Changing the Delivery Method

When you take an order for delivery, inTouch will assume that the customer is paying the driver when he delivers the order unless you change the **Delivery Method**.

The Delivery Method allows you to change a delivery order into a pickup and a takeaway into a delivery. It also makes clear to the driver or the server whether a customer has paid and allows inTouch to keep a track of the payments due from a driver.

If you touch the Delivery Method button, which always reads **Delivery - Payment Due** at first, the buttons shown below appear on screen.

The current payment method is always highlighted.

image-1681290971105.png
Image not found or type unknown

If you are taking a delivery order and the payment method is Cash or Cheque, the current delivery method will be **Payment Due**.

If you have changed the payment method to Credit Card, the delivery method will be **Paid**.

You will notice that the Delivery Method buttons are grouped. **Delivery** has **Payment Due** and **Paid**. **Take Away** has **Payment Due**, **Paid** and **Paid & Taken**. To alter the Delivery Method, simply touch one of the other buttons.

It might help to give a couple of examples of why you might want to change the Delivery Method at the end of an order.

First of all, an existing customer could telephone you, place an order and at some stage in the process, announce that they want to collect the order. Since the order will have begun with a telephone call, probably with caller identification, the program will have assumed that the order is to be delivered and when you reach the payments section, the Delivery Method button will display the text **Delivery** - **Payment Due**.

To change this order to a pickup, touch the **Delivery Method** button and when the screen shown on the previous page appears, touch **Takeaway – Payment Due**. inTouch will take you back to the payments section of the Order screen with the Delivery Method now changed. When you touch **Finished** at the end of the order, the program will print a receipt and the screen will return to the Main Menu where you will see that the number on the **Collect** button (not **Assign To Driver**) has increased by 1.

Secondly, an existing customer may walk in to the store, ask for food to be delivered to their home but pay for it now. The program enables you to identify them by their telephone number, name or address and you would then take an order as if the customer had telephoned. Since you have identified the customer, the program will have assumed that the order is to be delivered and when you reach the payments section, the Delivery Method button will display the text **Delivery - Payment Due**.

To show that this delivery order has been paid for, touch the **Delivery Method** button and when the screen shown on the previous page appears, touch **Delivery - Paid**. inTouch will take you back to the payments section of the Order screen with the Delivery Method now changed and will now expect no further payment from the driver.

In the above example, it may be that the customer does not identify themselves as an existing customer at the start of the order, in which case you would have begun the order as a Takeaway. As in the other examples, touch the Delivery Method button to reveal the screen shown on the previous page and then touch **Delivery – Paid**.

Note: If you want to establish whether an order is to be delivered to or collected by a customer at the beginning of every order, you can check the **Ask if an Order is Delivery or Collection** checkbox in Management > Occasional Menu > Options > Order Screen. The question, “Delivery?”, will then appear on screen at the beginning of each order; you must touch either **Yes** or **No** before inTouch will allow you to continue.

Revision #1
Created Wed, Apr 12, 2023 9:12 AM by Simon
Updated Wed, Apr 12, 2023 9:16 AM by Simon