What's New in TouchBistro 5.5

TouchBistro 5.5 has added a messaging center, a new way for staff members to communicate with each other via the TouchBistro.

We've also created the ability to process returns on menu items that can be physically returned (for example, physical merchandise you sell). Owners will want to go through their existing menu and flag returnable items as illustrated within these release notes.

We've also added new requested inventory functionality. That is, automatically making menu items unavailable for ordering when inventory falls to 0.

Consult these release notes for full details on these changes along with other improvements added in version 5.5.

Need More Help?

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

Returns

In Version 5.3 we introduced **Sales Categories**. **Sales Categories** help facility selling non food/alcohol items like branded t-shirts, prepackaged goods, your own hot sauces, etc. In Version 5.5, we've added the ability to easily process a return on the item and ensure returns are properly reported on.

It's also important to think of returns as being different from a void. A customer might be unsatisfied with his/her steak but he/she can't bring it in a week later and get a return. However, if you sell bottles of your own hot sauce, a customer can physically return the item.

### Setting Up Your Menu Items to Support Returns

So before you can process a return, you need to flag menu items that are realistically returnable. In the **Admin** section, access your returnable menu item.
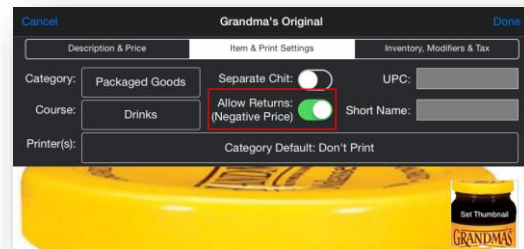
Tap the **Item & Print Settings** tab. Slide **Allow Returns (Negative Price)** to the green position. Tap **Done** to save the change. When adding future menu items, notably those outside the food/alcohol categories, consider their ability to be returned.

Processing Returns

To process a return, tap your POS station or even a table on your floor plan.
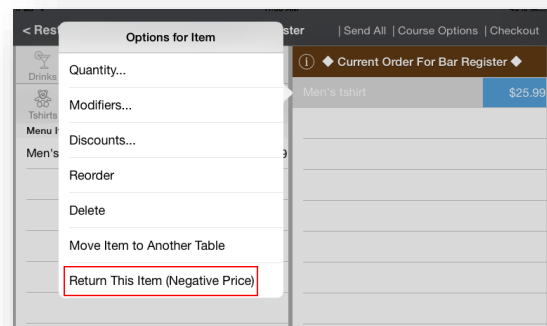
Add the return item. Tap the item name. Tap **Return This Item**. TouchBistro will enter it in now as a negative price. Tap **Checkout** to continue with the return procedure.
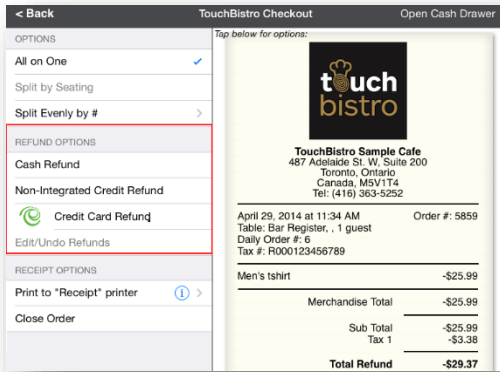
If your payment processor supports a card refund function, this option will appear automatically in the **Refund Options** section. Tap **Cash Refund** to refund out of the cash drawer or tap **Non-Integrated Credit Return** if you use another system outside of TouchBistro to process cards.

Return Staff Rights
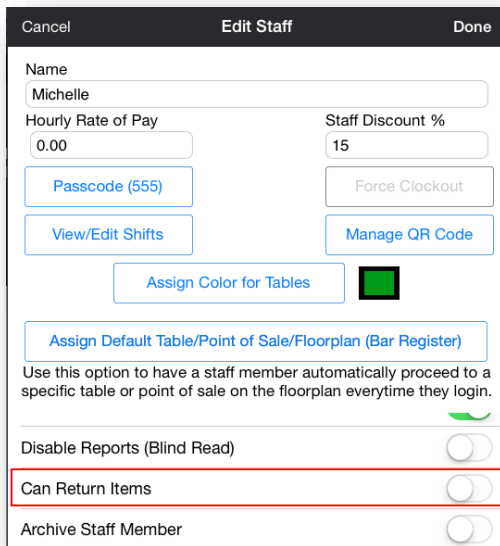
By default only a manager or admin can process a return. To give a staff member access to this functionality, access **Admin | Staff & Hours**. Access an appropriate staff member and scroll down to **Settings.** Slide **Can Return Items** to the green position.

Reporting

The **Daily Sales Report**, **Sales Items Totals**, **Payment and Refund Totals**, and **Detailed Credit Card Refund Report** all report on refund activity.

Staff Message Center

TouchBistro has added a staff messaging feature. Staff, managers, and the Admin user now have message boxes and can send each other messages from within TouchBistro.
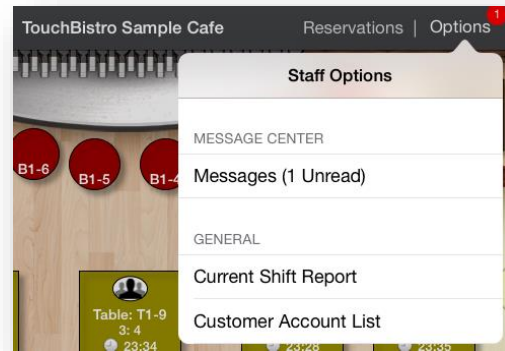

Messages can be read and created by accessing the **Options** menu on the **Floor Plan** screen.
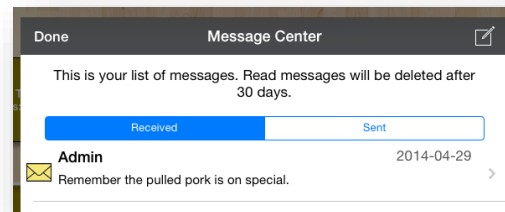

Tap **Received** to view any messages received. Tap **Sent** to review any sent messages. Tap the **Compose** icon to create a new message.

Select a **Send To** option. You can, for example, send a message to all waiters letting them know about daily specials or any upsell campaigns for the day.
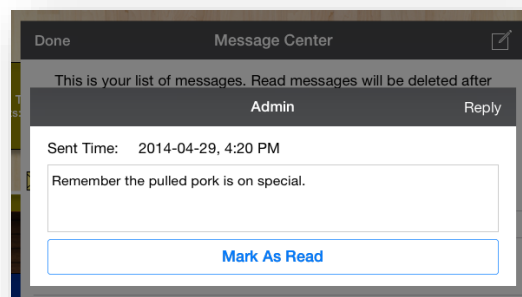
Tap the **Reply** icon to reply to a message. Tap **Mark As Read** to exit out of the message.
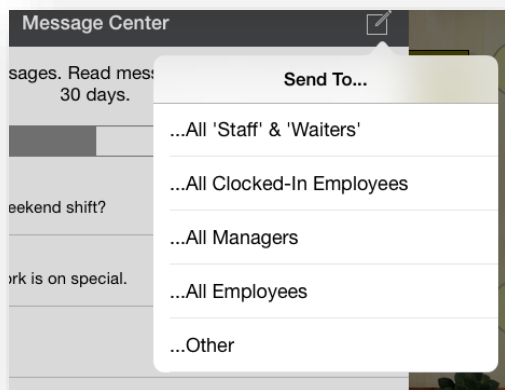
Tap **Other** if you want to send an email to one or more specific users.
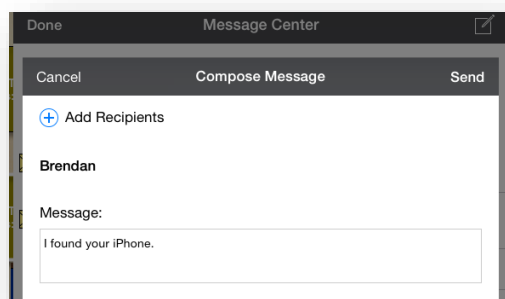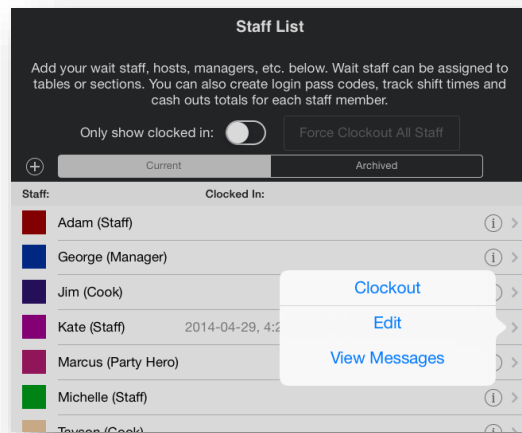

Tap **Add** ⊕ **Recipients** icon to bring up a list of active staff members. Tap each staff member that should be a recipient and then tap **Done**. Compose the message and tap **Send**.
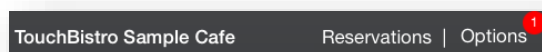
When a new message is received, a message alert/counter will appear in the top right.

Admin users can access received and sent messages of all staff by accessing **Admin | Staff & Hours** and tapping the **Information** ⓘ **icon** associated with the staff member.
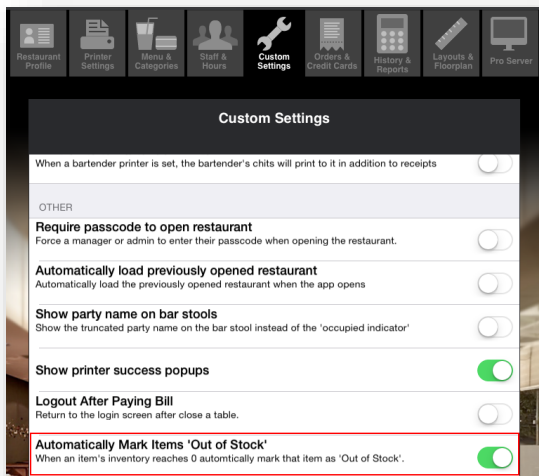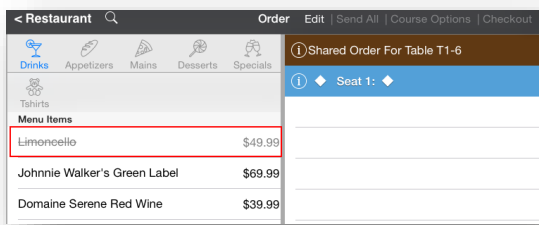
Inventory

Out of Stock Warning

TouchBistro (Pro version) will now warn any logged in managers when an item is out of stock (that is inventory reaches zero).

Setting TouchBistro to Make an Item Unavailable

You can have TouchBistro automatically mark a menu item unavailable and prevent staff from adding it to an order when its inventory count reaches zero.

Tap **Admin | Custom Settings**. Scroll down to the **Other** section and slide **Automatically Mark Items Out of Stock** to the green position.

If the item falls to zero stock count, the item will appear grey out to the server indicating it's out of stock.

If you prefer not to automatically remove an item from inventory, you can still do it manually. Login as **Admin**. Tap **Admin |Menu & Categories | Edit Menu Items**.
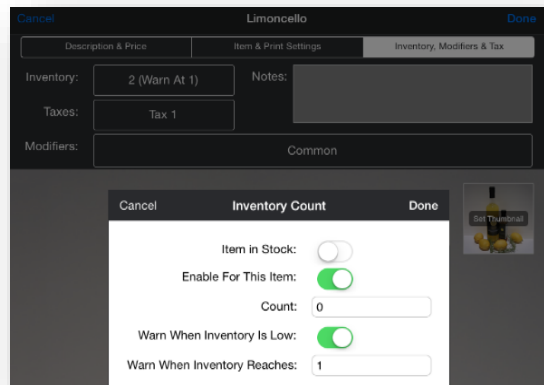

Locate the menu item, tap it, and tap **Inventory, Modifiers & Tax**. Slide **Item in Stock** to the off (non green) position. Tap **Done**. This will now mark the item out of stock in the order screen. You can also use this dialog box to override if the item has been automatically flagged as out of stock but there are still items in stock.

Assign Modifiers to Multiple Menu Items

If you add a new modifier and need to assign it to multiple menu items, you don't have to edit every menu item to include the new modifier.
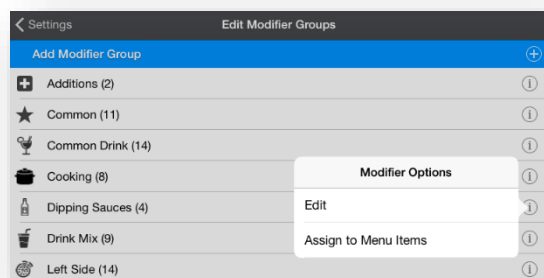

Simply create the new modifier and from the **Add Modifier Group** screen, tap on the new modifier's associated **Information** ⓘ **icon**. Tap **Assign to Menu Items**.
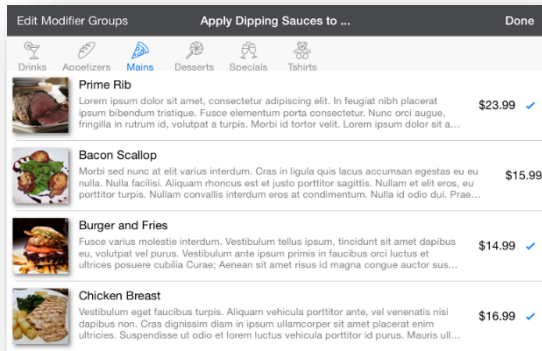
Tap the menu items this modifier should be valid for. Use the **Category** bar at top to select menu items from different categories. Tap **Done** when you're done associating this modifier with your menu items.

Multiple Payments on Single Bill Now Handles Tipping

Sometimes a customer wants to pay a single bill using multiple payment methods. For example, a bill is $100 and the patron wants to put $50 on a credit card and pay the rest in cash. Previous versions required tips to be included on the final payment, as all payments except the final payment were applied to the balance without separating out tips.
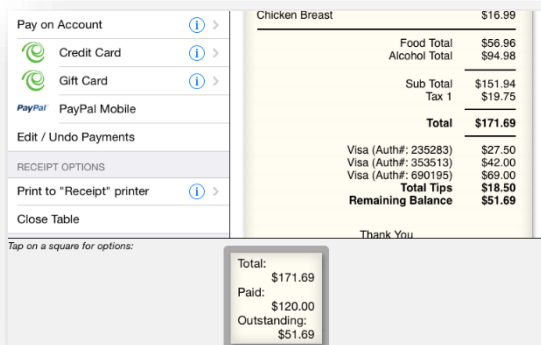

We've now changed handling of multiple payments. Each payment can include a tip and TouchBistro will not apply the tips to the final balance.

Sorting Orders
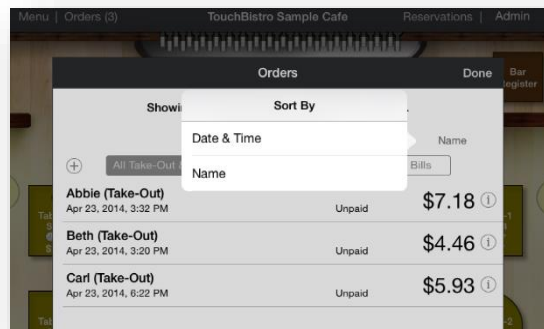
Items under **Orders | All Take-Out & Tabs** can now be sorted by **Date & Time** or **Name**. Sorting by name is particularly helpful if you're "line busting" and you want to quickly locate and cash out a customer by name.

Print Progress Screen
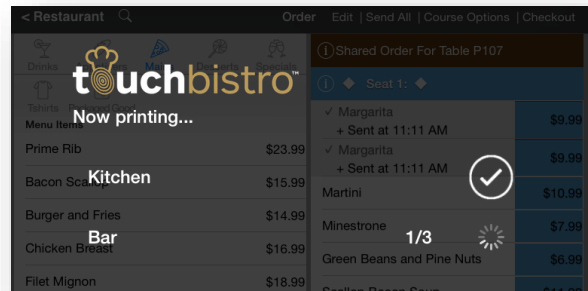
When you send items to print (for example, orders to chit printers), TouchBistro now displays a progress indicator overlay. The progress overlay indicating which printers TouchBistro is sending chits or receipts to, the number of items each printer has to print, as well as the progress in completing the print job. The new print progress screen can be helpful in reminding a staff member where orders are being sent and if multiple chits or receipts are being generated.