Assigning a Delivery Order to a Driver

The **Assign To Driver** button represents the second stage of the delivery order process. You have taken an order, the food has been prepared and is now ready to be given to a driver for delivery to the customer.

Whenever you take a delivery order from a customer, the number shown on the button below on the Main Menu increases by 1. This number indicates the number of delivery orders that are being prepared and have not yet been given to a driver for delivery.

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The Assign to Driver screen is mainly intended for you complete the second stage in the order process and give orders to drivers for delivery, but you can also change the payment method, or go back and edit an order, reprint a receipt or cancel an order.

When an order is ready to leave the store, touch the **Assign To Driver** button and a screen like the one shown below will appear.

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This screen shows all the orders that are currently being prepared. Each line shows the order number, the time that the order is due to be delivered, the customer’s name, first line of their address and post code, and finally the total amount due.

The orders are listed on screen according to the time that they were received. The oldest order is at the top of the list and the last order that you received at the bottom. *There is an option to remove the postcode from this display in Management > Occasional Menu > Options > Set Up.*

If an order has not yet been assigned to a driver when the time reaches 10 minutes before your standard delivery time, inTouch will add “10 minutes to go for Delivery” to the display and count down to 1 minute.

If an order reaches one minute after your standard delivery time and has still not been assigned to a driver, the program will add “1 minutes late” to the display and keep counting up the minutes until the order is assigned to a driver.

Both of these are intended to attract your ATTENTION!

To select an order to be given, or assigned to a driver, simply touch the centre of a line on the screen. The line will change colour and the button below will appear at the bottom of the screen. If you touch a line by mistake, touch it again and it will go back to the original colour.

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If you want to give more than one order to the same driver for the same delivery run, simply select each order to be assigned by touching them. If you ever want to select all the orders listed on screen to be assigned to the same driver, there is a **Select All** button provided for that purpose.

When all the orders to be assigned have been selected and are highlighted, touch **Accept**. The screen will change to show all the drivers' (and servers') names on buttons. Touch the button that shows the name of the driver who will be delivering the order(s).

If there are now no more orders left to assign, the program will return to the Main Menu. If there are other orders left on the Assign to Driver screen, the program will return to that screen in case you want to assign another order to a different driver.

If you do want to assign another order to a different driver, repeat the process described above. If there no other orders are ready to be assigned at the moment, touch **Cancel** and the program will return to the Main Menu.

When you return to the Main Menu, you will notice that the number shown on the **Assign To Driver** button has now decreased by the number of orders that you have just assigned and the number on the **Payment By Driver** button has now increased by the same number.

You can stop the process of assigning orders to drivers at anytime by touching the **Cancel** button. The program will return to the Main Menu.

Revision #1

Created Tue, Apr 18, 2023 8:53 AM by Simon

Updated Tue, Apr 18, 2023 8:56 AM by Simon