

TouchPOS Training Manual

Compiled by S A Cash Register (Pty) Ltd.

TOUCHPOS TRAINING MANUAL

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Touchpos Splash Screen

When the Touchpos program is executed then the splash screen is initially displayed. Important data displayed on this screen.

- *Touchpos version number 1.06*
- *Dealer information*
- *Tested windows operating system*
- *Sentinel Suite Shield*

User selects Sentinel suite shield to proceed further into the software.

TouchPos

S.A.CASH REGISTER

TouchPos System

65 Woodford Grove
Stamfordhill
Durban
4051

Tel : (031) 3124360
Fax: (031) 3120784



Platform Windows 98,XP



Warning

Copying of Software is Strictly Prohibited

Sentinal Suite Partner

Registration Procedure

If the installed package has not been registered with the supplier then the user is prompted with a registration screen.

The registration activation code can be obtained from the supplier when the necessary formal documentation and financial formalities are completed.

The user must have the software package identification number when phoning or emailing for the activation code.

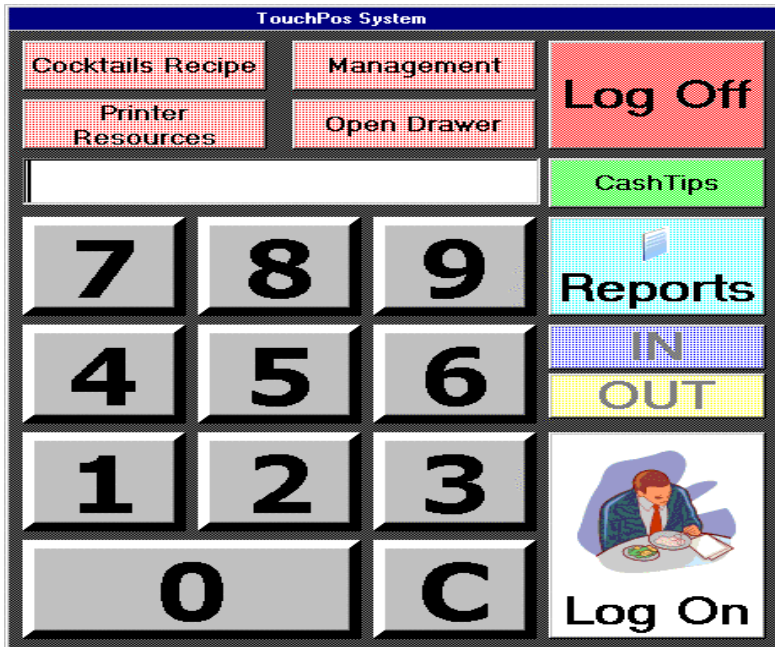
TouchPos Registration

Please email Software Code to us for
authorisation

Software Code

Access Code

Touchpos Logon screen



Log On

The waitron can log on the system via two methods

- Numeric access code
- User token with embedded serial number

IN/OUT

Future clocking system for staff

- Total hours worked
- Staff wages calculation

REPORTS

All Touchpos reports are accessed via this option

- X1 Reports (Daily subtotal)
- X2 Reports (Monthly subtotal)
- Z1 Reports (Daily final report and clear)
- Z2 Reports (Monthly final report and clear)
- Bar Tab Reports
- Plu programming report
- History Reports

Select Report Mode Required

X1 Reading

Z1 Reading (Day end Clear)

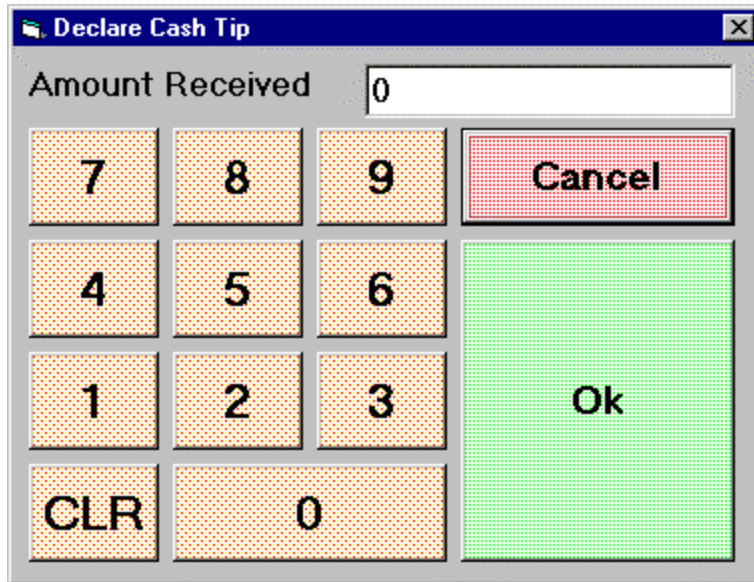
X2 Reading

Z2 Reading (Month end clear)

EXIT

Cash Tips

Cash tips are normally used when tips are collect from customer after the table has being cash off. This is primarily done by the restaurant owner to evaluate how much income is generated by the waitron in cash.

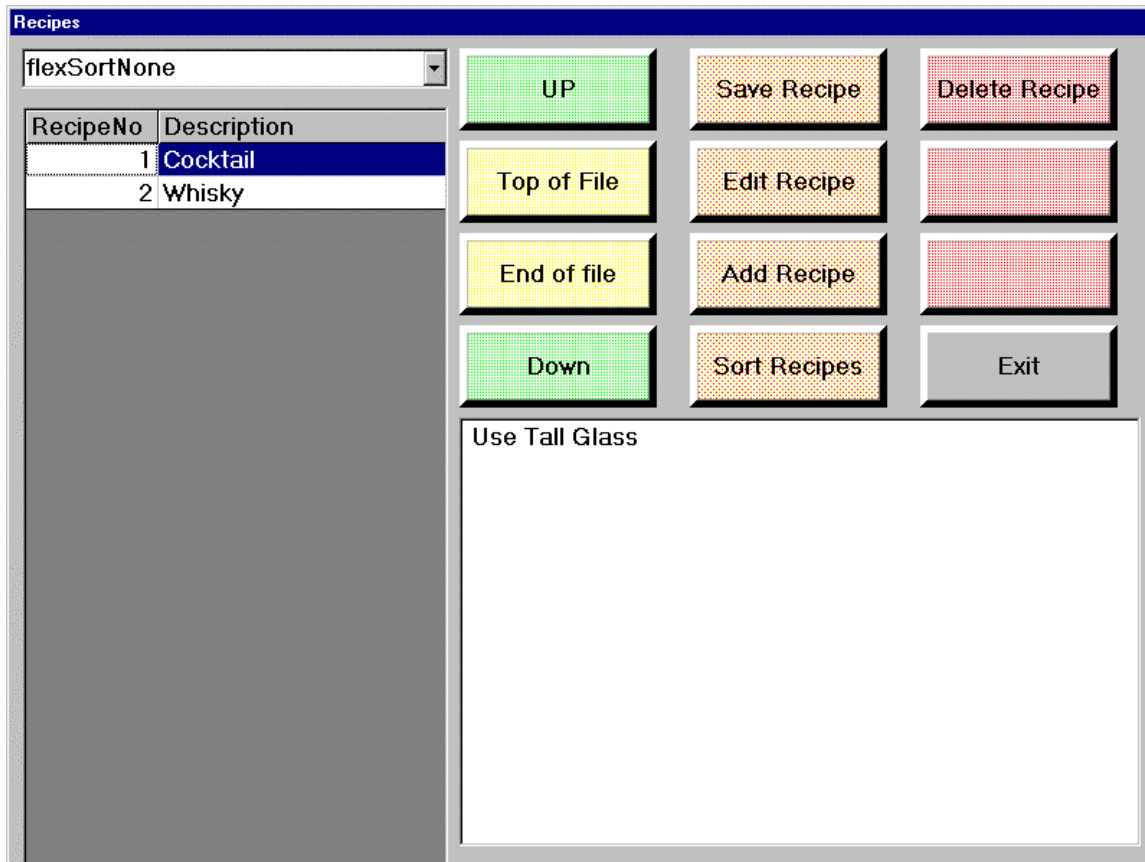


Procedure to perform a cash tip transaction

- *The waitron enter the amount received from the customer*
- *The waitron then selects the ok button*
- *The waitron is prompt for then token or enters their code to record the transaction*

Cocktails Recipe

The bartender can access the method to make different cocktails if required



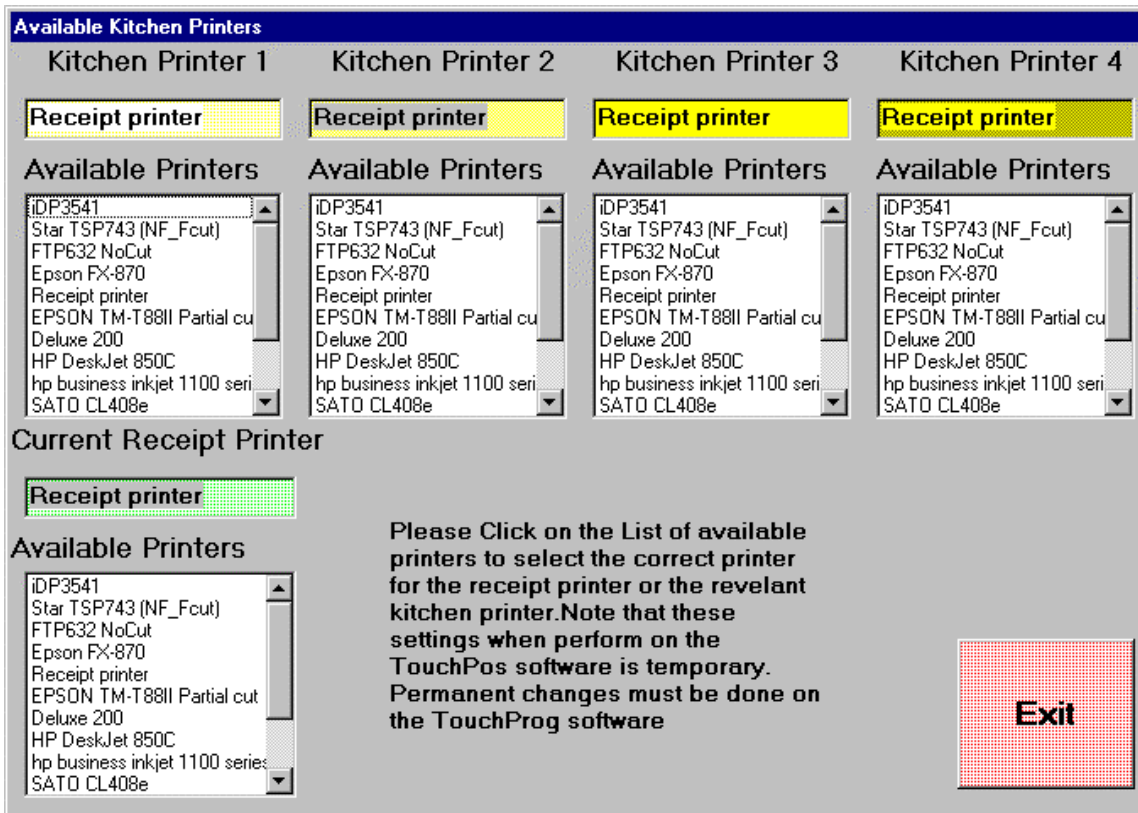
All the recipes or cocktails in the database is viewed on the left side.

The cocktail recipes are access by clicking on the relevant cocktail and it will be displayed on the right hand side of the screen.

All maintenance options are available to add, edit or delete recipes/cocktails from the database.

Printer Redirection parameters

In the event a printer in the pos network malfunctions. The output designed for that printer can be redirected to any printer on the network.



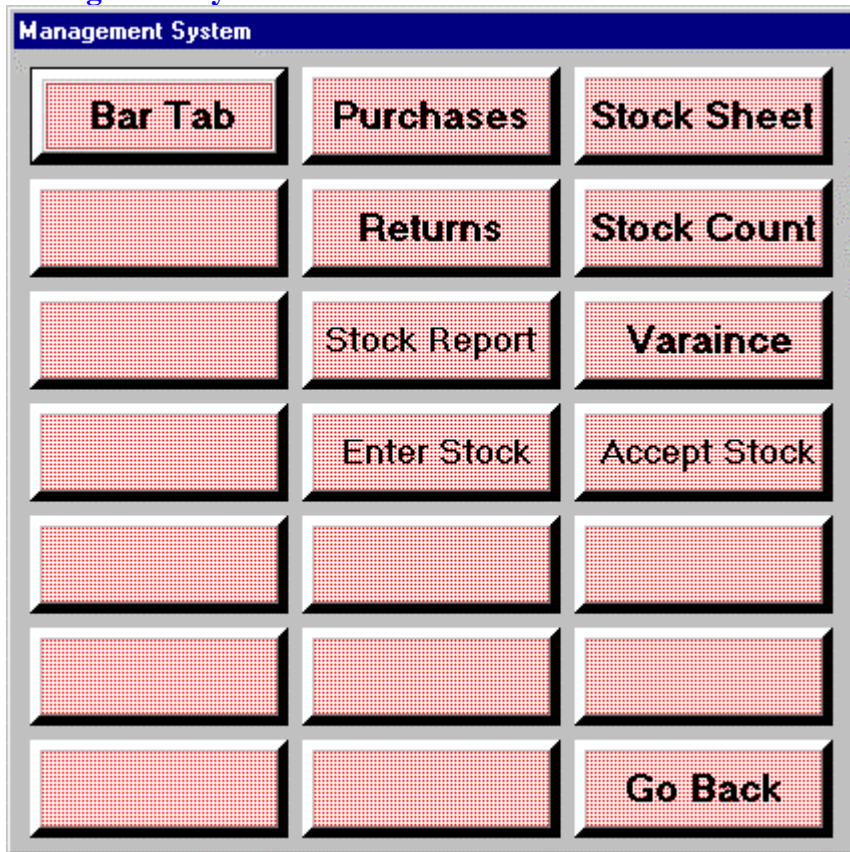
All Available printers are displayed so the waitron can redirect the relevant printer to a new one.

Important Note – This setting is a temporary change and in the event the Touchpos machine is re-booted or the Touchpos program is ended then the original settings will be restored.

If you require the setting to be changed permanently then it has to be entered un the Touchpos administration program (touchadmin).

Note: Please remember to share the printer so the different pos units can access it

Management System



Bar Tab

- *Add new customer on to the system to maintain a tab of the bills.*
- *Report for all outstanding tabs can be printed*
- *An individual printout per tab is also available*
- *All purchases, payments are displayed.*

Stock management System

A simple stock management system accounting for purchases, sales and transfers out by quantity only.

There are 3 different periods for stock counts

- *Daily count*
- *Weekly count*
- *Monthly count*

All plu items can be divided into one of the 3 periods and only that product will be printed on the report.

Example.

Coke cans will be count daily

Burger containers will be counted weekly

Salt sachets will be counted monthly

- *Purchases of stock for resale*
- *Stock returned to supplier*
- *Stock report*

Procedure to perform stock count

- *Stock sheet printed and handed to stock counter*
- *Stock counted and written on to stock sheet by counter.*
- *Stock entered into the system via stock enter option*
- *Stock count report printed and verified with physical stock sheet*
- *Variance report is printed and checked by management*
- *If variance is accepted by management, then accept stock option is performed the stock on hand figure in the system is modified as per the counted stock.*

Purchases and return screen shot

The screenshot displays a software interface for entering purchases. At the top, a blue header bar reads "Purchases items from supplier". Below this are three empty white input fields. The bottom half of the screen features a numeric keypad with buttons for digits 0-9, "00", and "C". To the right of the keypad are four function buttons: "Exit Purchases" (yellow), "Plu Button" (yellow), a red button with a dotted pattern, and "Accept" (green).

Procedure to enter purchases or returns

- *Enter plu number and select plu button*
- *Plu description is displayed and you are requested for the quantity*
- *Enter the quantity received/returned and select the accept button*
- *The quantity purchased/returned is recorded against the stock on hand*
- *This procedure is repeated for all items*
- *Select the Exit button to end the transaction.*

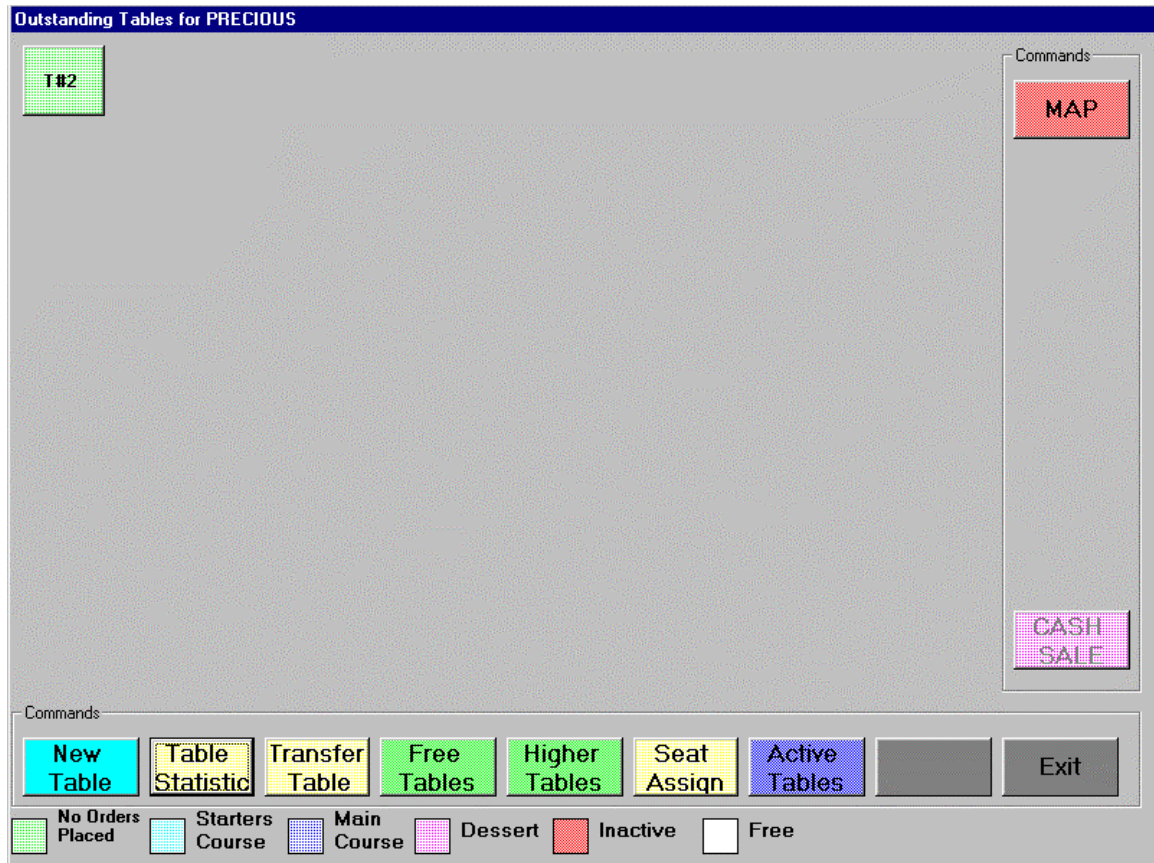
Reports

Management Reports		
Sales	Sales History	PLU LISTING
Plu Sales		Plu History
Clerk Sales	Single Clerk	Table History
Unpaid Tables	Wage Bill	Clerk History
Cashier Sales	View Sales	Clerk/Plu History
Hourly Sales	Attendance	View Tables
Covers		Go Back

Available Reports

- **Sale Reports** – Department, cashier and transaction totalizers are printed
- **Plu Report** – All full report of all plu sold
- **Clerk sales** – A full report of all clerk sales
- **Unpaid tables** – All tables with outstanding amounts are printed
- **Cashier sales** - A full report of all clerk sales (note: if sale report is done then the sale report clears cashier totals)
- **Hourly sales** – all sales are separate into half hourly totalizers
- **Covers** – A report of all covers is printed (e.g. adult, child, pensioner)
- **Sales history** – a audit of sales for a requested date is printed
- **Single Clerk** - A full report for request clerk is printed
- **Wage bill** – a report of amount to be cashed in by each waitron after subtracting tips and wages. (Waitron remains money and hands it in at end of shift)

Tables Selection



Features available

- *Select new table*
- *Table statistic*
- *Transfer customer to other table*
- *Free tables – show all free tables between 1 to 100*
- *Higher tables – show all free tables between 101 to 200*
- *Assign customer to seats within a table*
- *Show all active tables – this option depends on the status of the waitron*
- *Cash Button (System flag settable)*
- *Map (not available)*
- *Select an existing table*
Note: only tables for that waitron is displayed
- *Exit button – return you to the log on screen*

New Table

Select Table No			
<input type="text"/>			
7	8	9	ENTER
4	5	6	
1	2	3	
C	0	EXIT	

**Enter Table number required and press enter button
If the table is available then the waitron will be prompted for the covers.**

Covers

Select Covers

Enter Customer Name

Please press Fast Keys or Select Number

7	8	9	Adult
4	5	6	Child
1	2	3	Pensioner
C	RESET	Enter	

Two methods to enter covers

Three different covers are catered for

- *Adult*
- *Child*
- *Pensioner*

Method 1

- *Select number and select relevant cover button*

Method 2

- *Press relevant cover button for number of covers present*

Personalization of Table

The customer name instead of table number can be printed on all table printouts

The customer name must be entered via the customer name window.

When the window is selected then an alpha keyboard is displayed to allow the waitron to enter the customer name.

Table Statistic

Table Statistics	
Table Name	Free Table
Table Number	38
Number of Covers	0
Table Total	0.0000
Table Paid	0.0000
Table Balance	0.0000
Time Start	16:59:57
Time End	16:59:57
Time Order	16:59:57
Average Spend Per Head	0

OK

Table total parameters

- *Table amount registered*
- *Table amount paid to date*
- *Table balance owing*
- *Time start – what time the table was opened*
- *Time end – what time the table was closed*
- *Time Order – last time the table order any items*
- *Average spent by head*

Free Tables / Higher Tables

The screenshot displays a software interface for managing restaurant tables. The main window is titled "Outstanding Tables for PRECIOUS" and contains a grid of 100 tables, numbered 3 through 100. The tables are arranged in a 10x10 grid. To the right of the grid is a "Commands" panel with a red "MAP" button and a pink "CASH SALE" button. Below the grid is another "Commands" panel with several buttons: "New Table" (cyan), "Table Statistic" (yellow), "Transfer Table" (yellow), "Free Tables" (green), "Higher Tables" (green), "Seat Assign" (yellow), "Active Tables" (blue), and "Exit" (grey). Below these buttons is a legend for table status: "No Orders Placed" (green), "Starters Course" (cyan), "Main Course" (blue), "Dessert" (pink), "Inactive" (red), and "Free" (white).

3	12	21	30	39	48	57	66	75	84	93
4	13	22	31	40	49	58	67	76	85	94
5	14	23	32	41	50	59	68	77	86	95
6	15	24	33	42	51	60	69	78	87	96
7	16	25	34	43	52	61	70	79	88	97
8	17	26	35	44	53	62	71	80	89	98
9	18	27	36	45	54	63	72	81	90	99
10	19	28	37	46	55	64	73	82	91	100
11	20	29	38	47	56	65	74	83	92	

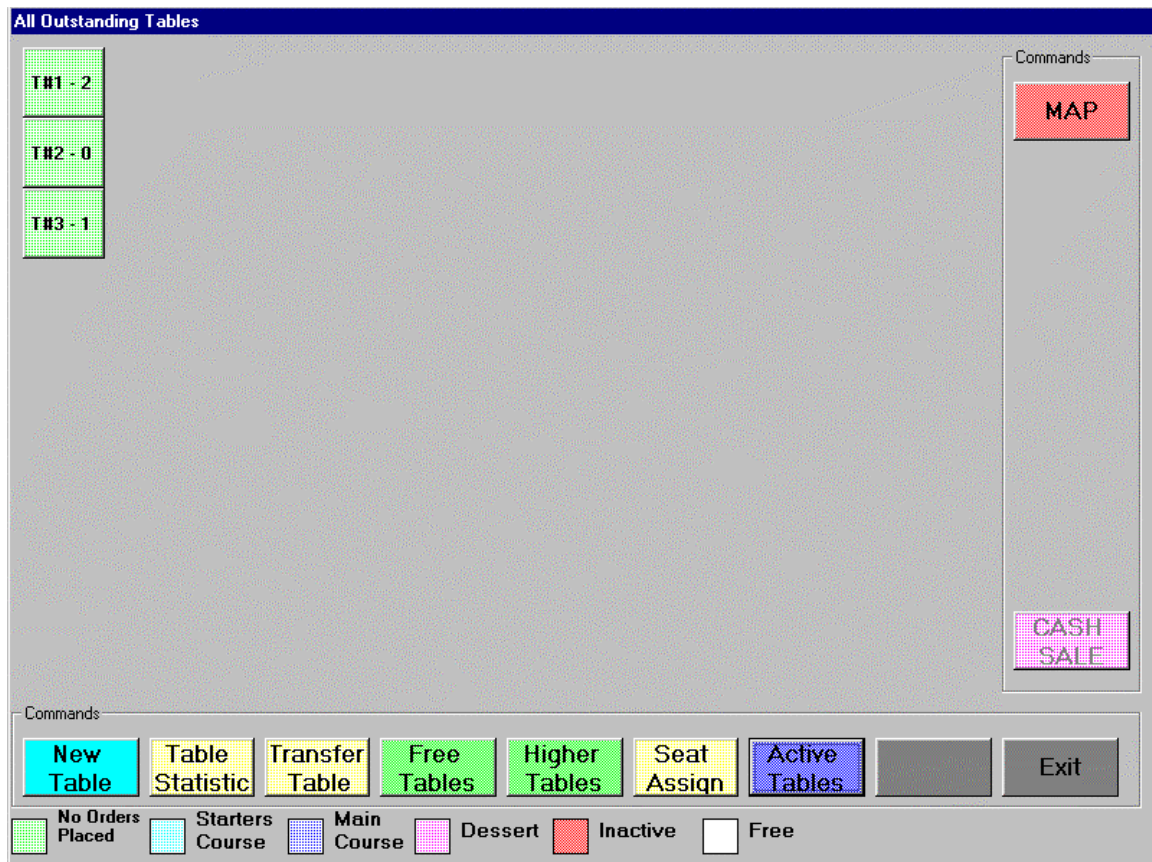
When the waitron selects free table, the machine displays all unused tables between 1 and 100.

When the waitron selects higher table, the machine displays all unused tables between 101 and 200

Operation

- *Select free table button*
- *Graphical list of available tables are shown*
- *One of the free tables is selected and transaction is commenced for table*
- *Similar operation for higher tables button*

Active Tables



This function is only available to waitron with the appropriate security level
This function displays all tables in the system for all waitron.
Normally a waitron can only display and enter his/her own table to register transactions.
A supervisor/manager can enter a transaction into any waitron table.

Exit Button

Allows the waitron to revert to previous screen.
Note: first time execution of program, this button is disabled.

Cash Button

This feature is only available with the related system flag being set.
This allows the waitron to register a transaction without registering it onto a table.

Map

This feature is not yet available
This will give the waitron a graphical view of the placement of the table and chairs in the restaurant.

Registration of a transaction

When a table is selected the system presents the waitron with the main registration screen.
Note: menu screen 6 is the default screen

Features available on main screen

- Fast menu Buttons
E.g. Pizzas, subs, pastas, chicken and drinks
Selecting this buttons will direct the waitron to the correct menu screen
- 36 plu screen items
This buttons can be used for different features as per the program information
 1. Plu button
 2. Condiment button
 3. Condiment menu button
 4. Go to menu button
 5. Message to kitchen button
 6. Special offer Button
 Pressing these buttons will either ring up the plu or call up one of the above Features.
- Waitron status button

Main Course condiment – This is an instruction to the kitchen that a starter item must be prepared as a main course. (Larger portion)

Special Offer – Pizza outlet feature. This allows the operator to sell a numbers of different items for a fixed price. Inventory and gross profit control is still maintained.

Phone orders – Taking orders from customers on the phone with either delivery or later pick up.

Query Stock – This allows the waitron to check for stock availability before registering a transaction

Repeat – This allows the waitron to repeat the last registration with condiments for Large groups.

Price – The system allows up to four price levels per plu. This is controlled via a main system flag.

Sit down or take away



Takeaway operation

- *Takeaway – information to kitchen that the ordered items must be present for take away packaging*
- *Sit Down – information to kitchen that the ordered items must be present on a plate.*
- *Phone orders – Registration of orders for later delivery or collection*
- *Duplicate ticket – Copy of last receipt is printed*

Special Pizza Feature

Special Sale

2 LRG ORIG PIZZA

69.90

Plu No	Description	Qty	Value

1

2

3

4

5

6

7

8

9

10

Cancel

Accept

The cashier only registers items from selected groups programmed in the touchadmin system. Depending on the options allowed for that special, the selection buttons would be activated. The system will automatically portion the special price to the individual items in the transaction to their normal weighting value.

Phone Orders

Phone Orders

FIND NUMBER

ADD

Customer Details

Customer id

Customer Name

Address Line 1

Address Line 2

Address Line 3

Off Road Id

Location id

Loyalty Points

Last Date Order

Purchases

Coupon Usage

Mail List

Email

Membership No

Transactions

SEARCH

Date	Plu No	Description	Qty	Value	Type

View History

CANCEL

PROCEED FROM HISTORY

PROCEED WITH NEW ORDER

Maintenance of customer base

- *Add new customers*
- *Edit Existing customers*
- *Delete customers*
- *Search for a customer (fast search buttons)*
- *View History (previous orders)*
- *Add new order (new transaction)*
- *Repeat an order from history*
- *Find Number - access customer data via his phone number*

Add/Edit/Delete/Search

Standard database editing features. Search via alphabetical buttons

View History / Repeat order from history

The cashier can view previous sales.

Lists of products purchased are also shown.

The cashier can select items from the history file and create a new transaction.

Fast Plu Feature

Fast Plu Keyboard				
EXIT	X	E/C	10.00	
7	8	9	20.00	
4	5	6	50.00	PLU
1	2	3	100.00	
C	0	00	200.00	CASH TEND

This menu allows the waitron to register transaction directly using the plu number. This can be used to register and cash up customers very quickly.

Operation

- **Plu button** – Enter the plu number via the numeric keypad and press plu button. The plu number is then registered.
- **Cash tend** – Enter the total amount tender by the customer via the numeric keypad and press cash tend
- **E/C** – Error correct. When an incorrect plu number is registered, it can be easily corrected by pressing the error correct button
- **X** – Quantity button, enter the quantity required and press the x button
- **10.00/20.00/50.00/100.00/200.00 button** – fast tender buttons
- **EXIT** – Exit fast plu button

Table Button

This button has two features depending on the main flag setting.

- View of previous registered items on the table
- View of the journal tape today

View Journal				
Line No	Plu No	Description	Quantity	Amount
1	196	SIT IN	1	.00
2	225	SPARE RIB PIZZA 23i	1	29.90
3	226	SPARE RIB PIZZA 30i	1	40.90
4	231	MEXICANA 23cm	1	28.90
5	232	MEXICANA 30cm	1	39.90
6	243	VEGETARIAN 30cm	2	71.00

1

▲

▼

VOID

DISC

EXIT

Features

- *Up button – stage up thru registered items*
- *Down button – stage down thru registered items*
- *Void button – void registered item, management security needed*
- *Discount button – discount an registered product, management security needed*
- *Current line windows – current cursor position within the transaction*

Other Transaction features

- *Memory button* – Stored transaction from memory to table
- *Finalize button* – cash up a transaction
- *Double button* – Sell two quantity of an item
- *Quantity button* – Allow multiple quantity sale
- *Functions* – Various transaction features

Quantity Feature



Press required quantity required via the numeric keypad and press the x button

Search Feature

Alphabetical Lookup

Plu Number	Description	Price 1
1	GREEK SALAD	17.90
2	CHICKEN SALAD	21.90
3	ITALIAN SALAD	17.90
4	SALAD	5.00
10	VEG MEDLEY SUB 20cm	19.90
11	VEG MEDLEY SUB 40cm	33.50
12	CHICKEN n MUSHROOM SUB 20cm	19.90
13	CHICKEN n MUSHROOM SUB 40cm	33.50
14	MEXICANA SUB 20cm	19.90
15	MEXICANA SUB 40cm	33.50
16	STEAK n ONION SUB 20cm	19.90
17	STEAK n ONION SUB 40cm	33.50
18	CHICKEN LIVER SUB 20cm	19.90
19	CHICKEN LIVER SUB 40cm	33.50
20	PERFECT SUB 20cm	19.90
21	PERFECT SUB 40cm	33.50
22	MIAMI SUB 20cm	19.90
23	MIAMI SUB 40cm	33.50
24	SPICY CHICKEN SUB 20cm	19.90
25	SPICY CHICKEN SUB 40cm	33.50
50	LASAGNE CREM'E	33.90

Search By Alpha

A B C D E F G
H I J K L M N
O P Q R S T U
V W X Y Z Clear

↑ ↓

EXIT

Search of the plu database is access via the alpha buttons.

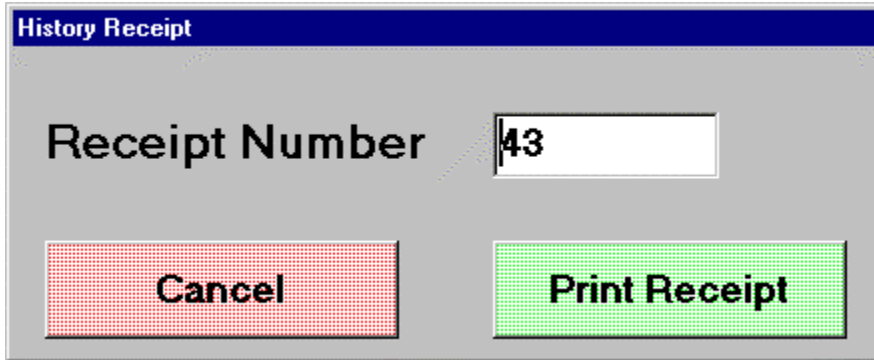
- *Alpha buttons – filter of database as per alpha button*
- *Cursor up – page upwards thru the plu list*
- *Cursor down – page downwards thru the plu list*
- *Exit – exit search program*

Functions



- *Refund – return a product that was rung up in a previous transaction*
- *Price override – Allows product price to be overridden.*
- *Half Portion – Allow 0.5 quantity of a portion to be rung up*
- *Kill Print Jobs – delete print jobs in printer spooler*
- *Print Receipt History – allow any receipt number from the history database to be printed*
- *Change waiter – Allow a table to be reallocated to a new waiter*
- *Receipt – Turn off the receipt printer*
- *Cancel transaction – Cancel the entire transaction*
- *Go back – exit the function screen*

History of receipts



History Receipt

Receipt Number 43

Cancel Print Receipt

Two methods of operation

Last Receipt

- *The last transaction number is automatically displayed*
- *The waitron press print receipt button to print the receipt*

Search for Receipt

- *The waitron press on the receipt window*
- *A numeric keypad is displayed*
- *The waitron enters the required ticket number*
- *The receipt if available is printed*

Change Waiter



The image shows a software window titled "Change Waiter". It contains a table with two columns: "Clerk No" and "Clerk Name". The table lists five waiters: GIGI (Clerk No 1), PRECIOUS (Clerk No 2), SUE (Clerk No 3), PAULO (Clerk No 4), and HELENA (Clerk No 6). The first row, "1 GIGI", is highlighted in blue. Below the table is a large grey rectangular area.

Clerk No	Clerk Name
1	GIGI
2	PRECIOUS
3	SUE
4	PAULO
6	HELENA

The manager presses the required waitron and the table is reassigned to the new waitron. The feature is used when the any waitron has to leave before all his tables have cash up.

Seat or Table payment

The screenshot shows a POS system interface titled "SELECTION MODE". At the top, there is a green button labeled "TABLE". Below this is a section titled "SEAT INFORMATION" which contains two data fields: "SEAT NUMBER" with the value "1" and "SEAT BALANCE" with the value "0.00". The "SEAT NUMBER" field is flanked by yellow arrow buttons: three left-pointing arrows on the left and three right-pointing arrows on the right. At the bottom of the interface is an orange button labeled "SEAT".

Operation

- **Table Button** - A table bill can either be settled in full or one seat can be paid off
The waitron selects the table button to pay off the entire table
- **Left Arrow/ Right arrow** – select required seat number to cash off
- **Seat button** – presses seat button if you want to cash up the seat shown on seat display window
- **Seat amount window** – As the waitron steps thru the different seat numbers the seat amount window will display the amount owed by that seat

Finalize Option



Final screen features

- **Cash Tend** – The waitron enters the amount handed in by the customer and press cash tend to finalize the sale
- **Card** - The waitron enters the amount handed in by the customer and press card to finalize the sale. Over tendering on card is not allowed
- **Check** - The waitron enters the amount handed in by the customer and press check to finalize the sale. Over tendering on check is not allowed
- **Voucher** – main flag settable, check function can be replaced by voucher function for accept promotional vouchers.
- **Charge** – main flag settable, the charge button can be used as a simple charge operation or can be linked to bar tab mode for tab operation
- **Fast tender buttons** – four fast tender button are available in this screen, the waitron presses the required fast tender button required
- **Go Back** – cancel finalize operation

Negative operations

- *Discount 1 – discount percentage in programmed in the touchadmin system*
- *Discount 2 – discount percentage in programmed in the touchadmin system*
- *Open discount – Monetary discount is allowed*
- *Paid Out – Monies paid out from drawer*

Tips

- *Check tip – accept tips when finalizing by check*
- *Cash tip – accept tips when finalizing by cash*
- *Card tip - accept tips when finalizing by card*
- *% Card tip – percentage of card amount is calculated as the tip*

Manager Code Request



Operation

- When prompted for the manager code, it can be enter via two methods
- The manager touches this token to the reader and if the required status is verified the transaction is allowed to continue.
- Also if the manager presses the code window then the system pops up a numeric keypad for entry of secret code

All supervisor operations have 5 different levels of security.
These are programmed in the touchadmin program.

Features of Touchpos system

- **Easy user interface to register transactions**
- **Easy management software**
- **Receipt thermal printer for fast and silent printout**
- **Dot matrix and thermal kitchen printer support**
- **Kitchen monitor for paperless kitchen environment**
- **Customer display**
- **Clerk id tags**
- **Windows network support**
- **Special Group Pricing control**
- **Special offer control**
- **Full electronic journal roll**
- **Automatic journal roll management**
- **Phone orders**
- **Table management**
- **Bar tabs**
- **Inventory management**
- **Cocktails recipe help**
- **Transaction history reporting**

Installation procedure

Programs

- Touchpos.exe - front end pos application for restaurant or take away operation
- Touchadmin.exe – Management program for Touchpos programming
- Tupgrade.exe – Database updates
- Mainflag.txt – New system flag updates

A) Touchpos installation

- *Insert Touchpos cd into drive*
- *Select Touchpos directory*
- *Click on setup to begin installation*
- *Install files into C:\Touchpos directory*

B) Touchadmin installation

- *Insert Touchpos cd into drive*
- *Select Touchadmin directory*
- *Click on setup to begin installation*
- *Install files into C:\Touchadmin directory*

C) Dallas key driver installation

- *Insert Touchpos cd into drive*
- *Select Dallas directory*
- *Click on **1-wiresdkver400a.exe** to begin installation*
- *Click on **tm320_32.exe** to begin installation*

D) Printer Drivers

Current printers supported by Touchpos

- *Abs printer*
- *Epson tm88 / WPT 100 / TC 100 / Sewoo*
- *Star 2000*

Wpt100 / TC100 is the preferred printer

E) Touch Screen driver

- *Insert Touchpos cd into drive*
- *Select Touch screen directory*
- *Click on **Fidmouu.exe** to begin installation*
- *Use **Calwin.exe** to calibrate screen*

Touchpos Application structure

