# 2TouchPOS Table View Management Administrative Guide

# Contents

## About this Document

This document was written for 2TouchPOS version 3.03.4900.

## Beginning of Shift

There are three ways an employee can clock in/out and log in/out of 2TouchPOS. When clocking in and out of 2TouchPOS, an employee can use an employee badge, an employee code or bio-metric reader. To login into 2TouchPOS, an employee can use a speed button, an employee badge, employee code, or bio-metric reader.

## Basic Understanding of Table View Management

The Table View Management screen is where servers will create a new or open an existing check. Below is a Table View Management screen shot. Your Table View Management screen should be designed according to the establishment's table setup. On the bottom proportion of the screen, there are a variety of functions a server will utilize while serving customers. In the upper left hand corner of the screen, there are more options for servers.

**Screen Shot 1**
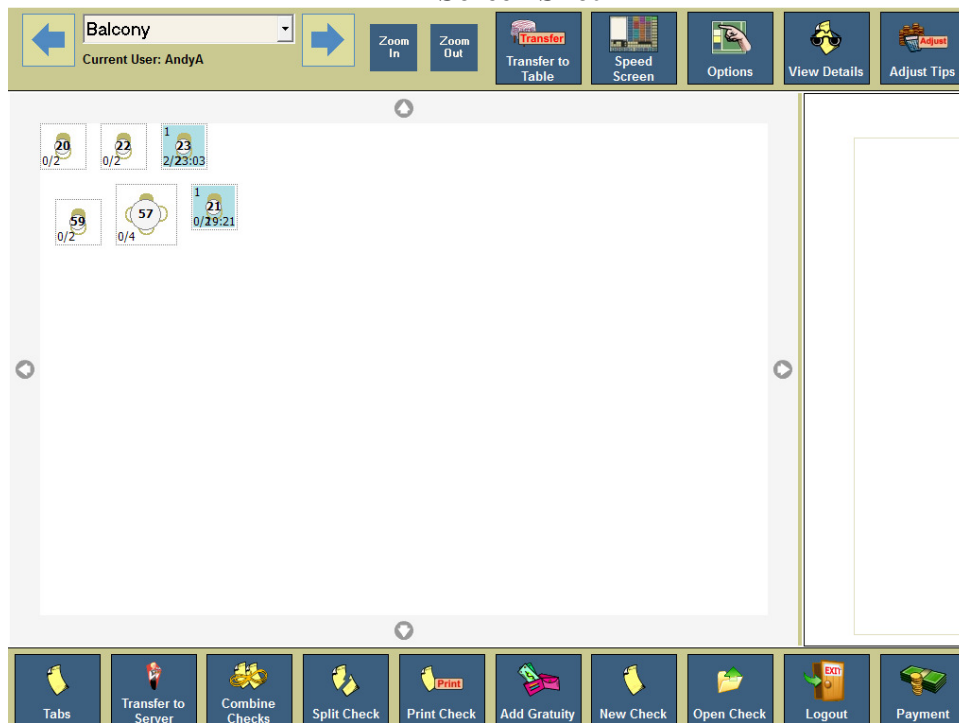
**Screen Shot 2**



## Starting a New Table and Entering Orders

From the Table View Management screen, servers can select specific tables and open new or existing checks. Once a server touches open check, 2TouchPOS will automatically direct the server to the speed screen, to enter customer's additional menu items. For a new check, a server enters number of guests, which will translate into seat numbers. For example, if you have 4 guests, the server will see four seats. See speed screen ticket shot below. For every person, a seat will be created within 2TouchPOS.
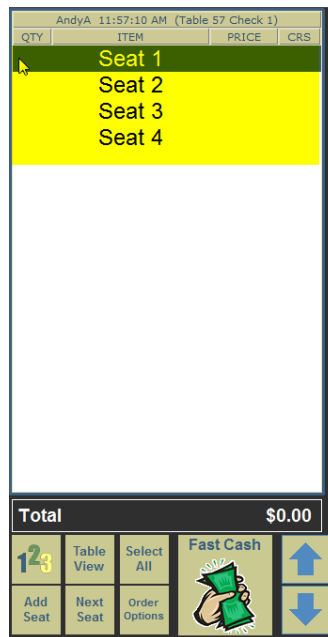
## Comp or Spill Menu Items & Deleting a Menu Item after its Been Sent

Comp and Spill void options are used for menu items that have been sent. Comp a menu item refers to giving the menu item to a customer for free. The spill void option is used when a drink or food is spilled.

## Table Features Options

There are different table options for transferring and combining checks, and processing customer's payments; transfer check to server/table/tab, combine checks, print check, add gratuity, new check, open check and payments.

There are three different options for transferring a check; transfer to another server, transfer to table and transfer to tab.

## Transferring Check Options

**Transfer to Table:** Servers can transfer check or table ownership to another server or table. From a list of clocked in employees, the current server would select another employee or table to transfer check to.

**Transfer Tab to Table**: Servers can transfer ownership of an open check to another table. Once the transfer is complete, the server assigned to the table will take ownership of table/check.

**Transfer to Server:** Servers can transfer a check or table ownership to another server or table. From a list of clocked in employees, the current server would select another employee or table to transfer check to.

## Payment Options

**Split a check:** Refers to splitting menu items from a check to two or more different checks. There are three different ways to split a check, by menu items, quantity or by seat.

**Combine Checks***:* A server can combine checks by selecting two different tables and combining both under one table/check.

**Gratuity***:* Managers and owners will pre-set gratuity percentage. Depending upon your establishment's gratuity policy, parties over a specific number's check will automatically include gratuity

**Tax Exempt***:* A customer account must exist within 2TouchPOS in order to apply tax exempt to a customer's check. The customer's account will have their tax exempt number.

## Adjusting Credit Card Tips

At the end of a bartender's shift, if their customers used a credit card for a tip, then the credit card charges needs to include tip amount. Bartender selects check, then enters tip amount.  You can sort checks by different options, ticket, server, payment and tips. By selecting a specific

check or ticket, you can enter a credit card tip amount using the screen keypad on the right. If a bartender does not adjust credit card tips, then their tip amount will be zero. They lose that tip.

## Server Report

An instant up to date overview of the current day's 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.