Collect screen

The **Collect** button on the Main Menu allows you to complete a takeaway or pickup order that was placed some time ago. You should touch this button when you are ready to hand over the order to the customer.

Whenever you take an order from a customer where the delivery method is set to “Take Away – Payment Due” or “Take Away –Paid”, or you take a telephone order where the customer arranges to pick up the food, the number shown on the button below increases by 1.

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Touch **Collect** and a screen like the one shown below will appear.

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The operation of this screen and the functions available are very similar to the Assign to Driver screen.

This screen shows all the takeaway orders that are currently being prepared. Each line shows the order number, the time that the order should be ready, the customer’s name (if used) and the amount due.

The orders are listed on screen according to the time that they were taken. The oldest order is at the top of the list and the last order that you took at the bottom.

If an order has not yet been handed to a customer when the time reaches 10 minutes before your standard collection 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 collection time and has still not been handed to a customer, the program will add “1 minutes late” to the display and keep counting up the minutes until the order is collected.

Both of these are intended to attract your ATTENTION!

To select an order to be handed to a customer, 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 hand over more than one order at the same time to customers, simply select each order to be collected by touching them. If you ever want to select all the orders listed on screen to

be handed over to customers, there is a **Select All** button provided for that purpose.

When all the orders to be handed over have been selected and are highlighted, touch **Accept**.

If you are handing over an order that was “Take Away – Paid” inTouch will return to the Main Menu. If the order was “Take Away – Payment Due” the program will display a numeric keypad with the **Total Due** on the right hand side. Use the keypad to enter the amount being paid by the customer; the figures that you type appear in the **Tendered** field.

If the customer tenders the exact amount due, type in the total and touch **Accept**. If the customer tenders more than is owed, type in the amount and the program will calculate and display the **Change Due**. Touch **Accept** when you no longer need the change to be displayed on screen. **£5**, **£10** and **£20** buttons are provided for quick entry of a figure.

When you touch **Accept**, the program will return to the Main Menu.

When you return to the Main Menu, you will notice that the number shown on the **Collect** button has now decreased by the number of orders that you have just handed over to customers.

You can stop the process of handing over orders to customers at anytime by touching **Cancel**. The program will return to the Main Menu.

From the Collect screen, you can also alter the payment method (by touching the right hand side of the order), edit or cancel an order or reprint a receipt (after touching the left hand side of the order). These functions operate in exactly the same way as they are described in the section headed **Other Functions on the Assign to Driver Screen**.

Revision #1

Created Tue, Apr 18, 2023 10:17 AM by Simon

Updated Tue, Apr 18, 2023 10:20 AM by Simon