



2TouchPOS Operations Table Quick Reference

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About this Document

This document was written for 2TouchPOS version 3.03.4900.

Beginning of Shift

Employee Code

Clock in & out and Log in

1. From the clock in/out screen, touch “**Clock In**” button.
2. Enter your employee code.

Log In

1. Re-enter employee code.
2. Touch “**Log In**” button.

Option 2

Employee Badge

Clock in/out

1. From the clock in/out & login screen, touch “**Clock in**” button, then swipe the employee badge.
2. Swipe your employee again, touch “**Login**” button.

Log in

1. Swipe employee badge

Option 3

Bio-Metric Reader

1. Place your index finger on bio-metric reader to clock in & out.

Log in

1. Place your index finger on bio-metric reader to clock in & out.

Start a New Table

1. From the table view management screen, select and highlight a “**Table**” button.
2. Touch “**New Check**” button, then enter number of guest(s) and touch “**Ok**” button.
3. Enter Customer’s order by seat number. To enter an order for another customer seating at the table, touch “**Seat #**”.

Note: To enter customer at seat number 2, touch seat 2, then enter customer’s order.

4. Once customers order has been entered, touch “**Send**” button.

Re-Opening a Table

1. From the table view management screen, touch a specific “**Table**”. The customer check will appear on the right side of the screen.
2. Touch “**Open Check**” button, then touch “**Ok**” button.
3. Select Seat Number, enter menu items, and then touch “**Send**” button.

Putting Items on Hold from a Tab

1. From the table view management screen, touch a specific “**Table**”, then touch “**Open Check**” button.
2. Touch “**Order Options**” button located underneath ticket.
3. Select the item(s) that need to be held, then touch “**Hold**” button.
4. Touch the “**Back**” and “**Send**” buttons.

*Note: To hold entire order, follow steps 1 & 2, underneath ticket, touch “**Select All**” button, then touch “**Hold Items**” button.*

Releasing Items from a Table

1. From the table view management screen, select and highlight a “**Table**”, touch “**Open Check**” buttons.
2. Touch “**Order Options**” button located underneath ticket.
3. Select the items that need to be released, then touch “**Release Items**” button.
4. Press the “**Back**” and “**Send**” buttons.

*Note: To release an entire order, follow steps 1 & 2, underneath ticket, touch “**Select All**” button, then touch “**Release Items**” button.*

Deleting Sent Menu Items

1. From the table view management screen, Select and highlight a “**Table**” button, touch “**Open Check**” button.
2. Select menu item/s for deletion. (Manger’s approval maybe needed)
3. Touch “**Delete**” button, choose one of the following, transfer to “**Comp Tab**”, “**Spill Tab**” or “**Return to Inventory**” buttons.

Transfer Check to another Server

1. From the table view management screen, select and highlight “**Table**” button, then touch “**Transfer to Server**” button.
2. Select clocked in employee, then touch “**Select**” button.

Transfer to Table

1. From the table view management screen, select and highlight “**Table**” button, then touch “**Transfer to Server**” button.
2. Select “**Table**” button. (*Note: when transferring a table to another table, you are transferring a check that results in the table to have two or more checks*).

Transfer to Tab

1. From the table view management screen, select and highlight a “**Table**” button,
2. Touch “**Option**” and “**Transfer to Tab**” buttons.

Combine Checks

1. From the table view management screen, select and highlight a “**Table**” button, then select and highlight checks to be combined. Touch “**Combine Checks**” button.
2. Touch “**Ok**” button.

Split Checks

By Seat(s):

There are two different ways to split a check, by seat(s) or by menu items)

1. From the table view management screen, Select and highlight a “**Table**”, then touch “**Split Checks**” button.

Option 1- By Seats

2. Touch “**Split by Seat**” button. (*Checks are created for each individual seat. If you have four seats, then the original check will be split into four different checks, by seats.*)
3. Select menu items, touch “**Transfer All**” and “**Done**” buttons.

Option 2 – By Menu Items

4. Select menu items, touch “**Transfer All**” and “**Done**” buttons.

Option 3 – By Quantity of Menu Items

5. Select menu items, enter quantity amount (whole numbers), and then touch “**Save**” button. Touch “**Done**” button.

Applying Tax Exempt

1. From the table view management screen, Select and highlight a “**Table**”, then touch “**Options**” button.
2. Touch “**Tax Exempt**” button. Select a Customer’s Account, then touch “**Select**” button.

Add Gratuity

1. From the table view management screen, select and highlight a “**Table**”, then touch “**Add Gratuity**” button. Touch “**Ok**” button.

Print Checks

1. From the table view management screen, select and highlight a “**Table**”, then touch “**Print Check**” button. Touch “**Ok**” button.

Comp Check

Option 1 – Entire Check Comp

1. From the table view management screen, select and highlight a “**Table**”, then
2. Touch “**Options**” & “**Comp Check**” buttons.
3. Select Reason for Comp. Touch “**Select**” button. Touch “**Ok**” button.

Option 2 – Comping Individual Menu Items

1. From the table view management screen, select and highlight a “**Table**”, touch “**Open Check**” button.
2. Select menu items, touch “**Delete**” button. Select a Void Option reason.

Payment

1. From the table view management screen, select and highlight a “**Table**”, touch “**Payment**” button.
2. Select method of payment.
 - a. Cash Payment – Enter Cash Amount, touch “**Ok**” button.
 - b. Check Payment – Enter amount of check.
 - c. Credit Card Payment – Swipe Customer’s Credit Card.
 - d. Customer Account – Swipe Customer’s Customer Account Card or Select Customer Account.

Splitting Check Payment

1. From the table view management screen, select and highlight a “**Table**”, touch “**Payment**” button.

2. A payment can be split by 1/2, 1/3, 1/4, or 1/N (any way a customer would like check payment split). Select Split mode, then select payment method (cash ect). Follow Step 2's, a, b, c, or d payment methods.
3. Select method of payment.
 - a. Cash Payment – Enter Cash Amount, touch “**Ok**” button.
 - b. Check Payment – Enter amount of check.
 - c. Credit Card Payment – Swipe Customer’s Credit Card.
 - d. Customer Account – Swipe Customer’s Customer Account Card or Select Customer Account.

Re-Opening a Closed Table

1. From an empty speed screen, touch “**Options**” button.
2. Touch “**Re-Open Check**” button.
3. Select employee and/or station (*if known*).
4. Touch “**Load**” button.
5. Select the check you need to re-open, touch “**View Details**” button.
6. Touch “**Open**” button – this will **VOID** all the payment(s) and credit cards that have been applied to that check and send that check back to an open order.

Adding or Adjusting Tips

1. From the table view management screen, touch “**Adjust Tips**” button located in the upper right corner.

Note: Repeat step 2 as needed for any/all credit card transactions that need to be adjusted. If left blank, that employee will lose their tip.
2. Select the correct credit card transaction and enter the tip amount.
3. Touch “**Save**” button located in the lower right hand corner.
 - a. If a button appears asking whether you want to post your tips, press the “**No**” button. If you press the “**Yes**” button, you will not be able to readjust tips that were on the screen.

Server Report

1. From an empty speed screen, touch “**Options**” button.
2. Touch “**Reports**” button.

Note: The Server Report can be found under to different sections, Favorites or Daily reports.
3. If Server Report is under favorites, touch “**Server Report**” button.
4. If Server Report is under Daily, Touch “**Daily**” button. Touch “**Server Report**” button.

Note: If your 2TouchPOS has two cash drawers, the server needs to run their cash in drawer report from assigned cash drawer.
5. Touch “**Run**” button. Select and highlight server name, then touch “**Ok**” button.

Server End of Shift

1. **Make sure all Tables and checks have been closed:**
 - a. From table view management screen, select highlighted table, touch “**Payments**” button. Process customer’s payment.
2. **Make sure all tips have been adjusted:** *(If left blank, that employee will lose their tip).*
 - a. From table view management screen, touch “**Payments**”, “**Adjust Tips**” buttons, then select appropriate ticket and enter tip amount,
 - b. Touch “**Save**” and “**Close**” buttons. *(Repeat this step of all tips that need to be adjusted).*
3. **Make sure all money and reports has been collected from employees:**
 - a. Run a Server Report. Hand in your cash due.
 - i. Touch “**Options**” button, touch “**Reports**”, then touch either “**Favorites**” or “**Daily**” button
 - ii. Touch “**Server Report**”, “**Run**” buttons,
 - iii. Select employee, touch “**Ok**” button, then print, email and/or save report. Touch “**Close**” button.
4. **Logout & Clock Out.**
 1. Touch “**Save**” button located in the lower right hand corner.
 - a. If a button appears asking whether you want to post your tips, press the “**No**” button. If you press the “**Yes**” button, you will not be able to readjust tips that were on the screen.