Repeating a Customer’s Last Order

Whenever inTouch recognises the incoming telephone number of an existing customer, or you search for them and find them by name or address, the button shown below will appear at the bottom of the Order screen.

Repeat Last Order 1.jpg
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If you touch this button, the program will automatically fill the on-screen receipt with the food items that made up this customer’s last order. At this point, you can accept the order, add to it or amend the order.

If your customer wants to repeat exactly the same order that they made last time, then touch **Next >>>** and the program will accept the order on screen and move to the Payments screen.

You will notice that when you touch the **Repeat Last Order** button, the program stays on the Order screen. This allows you to add more food to the repeated order. So, if a customer asks for the same food as last time but with an extra garlic bread, all you need do is touch **Repeat Last Order** and then touch the button for Garlic Bread.

You can also amend a repeated order at this point. If the customer wants to repeat their last order but, for example, replace spare ribs with chicken wings, touch **Repeat Last Order** and then remove Spare Ribs and touch the button for Chicken Wings. Removing items from an order is described in full in the next section. *It is not worth editing a repeated order if that will take you longer than simply taking a new order.*

The **Repeat Last Order** button is only available as the first touch on the Order screen and will disappear from the screen as soon as you touch a the button of a food item.

Revision #2
Created Thu, Apr 6, 2023 9:23 AM by Simon
Updated Thu, Apr 13, 2023 9:35 AM by Simon