Other Functions on the Assign to Driver Screen

If a customer calls back to say that they want to pay by cheque instead of cash, for example, you can change the payment method for an order on the Assign to Driver screen. 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 use the Assign to Driver screen to go back and edit an order. When the 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. From here you can edit the order, as previously described, then touch **Finished** to return the Assign to Driver screen.

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

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Tip! You can define the text that appears at the top of a reprinted receipt, e.g. “Reprinted Order”, and choose to print it in red, in Management > Occasional Menu > Options > Receipt Printer. This will help make it clear to all staff that the receipt is for a reprinted order and not a new order.

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 Assign to 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 and touch **Enter**. The program will return to the Main Menu where you will notice that the number on the **Assign To Driver** button has decreased by 1.

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