Reports (F&B): Is it possible to search the last order details for a customer by using his phone number in Touch POS?

Answer:

Now we can take orders through phone calls in an entirely new user friendly interface. It will also show you the last order details of that particular customer, if he/she visited previously in your restaurant and you have proper details about him. Please follow the steps given below to accomplish the task.

Step1: Setting the Advanced option in Sale Invoice

1. Go to Main Menu > Sales Management > Transaction > Sales Invoice (POS) (S > T > S)
2. Press **Alt + O**.
3. Set **"Prompt to select Customer on start = Advanced".**
4. Save.

Step2: Transaction in Touch POS

- Go to Main Menu > Sales Management > Transaction > Sales Invoice (Touch POS) (S > T > T)
- Ask customer and enter his/her **Mobile number**.
- Press **Enter**. It will lead you to two specific situations…
- **The database already have the details about that customer**
  - If your database already has details about that customer, FusionRetail ™ 6 will show all the details of that particular customer with all the **transactions** of that particular customer along with the **order details** against each transaction.
  - **The customer wants to re-order any previous order**
    - Select the order from last order details.
    - **Alt + R** (or you may use **'–R Re Order'** button).
    - It will lead you to the order taking screen
    - Select any other items if required
    - Tender
    - Finish
  - **Customer wants to order new items**
    - **Alt + C** (or you may use **'–C Select Cust'** button)
    - Enter order
    - Tender
    - Finish
- **There is no detail about the customer in your database**
  - If your database don't have any details about that customer just enter the details

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and save it using the '–S Save' button.

- Enter order details
- Tender
- Finish

Customer Details

Customer

Mobile Number	?	▮▮▮▮▮

Address & Contact Info

Name	?
Street Number	?
Street Name	?
Address 1	?
Address 2	?
Address 3	?
City	?
State	:
Country	:
Pin Code	?
Phone Number	?
POS Remarks	?
Customer Type	?
Card type	?

Enter Mobile Number in the Mobile Number field.

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Customer Details   **17-Jan-2011**

Customer

Mobile Number	?	9748602830

Last Order Details

Srl	Date	Memo No	Qty	Amount
1	17-Jan-2011	11\618	2.00	700.00
2	15-Jan-2011	11\617	5.00	790.00
3	15-Jan-2011	11\616	10.00	76.00
4	15-Jan-2011	11\615	7.00	3^

Address & Contact Info

Name	?	Soham Banerjee
Street Number	?	15A/3
Street Name	?	Hazra Road
Address 1	?	Near Hazra Law College
Address 2	?	
Address 3	?	
City	?	Kolkata
State	:	West Bengal
Country	:	India
Pin Code	?	
Phone Number	?	
POS Remarks	?	
Customer Type	?	[None]
Card type	?	[None]

The last few transaction details of the Customer.

Item Summary

Srl	Qty	Items	Amount
1	1.00	Meat Lovers Large	350.00
2	1.00	Meat Lovers Large	350.00

The Customer Details appear on entering the Mobile Number.

The list of items for the corresponding transaction.

For more information please visit:

- http://www.rancelab.com/help/fr6_sale_invoice_pos.htm
- http://www.rancelab.com/help/fr6_sale_invoice_touch_pos.htm

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