EXATOUCH®

Quick Reference Guide for Wait Staff

Powered By
ElectronicPayments®

Technical Support: 800-966-5520 – Option 3

Welcome to Exatouch!

To begin, tap the **Lock** icon to clock in and out.
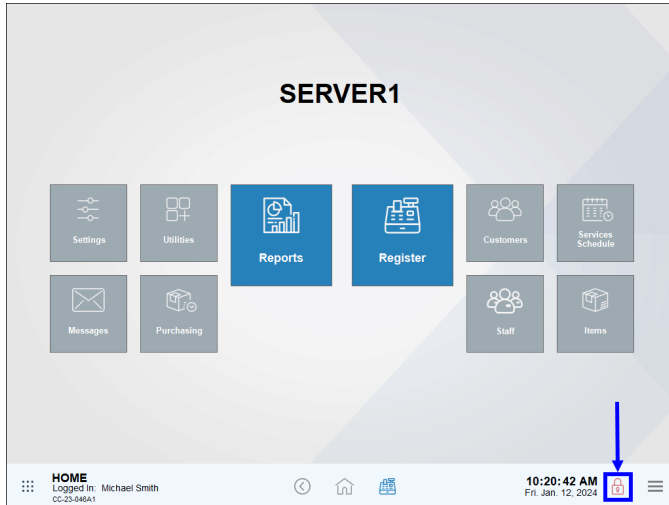
Clock In for a Shift

1. Tap the **Lock** icon.

2. Select **Clock In**.

3. Enter a PIN or swipe your employee card.

4. Tap **Close** to confirm.

Clock Out from a Shift

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.

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**.

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.
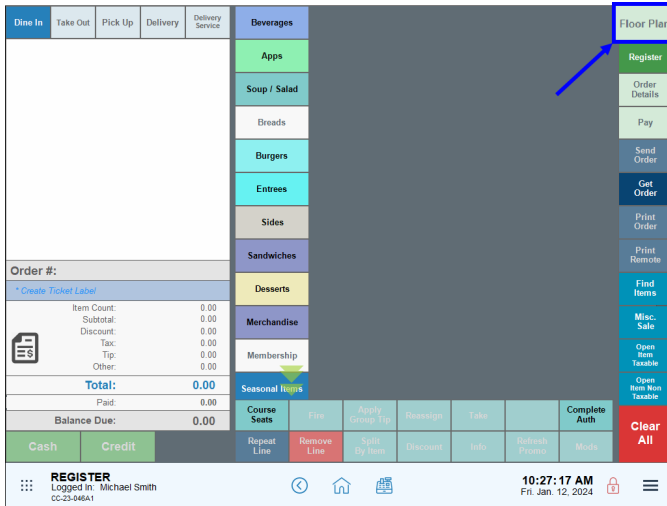
Place an Order from the Register

You must clock in before you can place orders. Click the **Register** icon to begin.

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.

Place an Order from the Floor Plan

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**, tap **Floor Plan** and select the table you are waiting on.
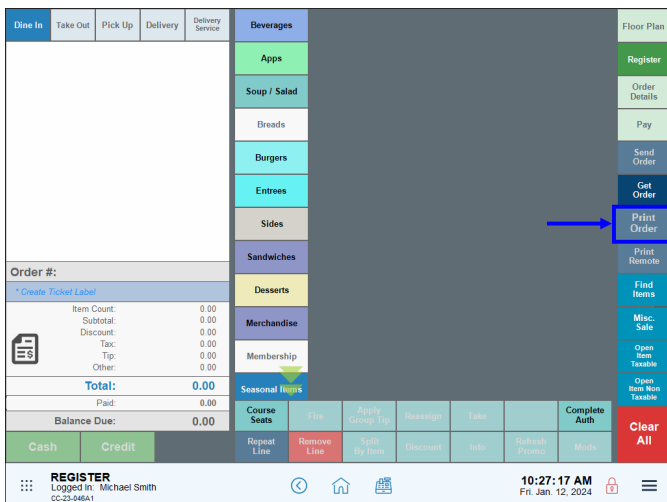
2. After selecting a table, tap **Order** from the screen.

3. Follow the "To Place an Order from the Register" instructions, above.

Print a Check for the Current Order

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

1. Tap **Print Order**.

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.

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 be moved. 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.

Join Tables from the Get Order Screen

When customers want to move two or more tables together, you can merge their orders by joining tables. Tables can be joined from two locations: the **Get Order** screen and the **Floor Plan** 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**.
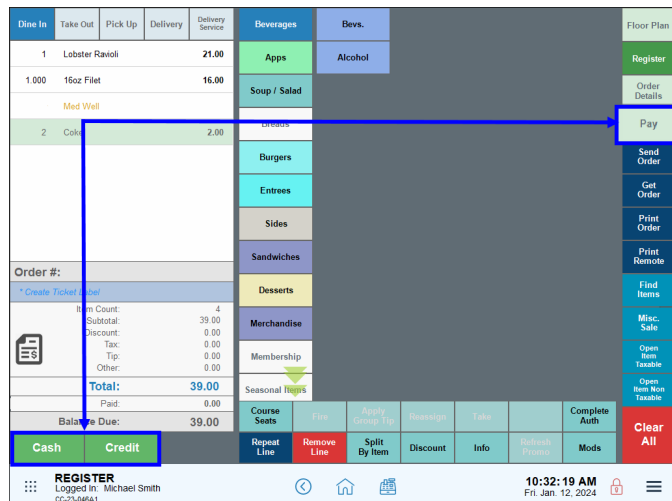
Reassign a Table

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

1. From the **Floor Plan**, select a table.

2. Select **Reassign** from the screen.

Accept Payment

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


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.

Split a Payment

Customers may want to split the payment of their order. Split payments from the **Pay** screen.
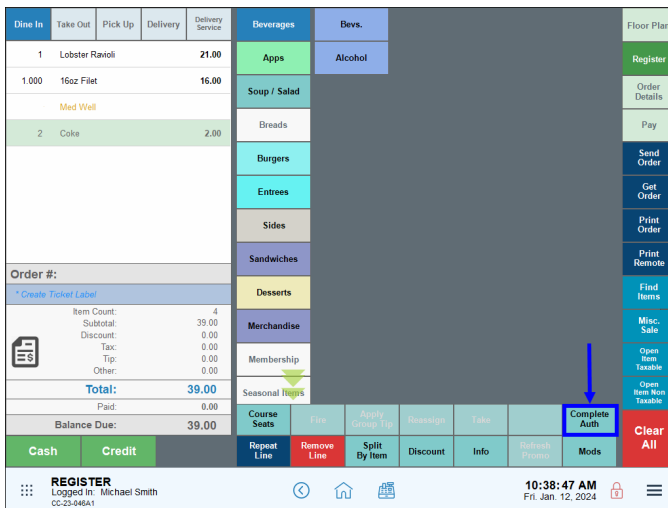
1. On the **Pay** tab, tap **Split By**.
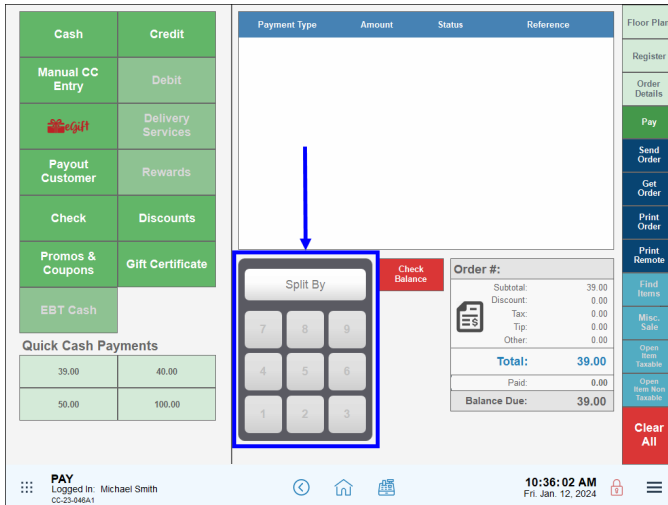
2. In the **Split By** keypad, enter the number of customers to make split payments. The **Split By** option splits a check equally among parties.

3. Select a payment method for each split party on the **Payment** screen.

Complete Authorization and Adjust for Tips

1. In the **Register**, tap **Get Order**.

2. Select the order from the list that displays.

3. Tap **Tab Complete**.

4. On the **Tip** screen, enter the tip amount and tap **OK**.