What's New in TouchBistro 5.4.1

TouchBistro 5.4.1 has added support for Merchant Warehouse and reading Moneris gift cards via PIN pad card readers. We've modified some of the support features added in version 5.3.0. We've also modified staff hour management, ensuring increased accountability. Venues that process credit cards outside of TouchBistro should note below the changes TouchBistro has made to the entering of manual credit card types.

Consult these release notes for full details on these changes along with other improvements added in version 5.4.1.

Need More Help?
Email support@touchbistro.com if you are experiencing any issues with this update.

Changes to Orders & Credit Cards

Added Merchant Warehouse

TouchBistro now supports Merchant Warehouse as a payment gateway. Tap Admin | Orders & Credit Cards to add your merchant credentials and setup your terminals.

Moneris Gift Card Support

You no longer have to process Moneris gift cards manually. TouchBistro now reads Moneris gift cards through the iPP320 PIN pad.

You will be prompted to enter the CVC security code printed on the back of the gift card. Tap Next and enter payment amounts.

TouchBistro will prompt you to slide the gift card through the IPP320 PIN pad. You can press the PIN pad's red cancel button to process the card manually.

Tap Gift Card on the Checkout screen.
Moneris Gift Card Options

Other gift card operations can be performed by tapping Gift Card’s Information icon. Similar to processing a payment via a gift card, these options will also require a card swipe and entering the CVC security code.

You can bypass the card swipe prompt and tap Manual Entry to manually enter a card number and CVC (for example, if the card’s magnetic stripe appears damaged). You can also use another available PIN pad for manual entry by tapping the PIN pad’s name.

See our Moneris Setup Guide (page 21) for changes you need to make to your iPad320 PIN Pad. See also our Using Moneris Gift Cards document for more information on how to use additional gift card options.

Manual Credit Card Types

If you’re not using an integrated payment solution and you process credit card payments outside of TouchBistro with a counter top payment terminal, you’ve likely set up the credit cards you process under Admin | Orders & Credit Cards | Edit Credit Card Types. You would normally do this to keep payment information entered into TouchBistro in sync with payment information generated by your payment terminal.

Checkout Using Alternative Payment Terminal

If you are using PIN pads, each iPad is paired with a specific PIN pad for credit card transactions. Tap Payment Terminal to process a credit card transaction with a different terminal. Tap No Payment Terminal to process a Manual Charge/Credit.

PayPal logo upload changes

If you accept PayPal mobile payments, you can provide restaurant details and a logo to the PayPal app by tapping Admin | Orders & Credit Cards | Edit Payment Gateways | Options. In previous versions, the PayPal Options screen had a logo upload button.
We’ve now moved the logo upload option to the Locations screen. Tap Locations and tap the Information icon associated with your location.

Changes to Support Options

When you open TouchBistro and you tap Open Existing Restaurant, your existing restaurant will have an associated Information icon. Tapping that will give you several support options. These options should only be used at the direction of a TouchBistro support technician.

In the previous version, you had the ability to repair your restaurant data and upload your restaurant data to support. We’ve added an additional option and modified the behavior of the data upload.

Downloading Restaurant Data

In version 5.4.1, we’ve added the Download Support Patch option. This option lets you download a prepared patch for your restaurant data. Again, only use this option if instructed to by TouchBistro.

If a patch is available for download, your TouchBistro support technician will email you a pass code. After tapping Download Support Patch, enter the supplied pass code.

Add Contact Details and Comments to Uploaded Restaurant Data

When you tap Upload Restaurant Data to Support, TouchBistro now prompts you to add contact information and comments to aid support in diagnosing your problem.

Note: Sending your restaurant data to TouchBistro support is not a backup utility. Only send restaurant data to TouchBistro when requested by a TouchBistro support technician.
Adding Comments to Screen Shots Sent to Support

In version 5.3 we added the ability to send a screen capture of what you’re seeing on your iPad screen to TouchBistro support. When you’re in TouchBistro, click simultaneously the lock/power button and the Home button. Release and you will hear a shutter sound.

Version 5.4.1 now lets you add a comment to the screen capture, helping you add additional information for support purposes.

Managing Staff Hours

Clock In/Clock Out Only Mode

To create clock in/clock out only rights for such staff members, tap Admin | Staff & Hours. Open or create the staff member. Scroll down to the Settings area. Slide Clock-In/Out to the green position.

When enabled, the staff member can only enter his/her pass code and tap Clock In/Clock out. If the staff member taps the green login button, TouchBistro will inform the staff member they only have Clock In/ out privileges.

Staff Hour Modification Logging

You can edit a staff member’s shift hours by tapping Admin | Staff & Hours. Tap the staff members name and then tap View/Edit Shifts. If you tap the Clock In/Clock Out area, TouchBistro lets you modify clock in/clock out times recorded by the staff member when he/she actually clocking in/out of TouchBistro.
If you manually alter the hours, version 5.4.1 now notes the hours were modified.

**Canceling Restaurant Automatically Opening**

You can set TouchBistro to automatically open the previously opened restaurant. Tap Admin | Custom Settings. Scroll down to Other. Slide Automatically load previously opened restaurant to the green position.

Version 5.4.1 gives you a short countdown screen before opening the restaurant, allowing you to cancel the automatic open if desired.

**New Data on the Snapshot Report**

Under Admin | History & Reports | Reports | Sales, you can generate a Current Snapshot report. For the given time frame (e.g., the current day), it will show current labor costs, a running sales total, a ratio of labor/sales, and tips/voids/discounts.

In version 5.4.1, labor hours are now broken out by hours currently being logged by active shifts and hours logged for closed shifts. Running Sales Totals no longer include taxes and put taxes as their own line item.

Users logged in as managers can also now access the Snapshot report from the Options menu.