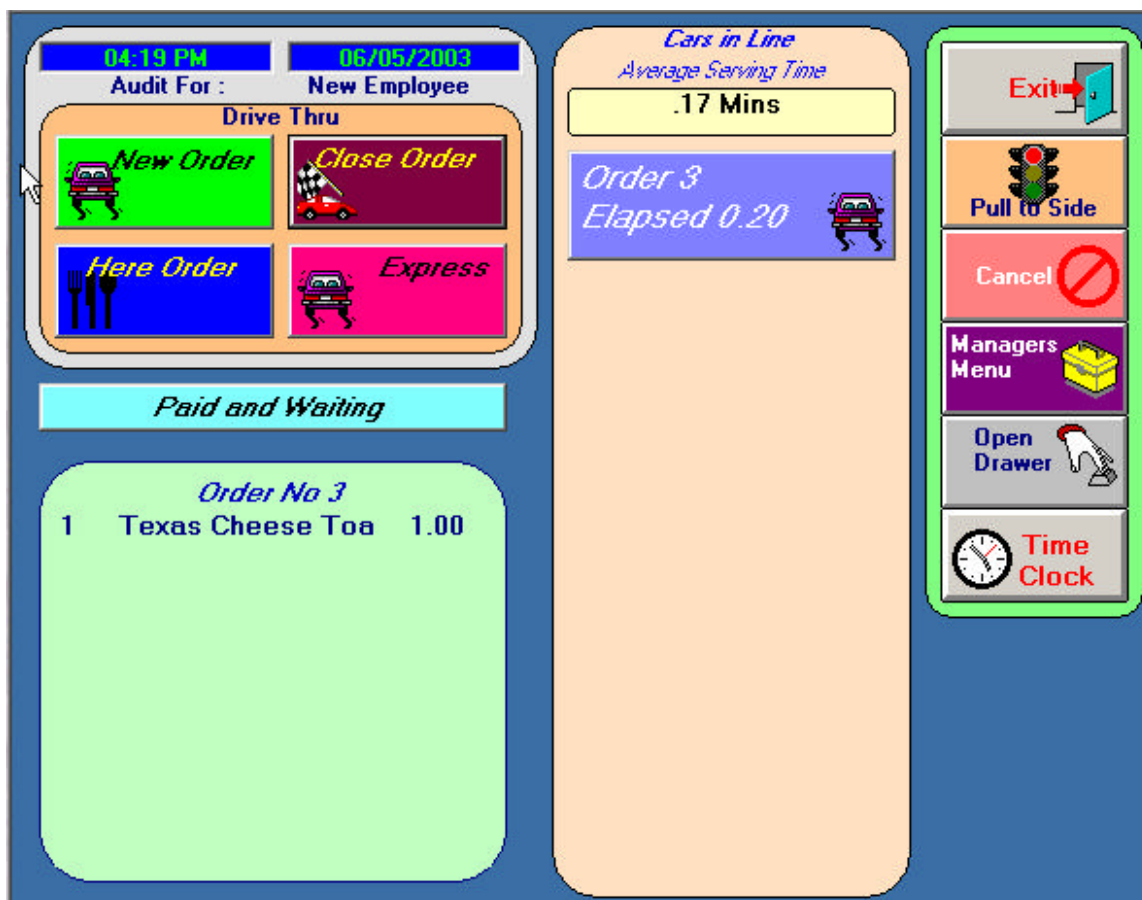


7.0 Drive Thru Option

If you are using MicroSale for a Quick Serve application with a Drive Thru register, then you may want to use the “Order Recall for drive thru” option. This option lets you enter orders into the drive thru register and recall them when the car arrives at the window instead of closing each check immediately. Enter your number on the ID Entry Screen and MicroSale will take you to the Order Recall screen for drive thru.



7.1 New Order

To **start an order** on the Order Recall screen touch the green **New Order** button on the left side of the screen. This will take you to the Order Screen. On this screen you will take the order as described in the **Order Screen** section of this chapter. The only difference is that when you total the order, it will not take you to the Amount Tendered screen. Instead, it will turn that order into a **Car** button that will show up in the **Cars in Line** section of the screen. The **Car** buttons will stay in the column until they are recalled and **closed**. The screen can show up to six cars at one time, but holds an infinite number of cars. You can access any car without closing it by touching that particular **Car** button. There is also an Elapsed Minutes on the button to keep track of ticket times. When the Elapsed Minutes reaches a certain time 3 minutes by default, the **Car** button will turn bright red and flash. This option can also be set up to start the Elapsed Minutes timer when the car reaches the window.

7.2 Close Order

There are 2 ways to close an order. One way is to touch the maroon **Close order** button and the appropriate car button. This will take you back to the order screen showing that car's order. At this time, items can be added to the order if the customer decides he would like something when he gets to

the window. When the drive thru attendant is ready to collect the money, press the **Total** button and it will take you to the Amount Tendered screen. Cash out the order as described in the Order Screen section of this chapter. The 2nd way to close the order is to press any where in the white box that shows the order for the first car in line. You can add to the order or press total and it will go to the Amount tendered screen.

7.3 Express Order

There are other options also available on the Order Recall screen. The **Express Order** allows you to take an order without sending it into the order recall. Instead, when you touch **Total** on the Order Screen it will take you directly to the Amount Tendered screen. This feature is helpful if a customer at the window wants to add another item after you have cashed out their order. Touch the Express Order button and enter the order like a front counter order.

7.4 Here Order Another option is the **Here Order** button. This feature is helpful if you are changing out a cash drawer on the front counter. Touch the **Here Order** button and enter in a front counter order as normal. Touch total and enter the payment. It is a quick and easy way to take front counter orders on your drive thru register.

7.5 Paid and Waiting -The green **Paid and Waiting** button shows the time the first car has been paid and waiting to keep the serving times accurate. To remove the time, press the **Paid and Waiting** button.

There are six buttons in the upper right corner of the screen.

The **Exit** button will take you to the ID Entry Screen. If your employee walks away from their register, it is suggested to exit out to avoid tampering by other employees.

7.6 Pull to Side The **Pull to Side** button allows the attendant to ask the customer to pull to the side if the order is taking too long and the other cars in line's orders are complete. This will speed up the serving times for the other cars. Touch **Pull to Side** button and then the car. Collect the money and then the *car waiting* will flash in the red box at the bottom right of the screen. This will remind you that a customer is waiting for his order. To clear the waiting car, press it and then the order number.

The **Cancel** button is used to de-select a highlighted button. For example, if you touched the **Close Order** button, but you wanted to access a car to add an item to it, touch the **Cancel** button and it will de-select the **Close Order** button.

There is also a **Managers Menu** button on the screen that will take you to the Managers Menu with proper access.

The **Open Drawer** button will open the drawer with proper access, and the **Time Clock** button will take you to the time clock screen.