TwoTouch Operations Reference Guide

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About this Document

This document was written for Two Touch version 3.02.0025.

Helpful Phone Numbers

Helpline   **888-756-7994**   techsupport@bturnkey.com
Technical Support

Sales   866-227-8682   sales@xeniosllc.com

Finance   585-325-5242 x207   finance@xeniosllc.com

Employee Operations

Quick Reference

Beginning of Shift
- Enter Code & Clock In
- Swipe Badge

Login & Logout
- Login
  - Enter Code & Login
  - Swipe Badge
- Logout

Taking an order
- Log in
- Tabs
  Add Items, New Tab, Send
- Table Management
  Select Table, New Check, Add Items, Send
- Logout

Open Existing Tab
- Tabs:
  Open Tab or Check, Add Items, Send
- Table Management
  Select Table, Open Check, Add Items, Send
- Requisitions will be sent to bar/kitchen – only the new adds will be sent

Printing Check
- Tabs:
  Highlight Tab, Print Tab, Speed Screen
- Table Management
  Select Table, Print Check

Open Tab for Payment
- Tabs:
  Highlight Tab, Open Tab, Payment

- Table Management:
  Select Table, Payment
- Fast cash (Tabs Only) or Payment screen
- Split payments (½ cash ½ credit)
  - Use Split Payment buttons
  - Process Credit Cards first.

Adjusting Tips on Credit Cards
- Tabs:
  Must be at empty speed screen->Payments->Adjust Tips
- Table Management:
  Adjust Tips

Open Tab for Splitting
- Tabs:
  Highlight Tab, Split Tab
- Table Management:
  Select Table, Split Check
- Transfer menu items
  Updates original and creates new tabs to be given to customers.

Comps and Spills
- Tabs:
  Open Tab->Highlight items->Delete
- Table Management:
  Select Table, Open Check
- Choose Transfer to Comp Tab/Spill Tab
- If it was a spill, add items to tab again.

Attach Credit Card
- Tabs:
  Highlight Tab->Options->attach credit card->Swipe card

End Of Shift

1. Make sure all Tabs, Tables and checks have been closed:
   These items can be reached from the Speed Screen.
2. Make sure all tips have been adjusted:
   If left blank, that employee will lose their tip.
3. Make sure all money and reports has been collected from employees:
   a. Waiters run a Server Report. Hand in your cash due.
   b. Bartenders run the Cash in Drawer Report. You will be prompted "Do you want to reset cash in Drawer Amount?" If you select "Yes" the drawer will be ready for the next shift and ready to be initialized.
4. Clock Out

Making Corrections on Sent Items

1.   Select table or tab to be corrected.
2.   Open tab or table.
3.   Select incorrect item or items.
4.   Select the delete button. You may need a Manager's approval
5.   Select the appropriate button:
       i.e.: Transfer to Comp, Spill or Return to Inventory.
6.   Select the appropriate reason.

Adding or Adjusting Tips

1.   From the Speed Screen while no items are showing,

    a.   press the "Payment" button in the lower right of the screen.

    b.   Press the "Adjust Tips" button in the upper right hand corner.

    or
    From the Floor plan, press the adjust tips button in the upper right corner.

2.   Highlight the correct credit card transaction and enter the tip amount.
3.   Repeat step 2 as needed for any/all credit card transactions that need to be adjusted.
4.   Once all of the credit card transactions that need adjustment are done, press the "Save" button in the lower right hand corner.
5.   If a button appears asking whether you want to post your tips, press the "No" button.
    If you press the "Yes" button for number 6, you will not be able to readjust tips that were on the screen.

Menu Item Hold / Release

Quick Reference Guide

PUTTING ITEMS ON HOLD

1) Open a table or tab.
2) Put the entire order in.
3) Touch the small "Order Options" button on the bottom of the order.
4) Select the items that need to be held.
5) Touch the "Hold" button under the Course Descriptions.
6) Touch the "Back" button.
7) Touch the "Send" button.

RELEASING ITEMS FROM HOLD

When it is time to release 1 or more of the "Hold" items:
1) Open the order.
2) Touch the small "Order Options" button on the bottom of the order.
3) You will need to select the item or items you wish to release.
4) Select "Release Items" button.
5) Press the "Back" button.
6) Press the "Send" button.

Detailed Guide

PUTTING ITEMS ON HOLD (DETAILED)

1) Open a table or tab.
2) Put the entire order in.

3) Touch the small "Order Options" button on the bottom of the order.

QTY	ITEM	PRICE	CRS
1	Bass	4.00	
1	Yuengling	3.50	
1	Cajun Nachos	7.95	AP
1	Black Beans		AP
1	20 Wings	9.95	AP
1	Honey BBQ		AP
1	Cajun Wraps	6.25	EN
1	Sun Dry Tomato		EN
1	Grill Chicken		EN
1	NO SIDE		EN
1	Pecan Pie	4.95	D
1	Ice Cream		D

Sub Total $36.60
Taxes $2.93
Total $39.53

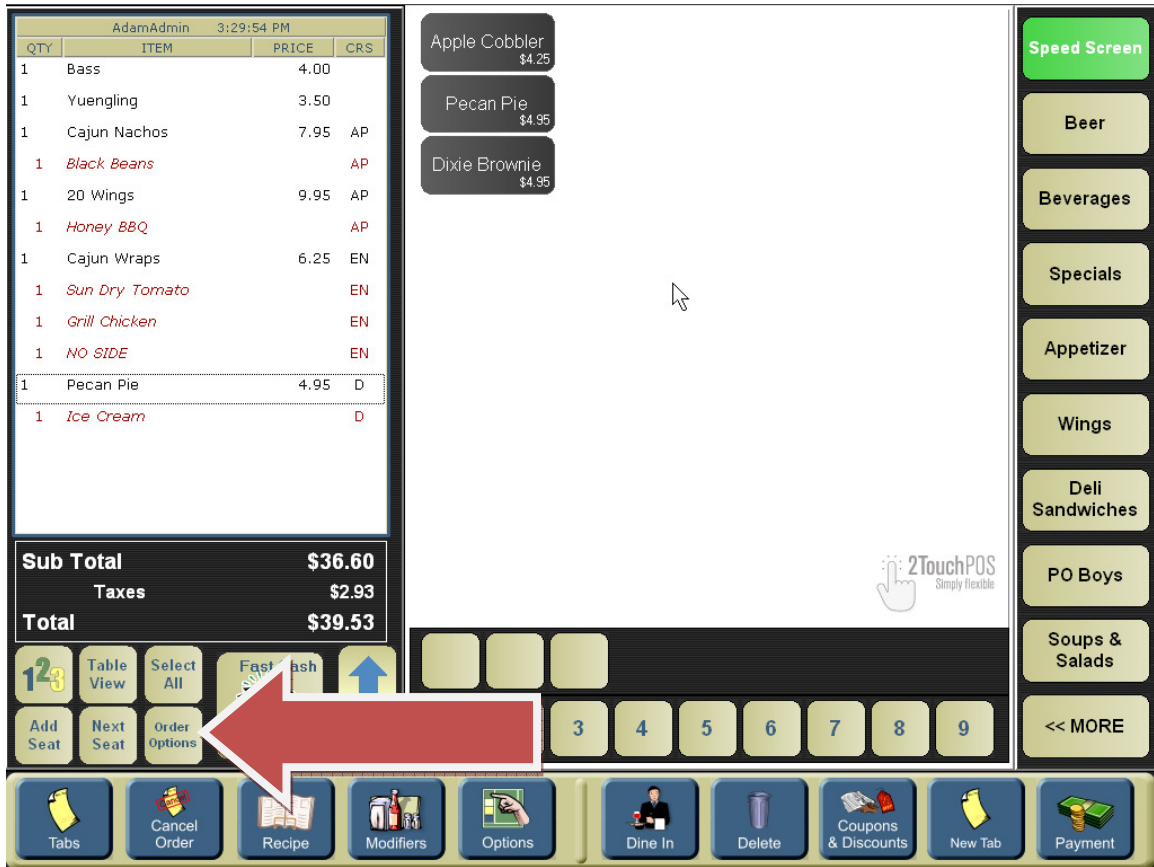Apple Cobbler $4.25
Pecan Pie $4.95
Dixie Brownie $4.95

Speed Screen
Beer
Beverages
Specials
Appetizer
Wings
Deli Sandwiches
PO Boys
Soups & Salads
<< MORE

AdamAdmin 3:29:54 PM

Table View · Select All · Fast Cash · Add Seat · Next Seat · Order Options

Tabs · Cancel Order · Recipe · Modifiers · Options · Dine In · Delete · Coupons & Discounts · New Tab · Payment

You now see Order Options below

QTY	ITEM	PRICE	CRS
1	Bass	4.00	
1	Yuengling	3.50	
1	Cajun Nachos	7.95	AP
1	Black Beans		AP
1	20 Wings	9.95	AP
1	Honey BBQ		AP
1	Cajun Wraps	6.25	EN
1	Sun Dry Tomato		EN
1	Grill Chicken		EN
1	NO SIDE		EN
1	Pecan Pie	4.95	D
1	Ice Cream		D

AdamAdmin 3:30:25 PM

Sub Total $36.60
Taxes $2.93
Total $39.53

1 3   Table View   Select All   Fast Cash
Add Seat   Next Seat   Order Options

<Clear>
AP - Apps
SP - Soups
SL - Salads
EN - Entrees
D - Desserts

Seating   Courses   Do Not Send
Add Seat   Hold Items   Future Order
<< BACK   Release Items   Refund Item(s)   Set Tax Exempt

2TouchPOS Version: 3.02.0025

Tabs   Cancel Order   Recipe   Modifiers   Options   Dine In   Delete   Coupons & Discounts   New Tab   Payment

Speed Screen
Beer
Beverages
Specials
Appetizer
Wings
Deli Sandwiches
PO Boys
Soups & Salads
<< MORE

4) Select the items that need to be held.

5) Touch the "Hold Items."

Notice the (H) shows that these items are now on Hold

6) Touch the "Back" button.
7) Touch the "Send" button.

RELEASING ITEMS FROM HOLD (DETAILED)

When it is time to release one or more of the items that are on hold:

1. Find the order.

   All tabs that have a hold on them will be in red. The amount of time that the item has been on hold for will appear in parenthesis next to the item. There will be a red dot on all tables with any holds on them.

2. Open the check and press the Order Options Button
3. Select the item or items you wish to release.
4. Select the "Release Items" button. If you do not select any items to release, the button will default to "Release All Items"

1. Press the "Back" button.
2. Press the "Send" button.

Manager Operations

End of Night

Quick Reference
1. Make sure all Tabs, Tables (checks) & Orders (Carry Out and Delivery) have been closed.
   These items can be reached from the Speed Screen.
2. Make sure all tips have been adjusted.
   If left blank, that employee will lose their tip.
3. Make sure all money & reports has been collected from employees
   E.G.: Server Reports, Driver Closed Report, Cash in Drawer Report or Close Register Report
   (which ever reports your establishment has decided to use).
4. Make sure all Employees are clocked out.
5. Post Credit cards:
   This will post the final amount of each check including the tip amount.
6. Batch Close/Settle:
   a. Your processor will take the total of your nights' credit card business and transfers funds
      to your bank account.
   b. If an error should occurs after hours, while batching your credit cards, write it down &
      call 585-507-3079 the next morning, as long as the Post Credit Cards worked, you can
      still move to the next step which will prepare your system for the next business day.
7. Close End of Day.

Detailed Reference
1. Make sure all Tabs, Tables (checks) & Orders (Carry Out and Delivery) have been closed.
   These items can be reached from the Speed Screen.

2. Make sure all tips have been adjusted.
   If left blank, that employee will lose their tip.

   a. You can also Sort by tips

3. Make sure all money & reports has been collected from employees:
   a. E.G.: Server Reports, Driver Closed Report, Cash in Drawer Report or Close Register Report (which ever reports your establishment has decided to use).
   b. Cash in Drawer report will show you how much money you should have in your drawer at any given time. When a Cash in Drawer report is run you will be asked 'Reset cash in

drawer amount?' Selecting yes will assume you are done with that cash drawer's shift or day and you will then have to reinitialize the cash drawer to use again.

c. Close register report works the same way a Cash in Drawer report does but shows on the report the money breakdown of what you initialized the drawer with (bill and coin breakdown).

d. Server reports are typically what a waiter would use to show their sales and cash due. Management should not accept a server report with this heading at the top of the report:
****

ALL TABS HAVE NOT BEEN CLOSED!!!
****

e. Driver Closed Report is what a delivery driver hands in with their monies and a breakdown of their delivery surcharges and payments made.

4. Make sure all employees are clocked out.

a. You can get here by going into Options -> Employee Setup ->Adjust Timeclock Entries.
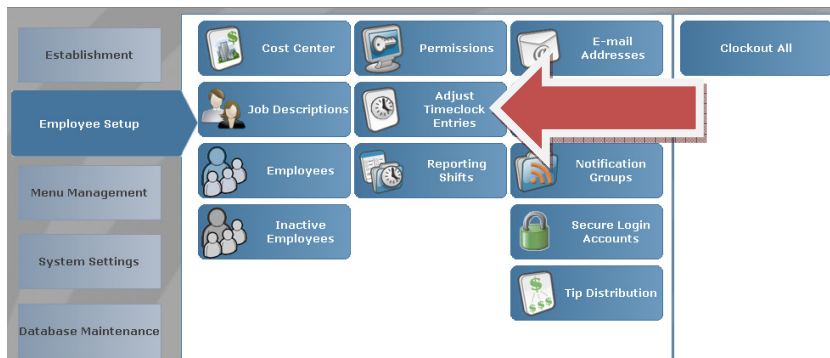
b. Select All Employees to see if anyone is clocked in. If an employee is still clocked in and should have been clocked out highlight that employee who does not have a clock out time and press Adjust Time.

5. Post Credit Cards

This will post the final amount of each check, including the tip amount.

6. Batch Close/Settle

   Your processor will take the total of your night's credit card business and transfers funds to your bank account.

   If an error should occurs after hours while batching your credit cards, write/print the error & call 585-507-3079 the next morning. As long as the Post Credit cards worked, you can still move to the next step, which will prepare your system for the next business day.

7. Close End of Day

   Closing the End of Day will give you your Z report, which then closes your day out. Your next Business day will start will $0.00 in sales.

Re-opening a Closed Tab or Table

1. Go to the Options screen and select "Re-open Check."
2. Select employee.
3. Select station if known.
4. Touch the "Load" button on bottom of screen.
5. Select the check in question. You can View details to be sure it is actually the check in question.
6. Press open – 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.

Applying Tax Exempt

Often food menu items are eligible for tax exemption.

1. Take the order as usual.
2. When time to cash out:
   a. If using a Tab, select the tab in question and select the "Options" button at the bottom of the right column.
   b. If using a table layout, highlight your table and select "Options" at the top part of the screen.
3. Select the "Tax Exempt" button.
4. Select the customer account.
   There must be a customer account for the customer attempting to use the tax exempt feature with the actual tax exempt number filled in on the advanced page of the customer account.

Common Reports

Cash in Drawer Report

An instant up to date overview of the current days activities associated with a specific terminal or station. Department totals, tax, dine-in and carryout totals, types of sales, Comps & Spills, Voids, House Accounts, Discounts and cash in drawer totals will be displayed and reported.

Server Report

An instant up to date overview of the current days activities associated with a specific server. Department totals, tax, dine-in and carryout totals, types of sales, Comps & Spills, Voids, House Accounts and Discounts are displayed in this report. Once all tabs associated with this server are closed, this report will print and serve as the final statement for the activity and monies owed by that individual.

Daily X Report

  An overview of the current day's activities for the entire establishment. Captures department totals, tax, dine-in and carryout totals, types of sales, Comps & Spills, Voids, House Accounts, discounts and totals. Running this report does not close out the totals for the day.

Daily Z Report

  An overview of the current days activities for the entire establishment. Captures department totals, tax, dine-in and carryout totals, types of sales, Comps & Spills, Voids, House Accounts, discounts and totals. When this report is run, the totals are closed out for that business day. This is one of the final reports of the business day.

Historical Server Report

Historical sales information by terminal or for the entire establishment. Captures department totals, tax, dine-in and carryout totals, types of sales, Comps & Spills, Voids, House Accounts, discounts and totals. This information can be accessed for an indefinite amount of time. This report is based on your specified date range.

Audit Menu Item Report

Tracks quantities sold that are tracked by any auditing agency, by any date and /or time range specified for up to a six-week period. This Report can be sorted by PLU Number, Menu Item Description, Quantity Sold & Revenue Generated. You specify a Time and Date Range for the report.

Historical Menu Item Report

Tracks Quantities sold, by Menu Item, by any date and /or time range specified for up to a six-week period. Can sort by PLU Number, Menu Item Description, Quantity Sold & Revenue Generated. You specify a Time and Date Range for the report.

Historical Modifier Report

Tracks Quantities sold, by Menu Item and Modifier, by any date and/or time range specified. There is a six-week historical limit on this report. Can sort by PLU Number, Menu Item/Modifier Description, and Quantity Sold & Revenue Generated. You specify a Time and Date Range for the report.

Historical Sales Report

Historical sales information by station/terminal or entire establishment regarding; Department totals, tax, dine-in and carry-out totals, types of sales, Comps & Spills, Voids, House Accounts, discounts and totals based upon the selected date range. This information can be accessed for an indefinite amount of time.

Hourly Sales Report

Identifies gross sales in dollars on an hourly interval. You specify a Date Range for the report.

Menu Item Summary Report

Shows the regular dine in price for items. This report can be sorted by PLU Number, Menu Item Description or Price.

Open Item Report

Tracks items that rung in under the "Open Item" (beer, food, wine, etc.) button and the respective amount that was collected for these items for the selected date range. This information is useful when creating new "Menu Item" buttons to identify items repeatedly being rung in under an "Open" description and price.

Customer Account Payment History Report

Gives a breakdown of the charges and credits made to a customers account over a date range.

Customer Account Detail Report

An instant up to date overview of the current day's activities associated with a specific terminal or station. Department totals, tax, dine-in and carryout totals, types of sales, Comps & Spills, Voids, House Accounts, Discounts and cash in drawer totals will be displayed and reported

Customer Account Summary Report

Gives an overview of the customers with outstanding balances on their account.

Troubleshooting Guide

Symptom	Cause	Steps
Your product registration has expired.	Overdue funds	You will need to call 585-325-5242 x207 and speak with the Finance Department.
Cash drawer won't open	Printer inoperable	• Is the printer on and working? • Are the lights on the printer active? • Does the printer have paper? • Is the printer cover closed? • Turn the printer off and back on.
Screen is frozen/stuck/not moving/stalled	Your on the Admin Screen	Hit 'Back'
Screen is frozen/stuck/not moving/stalled	System is frozen	Reboot the unit; hold the power button down until it shuts off, could be up to a count of 25.
Disaster recovery mode error appears on the base station	System is in an inconsistent state	Reboot
Cannot		
Receipt Printer not working	Out of Paper light is on	1) Sometimes the paper sensor misfires. Take the paper out and reinsert the paper. Make sure the lid is closed tightly. 2) Cycle the power on the printer.
Kitchen printer not working	Paper spools but no text is readible	Replace the ink (Ithaca) or ribbon (Epson)
Kitchen printer not working	Nothing happens	Might be a loose wire. Check the connections.
Credit Cards not Processing	Internet down	Login using code 000413. 1) If the IP comes up then the internet is

connected.

    a. Restart TwoTouch by loging in with code 000927.

    b. If restarting TwoTouch did not resolve the issue, reboot the terminal.

2) If the IP comes up blank, follow the steps in the section on "Internet is Down".

Credit Cards aren't Processing and the Internet is Down

Quick Reference Guide

1. Go into Credit Offline Credit Card Mode.
2. Reboot the Modem and Netgear 318 Firewall/Router.
   a. Shutdown the Netgear 318 Firewall/Router and leave it powered off.
   b. Shutdown your Modem and leave it off for at least 30 seconds.
   c. After about 30 seconds, turn on the Modem. Make sure your Modem is connected the phone or cable Internet line. Wait until the ready light turns solid on the Modem; it goes through a warm up stage. It might take up to 2 minutes to fully connect.
   d. After waiting for the modem to boot up, now turn on the Netgear 318 Firewall/Router (goes through a warm up stage). It might take up to 2 minutes to fully connect as well.
   e. How to tell if successful: log into the system on the login screen with the number 000413. If the terminal comes back with an IP address, problem has been solved.
3. If needed: full system reboot (restart).
   a. Shutdown your server stations e.g. TwoTouch1, TwoTouch2, …
   b. Shutdown your base station (think of this as the mother ship computer) e.g. TwoTouch0.
   c. Shutdown the Netgear 318 Firewall/Router and leave it powered off.
   d. Shutdown your Modem and leave it off for at least 30 seconds.
   e. After at least 30 seconds, turn on the Modem. Make sure your Modem is connected to the phone or cable Internet line. Wait until the ready light turns solid on the Modem (goes through a warm up stage). It might take up to 2 minutes to fully connect,
   f. After waiting for the Modem to boot up, now turn on the Netgear 318 Firewall/Router (goes through a warm up stage). It might take up to 2 minutes to fully connect as well.
   g. Turn on your base station (think of this as the mother ship computer) and let the 2Touch program start up.
   h. Turn on your wait stations typically the same way you turned on your base station.
   i. How to tell if successful: log into the system on the login screen with the number 000413. If the terminal comes back with an IP address, problem has been solved.
4. If a full system reboot does not get you back online, call your broadband Internet Service Provider.

Detailed Reference

1. Go into Credit Offline Credit Card Mode. Options -> Admin -> Off-Line Credit Cards.

   Off-Line processing allows your establishment to keep running Credit Card transactions. This is meant to make your disruption of business minimal. Your ultimate goal is to get your Internet back up to continue to do real time authorizations.

   a. Choose the 3rd option: Off-Line Credit Card processing with call-in authorization.
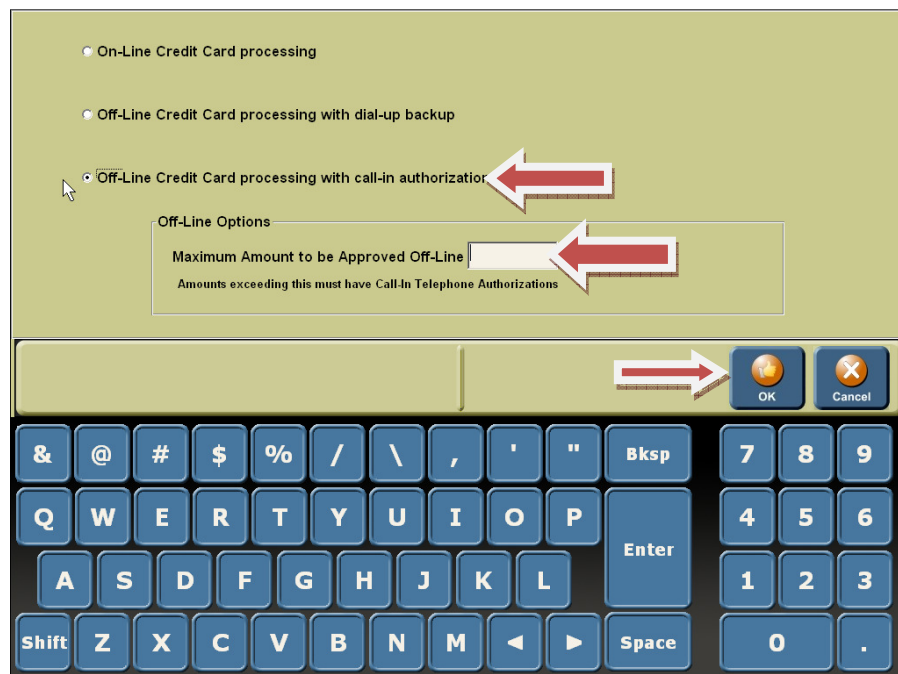
   b. Enter in a maximum amount to be approved off-line in the white box:

      We suggest putting in your average check amount. What is really happening here is you are allowing your credit cards to swipe but not actually doing any real time authorization. There is a risk of accepting a declined credit card and that is why you determine the amount.

c. When a check amount exceeds your maximum amount allowed for off-line Credit Card mode, and you have to call in the credit card transaction and enter in the given authorization number into 2Touch POS.

       i. If you have chosen Mercury Payment Systems:

              a. To call in and authorize a VISA, MASTERCARD, or DISCOVER card their phone number, 1-800- 944-1111.

              b. AMERICAN EXPRESS phone number is 1-800-528-2121.

              c. If you are prompted to enter a BIN number enter 023400.

              d. You will then be prompted for your Merchant ID # _____.

              e. You will then be able to continue entering in the transaction information requested by the phone prompts, Credit Card Number, amount, tip amount.

              f. You must enter the authorization number given by the phone prompt into 2Touch POS. You might want to write it down!

       ii. If you have chosen another platform that uses PCCharge:

              a. Call your credit card processing company and inquire how to phone in credit card authorizations.

2. **Reboot the Modem and Netgear 318 Firewall/Router**

    a. Shutdown the Netgear 318 Firewall/Router and leave it powered off.

OFF
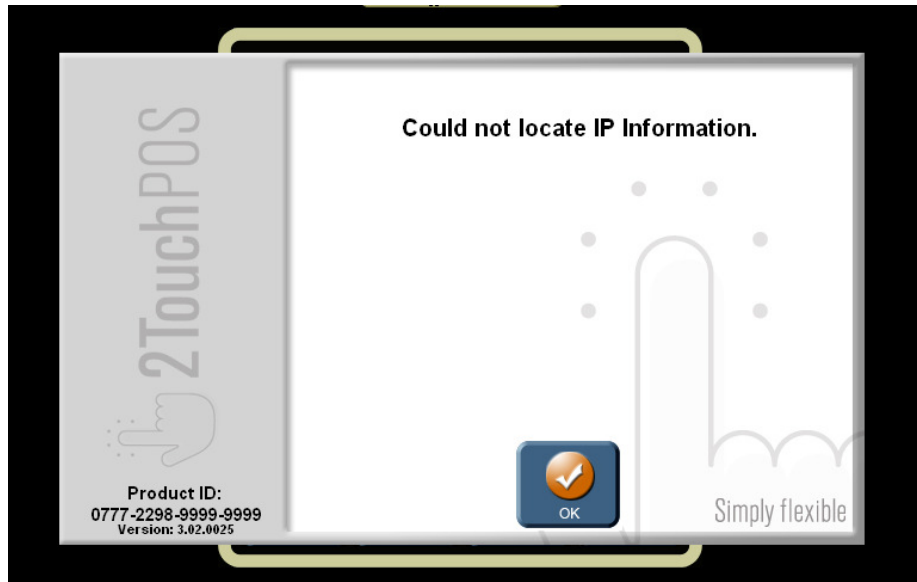
    b. Shutdown your modem and leave it off for at least 30 seconds

    c. After about 30 seconds now turn on the Modem. Make sure your Modem is connected to the phone or cable Internet line. Wait until the ready light turns solid on the Modem; it goes through a warm up stage. It might take up to 2 minutes to fully connect.

    d. After waiting for the Modem to boot up, now turn on the Netgear 318 Firewall/Router (goes through a warm up stage).   It might take up to 2 minutes to fully connect as well.
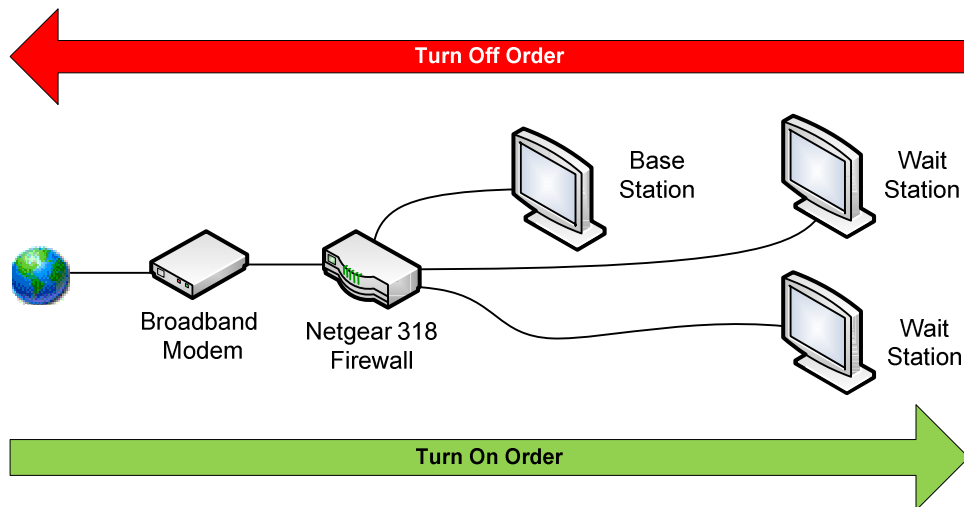
ON

e. How to tell if successful: log into the system on the login screen with the number 000413. If the terminal comes back with an IP address, problem has been solved.

f. If you see this screen with could not locate IP information, move on to a full system reboot.

3. If needed: full system reboot (restart).

a. Shutdown your server stations e.g. TwoTouch1, TwoTouch2, …

Options -> Admin -> Shut Down System. This button will only shut down the computer you do this action on.

b. Shutdown your base station (think of this as the mother ship computer) e.g. TwoTouch0.
c. Shutdown the Netgear 318 Firewall/Router and leave it powered off.
d. Shutdown your Modem and leave it off for at least 30 seconds.
e. After at least 30 seconds, turn on the Modem. Make sure your Modem is connected to the phone or cable Internet line. Wait until the ready light turns solid on the Modem (goes through a warm up stage). It might take up to 2 minutes to fully connect.
f. After waiting for the Modem to boot, up now turn on the Netgear 318 Firewall/Router (goes through a warm up stage). It might take up to 2 minutes to fully connect as well.
g. Turn on your base station (think of this as the mother ship computer) and let the 2Touch program start up.

    h. Turn on your wait stations; typically the same way you turned on your base station.

    i. How to tell if successful: log into the system on the login screen with the number 000413. If the terminal comes back with an IP address, problem has been solved.

4. If a full system reboot does not get you back online, call your broadband Internet Service Provider.