Making Alterations to Assigned Orders

As we have just described, when you touch the **Payment By Driver** button on the Main Menu, a screen appears showing the buttons of all drivers who currently owe money with the amount that each driver currently owes.

At this point, you would normally touch the button that applies to the driver handing over payment and then touch **Accept** to complete the payment process.

However, if you have any queries about an order, or you want to go back and make alterations to an order, touch the button of the driver who has been assigned that order and leave your finger on the driver button for at least one second.

The program will now list on screen all the orders that make up the total that the driver currently owes. You can select an order for viewing or editing by touching the line.

If a driver returns from a delivery with a cheque instead of cash, for example, you can change the payment method for an order from here. When the orders are listed on screen, touch the right hand side of a line and the payment method shown will change from Cash to Cheque. Touch it again and it changes from Cheque to C/Card; touch it once more and it changes back from C/Card to Cash.

You can also go back and edit an order from here. When a driver's orders are listed on screen, touch the left hand side of a line, in the area of the order number, and the program will take you back to the payments section. You can edit the order, as previously described, then touch **Finished** to return to the Payment by Driver screen.

When you edit an order starting from the Payment by Driver screen, you will notice that a new button appears on the payments section of the Order screen. Touch this button to reprint the receipt for this order.

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When you choose to go back and edit an order, inTouch will also allow you to cancel the order, as has been described in a previous section. However, there is one important difference.

When you cancel an order during the order process, you are cancelling an order that has not been completed and inTouch simply asks you to touch **Yes** to confirm. If you go back to edit an order from the Payment by Driver screen and then cancel it, you are cancelling a completed order and inTouch will ask for a reason for cancellation.

When you edit the order and return to the payments section of the Order screen, touch **Cancel** and then touch **Yes** to confirm that you wish to cancel the order. The screen will change to one headed Select A Reason.

The text that appears on the buttons on this screen is created in Management > Occasional Menu > Menus > **Reasons**. These buttons should be set up to show all the common reasons why you might cancel orders. However, if you are cancelling an order for a reason that does not appear on this screen, touch **Other…** at the top left of the screen.

The screen will change to display an **Enter Reason** field. Use the on-screen keyboard to type in the reason for cancelling this order. Touch **Enter** when you have finished. When you have selected a reason for the cancellation, the program will return to the Main Menu where you will see that the number on the **Payment by Driver** button has decreased by 1.

If you touch **Cancel**, inTouch will go back to the driver button screen.

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