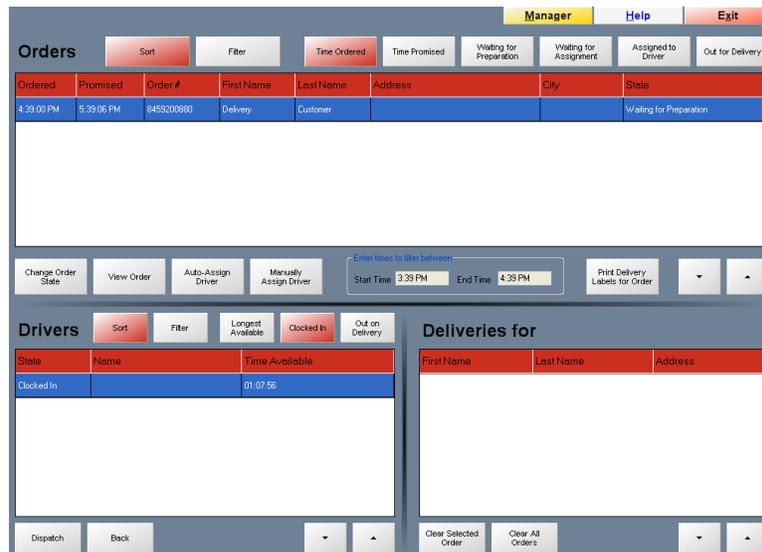


DELIVERY TRACKING



Delivery and driver tracking functionality is built into Restaurant Pro Express, enabling you to track the status of each delivery order and driver in your restaurant. The streamlined tracking of your delivery orders helps you better pinpoint delivery times for customers that call asking when their order will be arriving. At a glance, the Delivery Tracking screen will show you the status of each of your delivery orders, which driver they are dispatched to and what time the driver departed. Typically one point of sale terminal is designed to driver and delivery tracking, however, the information can be accessed from any of your POS stations.

Every delivery order automatically displays on the Delivery Tracking screen. Each order can be assigned a status, such as waiting for preparation, ready for delivery or out with a driver. Once prepared, you can assign all waiting orders to the longest waiting driver with a single touch. Alternatively you can manually assign orders to a specific driver.

You can use Delivery Tracking to:

- Track the progress of orders placed for delivery from ordering, preparation, and delivery.
- Keep track of where your delivery employees are from what orders they are delivering, and how long they have been out.

Create a job code for drivers

In order for an employee to be considered a driver within Delivery Tracking, they must be clocked in with a job code that has been enabled with the feature. To create this job code, select **Options** or **Manager** and follow these steps.

	<ol style="list-style-type: none"> 1. Select Administrative and then Employee Maintenance.
	<ol style="list-style-type: none"> 2. Select Job Code Setup.
	<ol style="list-style-type: none"> 3. Select Add.
	<ol style="list-style-type: none"> 4. Provide a name for the job code. 5. Provide a default wage. 6. Provide an overtime wage. 7. Check Access to POS. 8. Check Enable with Delivery Tracking. 9. Select Save.

Attach job code to employee

To make an employee a driver, you must assign them the job code that was created in the previous section. To do so, select **Options or Manager** and follow these steps.

 <p>A screenshot of a menu grid. The grid consists of 20 items arranged in 5 rows and 4 columns. The items are: Row 1: Cashier (1), Inventory Maintenance (A), Department Maintenance (B), Kit Maintenance (C); Row 2: Invoice Properties (2), Styles Matrix (D), Customer Maintenance (E), Employee Maintenance (F); Row 3: Tools (3), Vendor Maintenance (G), Purchase Orders (H), Back Orders (I); Row 4: Setup (4), Time Clock Management (J), Credit Card Settlement (K), Reporting (L); Row 5: Administrative (5), Customer Item Prices (M), Global Price Changes (N), Mix 'N Match Pricing (O). The 'Administrative' item (5) and the 'Employee Maintenance' item (F) are highlighted with red boxes. An 'Exit' button is located to the right of the grid.</p>	<ol style="list-style-type: none"> 1. Select Administrative and then Employee Maintenance.
 <p>A screenshot of a search interface. At the top, it says 'Search by Employee ID'. Below this is a search input field with a dropdown arrow on the right. Below the input field are two buttons: 'Previous' with a left-pointing arrow and 'Next' with a right-pointing arrow.</p>	<ol style="list-style-type: none"> 2. Navigate to or select an employee.
 <p>A screenshot of a tab labeled 'Job Codes & Wages'.</p>	<ol style="list-style-type: none"> 3. Select the Job Codes & Wages tab.
 <p>A screenshot of a green button with a white checkmark icon and the text 'Add' below it.</p>	<ol style="list-style-type: none"> 4. Select Add.

Please Select the Job Code To Add For This Employee

DRIVER Manager Server

Cancel Select

5. Select the job code that was created in the previous section (in this case, DRIVER).

<p>Enter hourly wage</p> <p>\$5.00</p> <p>7 8 9 4 5 6 1 2 3 . 0 +/-</p> <p>Clear Cancel</p> <p>OK</p>	<p>Enter hourly overtime wage</p> <p>\$8.00</p> <p>7 8 9 4 5 6 1 2 3 . 0 +/-</p> <p>Clear Cancel</p> <p>OK</p>
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6. Provide the employee's wages.

Save Changes

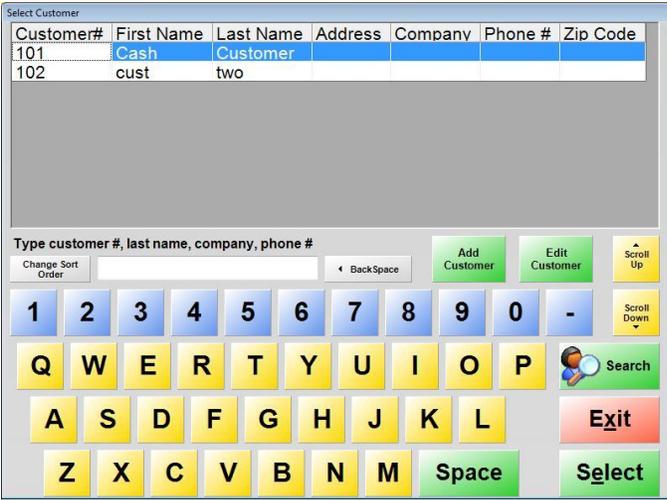
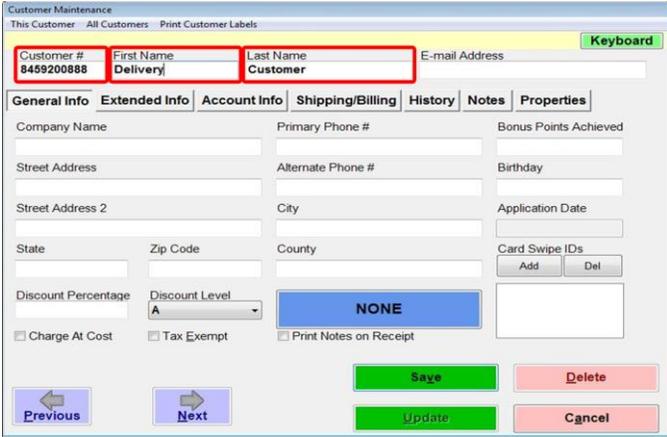
7. Select **Save Changes**.

TIP: Your Employee will not be available for delivery within delivery tracking unless they are "Clocked in" using the delivery job code.

For more information creating employees or job codes please see:
<http://faq.pcamerica.com/software/employees>

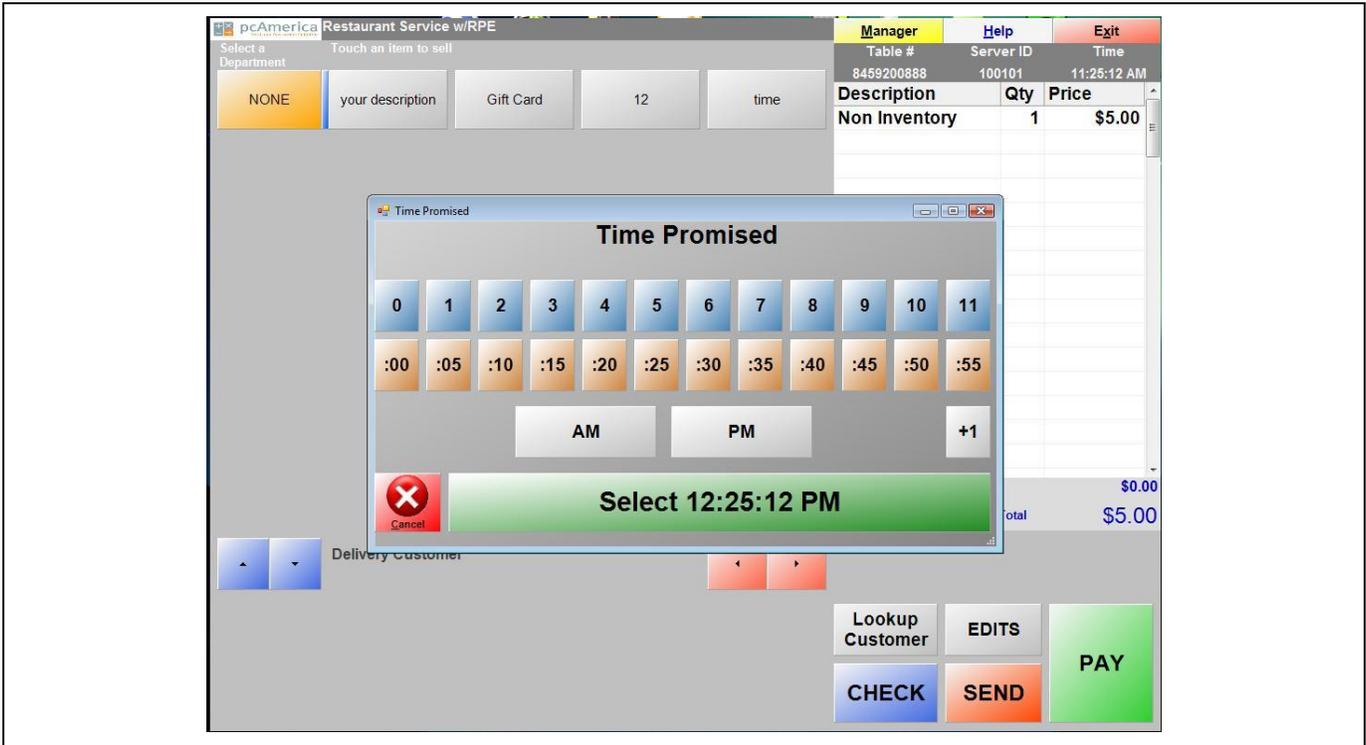
Creating a new order for Delivery

1. Using an employee that is set to take a delivery order, login to RPE. (It may be the employee that is the driver as well.)
2. Select the **Delivery** tab, and then select **New**.

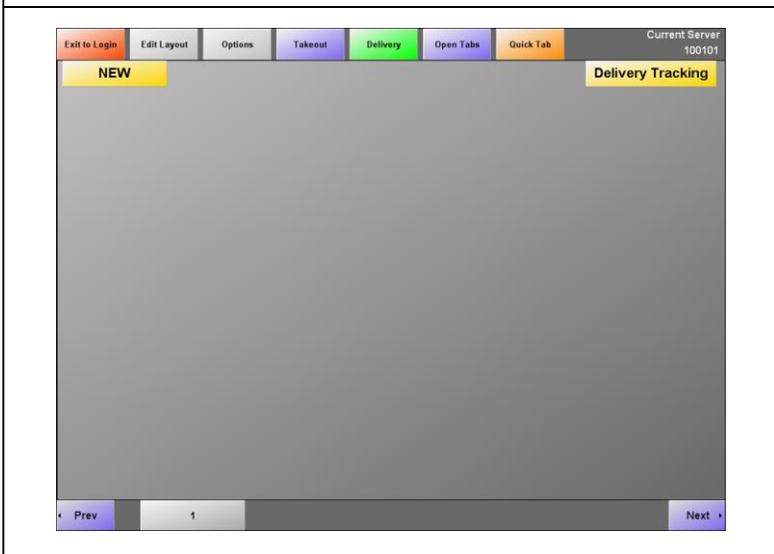
	<p>3. Select the Delivery tab from the row of buttons along the top of the screen.</p>
	<p>4. Select New.</p>
	<p>5. You will then be prompted to select an existing customer, optionally you can select Add Customer to add a new customer.</p>
	<p>If you select Add Customer, it will bring you to customer maintenance window.</p> <ul style="list-style-type: none"> • At this screen enter a Customer # and enter a customer First Name and Last Name, by default a name of Valued Customer should appear which should be changed at this point. <p>TIP: Enter the customer's phone number as customer number for easier future reference.</p>

6. Upon selecting **Save** or, selecting the customer you will go to invoicing screen to ring up their order.

Note that Customer # shows on top as the **Table #** and Customer's Name shows on left next to Blue up and down arrows.



7. Ring up the customer's order, then select **Send**, you will be prompted with a **Time Promised** window.
8. Select the appropriate time for Time Promised and select the green **Select Time** button.
9. The order is now on-hold, being prepared and awaiting delivery.



10. To process this order for delivery, go to the table layout screen select the **Delivery** Tab, then the **Delivery Tracking** button.

This brings up the main **Delivery Tracking** window.

Explanation of the Delivery Tracking Window

ORDERS section

At top, you are able to “Sort” or “Filter” your delivery orders for easier viewing, according to buttons on top right. This is also the steps that an order would go thru from creation to close.

- Time Ordered
- Time Promised

The following will only display the orders in their respective field:

- Waiting for Preparation – default state after order is created
- Waiting for Assignment – an employee will change to this state after order is cooked and packaged
- Assigned to Driver – order is assigned to a driver waiting to be delivered
- Out for Delivery – order is currently out for delivery

	<p>The Change Order State button is selected in order to change the state of the selected order to Waiting for Preparation, Waiting for Assignment, Assigned to Driver, Out for Delivery, or Delivered.</p>
	<p>The View Order button is selected in order to change an order or to simply view its contents.</p>
	<p>The Auto-Assign Driver button is selected in order to assign an order to a driver for delivery.</p> <p>Assignment is based on either the age of the order or the time promised, depending on the setting in the Delivery tab of the Restaurant Features tab of Setup Screen.</p>
	<p>The Manually Assign Driver button is selected in order to assign an order to the selected driver for delivery.</p>
	<p>The Print Delivery Labels for Order button is selected in order to print the delivery labels for the selected order. For more information on printing pizza labels please see the document titled Pizza Labels at:</p> <ul style="list-style-type: none"> • http://faq.pcamerica.com

Drivers		
Sort	Filter	Longest Available
Clocked In	Out on Delivery	
State	Name	Time Available
Clocked In		01:07:56
Dispatch	Back	

DRIVERS section

All delivery enabled employees that are **Clocked In** will show up here.

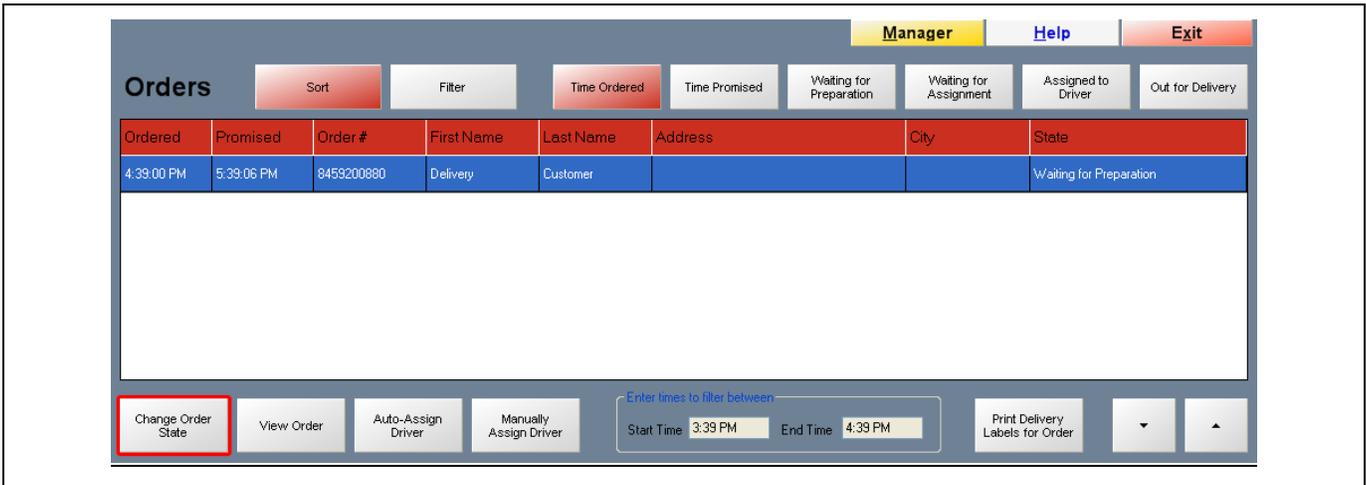
- You can also sort or filter this list according to the **State** that they are in (e.g. **Longest Available, Clocked In** or **Out On Delivery**).
- When the driver is placed in a State the time will be recorded under **Time Available**.
- **Dispatch** is used when the employee actually leaves for the delivery.
- **Back** is used when the employee is back from deliveries. Hitting this button will bring up the orders that they delivered automatically at the invoice screen so they can then close out these invoices.

Deliveries for		
First Name	Last Name	Address
Clear Selected Order	Clear All Orders	

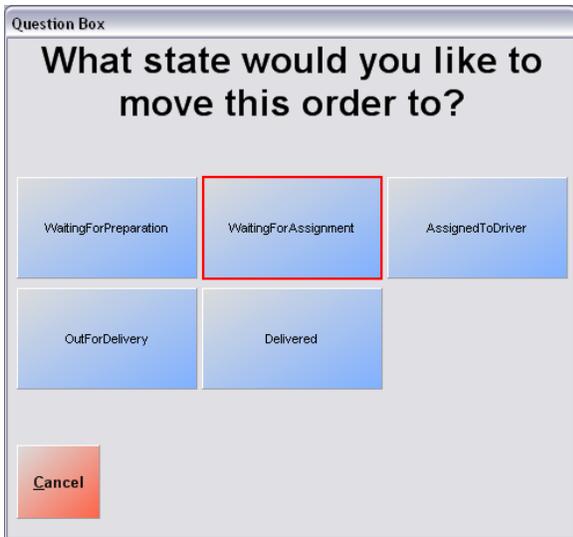
Deliveries for 'employee name' Section

When a driver is selected, you can view and clear the orders assigned to them. Orders in the process of being delivered will be displayed in bold.

Steps to Take to Get Order Delivered



1. Once order is cooked and packaged, select an order to be delivered, then select **change order state**.



2. Select **Waiting for Assignment** to change the order from **Waiting for preparation** to **Waiting for Assignment**.



3. Select either **Auto-Assign Driver** or **Manually Assign Driver** in order to assign the order to a driver. The order's state will be changed automatically.

To Manually assign a driver

- Select on the order# so that order is highlighted, and select the **employee / driver** that should take this order.
- Select on **Manually assign driver** so order is now attached to that driver waiting for delivery.
 - Order state is automatically changed to **Assigned to Driver**.
 - Driver state is automatically changed to **Orders Assigned**.

Once all orders have been assigned to driver, select the driver so they are highlighted, and select **Dispatch**.

- Driver state is automatically changed to **Out on Delivery**.
- Order state is automatically changed to **Out for Delivery**.

Steps for Returning Drivers

1. Go to the **Delivery Tracking** section

2. Select on their name in the drivers section so they are highlighted, and select **Back**.

3. Their orders are now on the main invoice screen, ready to be closed out.
 4. Close the invoice(s) by selecting **PAY** and following the prompts as you normally would to complete a transaction.

Once they pay out their delivered orders, the Delivery Tracking section is automatically updated with this.

- Delivered orders are cleared out.
- Driver state is changed back to **Clocked In**.
- Deliveries assigned to driver are cleared.