

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.
- o Enter order details
- o Tender
- o 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

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]

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 | 340.00 |

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 last few transaction details of the Customer.

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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