

Quick start Operation - Sales for EATA 2000 v2.0.1

Login:

At the beginning of a shift a staff member should log in to confirm they are on duty. If they go for a break they should log off and then log in when they return to duty.

Logout:

When a staff member stops work at end of shift or has an unpaid break they should Log out. If they are a driver they need to ensure that no money is outstanding. When Drivers logout a report can be generated to show deliveries made and report any problems.

Sales:

The sales screen is where all orders are taken.

F1 The operator field is to identify who is taking the order. If the staff has a quick login they can enter here and the system will acknowledge the operator. The menu to display is determined by the mode.

F2 The default mode can be set in the local settings. By default this is delivery. The text displayed under the operator name is the text entered in Prompt field in Settings > Sales setting and is a prompt to the operator. This can be used to promote a special or a reminder on how to answer the phone.

F3 The customer details are linked to the phone number. If CLI is used the incoming phone number will be displayed. If CLI is not on the operator must enter the phone number as given by the ordering customer. If the phone number has been previously used the previous details will be displayed as well as the last order details. The first time a phone number is used the operator enters the details. The Extension field provides a field to be used to distinguish when more than one customer uses the same phone number. This could be where a public phone is used or a school dormitory phone as examples. The surname is the family name for this customer. First name is not required but would be good if you are going to use the database to do mail marketing. The street number is the field for both street number and any unit or apartment ID. The field will scroll to allow for any length of information. As this prints on the docket it is best to abbreviate the info to ensure it prints for the drivers benefit. The street name is selected from the map file. If the operator starts to key the street name the system will display the map file data. As the letters are typed the match gets closer. When the operator sees the correct street name and suburb it can be selected from the list. This will enter the address information and Map ref for this phone number. It will be displayed each time this customer rings in.

If the site ID for the selected address is not the same as the Site ID for this store a warning is displayed to the operator. This order cannot be a delivery and must be changed to a pickup. The printing Comments are for text to be included on the docket. It is usually used to tell driver of special instructions such as use back door. The Non-printing Comments field is for warnings to the operator with reference to this phone number and NOT printed on the docket. This field is used to warn of possible Hoax if the number has previously been shown to be false. Or it can be used to tell the operator that the customer requires a call back to confirm order. (This may be necessary where children place orders without parent knowledge) See full documentation for other fields.

F4 F5 F6 The menu displayed is as per the Mode. It is possible to have totally different menus or just some item or different prices for the different types. Menu items are selected by pointer (mouse) or keyboard. The number displayed next to the box is the keyboard entry code. To proceed from one section to another can be done with the function keys or pointer. As an item is selected the order is displayed in the order window.

F7 All items can be modified either by quantity, addition of toppings or spices so when an item is complete it requires the operator to signal completion by pointing off the item or hitting the "enter" key. When an item is highlighted in the order window it

can be modified for quantity with the + or – key or pointing to the buttons with those symbols on the window. The item can be removed from the order with the Delete key or the “Del” button. The / key or button will “halve” the item if it is from the primary menu (F4). When halved two items are created and each can have its own set of modifications. The only quantity modification to a halved item is to halve again making two quarters. Primary items can also be modified by adding or removing toppings. To modify an item previously entered requires pointing at the item to highlight it or using the up arrow to select.

F8 The Price window contains the value of the order as it is built. The final price can be modified in several ways. If items ordered are included in a “Deal” the deal can be applied. This will group the items and price them as per the deal set up in the Sales Setup > Deals. Insert Deal will create the order with the preset items from a deal which then need to have the modifiers added to determine the actual order items. EXAMPLE: There is a deal of 2 large pizzas and 1L cool drink. When the deal is inserted there are 2 items of large Pizza but nothing to say what kind of pizza and the cool drink may be Coke or Fanta (or whatever choices are on the Deal). The operator must modify each item to ensure it is completed. Custom deal allows the operator to choose items from the order and apply a special price. This is a “once off” deal. The operator can discount the order by entry of a discount value. If entered in Setup an order surcharge can be applied. This is a percent charge and is usually used for holiday charges.

F9 the time in minutes is the current time from order to delivery. The time as hours and minutes is the time that the order should be delivered. The make time can be modified during the trading day if it gets too busy to meet this time. Any change will remain until End of Day is complete and will change on all workstations. Pointing at “Accept” or pressing the end key will signal the completion of the order. If the mode is NOT takeaway the order will be printed for the attention of make staff. If it is a takeaway order the money receipt screen will display and the order will need to be paid before the docket is printed.