



ORDER ENTRY AND TICKET HANDLING

- **Transfer tickets to other users**
 - A server can transfer open tickets to other employees if they need to take a break or their shift is over
 - A bartender can transfer a ticket to a server once a customer has been seated
- **Fast pay**
 - When entering payment, the system displays commonly used bill denomination options for quicker checkout
- **Change tables**
 - Transfer a customer from one table to another
- **Manage gratuity and taxes**
 - View a breakdown of tips and taxes for accounting purposes
- **Customize ticket names**
- **Split checks**
 - Split checks between multiple customers at a table
- **Share items**
 - Split menu items between multiple customers
- **Apply payments to other users' tickets**
 - Allows customers to pay for someone else's meal or drink
- **Repeat previously ordered items**
 - Allows for quicker order entry when ordering identical items or when a customer orders their "usual"
- **Hold (and release) menu items to the kitchen**
 - Gives server control of order timing to ensure that each course is prepared and delivered at appropriate time
- **Change price or quantity of a menu item**
 - Change price or inventory in real-time
- **View ticket details with "ticket status display"**
 - Easily view the status of a particular order
- **Tickets can remain open indefinitely**
 - Ideal for bar tabs and house accounts
- **Use on-screen keyboard to add special requests**
- **Item discounts**
 - Allows you to dynamically create manual comps, coupons and automatic discounts within seconds
 - Define custom discount rules: select which items it affects, during which hours or days and set how prices are affected



HARBORTOUCH HOSPITALITY

FEATURES OVERVIEW

DISCOUNTS & COUPONS

- Dynamically create manual comps, coupons and automatic discounts within seconds
- Define a discount rule: select which items it affects, during which hours or days and set how prices are affected



CUSTOMER DATABASE

- **Quickly view customer's order history**
 - Easily repeat previously ordered items
- **Store customer information**
 - Name, phone number, address, order history, order preferences, birthday
 - Database can be used for direct marketing purposes
- **Identify best customers**
 - Ideal for loyalty programs or other incentives
- **Identify sales trends by customer type**
- **Search by customer first name, last name or phone number.**
- **One touch views the customer's order history or opens a specific ticket**
- **Re-order their favorites with a single touch**



PAYMENTS & TENDER TYPES

- **Integrated credit, debit and gift cards**
 - Track all payment types directly through the Harbortouch system, including cash and checks
- **Receipt printing**
 - Detailed receipts print directly from system
- **Unlimited split payments on any ticket**
 - Split each check between customers or between different payment types
- **Fast pay**
 - When entering payment, the system displays commonly used bill denomination options for quicker checkout
 - Checkout with only two touches
- **Record checks with tips**
 - Easily track tip totals as well as taxes



MENU SETUP

- **Add unlimited menu items**
- **Add unlimited screen categories**
 - Screen categories allow the merchant to arrange related menu items into easily accessible groups Place items into multiple screen categories
- **Add unlimited choices (modifiers)**
 - Add one or multiple choices to each menu item Select whether choices are optional or required
 - Example: Meat temperature (well done, medium, medium-rare) is a required modifier for a burger while lettuce, tomato, ketchup, mayo, etc. are optional
- **Add unlimited choice sets**
 - Choice sets allow the merchant to arrange related choices into easily accessible groups
- **Place choices into multiple choice sets**
- **Easy Menu Editing**
 - Add and edit menu items in real-time with a simple and intuitive interface

JOB & EMPLOYEE SETTINGS

- **Create unlimited jobs**
 - Jobs include servers, bartenders, host/hostess, managers, dishwashers, etc.
 - Each job can be customized with various attributes such as pay rate and security level
- **Add unlimited employees to each job type**
- **Manage employee security access**
 - Each job or employee can be given different levels of security clearance within the system
- **Automatically calculate overtime pay**
- **Edit timesheets from any terminal**
- **Employees show red when close to overtime**
- **Access complete employee database, showing:**
 - Date hired
 - Date terminated (if applicable)
 - Insurance # (if applicable)
 - Base salary
 - Hours worked
 - Personal information (i.e., full name, social security number, phone number, address, etc.)

PRINTING

- **Connect up to 5 printers per system**
 - Can include multiple remote printers plus a receipt printer at the point of sale
- **Custom order routing**
 - Automatically relay each part of an order to the appropriate area within the restaurant (i.e. kitchen, bar, salad area, etc.)
- **Group similar items on kitchen prints**
 - Group similar items for maximum efficiency in the kitchen
- **Ability to print choices (modifiers) in red**
 - Ensures that special orders are not overlooked by kitchen staff
- **Sort tickets by seat position at their table**
 - Avoids customers receiving the wrong order

FRESH SHEET & INTERNAL MESSAGING

- **Fresh Sheet**
 - Allows you to view a countdown of item portions remaining on-hand
 - Alerts will notify when an item is getting low
 - Manual override can be used to order items as necessary
- **Internal Messaging**
 - Communicate with your staff
 - Add a message of the day to the login screen (i.e., encourage sales of a particular item, acknowledge the “employee of the month” or wish a happy birthday, etc.)

FRESH SHEET/INVENTORY TRACKING

- Check inventory count in real-time right from the main order screen or the fresh sheet at the login screen
- The fresh sheet allows you to view a countdown of item portions remaining on-hand
- Alerts will notify when an item is getting low

