Taking Payment from a Driver

The **Payment By Driver** button represents the third and final stage of the delivery order process. You have taken an order, the order has been delivered by a driver and you now require payment from that driver.

Whenever you assign a delivery order to a driver, the number shown on the button below on the Main Menu increases by 1. This number indicates the number of delivery orders that have been given to drivers for delivery and for which you have not yet been paid.

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The program will allow drivers to pay after just one delivery, after several deliveries or at the end of the shift after all of their deliveries.

When a driver is ready to hand over payment, touch the **Payment By Driver** button and a screen appears showing all the staff buttons (as set up in Management > Occasional Menu > Options > Menus). Only the buttons that apply to drivers who currently owe money are active and available and each button also shows the amount that the driver currently owes. (There is an option available to remove this amount from the buttons in Management > Occasional Menu > Options > Set Up).

To select the driver who is handing over payment, simply touch the button with their name on it. The driver button will change colour and the button shown on the right will appear at the bottom of the screen. If you touch a button by mistake, touch it again and it will go back to the original colour.

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If you want to take payment from more than one driver at the same time, select each driver by touching all the buttons with their names on.

When all the drivers have been selected and are highlighted, touch **Accept**. The screen will now display a numeric keypad and will show the **Total Due** on the right hand side. Use the keypad to enter the amount being paid by the driver; this amount will appear in the **Tendered** field.

If the driver tenders the exact amount due, type in the total and touch **Accept**. If the driver tenders more than is owed, type in the amount and the program will calculate and display the **Change Due**. Touch **Accept** when you no longer need the change to be displayed on screen. **£5**, **£10** and **£20** buttons are provided for quick entry of a figure. (There is an option available to

prevent the Change screen from appearing in Management > Occasional Menu > Options > Set Up).

When you touch **Accept**, the program will return to the Main Menu where you will notice that the number on the **Payment By Driver** button has decreased by the number of orders that have just been paid for.

If, for some reason, a driver is going to hand over less than the total that they owe, touch the button with their name on it but this time 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 this driver currently owes. Select the order for which the driver is paying less than the amount due by touching the centre of the line and leaving your finger on the line for at least one second.

The program will now display this numeric keypad. Use the keypad to enter the amount actually being paid by the driver and touch **Accept**.

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You do not need to type a decimal point; if you want to record a payment of £10.00, simply enter 1000 and touch **Accept**.

If you make a mistake, touch **C** and the program will clear the figures you have entered, one at a time.

As soon as you touch **Accept**, 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 accept short payment from a driver. However, if you are accepting short payment for a reason that does not appear on this screen, touch the **Other…** button 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 short payment from this driver. Touch **Enter** when you have finished.

When you have selected a reason for the discount, the program will return to the Amount Tendered screen. Touch **Accept** and inTouch will return to the Main Menu. The program will amend the record of this order to show the short payment and the reason for it.

You can abandon the process of taking payment from drivers at anytime by touching the **Cancel** button. The program will return to the Main Menu.

The Payment by Driver screen is mainly intended for you to take payment from drivers, but you can also re-assign an order, change the payment method, go back and reprint a receipt, or edit or cancel an order.

When you list the orders to be paid for by a particular driver and then touch an order on the list, two further buttons appear at the bottom of the screen, **Accept** and **Un-Assign Driver**.

If you touch **Accept**, the program will continue with the process of a driver handing over payment as already described.

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