Status Review

If you receive a telephone call from a customer who currently has an order in progress, inTouch will display a Status screen like the one shown below. An order in progress is one that has not yet been assigned to a driver or one that has been assigned to a driver but not yet paid for.

This screen will appear automatically if the incoming telephone number is recognised. If the incoming number is from a withheld number, then the Status screen will appear when you have identified the customer by typing in their telephone number, their name or part of their address.

inTouch assumes that a caller who telephones for a second time when they have an order in progress, is probably telephoning for one of three reasons; to amend their order, to cancel their order or to find out how long they will have to wait. The Status screen enables you to handle all of these quickly.

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This screen shows the customer’s telephone number, their name and address, the time of their order and the order number. The program shows whether or not the order has yet been assigned to a driver and if so, how long ago. This provides the answer to customers’ questions like “How much longer will it be?” and “Is my food on it’s way yet?”.

If the customer wants to add to, or make changes to their order, touch **Edit Order**. inTouch will take you back to the Order screen with this customer’s order displayed on the receipt on the right hand side. Amending an order has been described in full in an earlier section of this guide. When you have amended the order, touch **Next** and the program will move to the payments section of the Order screen.

It may be that a customer is calling back, for example, to say that they will pay by credit card instead of cash. If so, amend the payment method on the payment screen and touch **Finished**. The program will return to the Main Menu.

If the customer wants to cancel their order, touch the **Cancel Order** button on the Status screen. The program will display the message “Cancel Order?” on screen. If you touch **No**, the message will disappear and the order will remain on the system. If you touch **Yes**, the screen will change to one headed “Select A Reason” where you must touch the button that applies to this cancelled order. The process of cancelling orders has been described in full in an earlier section of this guide.

There may be occasions when a customer calls wanting not to amend an order but to place a completely new order in addition to the first order. If this happens, touch **New Order** and the program will take you back to the Order screen where you can begin the order process again.

When the Status screen is displayed, you can touch the **Main Menu** button at anytime to return to the Main Menu.

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