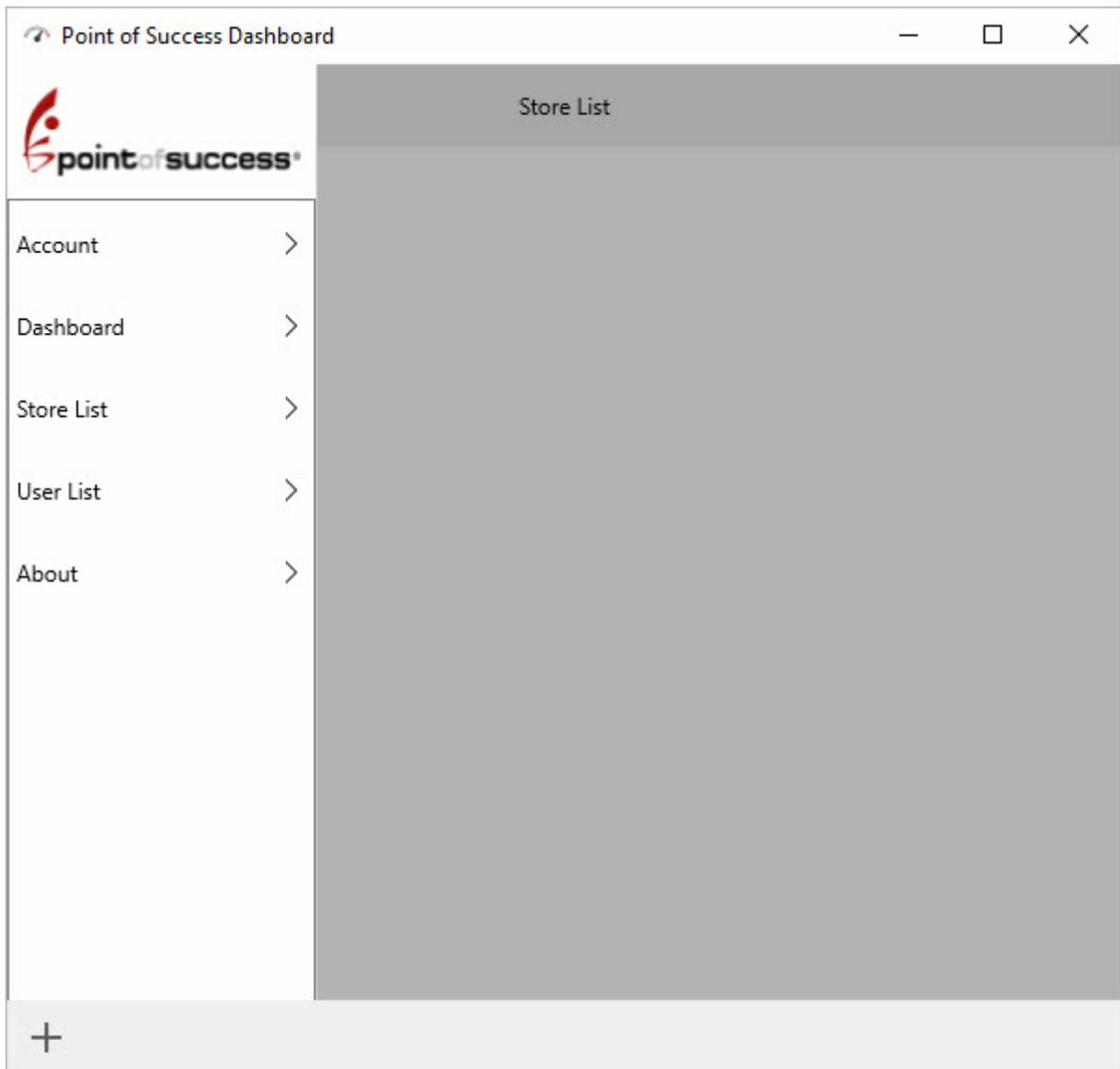
Tap on the "Get" to complete your purchase. The app itself is free - access to data is with a paid subscription.

Wait for the application to finish downloading and installing on your iPhone.

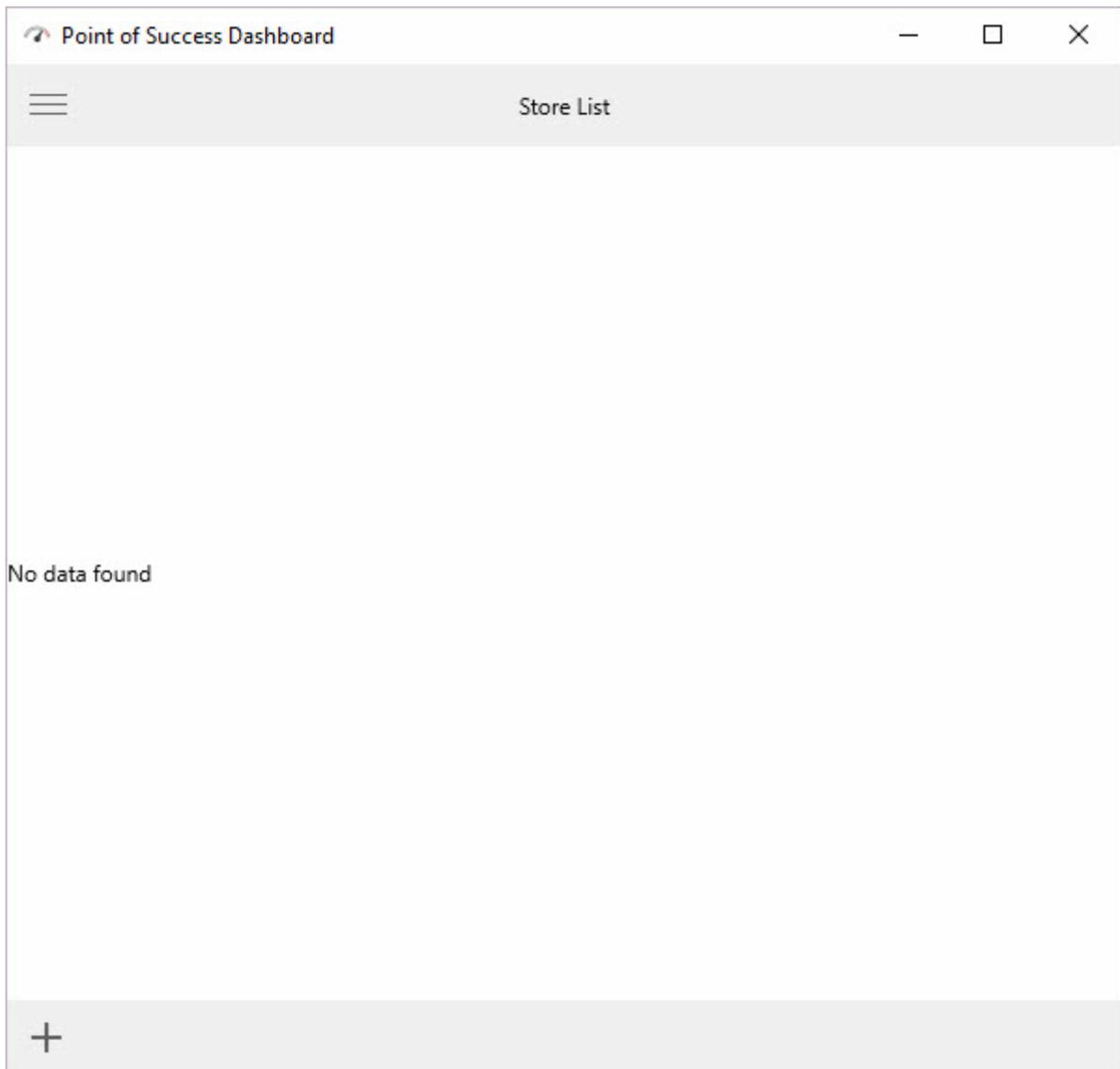
### **4.3 Step 3: Store Setup**

Once both the Point of Success Dashboard and the Point of Success Dashboard Uploader have been installed, several steps are necessary to set up Stores, Users, Reports, etc. The first step is to setup Stores.

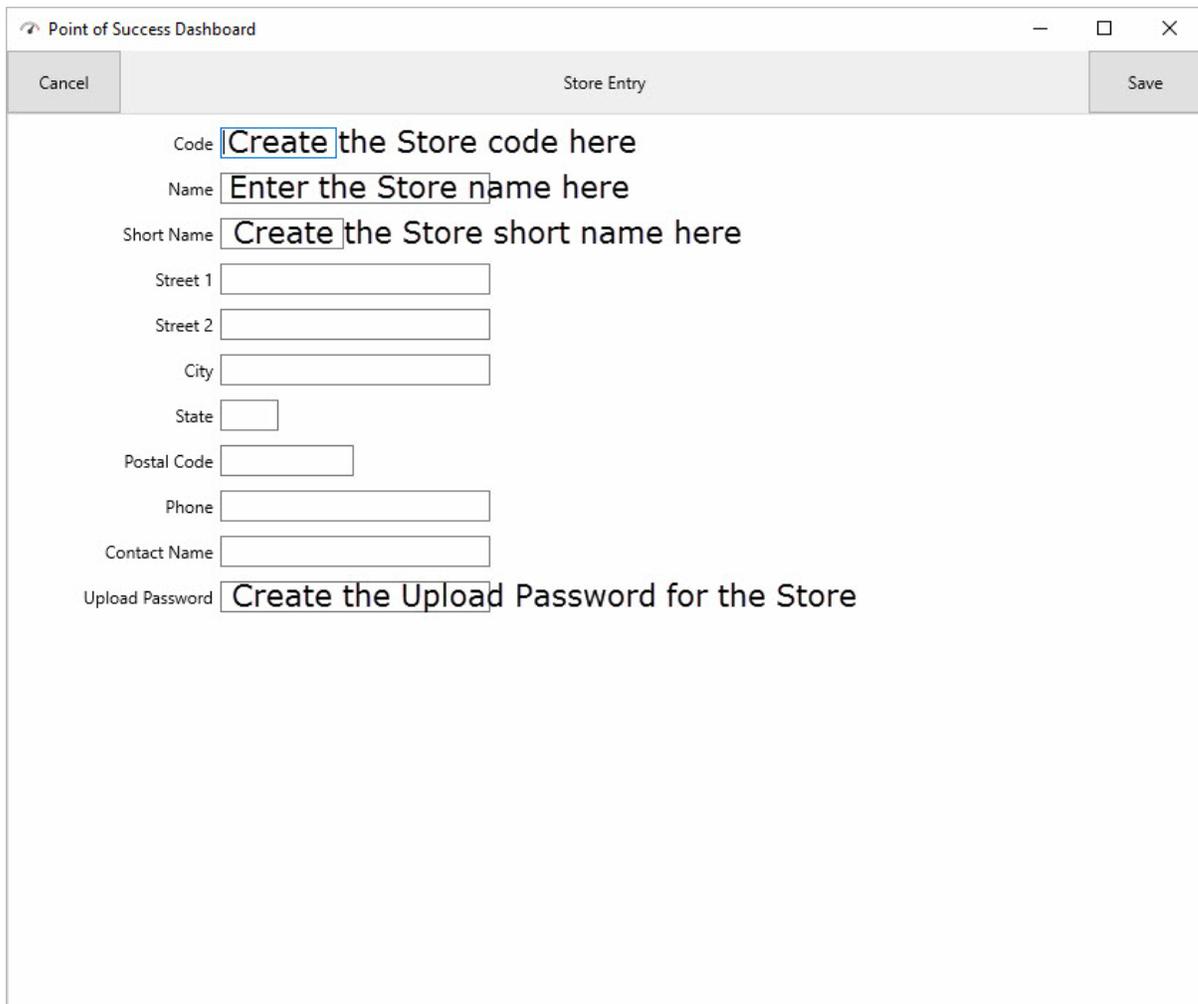
Run the Point of Success Dashboard software and login using the administrator name and password provided from Inborne Technology.



At the top left corner of the software is a three line button that allows the user to access all parts of the Point of Success Dashboard software and setup. Click this button and choose "Store List".



When the store list is initially displayed with no stores created the screen will be empty. To add a store to the list, click the "+" in the bottom left corner of the screen.



Point of Success Dashboard

Cancel Store Entry Save

Code  Create the Store code here

Name  Enter the Store name here

Short Name  Create the Store short name here

Street 1

Street 2

City

State

Postal Code

Phone

Contact Name

Upload Password  Create the Upload Password for the Store

In store entry, create the store code, the store name, and upload password for the store. Each store should have a unique code and a unique upload password. This information will be used later to fill in the Point of Success Uploader settings. Click "Save" to save the store information and return to the store list. Click the "+" again to add additional stores. Each store's information is uploaded and accessed separately. It can also be compared to other stores for trend analysis.

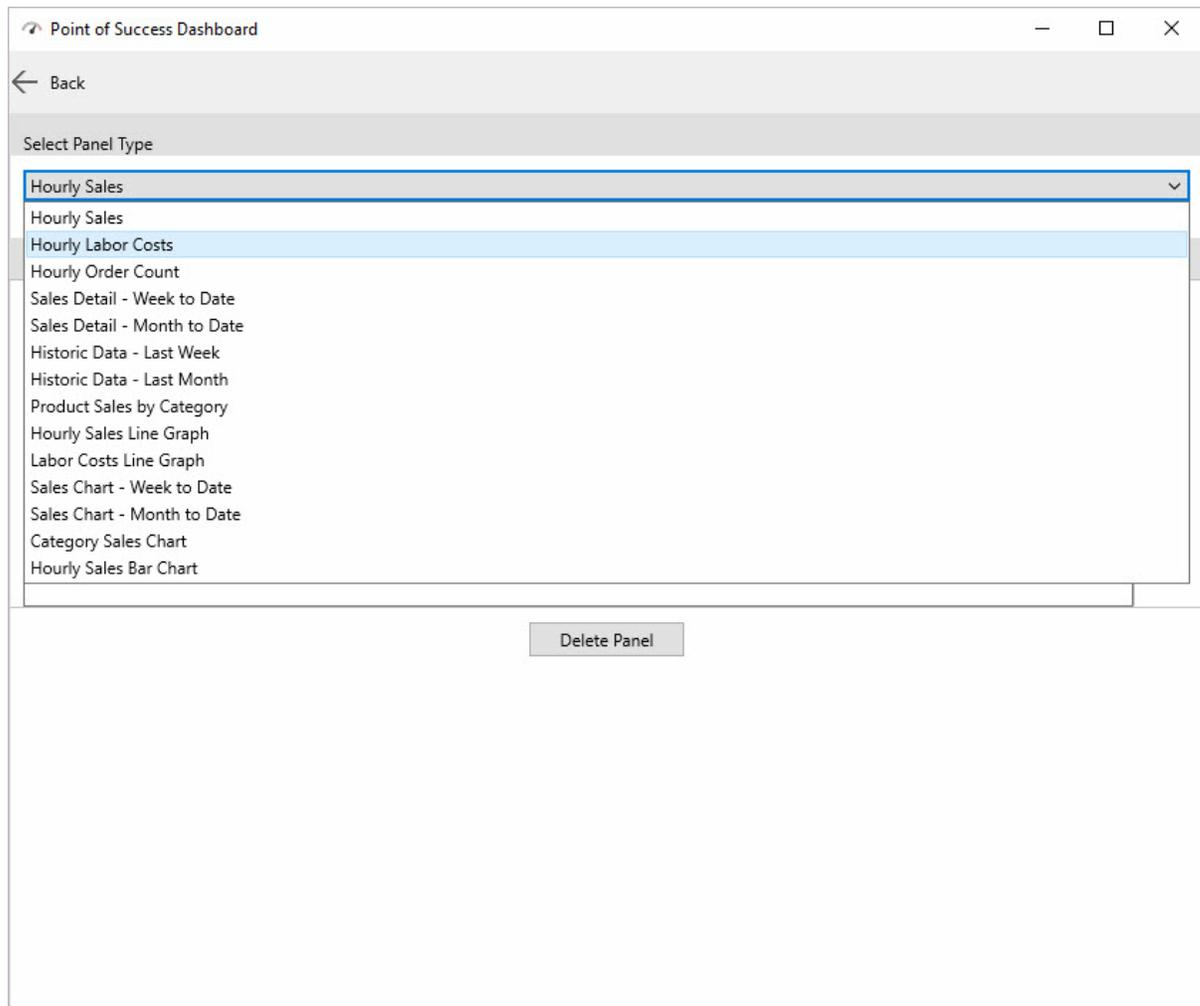
## 4.4 Step 4: User Setup

Once all the stores have been setup, it is time to set up all the users in the system. A user is defined as anyone who uses the system. The label "User" does not designate role base or level of access. Access to data is granted to individuals by the administrator.

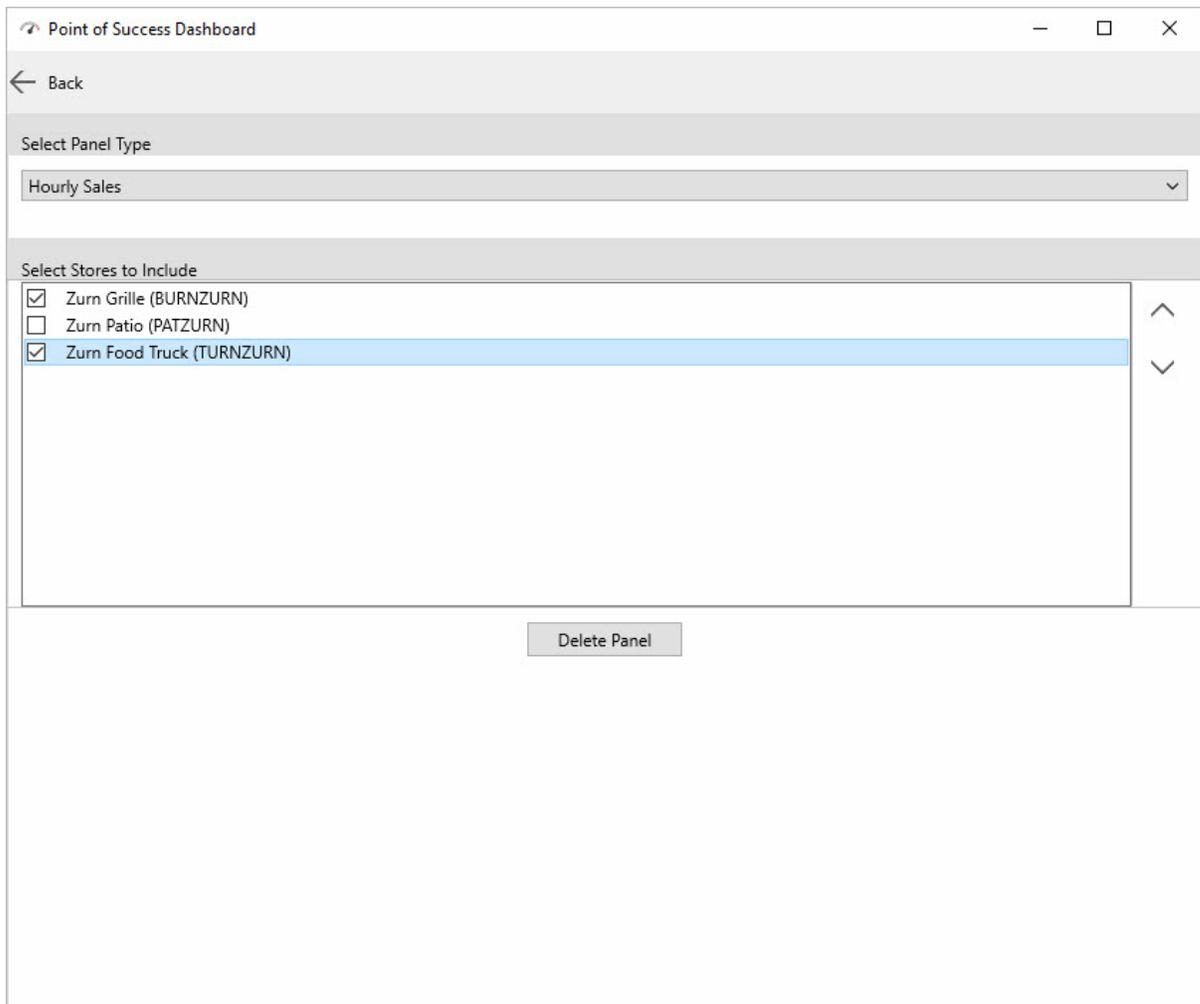
The screenshot shows a web application window titled "Point of Success Dashboard" with a "User Entry" form. The form includes a "Cancel" button on the left and a "Save" button on the right. The input fields are: "Login Name" with the value "Myrna", "User Name" with the value "Myrna Zurn", and "Email" which is empty. Below the "Email" field is a "Password" field with a "Change Password" button. A section titled "User's Dashboard Panels" contains a list with one item: "Hourly Sales (BURNZURN,TURNZURN)", which has expand/collapse arrows to its right. Below this section is a "+" icon and the text "Edit". At the bottom of the form is a "Delete User" button.

Users are setup using a login name, user name, password, etc. It may streamline entry to setup users and give them access to desired panels at the same time. Panels or reports or charts or graphs are assigned user by user. Each user has their own set of reports or panels they are able to view. This access is set by the administrator.

The login information allows the user to sign in to the dashboard on any device or computer. The same login information is used for access on any device.



To add reports or panels to a user click the "+" sign. To edit or change information or assignment of an existing panel or report click Edit. To select a panel, click on the down arrow on the bar just below the Select Panel Type heading. This will display the entire list of reports, charts and panels available to assign.



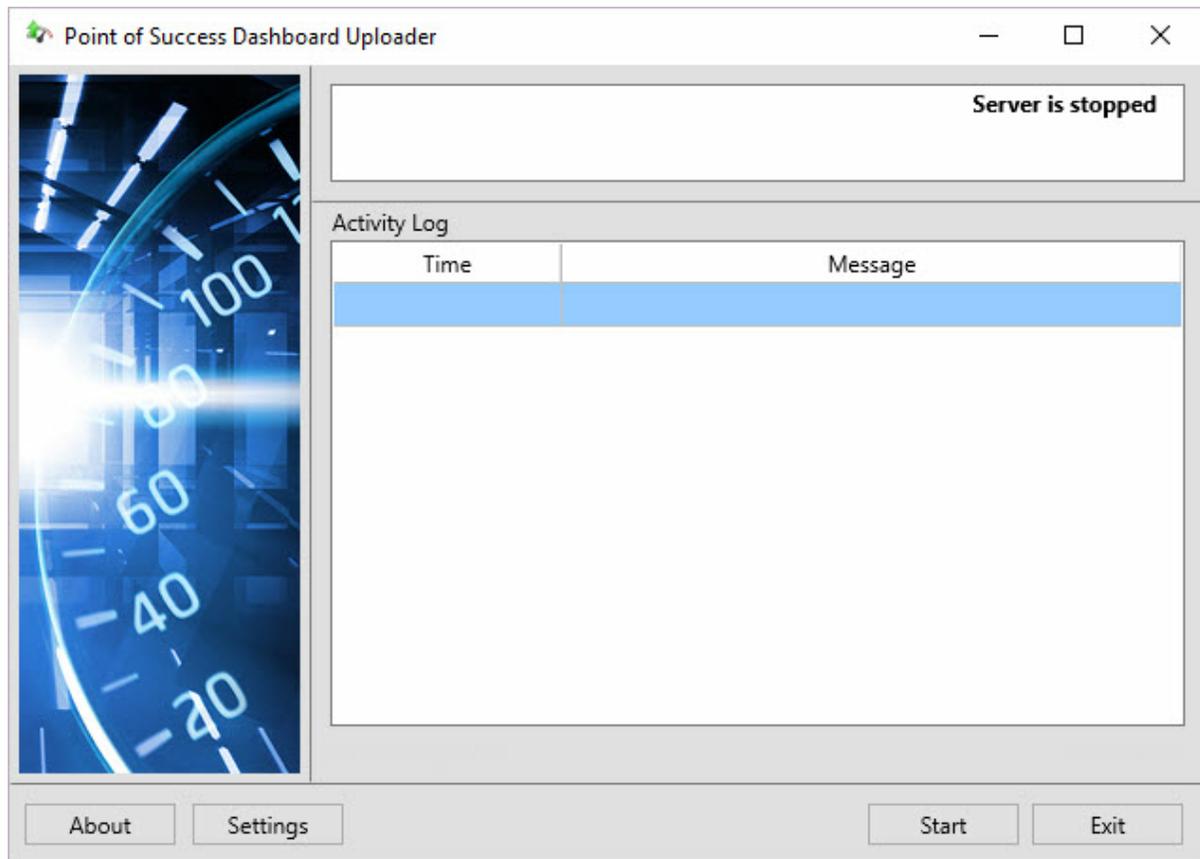
The screenshot shows a web application window titled "Point of Success Dashboard". At the top left is a "Back" button with a left-pointing arrow. Below it is a "Select Panel Type" section with a dropdown menu currently set to "Hourly Sales". Underneath is a "Select Stores to Include" section containing a list of three stores: "Zurn Grille (BURNZURN)", "Zurn Patio (PATZURN)", and "Zurn Food Truck (TURNZURN)". Each store name is preceded by a checkbox. The "Zurn Food Truck (TURNZURN)" checkbox is checked, and its corresponding row is highlighted in light blue. To the right of the list are two vertical arrows, one pointing up and one pointing down. At the bottom center of the window is a "Delete Panel" button.

Once the Panel Type is assigned, select which stores should be included. If a user should not have access to a particular store, that store can be left off their panel access. After choosing all the appropriate stores for the panel, click the "<-- Back" button. That arrow and button saves the panel assignment and returns to the User's Dashboard Panels list.

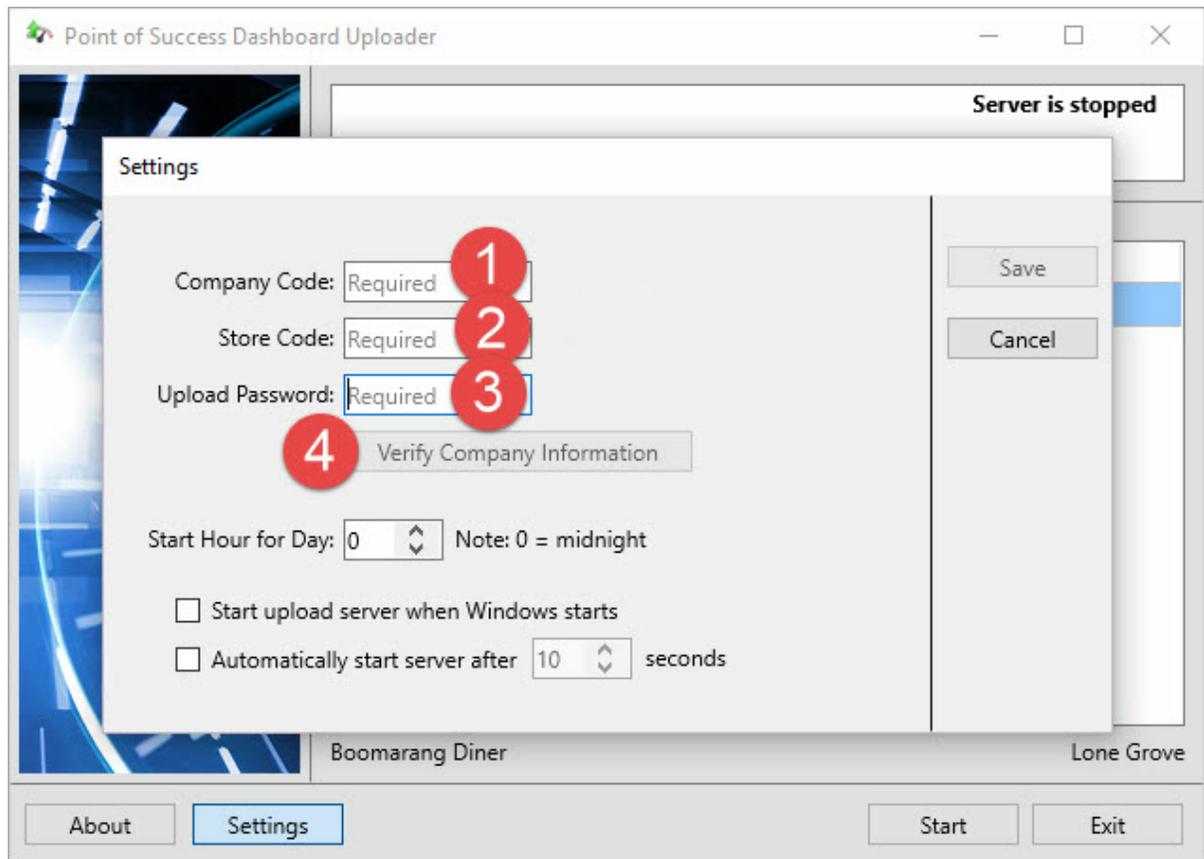
All the panels are described by their names. Each panel is available to be assigned by the administrator to as many users as is desired.

## 4.5 Step 5: Uploader Setup

The Point of Success Dashboard Uploader is the software that runs on one computer for each store and extracts the data necessary to be transmitted or uploaded to the Internet server for access by Point of Success Dashboard.



When Point of Success Dashboard Uploader first launches it is stopped. In order to start this process, click "Settings" and complete the fields required to function.



1. The Company Code is provided as part of the purchased subscription. A setup letter should have been emailed containing the Company Code. The Company Code organizes all the stores under it and is how the system keeps the Company information together, private, and protected.
2. The Store Code is the code that was setup during initial setup by the administrator. Each store has its own unique code and it should be filled in here.
3. The Upload Password is established during store entry and is unique to each store.
4. Once all three of the above fields have been properly completed, pressing "Verify Company Information" will connect to the Internet server and retrieve the labels for the Company and Store. These labels will appear to the right of the fields.

The image shows two overlapping windows from the 'Point of Success Dashboard Uploader' application. The 'Settings' dialog box is in the foreground, and the 'Store Entry' form is in the background. Red arrows indicate the flow of information from the settings to the store entry form.

**Settings Dialog:**

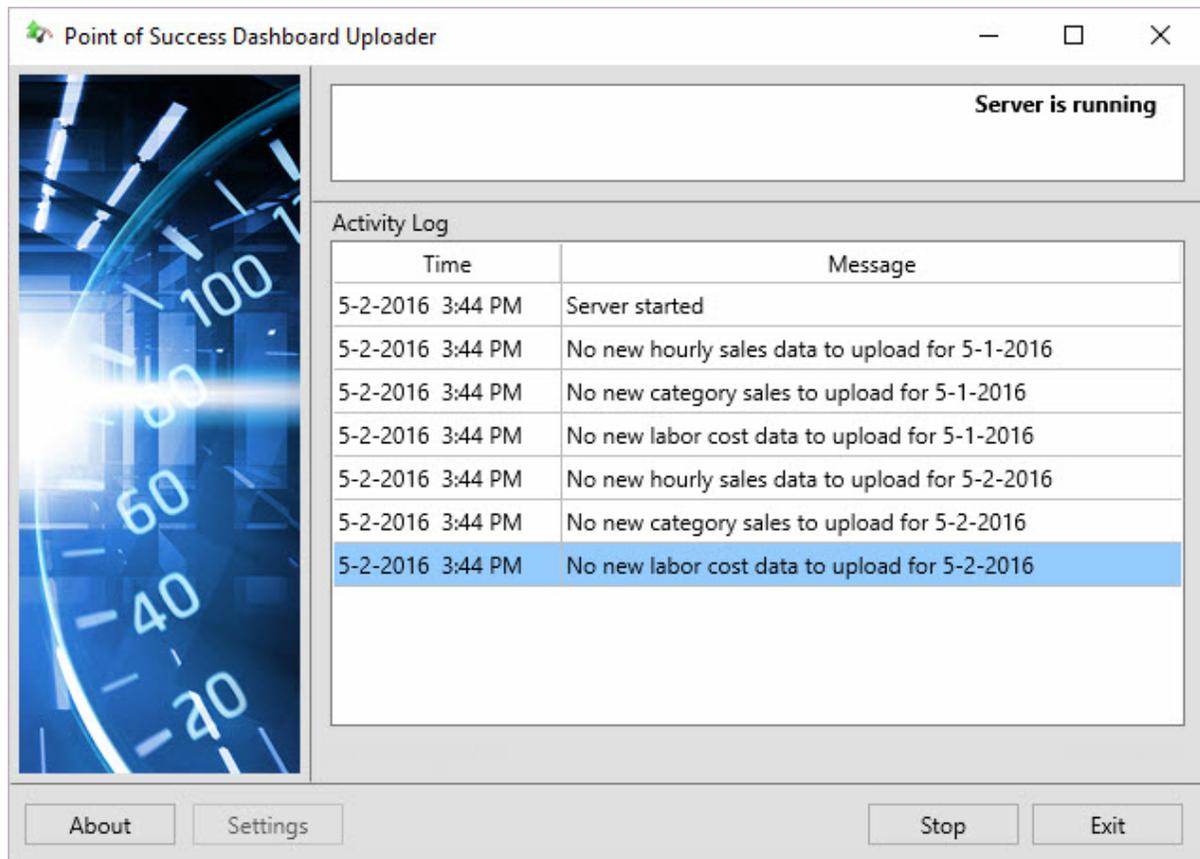
- Company Code: ZURN
- Store Code: BURNZURN
- Upload Password: 321
- Start Hour for Day: 0
- Options:  Start upload server when Windows starts,  Automatically start server after 10 seconds

**Store Entry Form:**

- Code: BURNZURN
- Name: Zurn Grille
- Short Name: BurnZurn
- Street 1: [Empty]
- Street 2: [Empty]
- City: [Empty]
- State: [Empty]
- Postal Code: [Empty]
- Phone: [Empty]
- Contact Name: [Empty]
- Upload Password: [Empty]

In Store Entry, the Code for the store and the upload password for the store are created by the administrator. Those two pieces of information are used to setup the Point of Success Dashboard Uploader. All stores have their own unique information and each store's uploaded sends data to the Internet server in order to be used for reporting, analysis and comparison.

Once these settings are complete, click Save. The Point of Success Dashboard Uploader will start with these settings. The Point of Success Dashboard Uploader will upload 14 months of historical data for comparison and will upload new data every 10 minutes.



If the Point of Success Dashboard Uploader has been started, it will show "Server is running" in the top right corner. Details of the upload including the data and data being uploaded are echoed in the Activity Log.

## 4.6 Step 6: Using Dashboard

Dashboard PC / Mac / iOS

Once all the setup is complete and data has been uploaded, Dashboard is the way to access the data for analysis, management, comparison, and action.

Dashboard operates similarly on all platforms. When it is initially launched, Dashboard defaults to the current date. According to the login information it will display all the Panels that have been configured to display for the User defined.

## Dashboard Usage

At the top of the Point of Success Dashboard there are a few controls.



The Date displayed is also a button control that allows the date to be changed to any date. Click the date and change it to view Panels from a different day.

The "aA" button allows the font size to be adjusted. Press the button and then press "a" or "A" to change the font size.

The counterclockwise circle refreshes the data. If the data has been displayed for a period of time and needs to be refreshed, press this button. The data is always refreshed when a new date is chosen or on initial access.

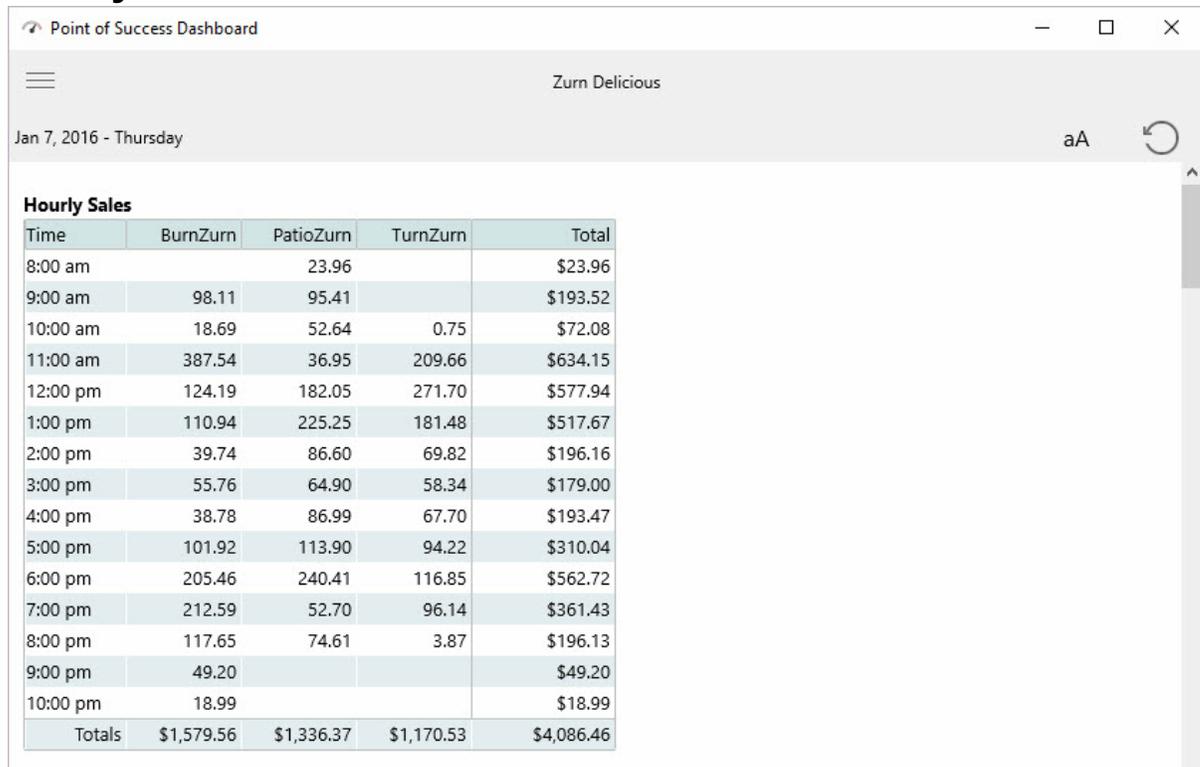
The three lines provided above the data allow access to the login, settings, stores, users, and about information.

## Panel Examples

The Panels below are provided for comparison and business analysis. The only Panel that does not provide comparison is the Product Sales by Category - the categories may vary widely between stores and is therefore not useful for comparison.

In these examples there are three stores: BurnZurn (Zurn Grille), Patio Zurn, and TurnZurn (Zurn Food Truck) all under the Zurn Delicious company. Comparisons between the stores and totals help manage the stores individually and help determine where management attention and focus should be.

## Hourly Sales



Time	BurnZurn	PatioZurn	TurnZurn	Total
8:00 am		23.96		\$23.96
9:00 am	98.11	95.41		\$193.52
10:00 am	18.69	52.64	0.75	\$72.08
11:00 am	387.54	36.95	209.66	\$634.15
12:00 pm	124.19	182.05	271.70	\$577.94
1:00 pm	110.94	225.25	181.48	\$517.67
2:00 pm	39.74	86.60	69.82	\$196.16
3:00 pm	55.76	64.90	58.34	\$179.00
4:00 pm	38.78	86.99	67.70	\$193.47
5:00 pm	101.92	113.90	94.22	\$310.04
6:00 pm	205.46	240.41	116.85	\$562.72
7:00 pm	212.59	52.70	96.14	\$361.43
8:00 pm	117.65	74.61	3.87	\$196.13
9:00 pm	49.20			\$49.20
10:00 pm	18.99			\$18.99
Totals	\$1,579.56	\$1,336.37	\$1,170.53	\$4,086.46

**Hourly Sales: Sales by hour with totals by hour and location. Supports multiple locations.**

## Hourly Labor Cost

Point of Success Dashboard

Zurn Delicious

Jan 7, 2016 - Thursday

**Hourly Labor Costs**

Time	BurnZurn	PatioZurn	TurnZurn	Total
7:00 am		0.72		\$0.72
8:00 am		33.81	0.75	\$34.56
9:00 am		39.77	9.14	\$48.91
10:00 am	6.55	39.77	17.50	\$63.82
11:00 am	13.45	43.67	17.50	\$74.62
12:00 pm	8.78	48.77	17.50	\$75.05
1:00 pm	2.15	43.22	17.77	\$63.14
2:00 pm		29.19	25.55	\$54.74
3:00 pm		21.37	17.40	\$38.77
4:00 pm	0.25	20.92	16.10	\$37.27
5:00 pm	12.90	40.07	21.05	\$74.02
6:00 pm	18.15	45.83	19.65	\$83.63
7:00 pm	18.15	38.00	16.30	\$72.45
8:00 pm	10.31	33.65	4.89	\$48.85
9:00 pm	3.71	21.42		\$25.13
Totals	\$94.40	\$500.18	\$201.10	\$795.68

**Hourly Labor Costs:** Hourly estimate of labor cost for hourly clocked in employees. Supports multiple locations.

## Hourly Order Count

Point of Success Dashboard

Zurn Delicious

Jan 7, 2016 - Thursday

Hourly Order Count

Time	BurnZurn	PatioZurn	TurnZurn	Total
8:00 am		1		1
9:00 am	1	4		5
10:00 am	2	4	1	7
11:00 am	8	2	25	35
12:00 pm	15	10	31	56
1:00 pm	14	9	20	43
2:00 pm	7	5	7	19
3:00 pm	6	6	10	22
4:00 pm	3	5	7	15
5:00 pm	7	5	9	21
6:00 pm	10	10	7	27
7:00 pm	14	4	6	24
8:00 pm	5	5	1	11
9:00 pm	3			3
10:00 pm	1			1
Totals	96	70	124	290

**Hourly Order Count:** Count of completed orders by hour. Supports multiple locations.

## Sales Detail Week to Date

Point of Success Dashboard

Zurn Delicious

Jan 7, 2016 - Thursday

Sales Detail - Week to Date

Store	Net Sales	Orders #	Avg Ticket	Voids #	Discounts	Discount %
BurnZurn	6,266.60	406	15.43	3	-236.24	3.77%
PatioZurn	6,507.40	330	19.72	2	-138.57	2.13%
TurnZurn	6,110.65	559	10.93	4	-27.87	0.46%
Totals	\$18,884.65	1,295	\$14.58	9	-\$402.68	0.46%

**Sales Detail – Week to Date:** Net sales, order count, average ticket, number of voided orders, discount and discount percentage. Supports multiple locations.

## Sales Detail Month to Date

Point of Success Dashboard

Zurn Delicious

Jan 7, 2016 - Thursday

Sales Detail - Month to Date

Store	Net Sales	Orders #	Avg Ticket	Voids #	Discounts	Discount %
BurnZurn	8,322.07	475	17.52	5	-263.79	3.17%
PatioZurn	10,213.46	488	20.93	4	-243.48	2.38%
TurnZurn	5,714.58	518	11.03	5	-37.96	0.66%
Totals	\$24,250.11	1,481	\$16.37	14	-\$545.23	0.66%

**Sales Detail – Month to Date:** Net sales, order count, average ticket, number of voided orders, discount and discount percentage. Supports multiple locations.

## Historical Data Last Week/Last Month

Point of Success Dashboard

Zurn Delicious

Jan 7, 2016 - Thursday

Historic Data - Last Week

Store	Net Sales Last Week	Net Sales LY Variance	Order Count Last Week	Order Count LY Variance	Avg Ticket Last Week	Avg Ticket LY Variance
BurnZurn	10,163.47	100.00%	481	100.00%	21.13	0.00%
PatioZurn	13,787.86	100.00%	610	100.00%	22.60	0.00%
TurnZurn	6,480.89	100.00%	541	100.00%	11.98	0.00%
Totals	\$30,432.22	100.00%	1,632	100.00%	\$18.65	INF

Historic Data - Last Month

Store	Net Sales Last Month	Net Sales LY Variance	Order Count Last Month	Order Count LY Variance	Avg Ticket Last Month	Avg Ticket LY Variance
BurnZurn	44,607.25	100.00%	2379	100.00%	18.75	0.00%
PatioZurn	70,986.81	100.00%	2915	100.00%	24.35	0.00%
TurnZurn	38,630.61	100.00%	2945	100.00%	13.12	0.00%
Totals	\$154,224.67	100.00%	8,239	100.00%	\$18.72	INF

**Historic Data – Last Week:** Net sales last week, variance of weekly sales during the same week last year, order count, last year variance, average ticket last week and variance from last year. Supports multiple locations.

**Historic Data – Last Month:** Net sales last month, variance of monthly sales during the same month last year, order count, last year variance, average ticket last month and variance from last year. Supports multiple locations.

## Product Sales by Category

Point of Success Dashboard

Zurn Delicious

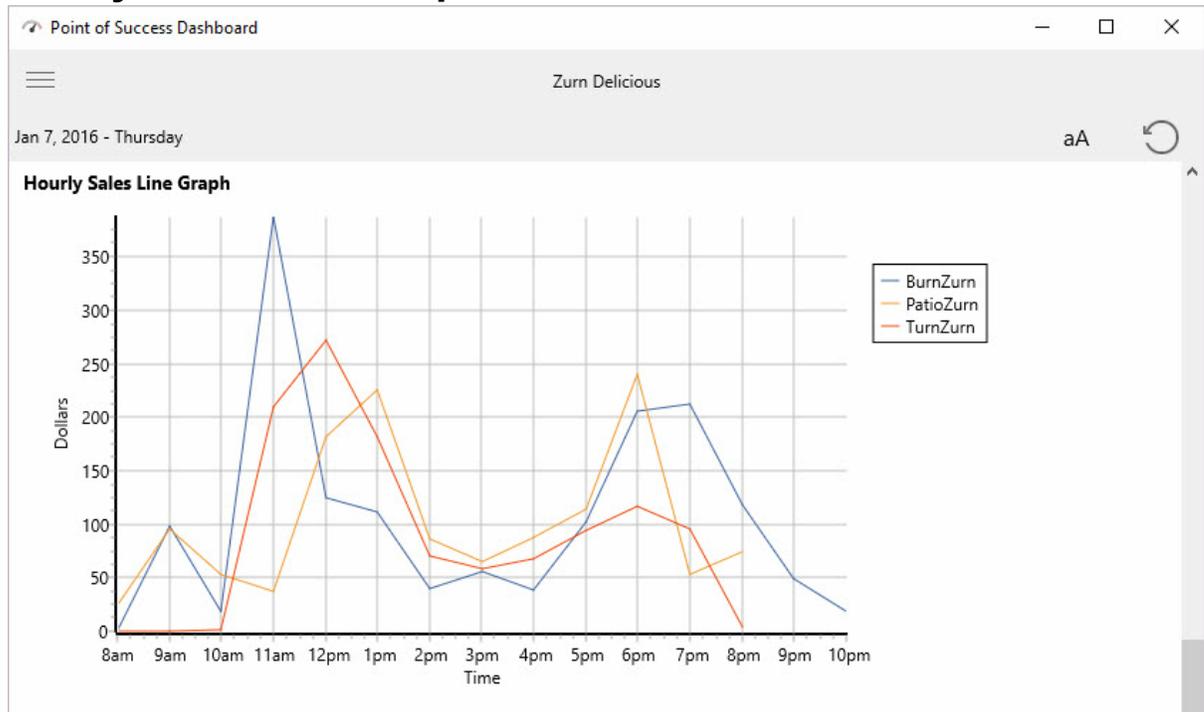
Jan 7, 2016 - Thursday

Product Sales by Category - BurnZurn

Category	Yesterday	Last Week	Last Month
A La Carte	0.00	103.97	2,265.26
Appetizers	72.94	763.14	3,261.11
Beverages	12.10	106.32	560.79
Catering	0.00	2.40	203.66
Delivery Charge	-19.25	-136.10	-579.34
Desserts	8.65	120.73	302.12
Entrees	258.13	4,454.54	17,208.35
Gift Certificate	0.00	0.00	0.00
Ingredient	238.50	972.99	3,330.23
Pizza	443.72	3,724.78	17,677.13
Side Dish	17.45	68.42	382.93

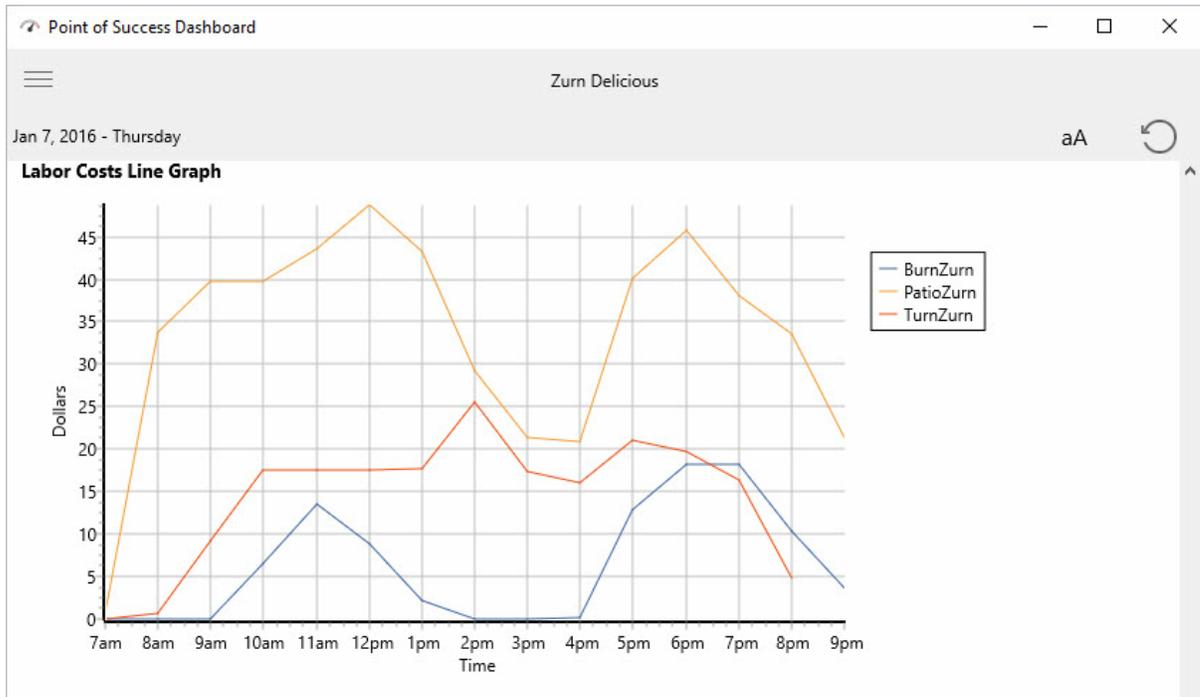
**Product Sales by Category:** Total sales by product category for yesterday, last week and last month. Supports one store per panel.

## Hourly Sales Line Graph



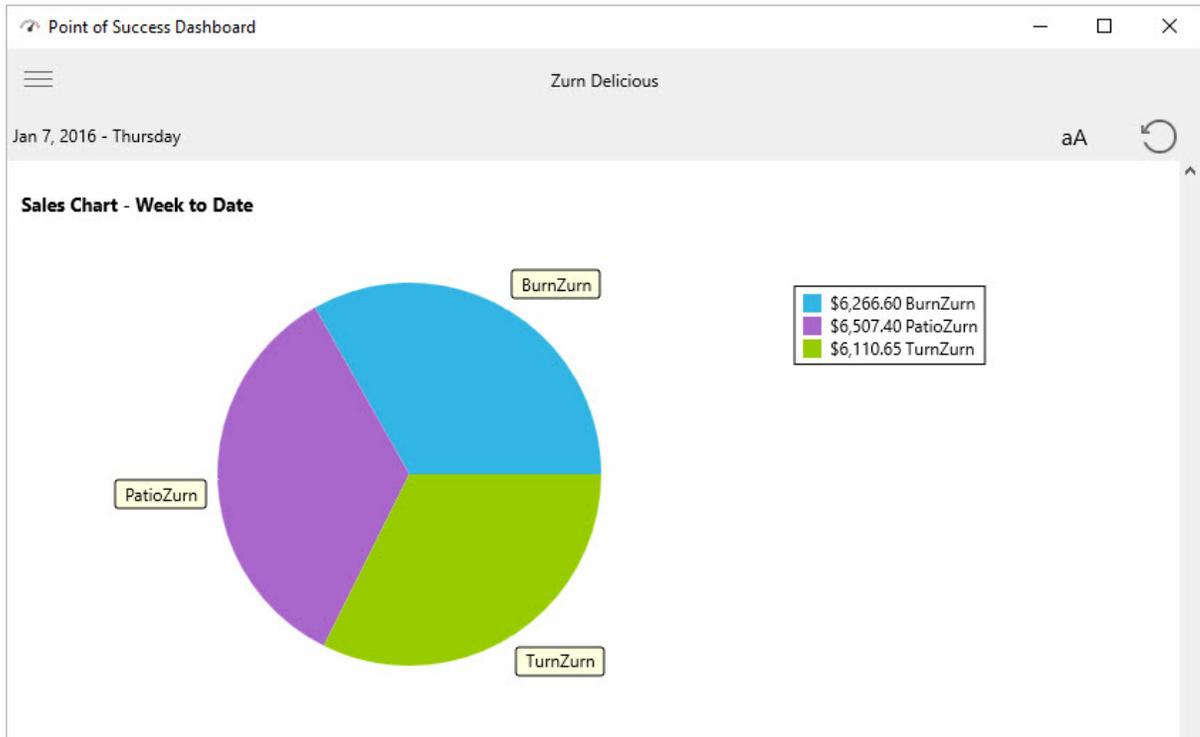
**Hourly Sales Line Graph:** Hourly sales represented in a line graph. Supports multiple stores.

## Labor Cost Line Graph



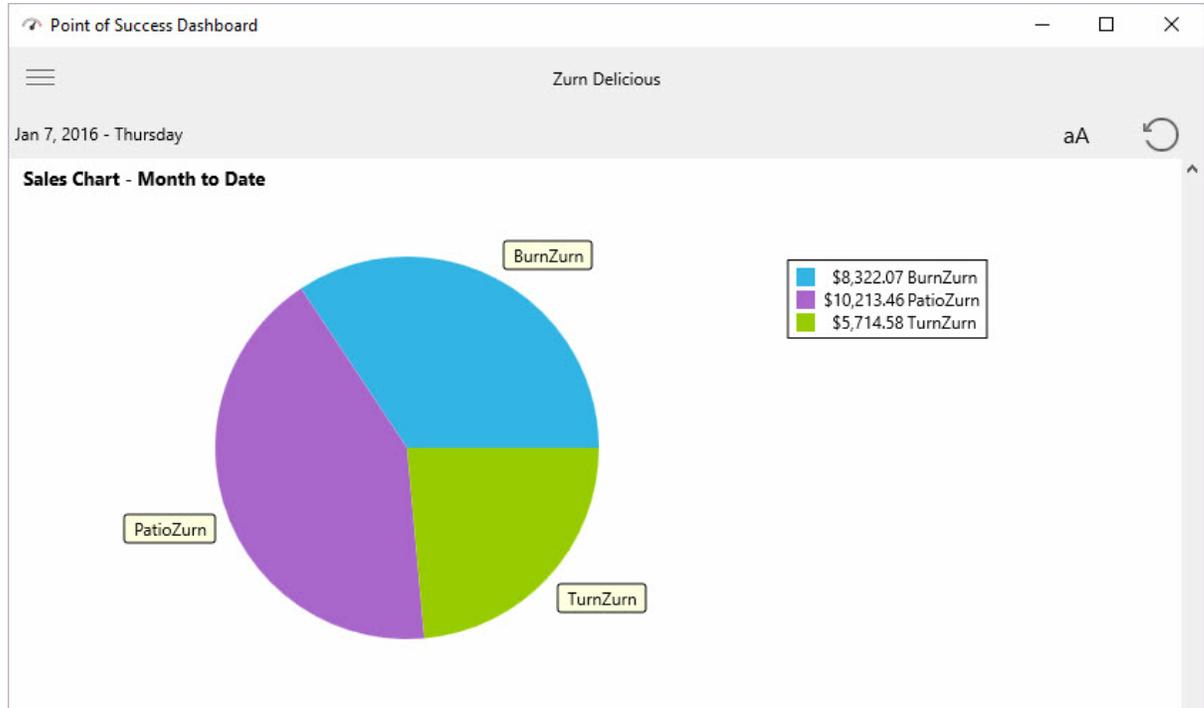
Labor Cost Line Graph: Labor cost line graph by hour for hourly clocked in employees. Supports multiple locations.

## Sales Chart Week to Date



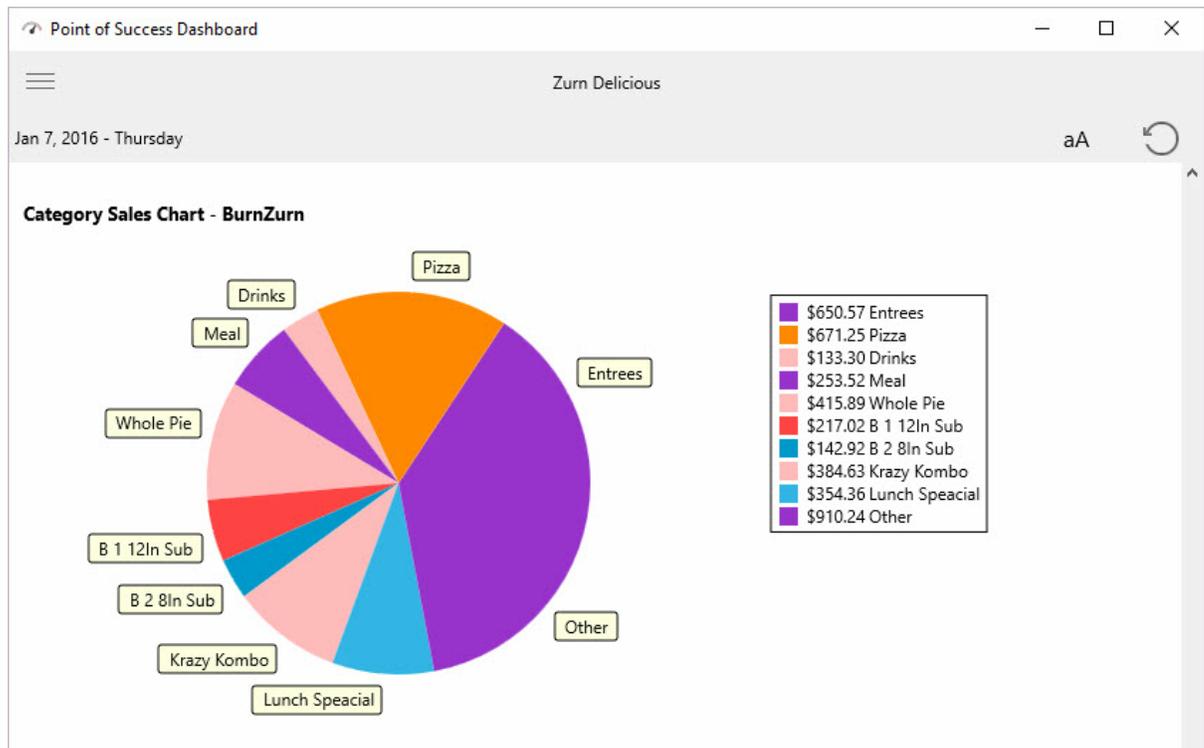
Sales Chart – Week to Date: Week to date sales in a pie chart. Supports multiple stores for comparison.

## Sales Chart Month to Date



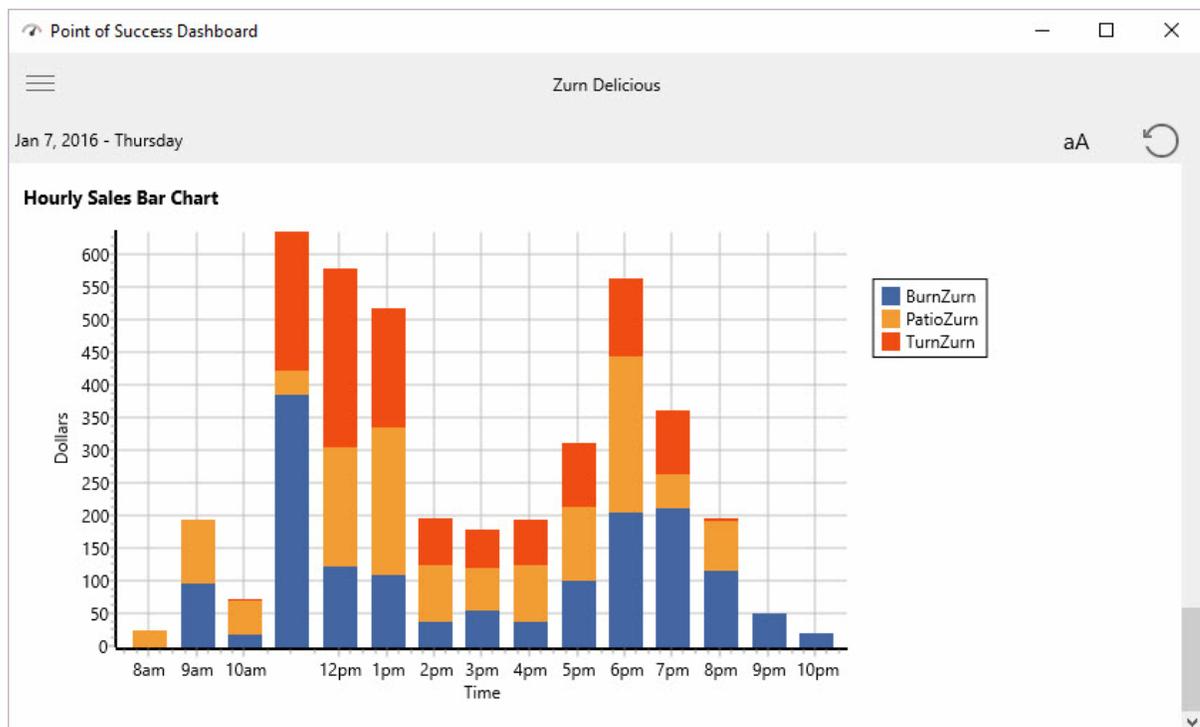
Sales Chart – Month to Date: Month to date sales in a pie chart. Supports multiple stores for comparison.

## Category Sales Chart



**Category Sales Chart:** Pie chart of total sales by product category for one location. Set up a panel for each store.

## Hourly Sales Bar Chart



Hourly Sales Bar Chart: Stacked bar chart for sales by hour of the day. Supports multiple locations.

## 5 Removing Dashboard

### 5.1 Uninstall Dashboard

#### PC Computer

To uninstall Point of Success Dashboard and Point of Success Dashboard Uploader from a PC, use the Control Panel, Uninstall a Program. Find the program you want to uninstall and click it. Then click Uninstall. Follow the instructions on the screen.

#### Mac Computer

To uninstall Point of Success Dashboard and Point of Success Dashboard Uploader from a Mac, find the program you want to uninstall. Click and drag the program icon to the Trash. This will uninstall the program.

#### iOS Devices

To uninstall Point of Success Dashboard and Point of Success Dashboard Uploader from a iOS, find the app you want to uninstall. Touch and hold the icon until it moves and gets an "X" on the top of the icon. Touch the "X" to remove the app from the device.

## 6 Troubleshooting (FAQ)

### 6.1 FAQ

FAQ list

**Q.** Some data is missing. Can I refresh my data?

**A.** The dates of the data uploaded to the Dashboard servers are detected and only new data is uploaded. If desired, all the existing data can be removed and then the next time the Uploader runs it will automatically upload all 14 months worth of data again. Initial upload takes several minutes.

**Q.** My data is not being updated even though my Uploader is running. What can I do?

**A.** The simplest solution to resume data transmission is to stop and start the Point of Success Dashboard Uploader. This will resume uploading data according to the data detected on the server.

**Q.** How long does the initial upload take?

**A.** It is difficult to provide an estimate as to how long data uploads take to perform. The initial upload will take several minutes. Thereafter, every 10 minutes a new upload will occur which will only take a few seconds.

**Q.** I can't see all my stores on my Dashboard. Why?

**A.** When Users are setup in the Dashboard system, their Panels are assigned to them. To troubleshoot any reports that may contain or lack information expected, go to the Users List, choose the User having trouble, and review all the Panels (and the stores associated with the Panels) that are assigned to User. Edit, change, delete, or add additional configuration if necessary so that all information is displayed.

**Q.** My account has been suspended. What can I do?

**A.** When Point of Success Dashboard is initially setup, a subscription is created with an associated credit card. That card is charged each month to keep the subscription running. There is a 15 day grace period allowed, but if the credit card cannot be charged the account will be suspended. The account will not be deleted for a period of time. Renewing credit card information ensures no interruption of service.

**Q.** How many stores can setup?

**A.** The number of stores established under one company is unlimited, however each store must have its own subscription to upload and access data.

**Q.** How much data is available to review in Dashboard?

**A.** The uploader loads 14 months of data initially and uploads incremental new data every 10 minutes.

**Q.** Does the Uploader have to run overnight or when the business is not open?

**A.** No. The Uploader transmits data to the Internet server. It will attempt to upload data every 10 minutes. If there is not data it will not upload anything. If it has been off for a period of time it will upload what is missing from the time period in which it was not running. A warning will be displayed in Dashboard if a store has not uploaded data for a reasonable amount of time.

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