

eHARVEY'S PORTAL

HOW TO VOID AND VIEW MOBILE ORDERS

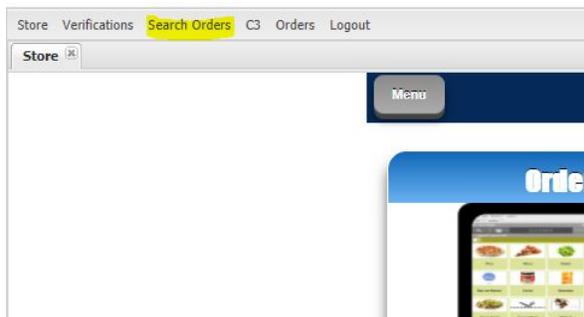
If you need to search or void any mobile orders, you can do so through the eHarvey's Portal. To access the eHarvey's Portal, swipe the Manager card and select "eHarvey's" from the Manager's menu on the POS.



VIEW/SEARCHING FOR MOBILE ORDERS:

This function allows the restaurant to view and search for pre-paid orders. Orders can be searched by order number, order date, and Guest name.

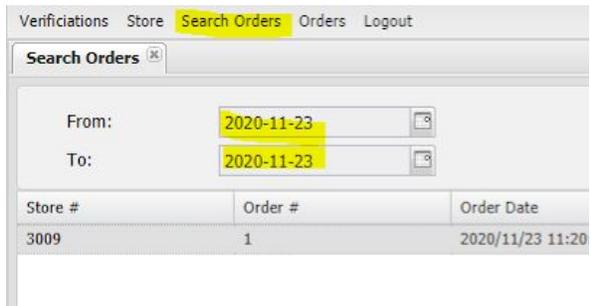
1. Select "Search Orders"



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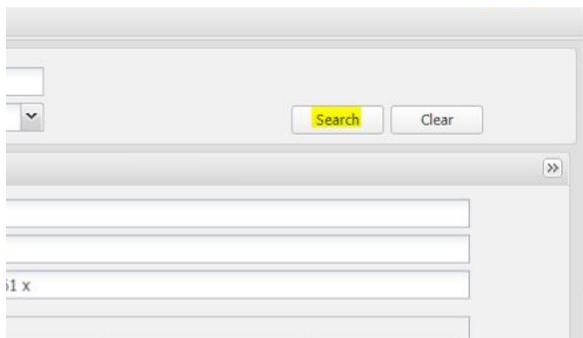
2. Select the applicable date for the order you are looking up.



The screenshot shows the 'Search Orders' interface. At the top, there are navigation tabs: 'Verifications', 'Store', 'Search Orders' (highlighted in yellow), 'Orders', and 'Logout'. Below the tabs is a search bar with a close button (X). The search criteria are set to 'From: 2020-11-23' and 'To: 2020-11-23', with the dates highlighted in yellow. Below the search criteria is a table with the following data:

| Store # | Order # | Order Date |
|---------|---------|------------------|
| 3009 | 1 | 2020/11/23 11:20 |

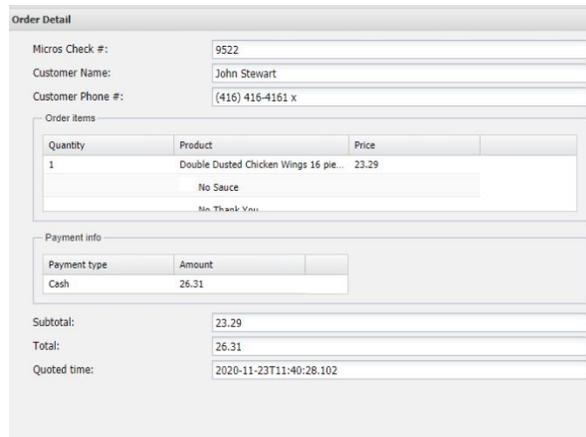
3. Select "Search"



The screenshot shows the search results page. At the top, there are two buttons: 'Search' (highlighted in yellow) and 'Clear'. Below the buttons is a search bar with a dropdown arrow and a right arrow (»). Below the search bar is a table with the following data:

| Quantity | Product | Price |
|----------|---------------------------------------|-------|
| 1 x | Double Dusted Chicken Wings 16 pie... | 23.29 |

4. Double click on the order to view the details.



The screenshot shows the 'Order Detail' page. It contains the following information:

Micros Check #: 9522
Customer Name: John Stewart
Customer Phone #: (416) 416-4161 x

Order items

| Quantity | Product | Price |
|----------|--|-------|
| 1 | Double Dusted Chicken Wings 16 pie... No Sauce Mr. Thank You | 23.29 |

Payment info

| Payment type | Amount |
|--------------|--------|
| Cash | 26.31 |

Subtotal: 23.29
Total: 26.31
Quoted time: 2020-11-23T11:40:28.102



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VOIDING MOBILE ORDERS:

An order can only be voided by the restaurant if the Guest:

- Calls the restaurant to cancel the order
- The Guest wanted to apply a discount to their order when they got to the restaurant
- The Guest wants to modify their order

When a void is applied to a Guest order, the Guest will not be charged.



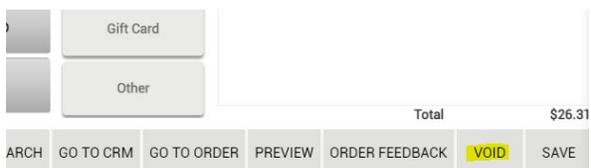
Only orders with an “In Prep” status can be voided as the pre-paid tender has not been finalized.

1. As a continuation from the final step in “*Viewing/Searching Mobile Orders*”:

Click “Launch Order Tool” on the order you would like to void at the bottom right of the screen.



2. Select “Void”



3. Select Void Reason and click “OK”

