



TouchBistro

Product Guide

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What is TouchBistro?



TouchBistro is an all-in-one POS and restaurant management system that enables operators to take care of their guests and grow their businesses.

Designed exclusively with restaurant and hospitality businesses in mind, TouchBistro provides the most essential front of house, back of house, and guest engagement solutions on one easy-to-use platform.



16,000+
restaurants powered



100+
countries



\$13 BILLION
processed annually



How TouchBistro Can Help Your Business

Increase Sales

Boost on- and off-premise orders, drive repeat business, turn tables faster, and increase average check size.

Deliver an Exceptional Customer Experience

Guarantee order accuracy, reduce wait times, and serve customers with takeout, dine-in, or delivery options—wherever and however they're ordering.

Grow Your Bottom Line

Find cost savings, reduce food waste, monitor staff performance, improve FOH-to-BOH communication, and more with easy-to-use tools and cloud reporting.

Why Restaurants Love TouchBistro



Expert and Peer-Recommended

TouchBistro is consistently rated 4.5+ stars out of 5 by G2, Merchant Maverick, Capterra, and more.



Real-Time Cloud Reporting

Equipped with more than 50 cloud-based reports, TouchBistro gives you instant access to the insights you need.



Zero Downtime

Our offline mode allows your devices to continue talking to each other, even when your internet goes down, so service is never interrupted.



Round-the-Clock Support

Get up and running quickly with our one-box POS solution and enjoy the peace of mind of 24/7 locally-based support, available 365 days of the year.



We wanted to make sure we chose the right equipment for us that was simple, seamless, and intuitive. We kept narrowing it down, and once we started to engage with TouchBistro, we saw that it was going to be a solid partnership.”



Kelly Enright
Owner
Tilted Pint
Bryan, TX

[Read the Success Story](#)

Overview: The TouchBistro Product Suite

Solutions for Every Type of Restaurant

With solutions for the front of house, back of house, and guest engagement, TouchBistro has everything you need to run your restaurant, all in one place.

Products for Restaurant Operations



POS

The core of our product suite, our fast, reliable, and easy-to-use POS comes equipped with all of the features you need to streamline your operations.



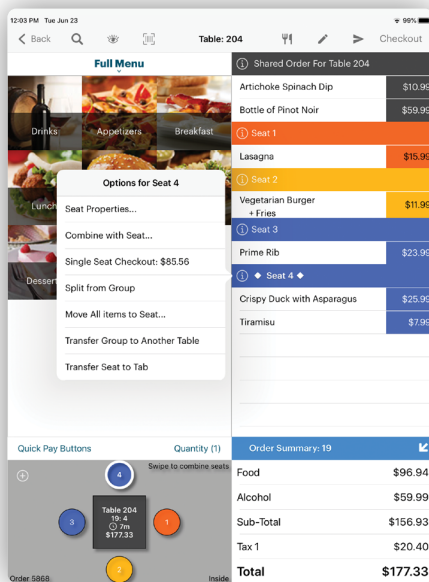
Payments

Accept cash, credit card, debit card, and digital wallet payments at your restaurant with TouchBistro Payments.



KDS

Streamline communication between the front and back of house, improve order accuracy, and time meals perfectly with the help of our Kitchen Display System.



Products for Guest Engagement



Online Ordering

With our POS-integrated online ordering solution, customers are able to order takeout and delivery directly from your website while you keep 100% of the profits.*

**Payment processing and delivery fees may apply.*



Loyalty

Drive repeat business through customizable reward programs, a branded web app, detailed reporting, and more with our loyalty and customer relationship management (CRM) platform.



Marketing

Put your restaurant marketing on autopilot with a platform that enables you to automate email and in-app message campaigns, create enticing promotions, segment diner data, and more.



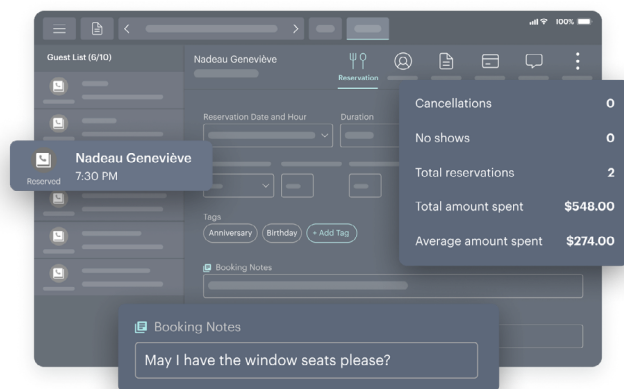
Reservations

Accept bookings directly through your website and Google, communicate with guests via SMS and email, add custom reservation notes, and more with our complete reservations management system and digital waitlist.



Gift Cards

Drive immediate cash flow and repeat business with digital gift cards that diners can access and redeem online, and custom-branded physical gift cards.



How It All Works Together

FLOOR PLAN & TABLE MANAGEMENT ●

TABLESIDE ORDERING ●

MENU MANAGEMENT ●

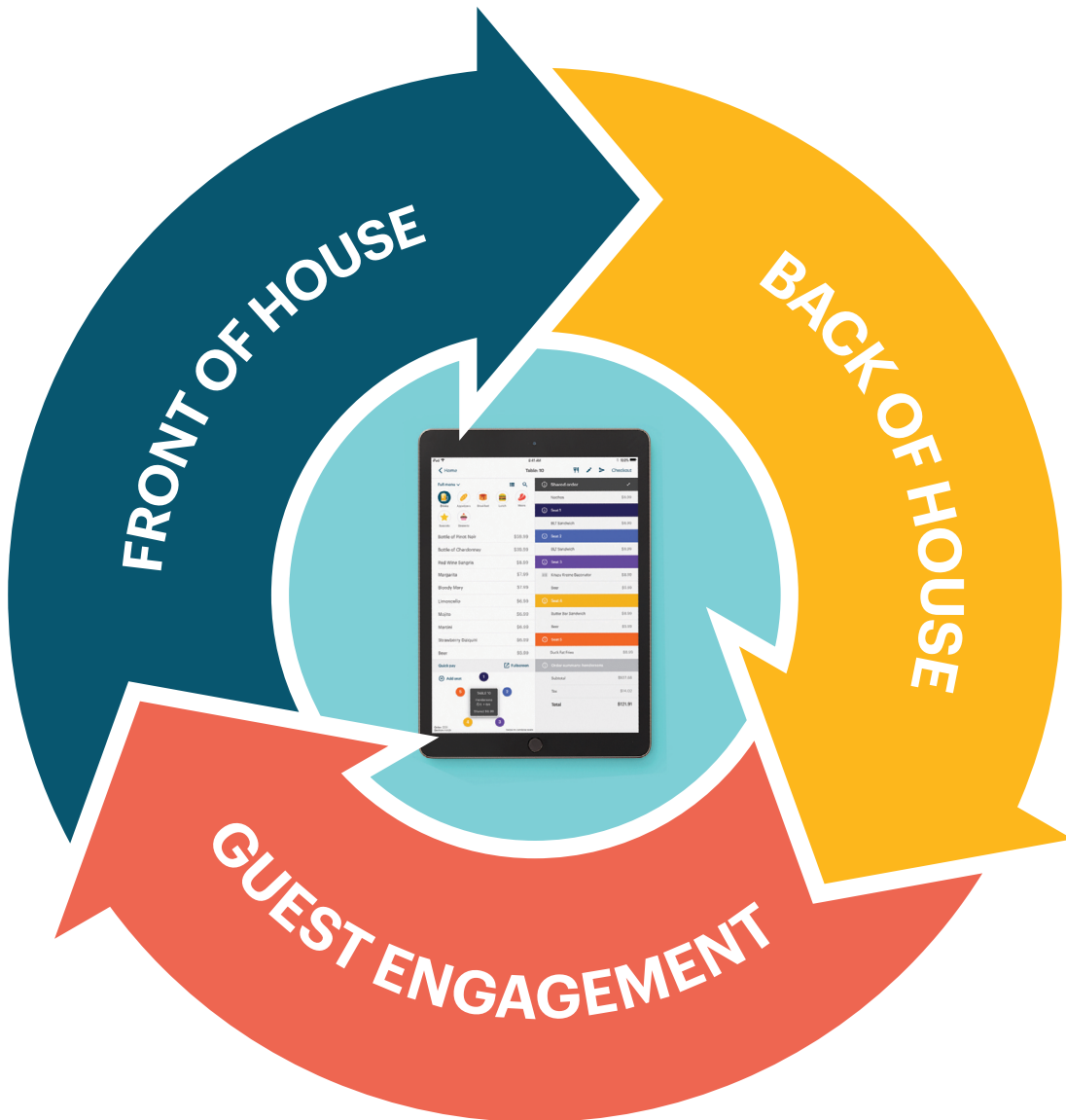
PAYMENT PROCESSING ●

● **KITCHEN DISPLAY SYSTEM**

● **INVENTORY MANAGEMENT**

● **STAFF MANAGEMENT**

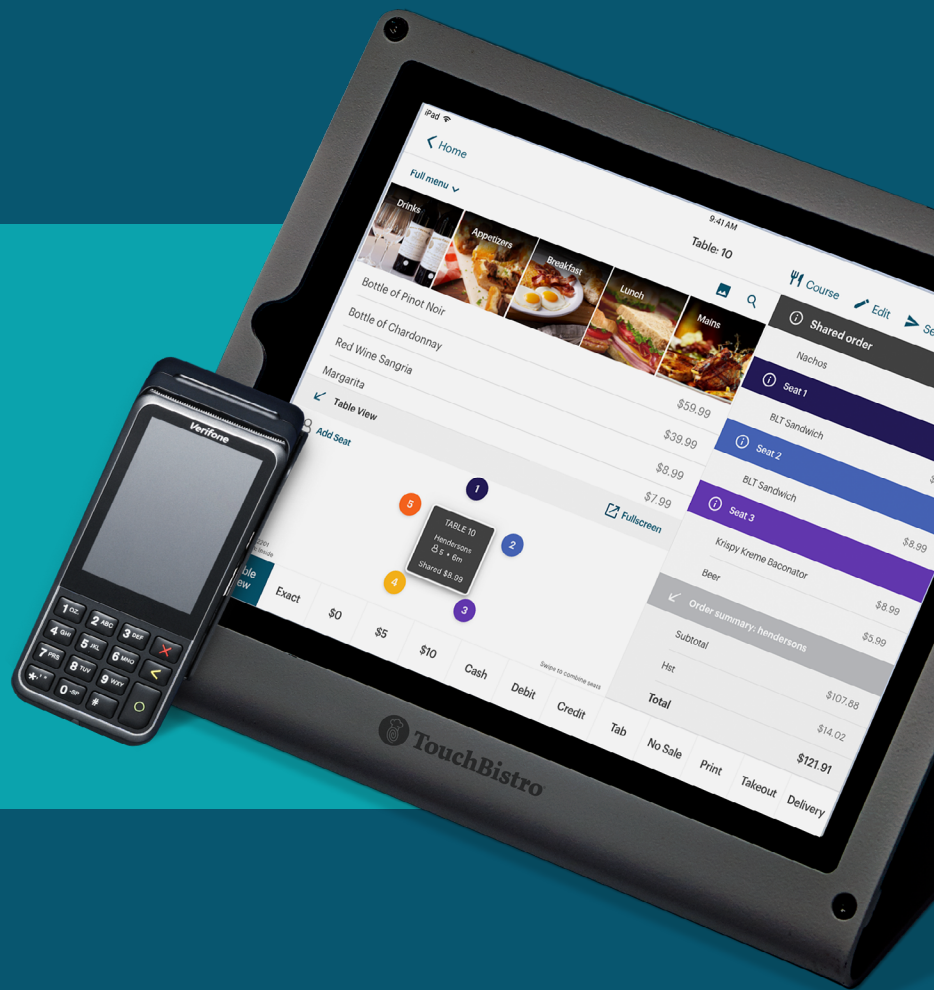
● **REPORTING AND ANALYTICS**



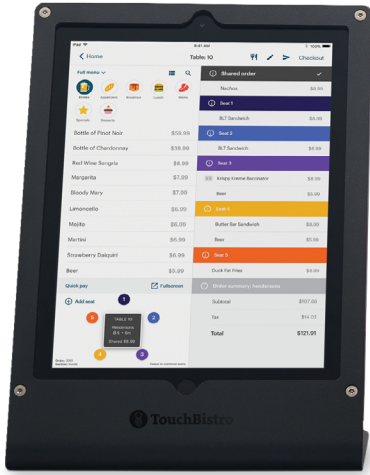
● **ONLINE ORDERING** ● **LOYALTY** ● **MARKETING**

● **RESERVATIONS** ● **GIFT CARDS**

Products for Restaurant Operations



Point of Sale (POS)



Everything you need to run your restaurant on one powerful platform.

The core of TouchBistro’s restaurant management platform, the TouchBistro POS helps restaurant operators simplify and streamline operations while improving the guest experience and growing the bottom line.

Manage orders, payments, menus, reports, and more with our POS and Cloud software, while enjoying the mobility and freedom of our mobile POS hardware. Together, our system offers everything you need to run your restaurant—in-venue or from anywhere you may be.

What features are included?



Floor Plans and Table Management

- Customizable Floor Plans
- Color-Coded Server Sections

Design your floor plan, assign sections, and monitor tables in just a few clicks with our advanced table management solution.



Tableside Ordering

- Bill Splitting
- Separate Checks
- Modifier Prompts

Take orders, upsell, and split bills right at the table with a mobile POS that moves with you.



Menu Management

- Customizable Menus
- Photos
- Item Descriptions

Build your menu in minutes and manage it from anywhere. Changes sync in real-time so staff always know what’s on the menu and what’s been 86ed.



Staff Management

- Access Controls/Permissions
- Section Assignments
- Clock In/Clock Out

Save time, simplify shift management, and optimize labor costs with built-in staff management software designed just for restaurants.



Inventory Tracking

- Ingredient Tracking
- Low-Stock Alerts
- Menu Engineering

Our powerful inventory tracking system ensures you always know what you have on hand—and when it’s time to order more—with automatic updates and real-time reporting.



Reporting and Analytics

- Cloud-Access
- Data Sharing

All your restaurant data is streamlined into a single platform in real time so you get instant access to 50+ cloud-based reports that you can view from anywhere, on any device.



Offline Mode

Even if you lose internet connectivity, TouchBistro’s offline mode allows you to continue taking/closing orders, sending orders to the KDS, and taking offline payments.

How can it help your business?



Increase Sales

Increase sales with built-in tools that help you boost average check size, speed up table turnover, and promote your most profitable menu items.



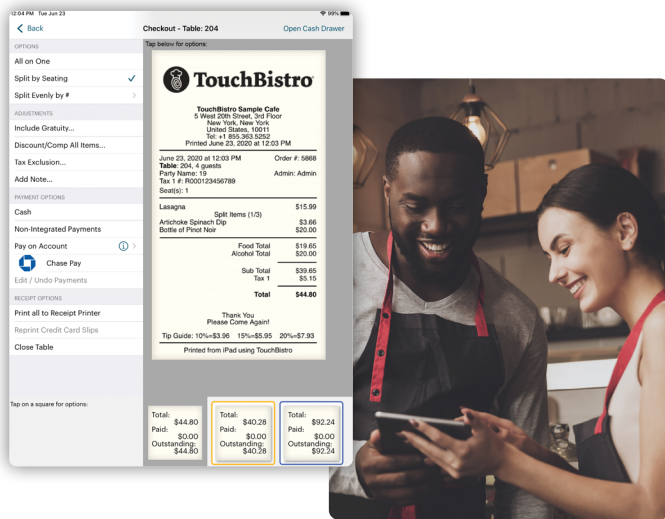
Deliver a Great Customer Experience

Deliver faster, better service with a mobile POS that helps you seat guests quickly, minimize order errors, keep lines moving, and process payments without a hitch.



Save Time and Money

Manage staff, floor plans, and food costs with on-the-go tools and cloud-based reports that help you identify ways to save time and money.



How much does it cost?

TouchBistro POS starts at \$69/month*.
Get in touch for a custom quote today.

**Hardware and additional fees may apply.*

[Learn More](#)

“ We went out and looked at different POS systems—I went through all of the systems and looked for savings opportunities. The most competent Apple-based system was going to win. So we went the TouchBistro route because it was competent and Apple-based.”



Christopher Wurts
Co-Owner
Epicurean Garage
Chester Springs, PA

[Read the Success Story](#)

Kitchen Display System (KDS)

Connect your front of house and kitchen staff to ensure orders are fulfilled on time, every time.

TouchBistro's KDS displays digital order tickets sent directly from your POS, providing a seamless line of communication between your front of house and back of house teams.

With features like pacing tools, color-coded ticket statuses, and audible alerts, TouchBistro's KDS helps to improve kitchen communications, decrease ticket times, and eliminate errors—all of which makes for smoother day-to-day operations.



What features are included?



POS Integration

Orders placed on the POS appear immediately on the KDS screen allowing kitchen staff to start preparing items seconds later.



Customizable Display and Touchscreen Interface

Customizable ticket and font sizes, instinctive drag and swipe controls, and color-coded ticket statuses make the KDS easy to learn and use.



Order View

Orders appear instantly on the KDS screen and are signaled by a loud, audible chime so you never miss a ticket.



Meal Coursing

Send a group of items (i.e., entrees, appetizers, desserts, etc.) to the kitchen all at once, and the KDS will display each item in the meal based on exactly when it's supposed to be delivered to the table.



Cook Times

Cook times can be managed to ensure that dishes are sent out at the optimal temperature and freshness.



Routing Capabilities

Minimize missed orders or long wait times by strategically routing orders to appropriate cook stations (i.e., the grill, fryer, etc.).



Online Order Fulfillment

Eliminate double entry and streamline all orders from your POS, online ordering system, and third-party aggregators directly into your KDS in real time.



Offline Mode

Even if your internet connection is lost or interrupted, TouchBistro's KDS is equipped with a redundancy feature that ensures your devices can continue to talk to one another and orders can still be taken while you get the system back up and running.

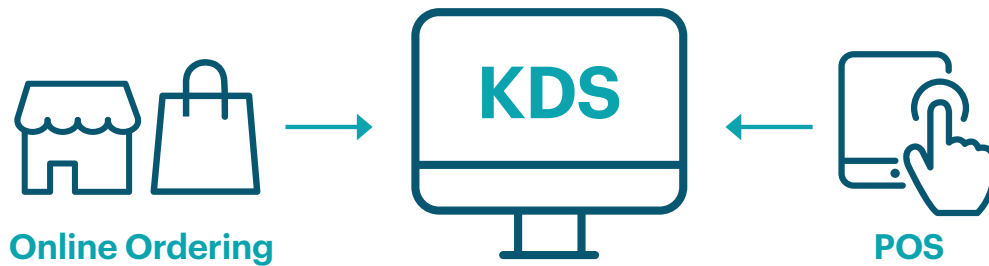


Kitchen Impact Printer Integrations

Use digital order tickets alongside printed chits with seamless impact printer integrations.

Display orders from anywhere, all on one screen

Whether orders are sent from your POS or online ordering platform, TouchBistro KDS ensures all orders are sent to and fulfilled directly from the kitchen.



How can it help your business?



Turn Tables Faster

Improve table turnover times, minimize missed orders, and reduce wait times by optimizing your kitchen's efficiency with an interactive KDS screen.



Streamline Staff Communication

Provide instant and accurate communication between FOH and BOH staff to improve order accuracy and enhance the guest experience.



Optimize Kitchen Operations

Quickly view and prioritize open tickets with intuitive color-coded statuses to improve BOH speed and efficiency.



One great feature about the TouchBistro system is the KDS, which displays our ticket system on the iPad. It keeps everything organized with a timer so our chef is able to keep track of the time and maintain the quality of dishes before they go out to our customers.”



Jay Zheng
Owner and Chef
Koyo
New York City, NY

[Read the Success Story](#)

TouchBistro Payments Powered by Chase

Accept payments quickly, easily, and securely with a fully integrated payment processing solution.

TouchBistro Payments Powered by Chase is a three-in-one hardware, software, and support solution that allows you to accept payments of all types in your restaurant.

Designed to keep your business moving, TouchBistro Payments integrates directly with the TouchBistro POS to reduce the burden of double entry and features a built-in offline mode so you can continue taking payments even if your internet goes down. And with simple, transparent pricing, you never have to worry about surprise payment processing fees.



What features are included?



POS Integration

Save time and eliminate the errors that come with manual data entry with direct POS integration.



In-Venue and Online Payments

Let customers pay any way they like with the ability to process credit card, debit card, cash, contactless, and mobile payments in venue and online.



Transparent Pricing

With our transparent pricing model, you pay the true cost for all in-venue transactions and a fixed rate for all online transactions, with no surprise fees.



Offline Payments

Offline mode allows you to continue taking payments even when your internet goes down so service never skips a beat.



Security and Fraud Protection

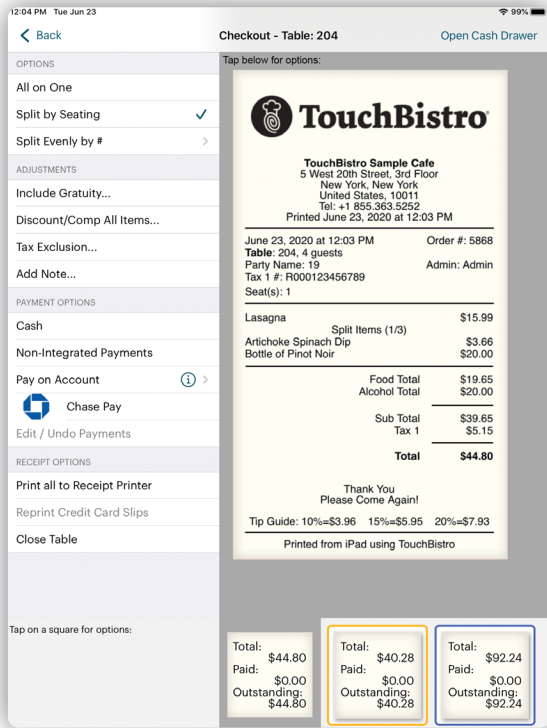
Enjoy the peace of mind and security of end-to-end data encryption.



Support

Access your data, manage settings, and get answers to any questions with 24/7 support and access to the TouchBistro Payments Portal.

How much does it cost?



Interchange Plus

You pay the interchange fee set by the credit card company and a payment processor markup.

True Cost

You pay the true cost of each transaction instead of an inflated fee.

Variable Rates

Rates paid per transaction vary depending on payment type allowing you to take advantage of lower rates for basic cards.

Transparency

No hidden fees means no surprises on your monthly bill.

[Learn More](#)



I came across TouchBistro and when I found out that they partnered with Chase, it gave me a big sense of relief and confidence knowing that, if an institution like Chase trusted TouchBistro, I was in good hands.”



Sandra Rivera
Owner
Chicago Dog and Co
Altamonte Springs, FL

[Read the Success Story](#)

Products for Guest Engagement

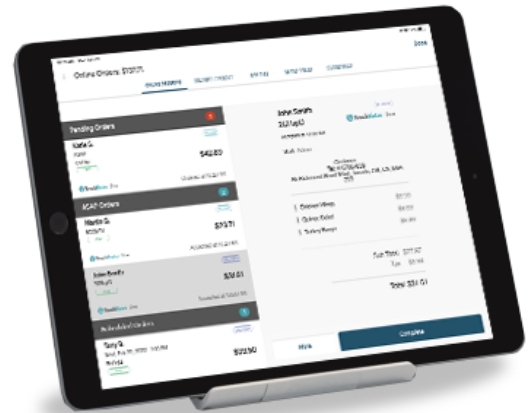


TouchBistro Online Ordering

A commission-free online ordering solution that enables you to accept pick-up and delivery orders directly through your restaurant’s website.











The easiest way to offer takeout and delivery, TouchBistro Online Ordering lets diners skip the third-party apps and order directly through your restaurant’s website, Google My Business profile, social media channels, and TouchBistro Dine while you keep 100% of the profits.*

With the freedom to customize the online ordering experience with scheduled orders, wait times, delivery boundaries, payment types, and more, TouchBistro Online Ordering helps you boost sales from off-premise orders and maintain your margins.



**Payment processing and delivery fees may apply.*

What features are included?

-  **POS Integration**
Orders flow directly from your website into your POS—no manual order entry required.
-  **Multi-Touchpoint Ordering**
Accept online orders through your website, social media channels, the TouchBistro Dine discovery platform, and more.
-  **Scheduled and Immediate Orders**
Guests can place orders to be prepared immediately or schedule them for a future time or date.
-  **Integrated Online Payments**
Restaurants can accept payments online, creating a seamless online ordering experience for diners.
-  **Discovery Platform**
Gain exposure and reach new diners with a listing on the **TouchBistro Dine** discovery platform.
-  **On-Demand Delivery**
Offer delivery via your own fleet of drivers or enable the commission-free DoorDash Drive integration to tap into a network of local, on-demand delivery drivers.
-  **Cloud Management**
Enjoy the flexibility of managing your hours of operation, delivery boundaries, wait times, and more, from anywhere, at any time.
-  **Marketing Integration**
Harness the power of the TouchBistro Marketing integration to send targeted email and in-app promotions based on online ordering transaction data.
-  **Loyalty Integration**
Encourage customers to order again and again by letting them place orders, collect points, and redeem rewards online through the TouchBistro Loyalty integration.
-  **Gift Cards Integration**
Enable customers to pay for online orders using digital gift cards and purchase digital gift cards from your online ordering page with the TouchBistro Digital Gift Cards integration.

How can it help your business?



Maximize Profits

Stop losing up to 30% of your sales to third-party apps by choosing a commission-free* online ordering solution that helps you grow your takeout and delivery business.



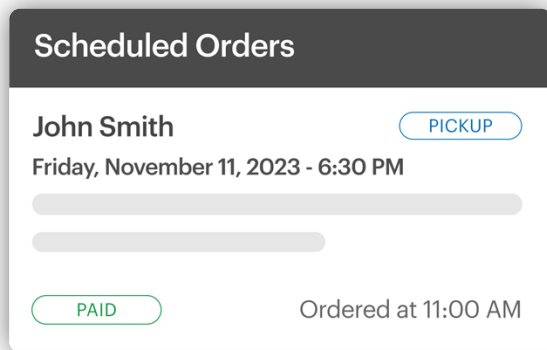
Make Ordering Easier for Guests

Give guests an easy way to order, customize, and pay for takeout and delivery orders through your restaurant's website, TouchBistro Dine, and other channels.



Streamline Operations

Streamline operations and boost off-premise sales by overseeing the full online ordering experience.



How much does it cost?

Whether you accept 1 order or 1,000 orders, Online Ordering starts at just \$50/month. Get in touch for a custom quote today.**

**Payment processing and delivery fees may apply.*

***Hardware and additional fees may apply.*

[Learn More](#)

“With TouchBistro Online Ordering we’ve increased sales between 27-31%. We used to average anywhere from \$1,000 to \$1,500 per hour in takeout orders over the phone during our peak times. Now, with TouchBistro Online Ordering, we’re doing between \$1,800 and \$2,100 per hour in takeout sales. We can take on an additional \$500 in orders per hour because we’re not busy holding up the phone lines.”



Marco Ramirez

Owner

Esmeralda's 2.0

The Best Mexican Restaurant in Eureka

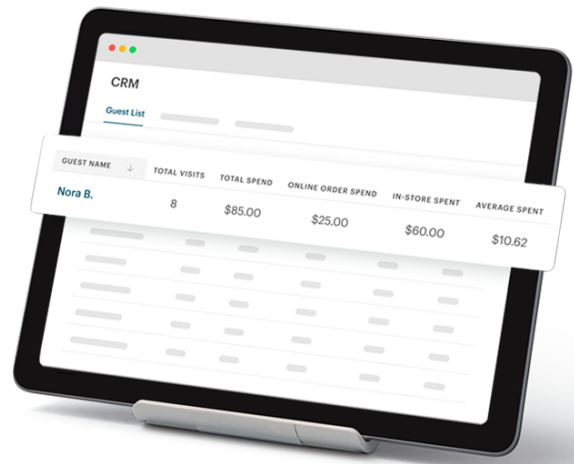
Eureka, CA

TouchBistro Loyalty

Engage, reward, and retain customers with an easy-to-use customer loyalty solution.

TouchBistro Loyalty enables you to set up custom loyalty programs that reward customers for visiting your restaurant and encourage them to come back for more.

Powered by a robust customer relationship management system, this POS-integrated loyalty solution gives you the ability to capture and track your guests' personal, behavioral, and engagement data. And when you know what your guests really want, you can make more informed business decisions.



What features are included?



POS Integration

Diners can earn loyalty points and rewards automatically based on items purchased and amount spent.



Customer Relationship Management (CRM) Platform

Use the built-in CRM to capture guest information like average spend, visit history, birthdays, and more to learn more about your customers.



Custom Loyalty Programs

Create spend and item-based loyalty programs that drive repeat business and boost average check sizes.



Branded Customer Web App (CWA)

Create a custom-branded web app for your guests that allows them to earn, redeem, and track their rewards from their own devices.



Comprehensive Cloud Reporting

Access detailed reports on your loyalty programs so you can identify the best reward opportunities and make key business decisions.



Marketing Integration

Integrates directly with TouchBistro Marketing so you can collect purchase data from diners and use it to create targeted marketing campaigns that drive repeat visits.



Online Ordering Integration

Give diners the option to collect and redeem rewards both in-venue or online with the TouchBistro Online Ordering integration.

How can it help your business?



Drive Repeat Business

Encourage repeat visits and higher spend with custom loyalty programs that give your guests more reasons to come back.



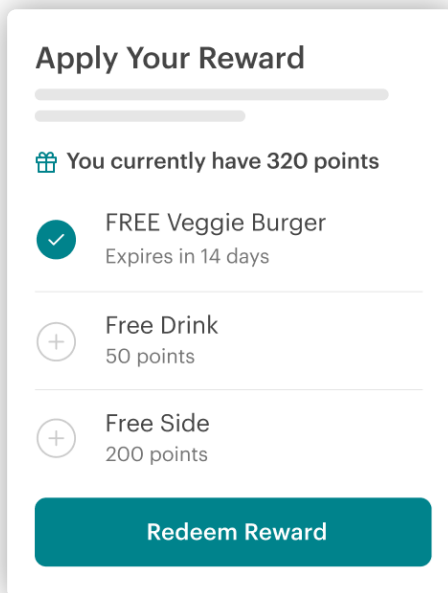
Get to Know Your Guests

Use the built-in CRM to capture guests' personal, transactional, and engagement data so you can give customers more of what they want.



Make Informed Business Decisions

Take the guesswork out of customer retention with detailed loyalty reports that help you make profit-driven decisions.



How much does it cost?

Loyalty starts at \$99/month*. Get in touch for a custom quote today.

**Hardware and additional fees may apply.*

[Learn More](#)

“TouchBistro Loyalty has definitely helped us drive repeat business. Our quality of food is what gets people in the door, but by being able to offer points and discounts, we've been able to keep them coming back again and again.”



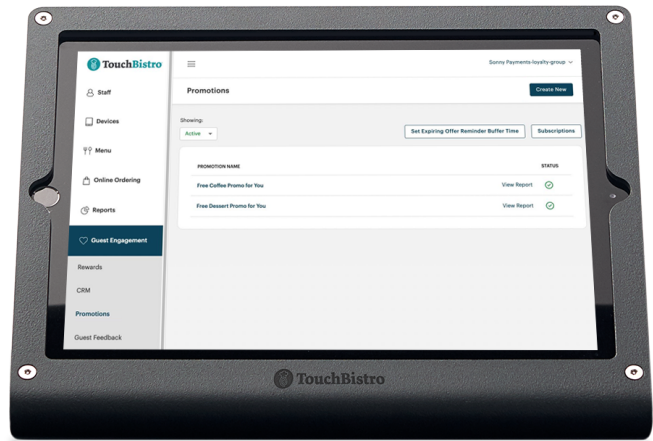
Michael Perkins
Owner
Mustard Seed Cafe
Carrollton, GA

TouchBistro Marketing

A complete marketing solution that helps you keep your restaurant top of mind, all the time.

TouchBistro’s easy-to-use restaurant marketing solution helps you set up targeted promotions that will keep guests coming back for more.

With the ability to automate your email and in-app campaigns, segment diner data, and set up a custom-branded web app, TouchBistro Marketing gives you all the tools you need to create offers that will bring lapsed guests back and ensure new guests return.



What features are included?

-  **POS Integration**
-  **Custom Promotions**
-  **Email Marketing**
-  **Campaign Automation**
-  **Branded Customer Web App (CWA)**
-  **Detailed Cloud Reporting**
-  **Loyalty Integration**
-  **Online Ordering Integration**

Streamline operations with a marketing platform that works seamlessly with your TouchBistro POS.

Create enticing promotions that encourage customers to come in and to spend more each time.

Design eye-catching emails your customers can't ignore with drag-and-drop email marketing templates.

Put your restaurant marketing on autopilot and keep diners constantly engaged by automating your email and in-app campaigns.

Create a custom-branded web app that lets guests subscribe to emails, leave feedback, receive in-app messages, view promotions, and more, all from their own devices.

Access detailed reporting on your campaigns—including open and click-through rates—to get to know your audience and find the right messaging for future campaigns.

Integrates with TouchBistro Loyalty so you can leverage the CRM platform to bring your customer transaction data, marketing campaigns, and insights together for a 360-degree guest engagement solution—all on one platform.

Create and send personalized promotions that can be redeemed in-venue and online with the TouchBistro Online Ordering integration.

How can it help your business?



Boost Average Guest Spend

Create enticing marketing campaigns and promotions that encourage guests to return and to spend more during each visit.



Deliver Better Offers

Deepen your relationship with guests by serving up the offers they crave at just the right time.



Save Time on Marketing

Save time and effort by automating your marketing campaigns—simply set them and forget them.

How much does it cost?

Marketing starts at **\$99/month***.
Get in touch for a custom quote today.

**Hardware and additional fees may apply.*

[Learn More](#)

“As a result of our TouchBistro Marketing campaigns, customers have increased their average ticket size by as much as 30%. Some customers have even doubled their frequency of visits.”



Marco Ramirez
Owner
Esmeralda's 2.0
The Best Mexican Restaurant in Eureka
Eureka, CA

TouchBistro Gift Cards

Give your guests the gift of convenience with digital and physical gift cards.

With TouchBistro Gift Cards, you can create and sell custom-branded physical and digital gift cards for your single-location or multi-location restaurant.

Your customers will enjoy the ease of being able to buy and redeem gift cards in-venue or directly from their smartphones, while you enjoy the immediate cash flow that comes from adding a new revenue-boosting sales channel to your business.



What features are included?



POS Integration

TouchBistro Gift Cards integrate with our POS, unlocking powerful reporting and end-of-year reconciliation support.



Physical Gift Cards

Sell more gift cards in-venue with physical gift cards customized to fit your restaurant's brand.



Digital Gift Cards

Make it easy and convenient for your guest to purchase gift cards online and to immediately send digital gift cards to friends and family with just a few clicks.



Custom Designs

Personalize physical gift cards for special occasions, like birthdays or holidays, with easy-to-use templates or by uploading your own designs.



Customer Web App (CWA) Access

Give guests more ways to purchase and send digital gift cards online using your very own Customer Web App.



Multi-Location Functionality

Give diners the freedom to dine and pay for their meals with gift cards at any of your locations.



Reporting

Know when and where your customers are making gift card purchases and redemptions with single- and multi-location reporting.



Online Ordering Integration

Provide guests with the option to pay for online orders using digital gift cards and purchase digital gift cards from your online ordering page with the TouchBistro Online Ordering Integration.

How can it help your business?



New Revenue Stream

Drive immediate cash flow, attract new guests, and secure repeat customers by selling physical and digital gift cards for holidays and other special occasions.



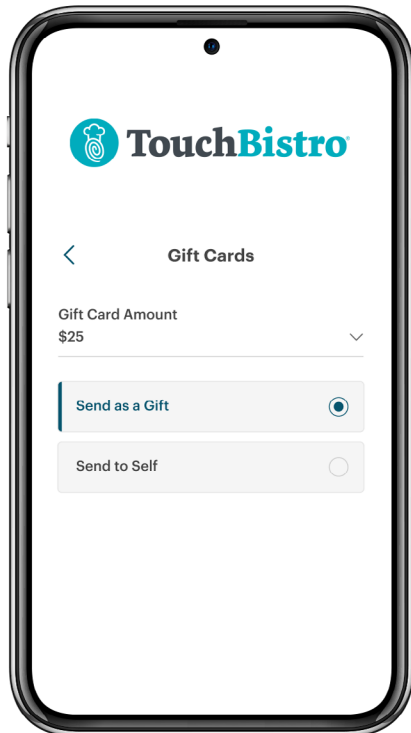
Offer Guests a Gifting Option

Make it easy for guests to purchase, send digital gift cards to friends and family, and redeem them at any location.



Optimize Promotions

Keep track of gift card purchases and redemptions with easy-to-read reports that can help you make better business decisions and optimize promotions.



How much does it cost?

Gift Cards start at \$25/month*.
Get in touch for a custom quote today.

**Hardware and additional fees may apply.*

[Learn More](#)

“TouchBistro Gift Cards have contributed to more cash flow and repeat business. We’ve sold a lot of gift cards and we also use them for giveaways to bring customers back in.”



Beth Johnston
Co-Owner
Ohana Pizzeria
Fulton, MO

TouchBistro Reservations

Easily manage online bookings and walk-ins with a POS-integrated reservations management system and digital waitlist solution.

The simplest way for diners to discover and book a table at your restaurant, TouchBistro Reservations helps you fill more seats and turn tables faster.

Rather than relying on a third-party reservation platform with pricy per cover fees, TouchBistro Reservations is fully integrated with your POS so you can accept bookings, manage your digital waitlist, and collect diner data, all in one place.



What features are included?



POS Integration

Direct integration with the TouchBistro POS allows you to track your guests' order history so staff can offer personalized recommendations and upsell with ease.



Multiple Online Booking Touchpoints

Give guests more ways to find and book a table at your restaurant by accepting bookings through your website, tbdine.com, or Google.



Two-Way SMS and Email Communication

Reduce no-shows by reminding guests of their upcoming reservations and letting them notify you if their plans change.



Digital Waitlist

Whether they're at home or on the go, diners can quickly and easily add themselves to a digital waitlist, and receive real-time updates so they know exactly when to arrive.



Comprehensive Reporting

Access advanced reporting to see all of your previous and current reservations activity, identify trends, and inform crucial business decisions.



Reservation Notes

Deliver five-star service with customizable reservation notes that help you track allergies, dining preferences, and special occasions.



No-Show Charges

Reduce no-shows with the option to take credit cards up front and charge a fee for missed reservations.



Table Status Tracking

Keep track of your diners' status from the moment they're seated until their meal has been cleared so you can turn more tables, provide accurate wait times, and keep guests happy.



Customizable Floor Plans

Make the most of your restaurant's layout with custom floor plans and flexible table assignments.



Post-Dining Surveys and Reviews

Gather valuable feedback about your guests' experience with automated dining surveys emailed after a guest has visited your restaurant.

How can it help your business?



Maximize Revenue

Increase your profits by filling more tables per shift and reducing no-shows with auto-confirmation emails.



Deliver a Great Customer Experience

Give guests the freedom to book a table in just a few clicks or add themselves to your restaurant's digital waitlist in real time.



Optimize Service

Access advanced reporting to track how many guests are making reservations, when they're visiting, and how long they're staying so you can adjust your service accordingly.



How much does it cost?

Reservations start at \$229/month* flat with no per-cover fees. Get in touch for a custom quote today.

**Hardware and additional fees may apply.*

[Learn More](#)



My favorite thing about TouchBistro Reservations is the easy integration into my Google My Business page and how quickly someone can make a reservation online. TouchBistro Reservations has actually been more effective than I had originally even hoped for, beyond just taking reservations.”



Tod Whipple
Owner
Ichiban Sushi
Gainesville, FL

[Read the Success Story](#)

Integration Partners

Customize your TouchBistro POS with best-in-class integrations for a truly all-in-one management solution that caters to your business' unique needs.

Beyond our core offerings, TouchBistro has partnered with leading third-party providers to extend the capabilities of your POS and offer deeper insight into your business operations.

Rather than partner with dozens of software providers that carry out similar functions, we have selected and curated a list of only the highest-quality POS integrations on the market. Each of these integration partners specializes in a niche component of restaurant operations so you get first-rate solutions for all your business needs.

Accounting

Reduce data entry errors and save time with our bookkeeping and financial management integrations.



Business Insights & Analytics

Make informed business decisions faster with integration-powered data and reporting for sales forecasting, employee performance, food cost management, and more.



Inventory Management

Manage supply levels, costs, and vendor relationships with our inventory partners.



Online Ordering Aggregators

Pull orders from leading third-party apps directly into your POS so you can conveniently view them in one central location—no additional tablets necessary.



Payment Processing

Accept payments of all types with our POS-integrated payment processing partners.



Staff Scheduling & Payroll

Optimize your labor costs with integrations that simplify scheduling, team communication, and payroll functions.



Looking to make the most of your POS system?

We have a wide range of POS integrations and technology partners. If you're not sure which one is right for your specific business or venue, we'd be happy to chat with you.

[Learn More About Our Integration Partners](#)

Restaurant POS Hardware

TouchBistro POS is powered by state-of-the-art Apple products and other leading hardware solutions that are intuitive, secure, and easy to set up. Powerful enough to withstand the rigors of the fast-paced restaurant environment, our hardware helps you run your restaurant faster and more efficiently.



What hardware is needed?



Apple iPad

Fast, reliable, and easy to use, TouchBistro's iPads offer a seamless mobile POS experience.



Receipt/Thermal Printer

Enable your front of house staff to print receipts directly from your POS to ensure clear communication with guests and speed up the payment processing experience.



Kitchen/Impact Printer

Improve accuracy and ensure back of house staff never miss an order with printed kitchen tickets.



Router

Ensure that your POS can quickly and securely communicate with all of your connected devices with the right router.



Payment Terminals

Accept all payment types, including cash, credit card, debit card, and digital wallet payments with fast, reliable, and easy-to-use payment terminals that continue to work even when the internet goes down.



Cash Drawer

Offer guests the option to pay with cash and keep your bills and coins secure in a cash drawer that can be accessed anytime, even without the internet.



Barcode Scanner

Quickly scan inventory products such as pre-packaged foods or merchandise to add it to the customer's checkout total and speed up the checkout process.

Hardware FAQs

What iPads does TouchBistro support?

We always recommend purchasing the most current iPads sold by Apple.

That being said, TouchBistro supports a wide variety of Apple devices including the iPad Family, iPad Mini Family, iPad Air Family, and iPad Pro Family. For a list of detailed support devices, go to our [iPad support page](#).

What if I already have iPads and other equipment?

Great! TouchBistro is compatible with most iPads except for some older generation models. We can easily confirm the compatibility of your existing hardware before we set your system up. However, we strongly encourage purchasing the latest iPad for the best user experience and longevity of support.

What routers does TouchBistro support?

TouchBistro will only support specific routers, including:

1. Cisco Meraki Z3 (purchased from TouchBistro only)
2. Unifi Access Points in conjunction with the purchase of our Cisco Meraki Z3 Router

For more detailed information on our routers, visit our [routers support page](#).

What printers does TouchBistro support?

TouchBistro supports printer models by Star Micronics, Epson, and more. For a complete list of printers we support, visit our [printer support page](#).

Can I print non-English characters on kitchen tickets?

Yes you can, but there are limitations. Kitchen impact printers do not support Chinese characters, or characters beyond the Latin character set.

If you do need Chinese characters or non-English/Latin characters, you can use [thermal printers](#) that TouchBistro supports. [Read more](#) about limitations and how to input Chinese or non-English characters.

What cash drawers does TouchBistro support?

TouchBistro supports a variety of MMF, Star Micronics, and APG cash drawers. For a detailed list of cash drawers we support, see our [cash drawer support page](#).

TouchBistro Pricing

Only pay for what you need with a la carte pricing.

Build a customized, all-in-one restaurant management system that caters to your venue’s unique needs with all of the products you need—and none of the ones you don’t.

Core Products	Starting Cost
POS <ul style="list-style-type: none"> • Essential restaurant management features • Offline mode • Cloud functionality • 24/7/365 support 	\$69*/month + \$60/month per additional license
KDS	No monthly fee (hardware costs only)
Add-On Solutions <i>Only pay for the add-ons you need.</i>	
Online Ordering	+\$50**/month
Loyalty	+\$99/month
Marketing	+\$99/month
Gift Cards	+\$25/month
Reservations	+\$229/month

*Hardware and additional fees may apply.

**Payment processing and delivery fees may apply.



Need help deciding what’s best for your business?

[Get a Free Quote Now](#)

FAQs

What are the upfront costs?

The upfront costs for TouchBistro include hardware and implementation, which vary depending on your specific hardware packages and installation needs.

Is TouchBistro KDS included?

Yes. TouchBistro KDS is available with the TouchBistro POS for no additional monthly fee. You only pay associated hardware costs.

Can I purchase additional guest engagement products later on?

Absolutely! Our flexible a la carte pricing allows you to add additional products at any time.

Do you charge a fee for customer support?

No. Our customer success team is available via phone, chat, and email 24/7, 365 days of the year (including all holidays) at no additional cost.

Is there a charge for software updates?

No. Software updates roll out automatically at no extra charge.

Are hardware costs included?

No. Hardware costs are not included with your TouchBistro subscription. Get in touch with our team to determine the hardware configuration that's best suited for your restaurant's size, venue type, and needs.

Note that TouchBistro is compatible with Apple iPads and industry-leading kitchen printers, receipt printers, cash drawers, and certain routers, so you may be able to use your existing hardware in some cases.





Is the hardware bought or leased?

We currently do not offer any hardware leasing plans.

What payment processing fees will I be charged?

It varies, as our payment partners will need to assess many factors before they give you a custom rate. This includes understanding your credit history, sales volume, and more.

However, TouchBistro Payments and the majority of our integrated payment partners offer transparent interchange plus pricing.

Is TouchBistro owned by a payment processor?

No. TouchBistro is not owned by a payment processor.

Is TouchBistro the right fit for my restaurant?

TouchBistro is a good fit for single- and multi-location full-service restaurants, quick-service restaurants, cafes, food trucks, bars, breweries, and wineries.

Who will install my POS?

Our team of certified TouchBistro technicians will guide you through the installation process. From getting the most ideal WiFi signal throughout your venue, to tips and tricks on where to place your hardware, you'll leave your installation session feeling confident that both your hardware and network have been configured properly.

What can you do with TouchBistro POS if the internet goes down?

TouchBistro devices will still be able to communicate with each other even if the internet is down. The next page shows a full list of the features that are available or unavailable if you temporarily lose internet connectivity at your restaurant.

Which Features Are Available Offline?

Feature	Offline Access
Take/close orders on your TouchBistro POS	Yes
Take cash payments on your TouchBistro POS	Yes
Take offline payments on your TouchBistro POS	Yes, if using TouchBistro Payments
Print kitchen tickets	Yes
Send orders to the Kitchen Display System	Yes
Change/edit menu on iPad	Yes
Print receipts/guest checks	Yes
Access iPad reports	Yes, for select reports
Manage staff	Yes
Access Cloud reports	No (TouchBistro will sync all sales/labor data when the internet is restored)
Change/edit menu remotely on Cloud	No
Access online orders	No
Edit floor plan	No
Let customers claim loyalty rewards	No
Can use/purchase gift cards	No



What if I want to refer someone to TouchBistro?

Great! You can submit all referrals through our Referral page and you'll earn \$1,000 for each referral who becomes a TouchBistro customer.

[Refer Now](#)

How to Get Started with TouchBistro



Ready to get started with TouchBistro? Just follow these 3 simple steps.

1

Get in touch with our team via phone or email

2

Schedule your free demo/quote

3

Choose the products and hardware setup that fits your venue's unique needs

[Get Started](#)

