Taking an order from an Existing Customer

First of all, we will describe the process of taking a simple order (as many transactions will be) before going on to describe all the variations possible on the Order screen.

When the program is on the Main Menu and the telephone rings, the Caller ID unit will intercept the telephone number of the incoming call. inTouch will check the database of existing customers and if it finds that number has been used before, the program will automatically move to the Order screen and display that customer’s details, as below.

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inTouch is now ready for you to begin to take the order.

To take an order for a pizza, you must touch 2 buttons; a pizza description and then a pizza size, or a size button followed by a pizza description.

The order does not matter but when you have touched a pizza description button, the program will not react until you touch a pizza size button, and vice versa. To make this more obvious, when you touch a pizza description button, the text on all the other pizza description buttons will change from black to grey and only revert to black after you have touched a pizza size. The same happens when you touch a pizza size button first.

In the example of the screen shown above, to take an order for a “Regular Thin Farmhouse Classic”, touch the Farmhouse Classic button and then the Regular Thin button, or the Regular Thin button followed by the Farmhouse Classic Button. Either way, the pizza description and size, together with the correct price, will transfer to the blank receipt on the right hand side of the screen after you have touched the second button.

Repeat the process for as many pizzas as required.

To take orders for other items, touch the course button at the bottom of the screen, for example “Drinks & Desserts” on the screen shown above. Simply touch the button required and the item will transfer across to the receipt on the right hand side of the screen.

When you have typed in all the food items ordered by the customer (remember this is just a simple order) touch the Next >>> button in the bottom right of the screen. The screen will change to that shown below.

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If all the details shown on this screen are correct, i.e. the customer will pay the amount shown, in cash, to the driver when he delivers, touch the Finished button. The program will now print a receipt and the screen will return to the Main Menu where you will see that the number on the Assign To Driver button has increased by 1. Congratulations! You have now successfully taken a straightforward order.

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