

- On the main street list page, find the new street in the list (Use **Filter** and filter by streetname if necessary)

The screenshot shows the 'Street list' application interface. At the top, there are tabs for 'Street Names', 'Syburbs', and 'Delivery Areas'. Below the tabs is a table with columns: 'Upper', 'Street Name', 'Suburb', 'Deliver?', and 'Travel Time'. A search dialog box is open over the table. The dialog has a list of fields on the left, with 'Street Name' selected and highlighted in red. The search value 'mr delivery' is entered in the 'Field Value' field. The search type is set to 'Partial Match at Beginning'. There are 'OK' and 'Cancel' buttons at the bottom right of the dialog.

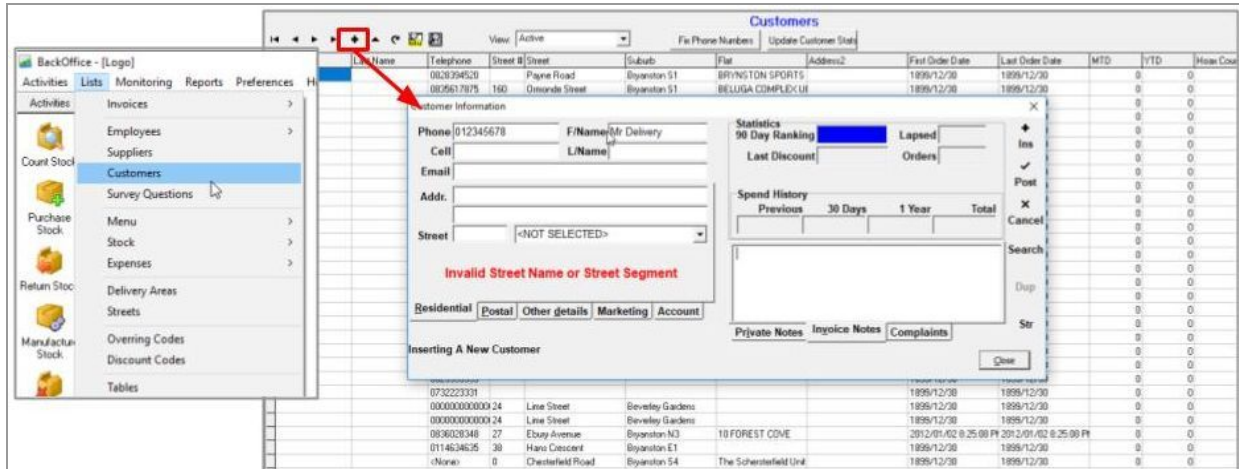
- Link the street to **Map Ref 3RDPARTY**, the **Suburb** to Mr Delivery (or UberEats)

The screenshot shows the 'Street list' application interface. The 'Map Ref' field is set to '3RDPARTY'. The 'Suburb' dropdown menu is open, showing a list of suburbs: 'Moode Hill', 'Morningside', 'Morningside Hills', 'Mr Delivery', 'New Brighton', 'Nicolway Centre', 'Norscot', and 'Northern Acres'. 'Mr Delivery' is selected and highlighted in blue. The 'Deliver?' field is empty.

- Post the changes by clicking the tick mark [✓]

Step 2 - Create Customers

Each Third-Party Delivery company needs to be set up as a Customer in Aura, so that orders can be assigned to them. In **Backoffice**, click *Lists > Customers*, then click **[+]** to add a new entry.



Capture the company name and telephone number. Note that no address details are required. Click **Post** to save the changes.

Capturing Orders

When orders are placed from a Third Party service, the order will come through via a Phone call to the store or a printer installed by the service.

This order must be captured in Invoicing as a Collect order!

This is done for several reasons: first, it avoids problems with using Yumbi's callcentre platform to send an order to Deliverree for the order to be delivered when it is not handled at all by the store.

Next, it allows the order to be held until it is collected by the Third Party delivery company, as well as being linked to the Company's customer entry.

Assigning a Reference Number

After the order has been placed, you will often receive a reference number for the invoice from the third party service agent or printed slip. This reference number must be captured by pressing the **Note** button in invoicing so that the reference number will appear on the slip.

Cashier: CoSoft, CoSoft [COS] Invoice # 0 Started: 02:44 PM

1 Lrg Pi:TD5S 5 SAUSAGE TRIPLE DECKER LRG 124.90

Collect Transaction
Mr Delivery
Tel: 012345678

D PROMOS [LRG PIZ]

5 SAUSAGE TRIPLE DECKER LRG CHICKEN CHEEZY CRUNCH MEATY CHEEZY CRUNCH

Lineitem Comment
Enter the comment you want to insert
#123456

| | |
|-------------------------------|----------------|
| Sub-total | R124.90 |
| - Item Disc | R0.00 |
| - Inv Disc | R0.00 |
| - No Invoice Discount Applied | R0.00 |
| + delivery | R0.00 |
| TOTAL | R124.90 |

Counter ...

Collect Item Note

Delivery Customer

Table Customer History

Split Scan

Send Print

Remove Customer Cancel

[F1] Help Last change: R0.00 Ready To Save 22 Nov 2017 14:45:15

Completing the Order and Cashup

When the Third Party Delivery Service driver comes in to collect the order, **the Cashier must Re-Print the invoice for the store's reference**, and make sure that the driver signs the slip, which will then be kept in the till drawer for proof.

The order can then be completed off as a Cash transaction.

When cashing up the till, press [F5] on the keyboard, to open the **Debtors** field. Capture each signed invoice slip using the service name as a reference, and their order reference number under **Person's Account**.

Debtors

Shift Number: 17081 Cashup Date: 23 Nov 2017 Amount: R199.80

| Name | Pers Acct | Acct | Cents | Qty | Amount |
|-------------|-----------|------|-------|-----|---------|
| MR DELIVERY | #123456 | | | | R199.80 |

Quantity Form

Name: MR DELIVERY

Person's Account: #123456

Other Account:

Amount: 199.80

OK Cancel

Close



Office Contact Details

Aura Helpdesk

0860 994 155

support@cosoft.co.za

www.cosoft.co.za/support

Aura Helpdesk Hours

6:00am to 11:00pm, 7 days a week



In order to ensure that all calls taken have been logged and are treated with the importance and urgency each one rightfully deserves, please keep the following points in mind when consulting with our helpdesk:

- Ensure that the technician you are speaking to knows which store you are calling from, and that you get the name of the technician you speak to.
 - Be clear and concise with what the problem is and when it started appearing. The more information you can provide, the better.
 - If the technician does not offer you a reference number for your call, you should ask them for one. Not only does this makes it easier to follow up on the status of the issue later, but also ensures that your call is logged in our system and is being / has been attended to properly.
 - Most importantly, please keep in mind that CoSoft provide the Aura Point of Sales Suite; for any other problems such as your email, internet, anti-virus software and the like, please contact the software distributor or supporter related to that application. These contact details can generally be found under the application's Help > About or Help > Contact Us options.
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