

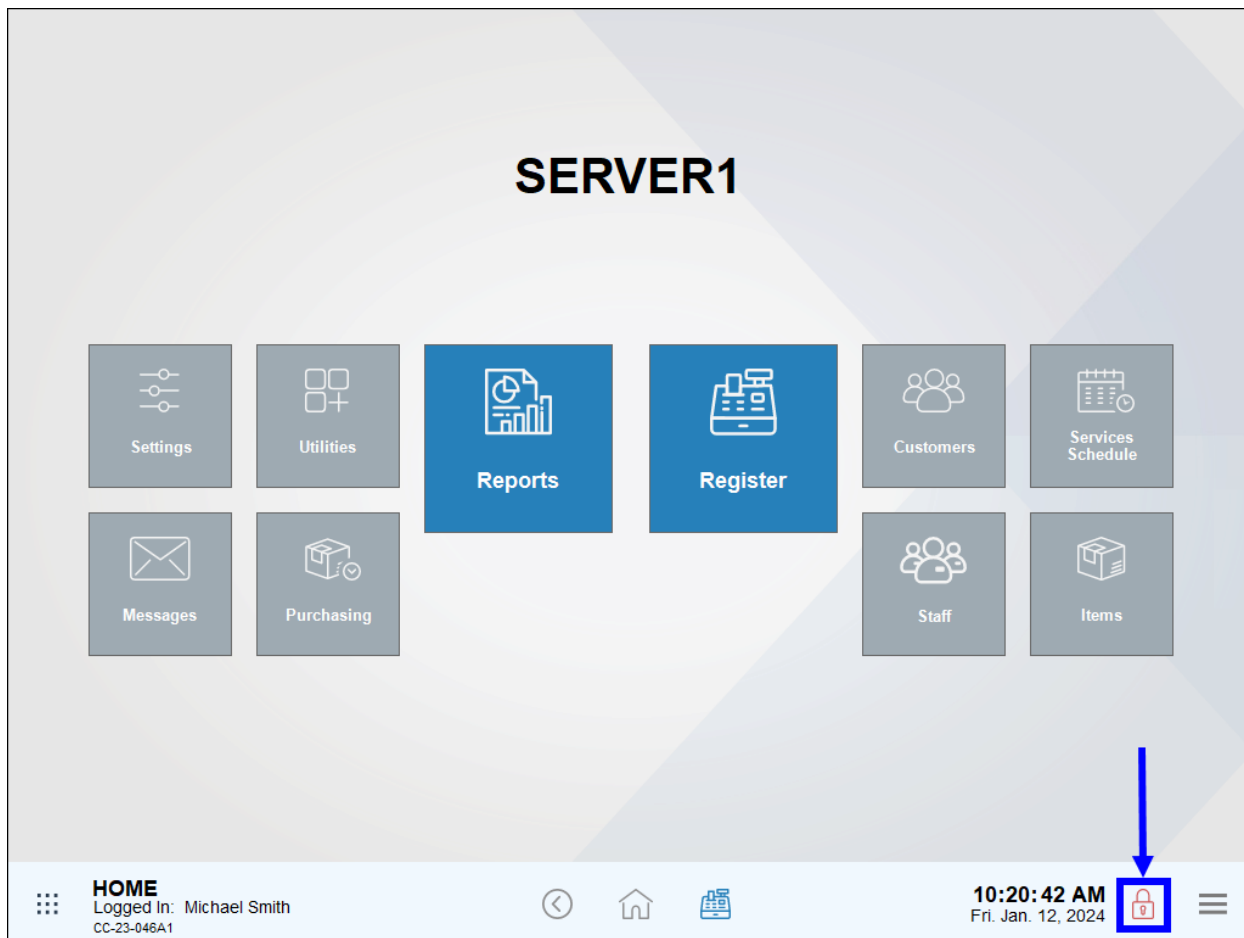


Quick Reference Guide for Wait Staff

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Welcome to Exatouch!

To begin, tap the **Lock** icon to clock in and out.



To Clock in for Your Shift

1. Tap the **Lock** icon.
2. Select **Clock In**.
3. Enter a PIN or swipe your employee card.
4. Tap **Close** to confirm.

To Clock Out for a Break

1. Tap the **Lock** icon.
2. Select **Start Break**.

3. Enter a PIN or swipe your employee card.
4. Tap Close to **Confirm**.

To Clock in from a Break

1. Tap the **Lock** icon.
2. Select **End Break**.
3. Enter a PIN or swipe your employee card.
4. Tap **Close** to confirm.

To Clock Out

1. Tap the **Lock** icon.
2. Select **Clock Out**.
3. Enter a PIN or swipe your employee card.
4. If declaring tips, enter an amount in the **Declare tips** field and tap **OK**.
5. After confirming a successful **Clock Out**, tap **Yes** or **No** to determine whether or not to print a shift report. Your system must be connected to a printer to print shift reports.

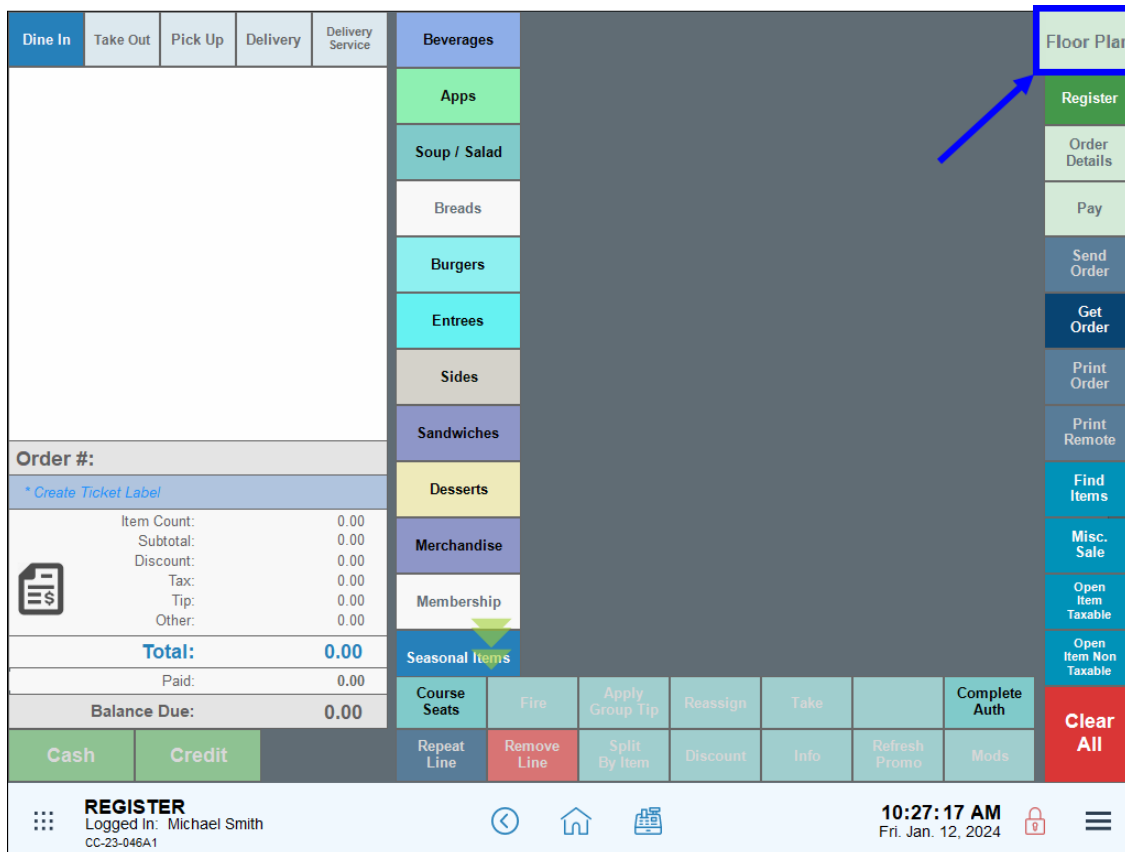
Once you have clocked in, you can place orders. Click the **Register** icon to begin.

To Place an Order from the Register

1. Select the order type from: **Dine In, Take Out, Pick Up, or Delivery**.
2. Select a menu category, either from **Favorites**, or other categories including Appetizers, Sides, or Salads.
3. Select one or multiple items from the menu.
4. Some items prompt you for additional details. For example, if a customer orders a hamburger, additional "Groups" of items may display, and then you can select modifiers such as "Medium Rare" or "Side of Pickles."
5. To duplicate an item, tap **Repeat Line**.
6. To remove an item, tap **Remove Line**.
7. To apply a discount, select an item and tap **Discount**.
8. Tap **Send Order** to send the order to the kitchen.

You can also place an order from the **Floor Plan** tab. This is helpful if you are waiting tables. To place an order while waiting tables:

1. On the **Register** app, tap **Floor Plan** and select the table you are waiting on.

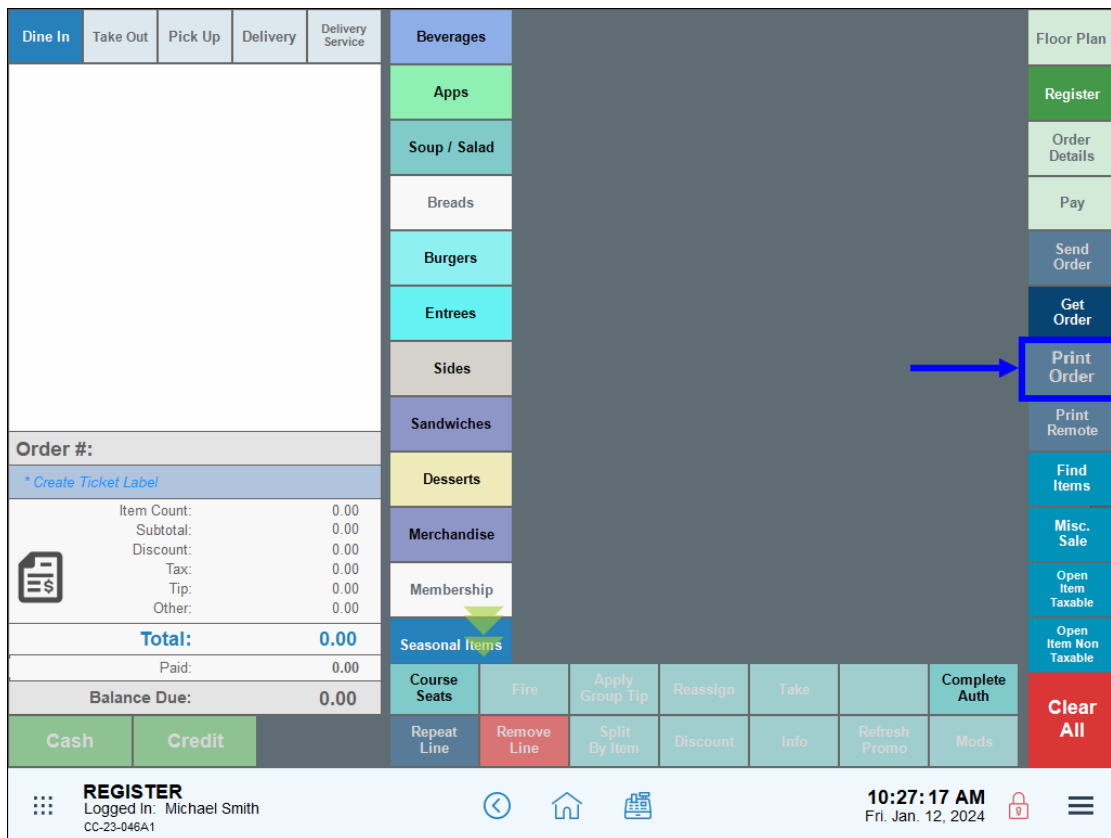


2. After selecting a table, tap **Order** from the pop-up screen.
3. Follow the “To Place an Order from the Register” instructions.

After the food has been served and the meal is completed, print the customer’s check from the **Register**.

To Print a Check for the Current Order

1. Tap **Print Order**.



To Print a Check from a List of Saved Orders

1. At the **Register**, tap **Get Order**.
2. Select an order from the Open Orders screen.
3. Tap the **Print** button.

To Split a Check by Item

1. In the **Register**, tap **Split by Item**.
2. Select the desired item.
3. Tap the order box (e.g., **Order 2**) where the item should move. This moves the item to a separate check.
4. Highlight other items as desired until the order is fully split.
5. Tap **Done**. This creates new checks for each order.

When customers want to move their table and a friend's table together, you can merge their orders by joining tables. Tables can be joined from two locations.

Join Tables from the Get Order Screen

1. From the **Register**, tap **Get Order**.
2. Select an order from the Open Orders screen.
3. Tap **Join In**.
4. Select a second order from the list.
5. Tap **Save Join** to complete the merge.

Join Tables from the Floor Plan Screen

1. From the **Register**, tap the **Floor Plan** tab.
2. Select a table and tap **Join To**.
3. Select a second table.
4. The two tables join and the first table's status changes to **Clean Up**.

Sometimes you need to reassign tables to another wait staff member. This option is only available to restaurants working from the **Floor Plan** view.

To Reassign a Table

1. From the **Floor Plan**, select a table.
2. Select **Reassign** from the pop-up screen.

Now it's time to accept customer payment. Accept payment directly from the **Register** or by selecting the **Pay** tab.

Dine In	Take Out	Pick Up	Delivery	Delivery Service	Beverages	Bevs.	Floor Plan
1	Lobster Ravioli			21.00	Apps	Alcohol	Register
1.000	16oz Filet			16.00	Soup / Salad		Order Details
	Med Well						Pay
2	Coke			2.00	Breads		Send Order
					Burgers		Get Order
					Entrees		Print Order
					Sides		Print Remote
					Sandwiches		Find Items
Order #:					Desserts		Misc. Sale
* Create Ticket Label					Merchandise		Open Item Taxable
	Item Count:			4	Membership		Open Item Non Taxable
	Subtotal:			39.00	Seasonal Items		
	Discount:			0.00			
	Tax:			0.00			
	Tip:			0.00			
	Other:			0.00			
	Total:			39.00			
	Paid:			0.00			
	Balance Due:			39.00			
	Cash			Credit			Clear All

To Accept Payment from the Register

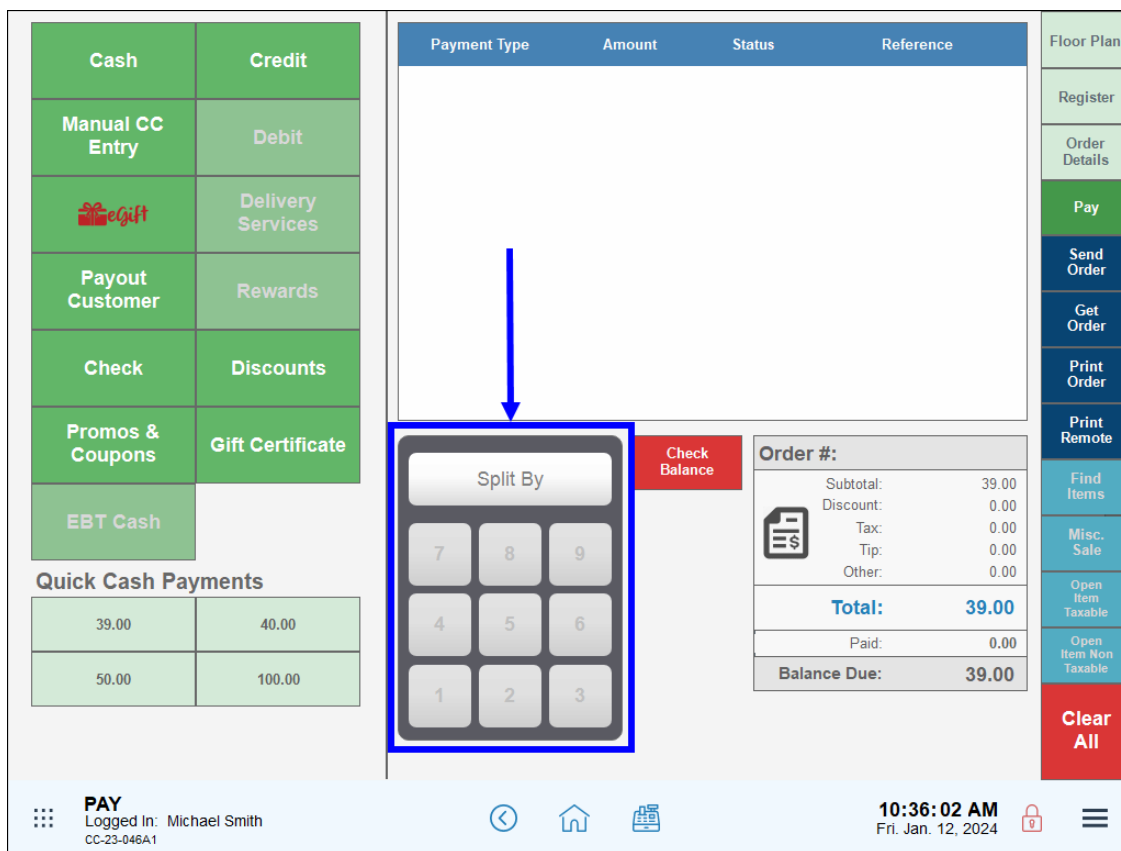
1. Select **Cash**, **Credit**, or **Debit**.
2. Follow the prompts to complete payment.
 - a. **Cash:** Enter the cash amount and tap **OK**.
 - b. **Credit:** Swipe the card and print the receipt. A signature is required.
 - c. **Debit:** A PIN is required.
 - d. **eGift:** Swipe a gift card or manually enter the card number.
 - e. **Check:** Enter the check reference/number.
 - f. **Payout:** Payouts are issued at a manager’s discretion. Check with your manager about using this option.
 - g. **Offline CC:** This option allows you to enter a credit card payment through Exatouch. An Authorization Code is required.
 - h. **Discounts:** Discount amounts are subtracted from the amount due.

- i. **Rewards:** For customers registered as reward users, apply the available reward to the amount due. To apply a customer reward, a customer must be assigned to the order.
- j. **Check Balance:** Use this option to check a gift card balance.

Customers may want to split the payment of their order. Split payments from the Pay screen.

To Split a Payment

1. On the **Pay** tab, tap **Split By**.



2. In the **Split By** keypad, enter the number of customers to make split payments. The **Split By** option splits a check equally among parties.
3. Select a payment method for each split party on the **Payment** pop-up.

To Complete Authorization and Adjust for Your Tips

1. On the **Register**, tap **Get Order**.
2. Select the order from the list that displays.

Dine In	Take Out	Pick Up	Delivery	Delivery Service	Beverages	Bevs.						Floor Plan
1	Lobster Ravioli			21.00	Apps	Alcohol						Register
1.000	16oz Filet			16.00	Soup / Salad							Order Details
	Med Well				Breads							Pay
2	Coke			2.00	Burgers							Send Order
					Entrees							Get Order
					Sides							Print Order
					Sandwiches							Print Remote
Order #:					Desserts							Find Items
* Create Ticket Label					Merchandise							Misc. Sale
	Item Count:			4	Membership							Open Item Taxable
	Subtotal:			39.00	Seasonal Items							Open Item Non Taxable
	Discount:			0.00	Course Seats	Fire	Apply Group Tip	Reassign	Take		Complete Auth	Clear All
	Tax:			0.00	Repeat Line	Remove Line	Split By Item	Discount	Info	Refresh Promo	Mods	
	Tip:			0.00	Cash	Credit						
	Other:			0.00								
	Total:			39.00								
	Paid:			0.00								
	Balance Due:			39.00								
REGISTER								10:38:47 AM				
Logged In: Michael Smith								Fri. Jan. 12, 2024				
CC-23-046A1												

3. Tap **Tab Complete**.
4. On the Tip screen, enter the tip amount and tap **OK**.

Scan the QR Code to see Exatouch Quick Reference and User Guides:



Any questions? We're here to help! Contact our 24/7 Technical Support Team at (800) 966-5520 – Option 3 or email us at support@electronicpayments.com.

Notes
