

15.0 Phone Orders/Delivery



To activate this feature, it must be checked in Register Option under the *Modifiers/Phone Orders/General* tab, also make sure under the Quick Service tab that the *Show Cash Button on Order Screen* is not checked.

Phone Orders

- Enable Call In Orders
- Use Caller ID
- Use Map Point Search For Delivery
- Allow Audit Close w/ Open Order
- Disable Order History
- Enable Delivery Charge
- Access Call In Order From Order Screen
- Prompt Order Type
- Assign Driver from ID Screen

Delivery Payment Amount

Phone Order Default

Call Ahead Time Minutes

The various features must be checked to fit your needs. In my example, I will check the *Enable Call In Orders* and *Access Call In Order from Order Screen* and *Assign Drivers from ID Screen*. If the restaurant pays the driver for each Delivery, a Delivery Payment Amount should be entered. The Phone Order Default in my example will be Pick Up. The other option default is Delivery; or the Prompt Order Type can be checked to force the prompt to be answered before each order. The other options can be checked according to the application needed.

When the Phone Order button is touched this screen will appear.



When placing a new call in order, this screen will appear. A phone number could be entered or simply touch Done and it will take you to the next screen. The more information typed narrows the search. It searches for the number if it was previously entered, and if the customer ordered previously, all the customer information will be filled in. The order type and pick up time should be entered as well as other pertinent information. If you tell the customer that the order will be ready in 20 minutes, enter 20 minutes, and the program will automatically enter the time 20 minutes from the current time. If an order is placed for pickup some time in the future, press *Pick Up Date*, a calendar will appear, select the correct date. If a Deposit is collected now, touch the *Pay Deposit* button and select the appropriate tender.



Instead of entering a phone number, you can touch the blue *List All Customers* button at the bottom and select the customer needed.

04:44 PM
09/14/2005

Phone Order Information

Phone

Name Apt / Suite

Address

City State Zip

Order Type Pick Up Date

Pick Up @ Now Pay Deposit

Special Instructions

You are now ready to place the phone order. If the customer ordered previously, the menu items will appear in the green area as shown in the picture. If the customer wants the same order, it can be highlighted and then touch re-order and it will be inserted on the order screen when Place Order is touched. This is a real time saver. Ring up the order just like a regular order. The order will be printed if the pickup time is within the default time, otherwise it will go in a queue and a pending order will flash on the screen when it is within the default minutes of the pickup.



The pending order must be touched in order to print out the order. The pending order will appear on the screen and press done and it will then print out. When the customer arrives to pick up the order and pay for it, touch Phone Order and Access Call In Order.



Name	Phone	Street	Order For	PU/OU
Anyone	666-1234	1234 Any Street	Pick Up	Now
New Customer	668-1111	309 E. Brandon Blvd	Pick Up	11:51
GATEWAY		681 Not Entered	Pick Up	10:50

A list of all the Call in Orders will appear on the screen. If the customer is ready to pay for the order, select the *Tender Order* button and the **customer street**. (Note: If the Name or Phone columns are touched, you cannot access the order) The order will appear on the screen with an * before the menu items that were previously printed, new items can be added to the order, if needed. Touch *Tender* and the screen will go to the amount tender screen.

These buttons appear on the bottom of the access call in order screen.



- *List Delivery Only*- Lists all the delivery orders.
- *List Pickup Only*- Lists all the pickup orders.
- *List Pick Up Orders By Time*- Lists all the orders by the earliest to the latest.
- *List All Orders*- Lists all the orders (Delivery and Pickup)
- *Print Open Orders*- prints all the orders that have not been closed out.

- *Release Order*- to release a future order.
- *Assign Drivers*- assigns drivers to the existing delivery orders.
- *Close to Cash*- close orders to cash only. Can close several orders out at a time.
- *Tender Order*- closes the order and accesses the amount tender screen.
- *Edit Order*- allows one to edit an existing order
- *Driver Sales Report*- lists all the orders and the drivers assigned to them.

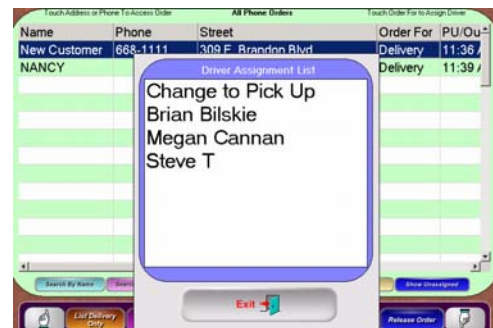
How Drivers can be assigned

In quick service, any employee currently on the clock can have orders assigned to them for delivery.

In full service, employees must have an open audit to have delivery orders assigned to them.

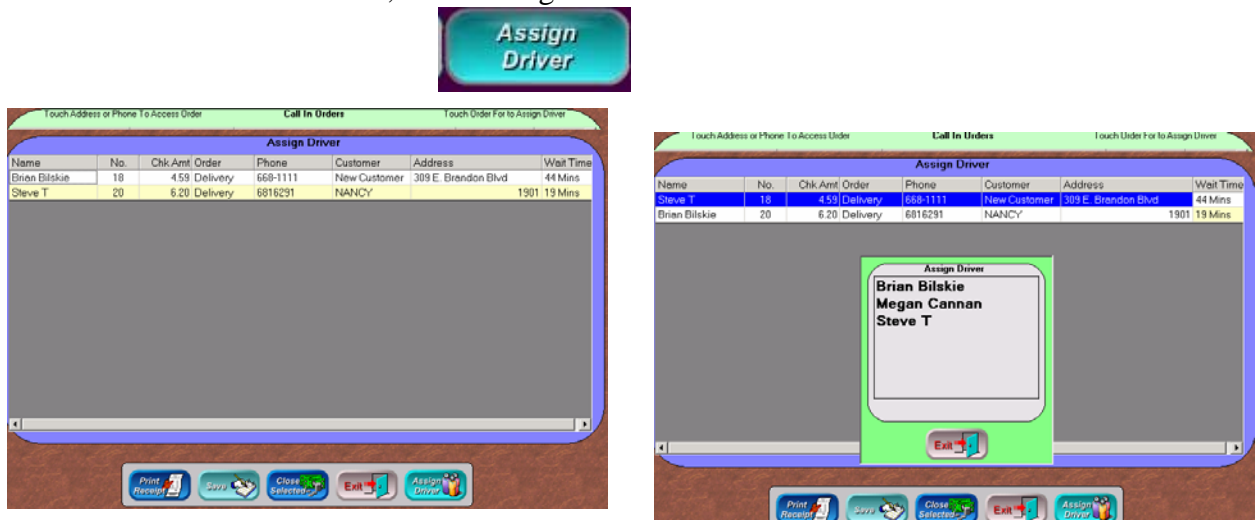
There are 3 ways to assign drivers:

1. Access Call In Orders; touch *Delivery* under the *Order For* column and Assign Driver.
See Ex. 1



< Example 1 >

2. Access Call In Orders, touch Assign Driver at the bottom of the screen.



<Example 2>

Highlight the correct ticket, touch assign driver, and then touch the driver that ticket is assigned to. See Example 2

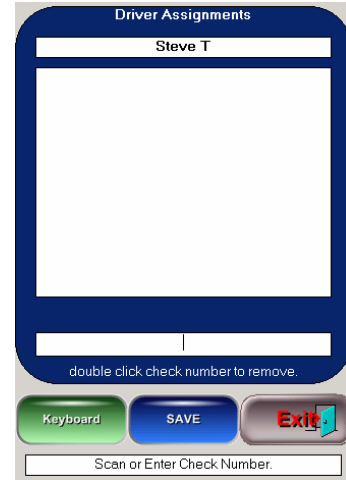
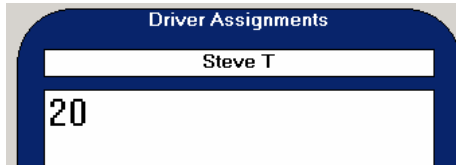
3. At the ID entry screen, touch the *Assign Driver* button at the top of the screen:



The Driver enters his ID number.



Either scan the bar code from the ticket or use the keyboard to enter the ticket number. This ticket # 20 is now assigned to this driver, Steve T. (See picture below)



<Example 3>

How to Close Assigned Driver's Orders

Touch the Access Call in Orders

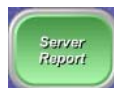


Touch the Tender button and then the appropriate check.

In a Quick Service application, the Cashier assigned to the drawer will collect the money from the driver and pay out the tip if the driver had charge tips.

In a Full Service Application the Drivers are responsible for closing their own checks. Driver's sales are reconciled at the end of their shift.

On the Server screen, touch the *Server Report* Button at the bottom of the screen, and then touch *Server Audits*. The audit can only be closed by management with access.



15.1 Setting up the Map Point Interface for Delivery Directions

1. Install Microsoft Map Point

Install Map Point using its default settings.

2. Locate store address in Map Point

Start Map Point. In the Search box, type the restaurant address and click the Find button. Verify that it is the correct location on the map. (You must use the licensed address because that will be the starting point for delivery searches.)

3. Create a delivery “Drivetime Zone” around the store address

Then click the Tools menu, and click Create Drivetime Zone. Select the maximum driving time desired in minutes for your delivery area, and click OK. Map Point will create a zone outlining the destinations that can be reached from the store within the chosen amount of time. Click File and “Save as.” Browse to the Micro\$ale directory, name the Drivetime zone file (***Delivery Area.ptm*** or something similar), and click Save. Close Map Point, and start Micro\$ale.

4. Configure the delivery interface in Micro\$ale

Go to Register Options. On the Phone Orders tab, check the option Use Map Point Search For Delivery. If this option was not checked already, then Save it, and exit to the Manager Menu and Refresh the System. Then go to Register Setup, and click on the Delivery Setup button. Click the pull-down arrow next to “Set Delivery Range By,” and select Time. Type the Drivetime zone number of minutes that you used in Map Point in the “Maximum Range” field. Then click Find Map, browse to the Micro\$ale folder, and double-click the ***ptm*** file that you saved before (section 15.3). Now Save the finished Map Point Information.