



A Division of Front End Digital Inc

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## ProfiTouch Technical Article

# 2004-1130006

Title: Using Special Characters in Employee Names

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**Symptoms:** Credit cards won't settle or checks won't close.

**Cause:** Having special characters in an employee id can cause problems with checks closing and credit cards settling properly.

**Additional Information:** We suggest when adding employee id's into the database use only numbers and letters as special characters such as quotation marks may cause problems when you try to close checks and settle credit cards.

The screenshot shows a software window titled "Employee Data and Pay Rates". It has a menu bar with "File" and "About". Below the menu bar are two tabs: "Employee Data" (selected) and "Employee History". The main area contains several input fields and a table. The "Employee ID" field contains "1122" and there is an "Inactive" checkbox. The "Server Name" field contains "James Smith" and the "Passcode" field contains "1839". The "Employee First Name" field contains "James", with "M.I." and "Last" fields containing "M" and "Smith" respectively. There are fields for "Social Security Number", "Address", "City", "State", and "Zip". Below these are four "Phone Desc/ Number" fields. At the bottom is a "Pay Rates" table with two columns of job titles and their corresponding rates.

Pay Rates	
SERVER	.00
HOST	.00
COUNTER	.00
BARTENDER	.00
LINE PREP	.00
UTIL PREP	.00
DISHWASHER	.00
EXPO	.00
TRAINING	.00
MANAGER	.00

At the bottom of the window, there is an "Index" dropdown menu set to "Employee ID", a "Save New/Add" button, and a row of navigation buttons: "Exit", "New", "Find", "Back", "Next", "Delete", "Print", "OK", and "Cancel".

This is an example of what a server name should look when entering a new employee into the system.



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The screenshot shows a software window titled "Employee Data and Pay Rates" with a menu bar containing "File" and "About". The window has two tabs: "Employee Data" (selected) and "Employee History". The "Employee Data" tab contains the following fields and sections:

- Employee ID: 1122
- Inactive:
- Server Name: James Smith
- Passcode: 1839
- Employee First Name: James "Ace"
- M.I.: M
- Last: Smith
- Social Security Number: (empty)
- Address: (empty)
- City: (empty)
- State: (empty)
- Zip: (empty)
- Phone Desc/ Number: (four empty rows)
- Pay Rates section with a table:

SERVER	.00	UTIL PREP	.00
HOST	.00	DISHWASHER	.00
COUNTER	.00	EXPO	.00
BARTENDER	.00	TRAINING	.00
LINE PREP	.00	MANAGER	.00

At the bottom of the window, there is an "Index" dropdown menu set to "Employee ID", a "Save New/Add" button, and a row of navigation buttons: Exit, New, Find, Back, Next, Delete, Print, OK, and Cancel.

This is an example of what a server name should NOT look like when entering a new employee into the system.