

What's New in TouchBistro 5.9.2

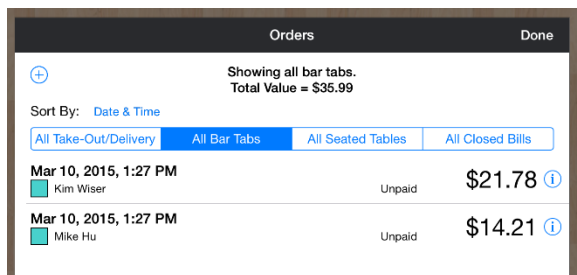
In TouchBistro 5.9.2 we've added a new Australian payment provider call Tyro. We've also made some changes to tipping and how you interact with bar tabs and the Orders screen. Finally, we've added new fields for staff profiles, allowing you to display a public facing name as well as record the staffer's full name for internal records.

Consult these release notes for full details on these changes along with other improvements added in version 5.9.2.

Need More Help?

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

Bar Tabs



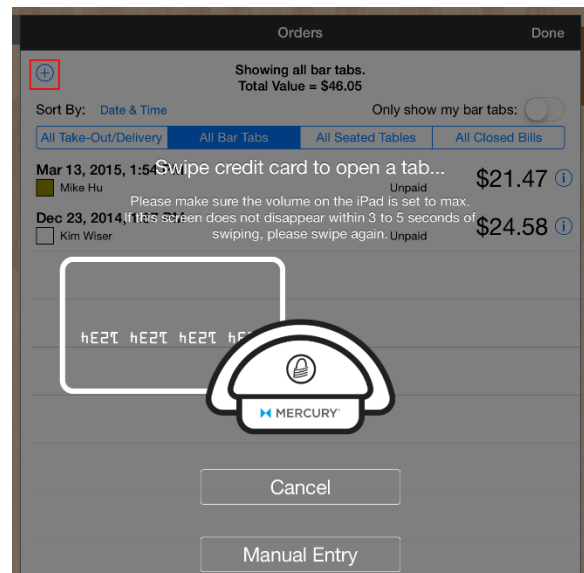
Bar tabs are now organized under the **All Bar Tabs** tab. Take out and Delivery orders are organized under the **All Take Out/Delivery** tab. This allows faster creation of bar tabs and faster access to bar tabs.

Only Show My Bar Tabs

By default, bar staff will see every open bar tab, regardless of who opened the tab. If the bar staffer wants to see only tabs he/she created, the staffer can enable **Only show my bar tabs**.

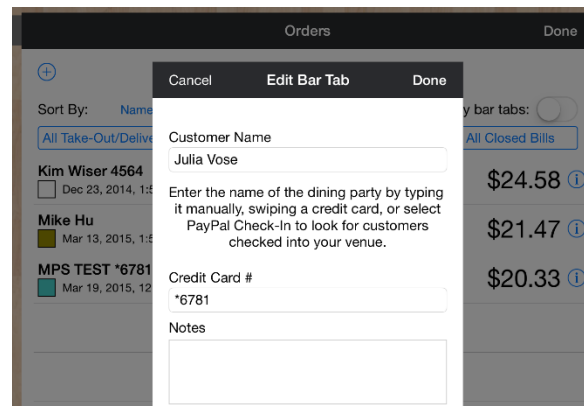
Fast Bar Tab Creation with a Credit Card Swipe

When opening a bar tab, typically you hold onto the card and input name and card data into the **Bar Tab** screen to keep record of which card is held against which tab. To speed up this process, you can now open a bar tab, swipe the offered card, and automatically populate the **Bar Tab** details screen.



When you tap the **Add** (+) button to add the bar tab, you will be prompted to swipe the card. Upon swiping the card, you will be immediately taken to the **Order** screen.

Tap **Manual Entry** to create the bar tab without the card.



TouchBistro will also add the name on the card and the last four digits to the **Bar Tab** details screen.

Note: TouchBistro does not store the card details. You will have to re-swipe the card at checkout time.

Orders

Orders Automatically Assigned

In previous versions, when a staff member created a bar, delivery, or take-out order, the order was not assigned to them. Now, any time a bar, delivery, or take-out order is created by a staff member, that order is assigned to the staffer who created it.

STAFF

Automatically Log Users out after
Automatically log users out if the screen has not been touched for the specified amount of time **Never** >

Lock Staff to Assigned Tables
Staff may only access tables to which they are assigned (managers and admin can access all tables) ☐

Lock Staff to Assigned Tabs/Deliveries/Takeouts
Staff may only access bar tabs, deliveries, and takeouts to which they are assigned (managers and admin can access all) ☒

Require Passcode to Transfer Tables Between Staff
Require a manager to enter his or her password before a staff member transfers a table to another staff member ☐

By default, other staff members can access an order. You can lock an order to the staff member who created it by accessing **Admin | Admin Settings | Advanced**. Scroll down to the **Staff** section and enable **Lock Staff to Assigned Tabs/Deliveries/Takeouts**.

When locked, no other staff member but the staff member who created it can open the order. Managers and Admins will have access as well.

Orders Screen Remembers Last Tab

If you exit the **Orders** screen and then return to it, TouchBistro will remember the last tab you were on.

Sort by Waiter

Orders Done

Showing all take-out/delivery. Total Value = \$75.44

Sort By: **Name** ☐ **All Seated Tables** ☐ **All Closed Bills** ☐

Sort By

- Date & Time
- Name
- Phone Number
- Waiter

Unpaid \$21.50 ⓘ

Unpaid \$0.00 ⓘ

Unpaid \$14.48 ⓘ

Takeout

If you are a manager or admin, you can view bar, delivery, and take-out orders created by all staff members. You can order these by tapping **Sort By**. In 5.9.2, we've added the ability to sort by waiter.

Tipping

Tip Outs

Some venues have a policy that requires wait staff to contribute a percentage of their tips to a pool that's then shared out among support staff (cooks, bussers, hosts, etc.). This is referred to as a "tip out". If you (the house) manage the tip out pool for your employees, you can now

enable a withholding percentage from credit card tips under **Admin | Admin Settings | Menu | Gratuity Settings**.

< Restaurant < Back

TIP OUT TO HOUSE

TouchBistro Calculate Tip Out ☒

Restaurant Tip Out Display Name Tip Out to House

Licensing Tip Out Amount (%) 3

Printers & KDS

AUTO GRATUITY

Customer Facing Display Minimum Party Size 0

Menu Default %: 0

Enable **Calculate Tip Out** and enter a **Tip Out Amount** percentage. This percentage will be calculated on credit card tips accrued by the server and reduce the amount of **Cash Owed to Server** on the server's clock out shift report.

Credit Card Tips Report	
Tips (MasterCard)	
Orders: 1	Total: \$23.17
Tips (Visa)	
Orders: 1	Total: \$68.59
Total Credit Card Tips	
Orders: 2	Total: \$91.76
Tip Out to House	\$2.75
Cash Owed to House	Total: \$0.00
Cash Owed to Mary S.	Total: \$66.91

By default, this item appears as "Tip Out to House" on the shift report, indicating the money the house is holding for staff eligible for participating in the tip pool.

TIP OUT TO HOUSE

Calculate Tip Out ☒

Tip Out Display Name **Tip Pool**

If this is not your preferred terminology, you can also adjust the term by tapping **Tip Out To House** and entering your preferred terminology.

When you close your day, as a manager or Admin, you will see the total tip out amount accrued from all servers in your End of Day report.

Credit Card Tips Report	
Tips (AMEX) Orders: 1	Total: \$100.00
Tips (MasterCard) Orders: 2	Total: \$578.89
Tips (Visa) Orders: 1	Total: \$399.15
Total Credit Card Tips Orders: 4	Total: \$1,078.04
Tip Out to House	\$107.80
Cash Owed to House	Total: \$0.00
Cash Owed to Servers	Total: \$970.24

You can use the **Tip Out To House** figure to see how much you have to pay out to eligible house staff.

Notes

The tip out withholding does not calculate on cash tips. As well, it does not calculate based on total sales (cash/credit card). It only withholds from known credit card tips.

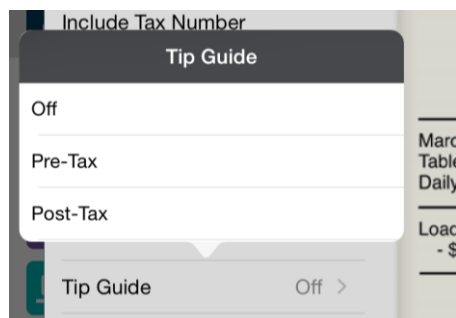
You should consult your accountant about any tax implications that may arise in your jurisdiction when the house manages a tip pool.

Pre/Post Tax Option for Guest Check Tip Guide

TouchBistro lets you customize the guest check under **Admin | Admin Settings | Bill & Chit | Bills / Guest Checks**.

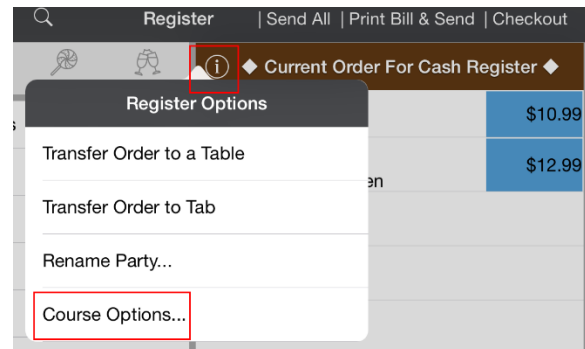


You can enable or disable the appearance of a tip guide on the guest check.

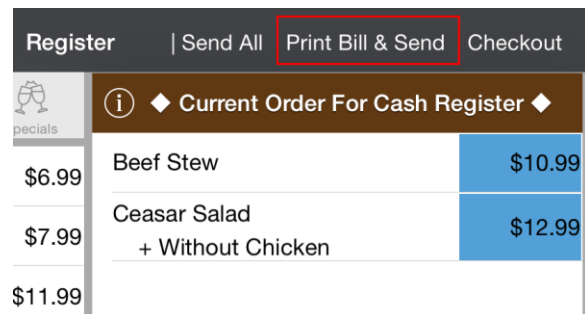


We've now given you an option that lets you display the tip guide pre-tax, post-tax, or remove the tip guide completely from the guest check.

Print and Send All on POS Screen



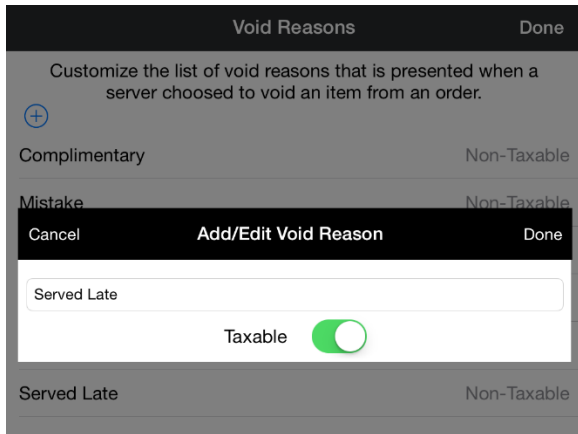
The ability to send orders by course on the POS screen has been moved under **Information** (i) icon associated with the current order.



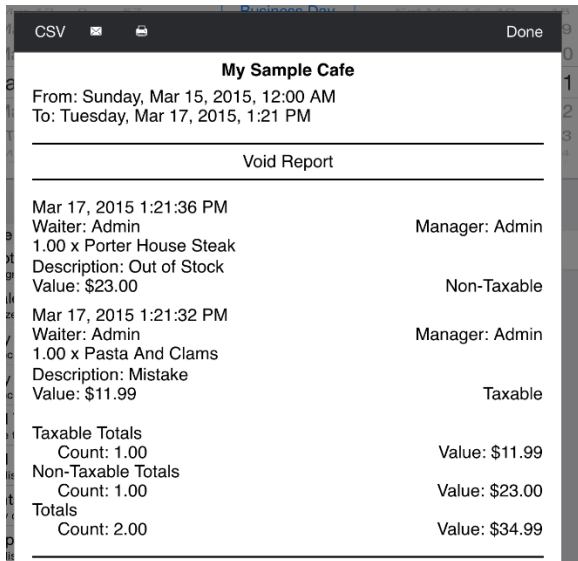
On POS screens (as well as order screens), we've added the **Print Bill & Send** option. If you tap this option, TouchBistro will print the receipt as well as send the order to the proper chit/ticket printers.

Voids Taxable/Non-Taxable

In some jurisdictions the business owner may still be required to remit a tax on an item voided. For example, an alcoholic drink is served but the drink was not requested by the customer. The waiter voids it and the drink is poured down the sink. The customer walks away without being billed in any way for the drink. However, the tax authority still requires the business owner to pay a tax on a drink decanted.



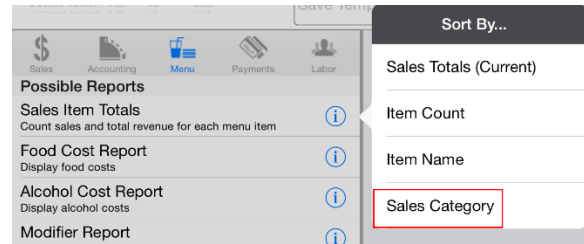
To aid such compliance, you can now flag **Void Reasons** as **Taxable** or **Non-Taxable**.



The **Void Report** (found under **Admin | Reports | Menu**) will now break out voids that are taxable, helping you report on items you may still owe tax on.

Note: Voiding an item with a taxable void will not require the patron to pay the tax on the invoice.

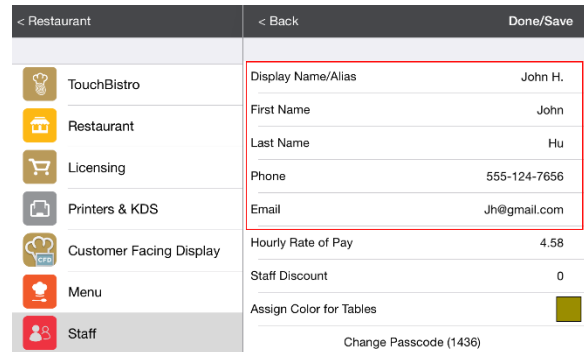
Category Sort for Sales Item Totals



The **Sales Items Totals** report (found under **Admin | Reports | Menu**) now lets you sort by **Sales Category**.

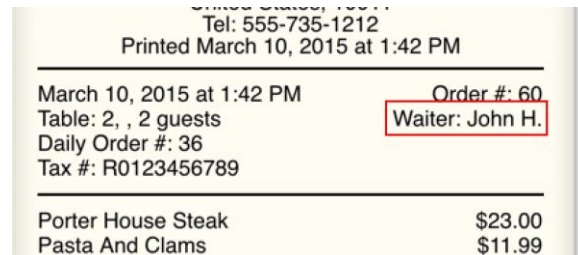
New Fields Added to Staff Profiles

We've added new fields under staff profiles (**Admin | Admin Settings | Staff**) and renamed the **Name** field to **Display Name/Alias**.



The **Display Name/Alias** field (formerly the **Name** field) is used to display the waiter name on the guest check.

Note: You cannot have duplicate **Display Names**. Each staff member's **Display Name** must be unique.

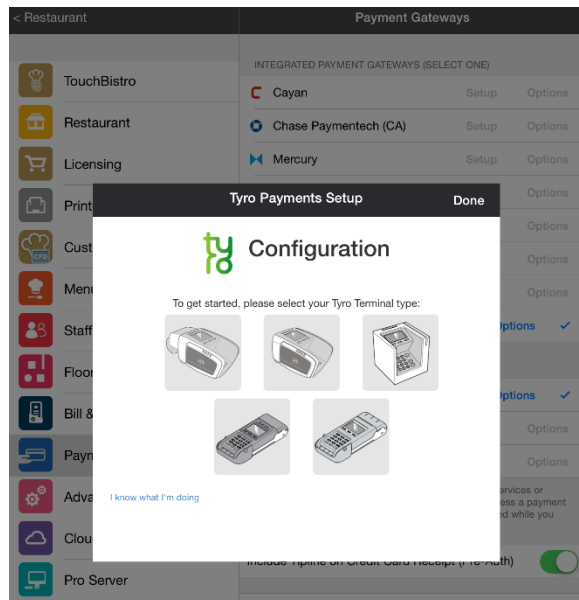


We advise admins not to enter the full name of their staff member in the **Display Name/Alias** field to protect the privacy of their serving staff. In general use a first name or first name plus last initial is advisable.

However, if you need to capture the full name of the employee for payroll/accounting purposes, we now provide **First Name** and **Last Name** fields so you can maintain the actual name of your employee on file. The first and last names entered here are not exposed on customer facing guest checks.

We've also added a **Phone** and **Email** field to help Admins and Managers maintain employee contact information on the iPad.

Tyro Payments Support



TouchBistro now supports the Tyro payment gateway. You can add it under **Admin | Admin Settings | Payment Gateways**.

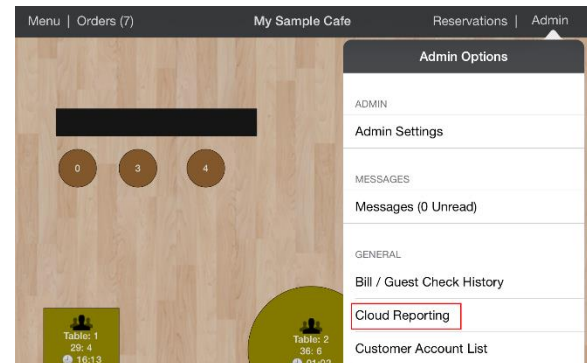
Chit/Ticket Headers and Footers in Red

TouchBistro now supports the printing of table information in kitchen chit/ticket headers and footers in red (similar to modifiers).

Access **Admin | Admin Settings | Bill & Chit**. Tap **Chits**. Enable **Table Info in Red**.

Cloud Reporting

Access Cloud Reporting from TouchBistro



Under the **Admin** option, we've added a **Cloud Reporting** option that will take you to the Cloud login screen on your iPad's browser.

Customize Start day for Cloud Reporting

On the [cloud reporting site](#), we've added the ability to customize the start of your day. Click the **Settings** option. Use the **Beginning Offset** drop-down box to set the start of your day. TouchBistro will report your 24 hour day beginning from this set time.

Account Settings

Select Start of Business Day

Beginning Offset: 11am

Settings

Username	karl@touch
Restaurant Name	Happy Valley Bistro
Email	karltwenty@gmail.com
First Name	Karl
Last Name	Mamer
Mobile	555/2347788
Phone	555-452-4343

For example, if your day is 11 am to 2 am, you might normally think of your sales day as the 11 am to 2 am portion that straddles two actual days. You could set your start day as 11 am. The site will then report any sales from 11 am to 10:59 am the next day. If you were looking at a report for, say, Tuesday March 15, 2015, Tuesday would report on any sales made between 11 am March 15 and 2 am March 16.