HARBORTOUCH QSR & DELIVERY
QUICK REFERENCE GUIDE

TECHNICAL SUPPORT: 800-201-0461

CLOCKING IN/CLOCKING OUT

1. From the main order screen, press the "Time Clock" button.
2. To clock in: Enter PIN, press "Punch In", select job type if prompted, and then press "Exit".
   To clock out: Enter PIN and select "Punch Out".
   *Use the same procedure to clock out for unpaid breaks.

OPENING/STARTING A TICKET

1. From the main order screen, click "Order Now".
2. Press the menu items to add them to the order.
3. Once you are done adding items to the order, choose one of the following:
   a. "Send" - to save the ticket for pick up, delivery or a table order.
   b. "Pay" - to immediately close out the ticket.

OPENING/STARTING A PHONE ORDER

1. From the main order screen, choose the caller ID line or click on "Phone" to enter phone number.
2. From the "Customer Info" screen, you can start the order using the "Take Order" button.
3. To enter a new customer, enter customer information and then take order.
   Note: You can also use the "Lookup" function from the phone order screen to search the customer database.
4. Select the menu items to add them to the order.
5. Press "Send" and confirm service type (i.e., pickup, delivery, etc.).

MODIFYING A CHECK

1. The "Remove Last Item" button will remove the last item on the check.
2. To modify any item on the check, touch it and it will highlight the item, and a new set of options appear. The default is Change Item.
   a. Change Item: Choose a new item and it will replace the highlighted item
   b. Remove Item: This will remove the highlighted item from the check
   c. Insert Item: This will allow you to insert a new item under the one chosen
   d. Change Quantity: This will bring up a numeric keypad to change the item quantity. Be sure to press "Done" when complete.
3. Add Customer to Check: You can press the "Phone" button above the ticket area at any time to apply a customer to an order.
4. Splitting Check: You can apply multiple customers to a single check with "Split Check".
   a. Take the first customer's order, press "Split Check" and add the new name. The total will appear on the check. Enter the next person's order and then press "Split Check" again to add the next name. Continue until all customers are added to the check.

DISPATCHING A DRIVER FOR DELIVERY

1. To access the Drivers screen, click "Drivers" from the main order screen.
2. Make sure all drivers are signed in by pressing the "Sign In" button at the top of the screen.
3. To assign an order to a driver, highlight the appropriate order(s) and then select a driver from the "Driver In" section.
4. Once the driver has returned from the delivery, return to this screen and click on the driver from the"Driver Out" section. Press "Back from Delivery" to indicate the driver's return.

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RECALLING A CHECK TO MODIFY, VOID OR PAY

1. From the main order screen, press "Checks".
2. Use the options on the left to filter the tickets and select a ticket from the right to view order details.
3. To close out the check, choose "Pay".
4. To edit the check, press "Edit" and follow instructions in "Modifying the Check" section above.
5. To change service type, press "Send" and choose the new service type (pickup, delivery, etc.).
6. To void an item or the entire check, contact a Manager.

MANAGEMENT FUNCTIONS

START OF DAY

1. Turn on the Brain first, then all other stations.
2. Check for delayed orders from previous days.

VOIDING CHECKS/ITEMS

1. To void a check or an item once it has been created and/or paid, you must click on the "Checks" tab from the main screen.
2. Use the options on the left to filter the tickets and select a ticket from the right to view order details.
3. To void the entire check, select "Void Check" at the top of the screen and enter your PIN.
4. To void an item, select "Edit Check", then select "Manager", enter your PIN and void the appropriate item(s).

SETTLING DRIVERS

1. From the main screen, click the "Admin" tab.
2. From the "Admin" screen, click "Driver Summary".
3. Any drivers active this day will be shown with a brief summary of their activity. Choose the driver that you would like to settle by clicking on the row showing their information.
4. Choose "Drop" to receive funds from the incoming delivery driver.
5. You'll be prompted to enter an amount. Click "Add Drop" to finalize.
6. Be sure to finalize all credit card transactions before settling the driver. Do this by selecting "Payment Information" and then "Close All Pending".
7. Choose "Settle Driver".
8. You will be prompted to verify that you have closed all open checks for this driver. Once you choose "Yes", the driver will be settled.

MANAGING THE CASH DRAWER

1. From the main screen, click the "Admin" tab.
2. To remove or add cash from the drawer for a specific reason, press the "Pay in" or "Pay out" button.
3. To close out a cash drawer for the day, select "Cash Drawer Functions" from the Admin screen.
4. From this screen, you can make deposits or withdrawals from the "bank", print a cash drawer report or move cash to the safe.
5. Be sure to finalize all credit card transactions before settling the cash drawer. Do this by selecting "Payment Information" and then "Close All Pending".
6. To close out the drawer, choose "Settle Register".

END OF DAY

1. From the main screen, click the "Admin" tab.
2. From the "Admin" screen, click "End of Day".
3. The "End of Day" screen shows a sales summary for the day which can be printed, emailed or reviewed in the system at a later date.
4. Click "Perform End of Day" to close out for the day. Choosing "Yes" on the next prompt will sign out all drivers and lock your registers for the day.