

What's New in TouchBistro 5.4.1

TouchBistro 5.4.1 has added support for Merchant Warehouse and reading Moneris gift cards via PIN pad card readers. We've modified some of the support features added in version 5.3.0. We've also modified staff hour management, ensuring increased accountability. Venues that process credit cards outside of TouchBistro should note below the changes TouchBistro has made to the entering of manual credit card types.

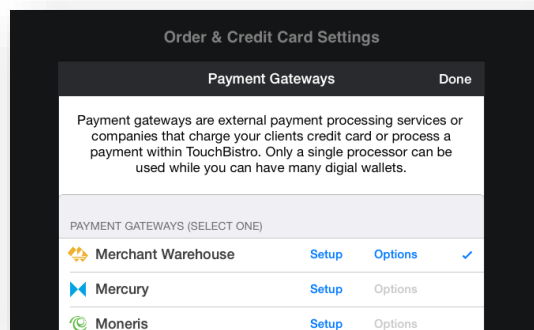
Consult these release notes for full details on these changes along with other improvements added in version 5.4.1.

Need More Help?

Email support@touchbistro.com if you are experiencing any issues with this update.

Changes to Orders & Credit Cards

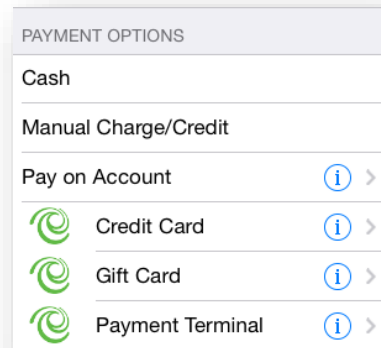
Added Merchant Warehouse



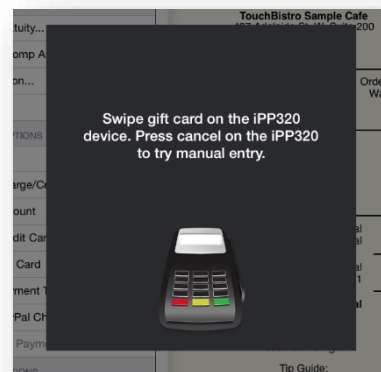
TouchBistro now supports Merchant Warehouse as a payment gateway. Tap **Admin | Orders & Credit Cards** to add your merchant credentials and setup your terminals.

Moneris Gift Card Support

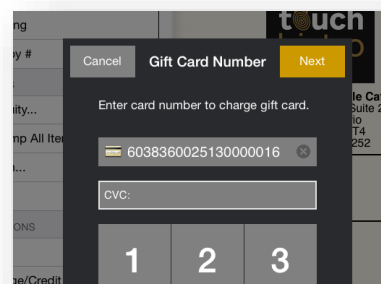
You no longer have to process Moneris gift cards manually. TouchBistro now reads Moneris gift cards through the iPP320 PIN pad.



Tap **Gift Card** on the **Checkout** screen.

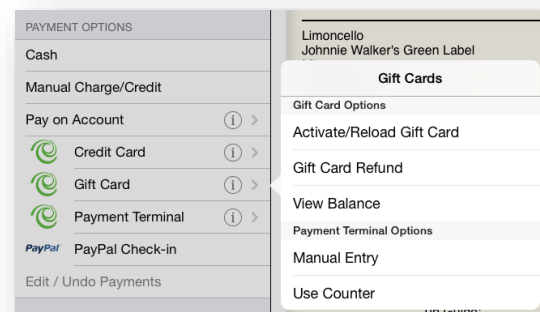


TouchBistro will prompt you to slide the gift card through the iPP320 PIN pad. You can press the PIN pad's red cancel button to process the card manually.




You will be prompted to enter the CVC security code printed on the back of the gift card. Tap **Next** and enter payment amounts.

Moneris Gift Card Options



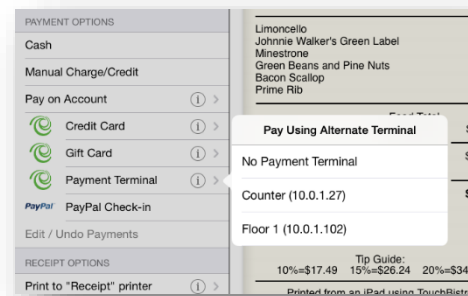
Other gift card operations can be performed by tapping

Gift Card's Information  icon. Similar to processing a payment via a gift card, these options will also require a card swipe and entering the CVC security code.

You can bypass the card swipe prompt and tap **Manual Entry** to manually enter a card number and CVC (for example, if the card's magnetic stripe appears damaged). You can also use another available PIN pad for manual entry by tapping the PIN pad's name.

See our [Moneris Setup Guide \(page 21\)](#) for changes you need to make to your iPad320 PIN Pad. See also our [Using Moneris Gift Cards](#) document for more information on how to use additional gift card options.

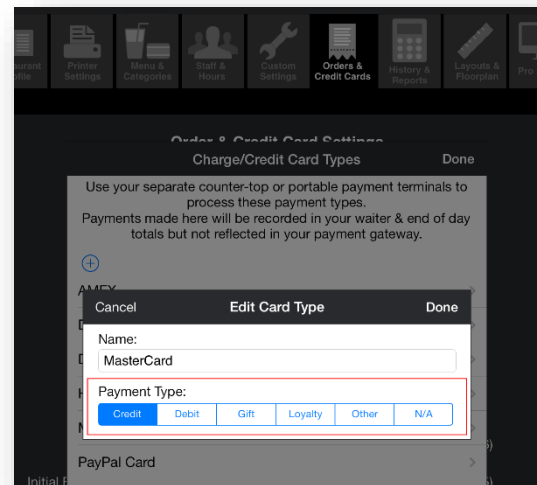
Checkout Using Alternative Payment Terminal



If you are using PIN pads, each iPad is paired with a specific PIN pad for credit card transactions. Tap **Payment Terminal** to process a credit card transaction with a different terminal. Tap the alternative terminal. Tap **No Payment Terminal** to process a **Manual Charge/Credit**.

Manual Credit Card Types

If you're not using an integrated payment solution and you process credit card payments outside of TouchBistro with a counter top payment terminal, you've likely set up the credit cards you process under **Admin | Orders & Credit Cards | Edit Credit Card Types**. You would normally do this to keep payment information entered into TouchBistro in sync with payment information generated by your payment terminal.

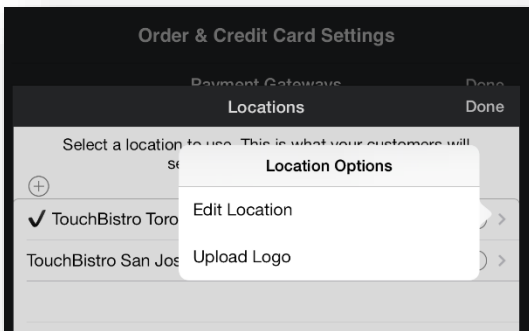


TouchBistro now requires you to identify each card's payment type. Is it a credit card? A debit card? This will be used for future reporting.

You should visit the **Edit Credit Card Types** and identify each card's payment type. If your cards are not identified, TouchBistro will prompt you to do this before letting you do your first **End of Day** report with Version 5.4.1.

PayPal logo upload changes

If you accept PayPal mobile payments, you can provide restaurant details and a logo to the PayPal app by tapping **Admin | Orders & Credit Cards | Edit Payment Gateways | Options**. In previous versions, the PayPal **Options** screen had a logo upload button.



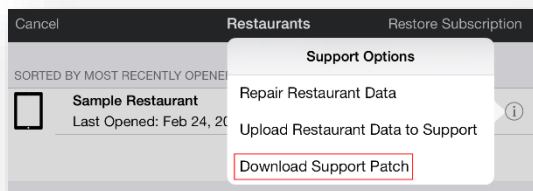
We've now moved the logo upload option to the **Locations** screen. Tap **Locations** and tap the **Information** ⓘ icon associated with your location.

Changes to Support Options

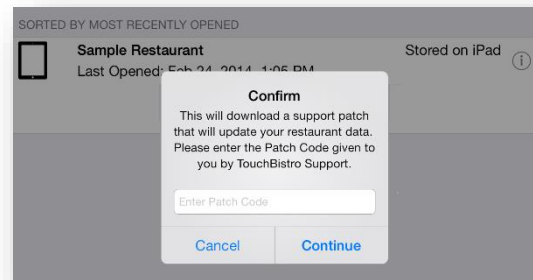
When you open TouchBistro and you tap **Open Existing Restaurant**, your existing restaurant will have an associated **Information** ⓘ icon. Tapping that will give you several support options. These options should only be used at the direction of a TouchBistro support technician.

In the previous version, you had the ability to repair your restaurant data and upload your restaurant data to support. We've added an additional option and modified the behavior of the data upload.

Downloading Restaurant Data

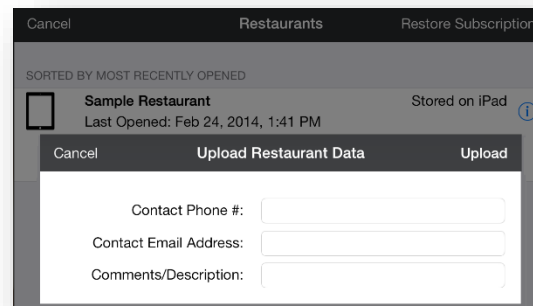


In version 5.4.1, we've added the **Download Support Patch** option. This option lets you download a prepared patch for your restaurant data. Again, only use this option if instructed to by TouchBistro.



If a patch is available for download, your TouchBistro support technician will email you a pass code. After tapping **Download Support Patch**, enter the supplied pass code.

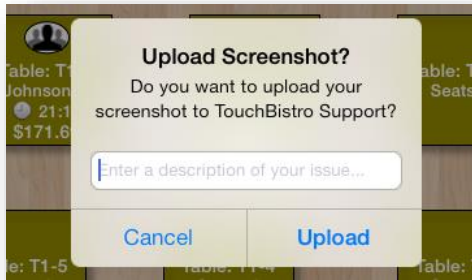
Add Contact Details and Comments to Uploaded Restaurant Data



When you tap **Upload Restaurant Data to Support**, TouchBistro now prompts you to add contact information and comments to aid support in diagnosing your problem.

Note: Sending your restaurant data to TouchBistro support is not a backup utility. Only send restaurant data to TouchBistro when requested by a TouchBistro support technician.

Adding Comments to Screen Shots Sent to Support

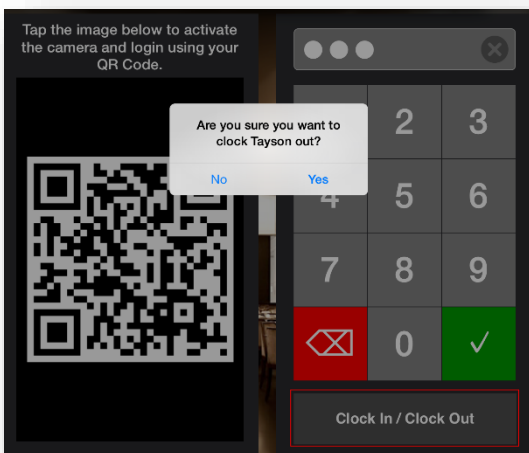


In version 5.3 we added the ability to send a screen capture of what you're seeing on your iPad screen to TouchBistro support. When you're in TouchBistro, click simultaneously the **lock/power button** and the **Home button**. Release and you will hear a shutter sound.

Version 5.4.1 now lets you add a comment to the screen capture, helping you add additional information for support purposes.

Managing Staff Hours

Clock In/Clock Out Only Mode

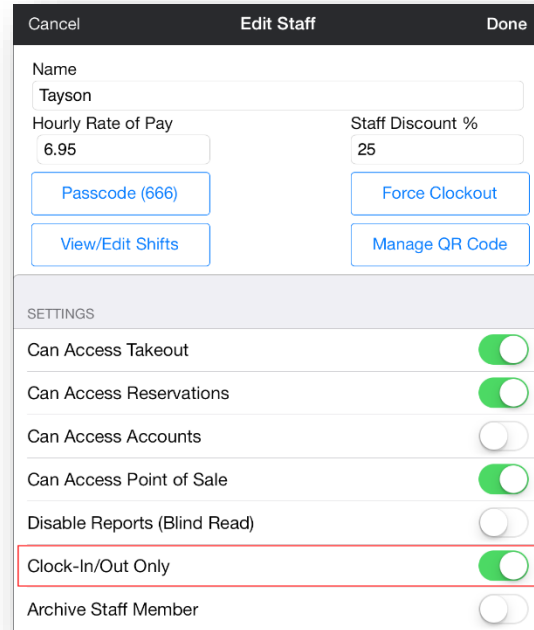


Allow staff members to use the Clock In/Out button but disable their ability to use their pass code to enter TouchBistro

We've added a new **Settings** option to the **Edit Staff** screen for staff members that don't need to use

TouchBistro as a POS or have any access to TouchBistro but you would still like to use TouchBistro to record their clocking in/clocking out.

For example, your dishwashers or your bussing staff do not need to use TouchBistro as a POS but for cost control you want them to clock in/out with a unique pass code.

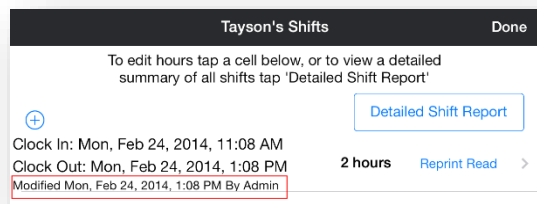


To create clock in/clock out *only* rights for such staff members, tap **Admin | Staff & Hours**. Open or create the staff member. Scroll down to the **Settings** area. Slide **Clock-In/Out** to the green position.

When enabled, the staff member can only enter his/her pass code and tap **Clock In/Clock out**. If the staff member taps the green login button, TouchBistro will inform the staff member they only have Clock In/ out privileges.

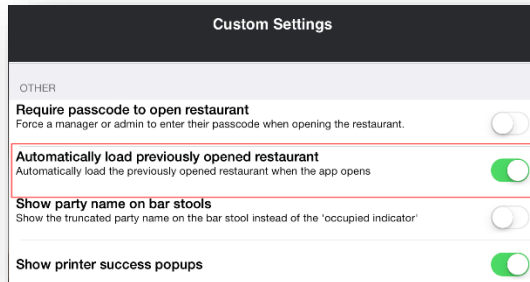
Staff Hour Modification Logging

You can edit a staff member's shift hours by tapping **Admin | Staff & Hours**. Tap the staff members name and then tap **View/Edit Shifts**. If you tap the Clock In/Clock Out area, TouchBistro lets you modify clock in/clock out times recorded by the staff member when he/she actually clocking in/out of TouchBistro.



If you manually alter the hours, version 5.4.1 now notes the hours were modified.

Canceling Restaurant Automatically Opening



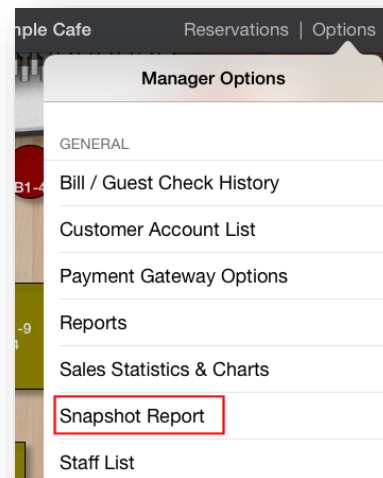
You can set TouchBistro to automatically open the previously opened restaurant. Tap **Admin | Custom Settings**. Scroll down to **Other**. Slide **Automatically load previously opened restaurant** to the green position.

Version 5.4.1 gives you a short countdown screen before opening the restaurant, allowing you to cancel the automatic open if desired.

New Data on the Snapshot Report

Under **Admin | History & Reports | Reports | Sales**, you can generate a **Current Snapshot** report. For the given time frame (e.g., the current day), it will show current labor costs, a running sales total, a ratio of labor/sales, and tips/voids/discounts.

In version 5.4.1, labor hours are now broken out by hours currently being logged by active shifts and hours logged for closed shifts. Running Sales Totals no longer include taxes and put taxes as their own line item.



Users logged in as managers can also now access the Snapshot report from the **Options** menu.