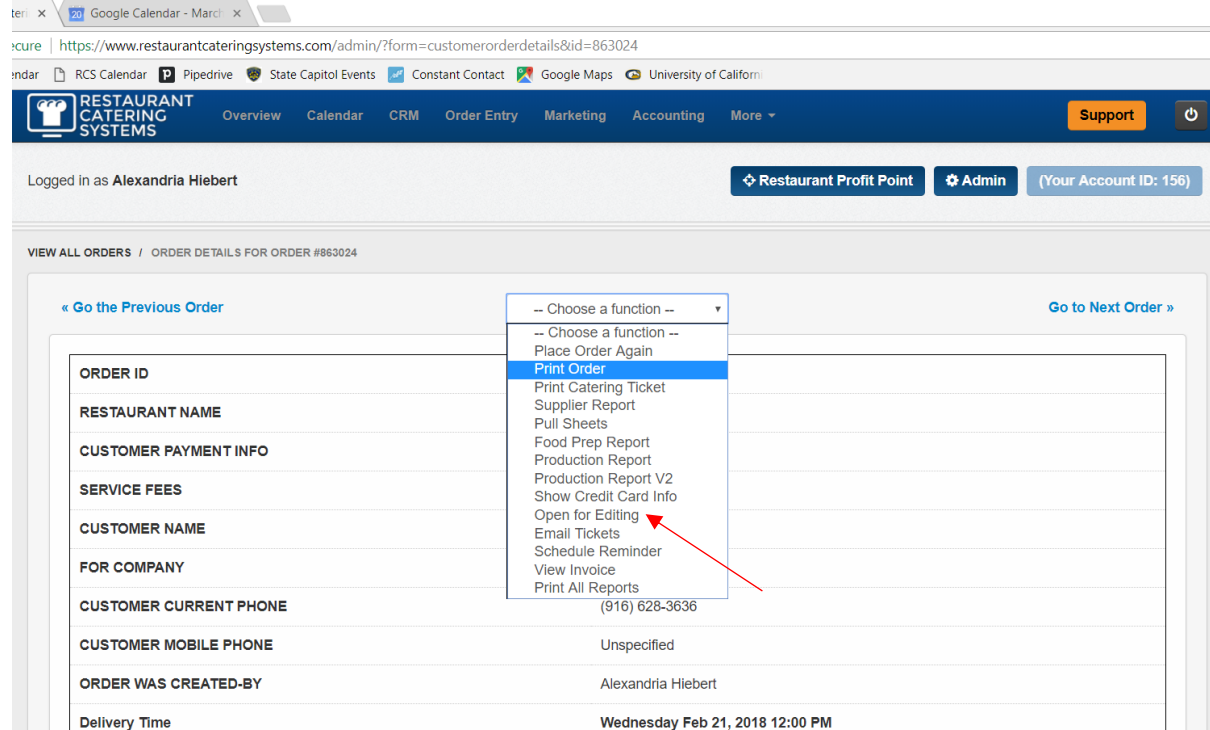


Modifying an Order in RCS

Sometimes, a client will need to change something about their order. We can make any modifications necessary in RCS. To do this, go to the order and click on “Choose a Function”. This will produce a drop-down menu. Click “Open for Editing”.

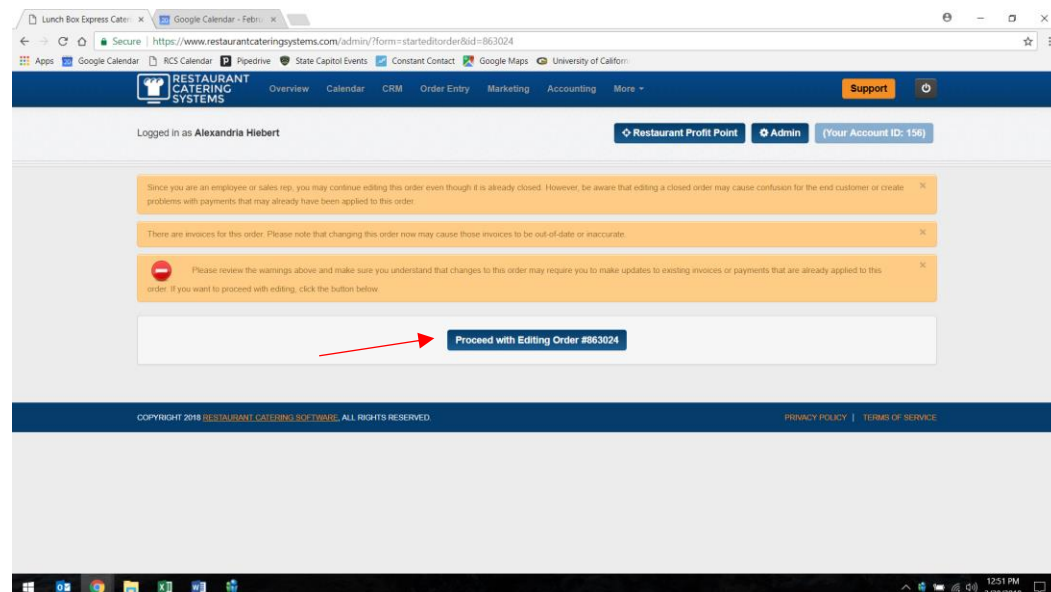


The screenshot shows the RCS Admin interface for order #863024. A dropdown menu is open over the order details, listing various functions. The 'Open for Editing' option is highlighted with a red arrow.

ORDER ID	
RESTAURANT NAME	
CUSTOMER PAYMENT INFO	
SERVICE FEES	
CUSTOMER NAME	
FOR COMPANY	
CUSTOMER CURRENT PHONE	(916) 628-3636
CUSTOMER MOBILE PHONE	Unspecified
ORDER WAS CREATED-BY	Alexandria Hiebert
Delivery Time	Wednesday Feb 21, 2018 12:00 PM

- Choose a function --
- Choose a function --
- Place Order Again
- Print Order
- Print Catering Ticket
- Supplier Report
- Pull Sheets
- Food Prep Report
- Production Report
- Production Report V2
- Show Credit Card Info
- Open for Editing
- Email Tickets
- Schedule Reminder
- View Invoice
- Print All Reports

After clicking “Open for Editing” you will be brought to warning page. To continue to editing the order, click “Proceed With Editing”



The screenshot shows the RCS Admin interface displaying a warning page. Three warning messages are shown in orange boxes, and a red arrow points to the 'Proceed with Editing Order #863024' button.

Since you are an employee or sales rep, you may continue editing this order even though it is already closed. However, be aware that editing a closed order may cause confusion for the end customer or create problems with payments that may already have been applied to this order.

There are invoices for this order. Please note that changing this order now may cause those invoices to be out-of-date or inaccurate.

Please review the warnings above and make sure you understand that changes to this order may require you to make updates to existing invoices or payments that are already applied to this order. If you want to proceed with editing, click the button below.

[Proceed with Editing Order #863024](#)

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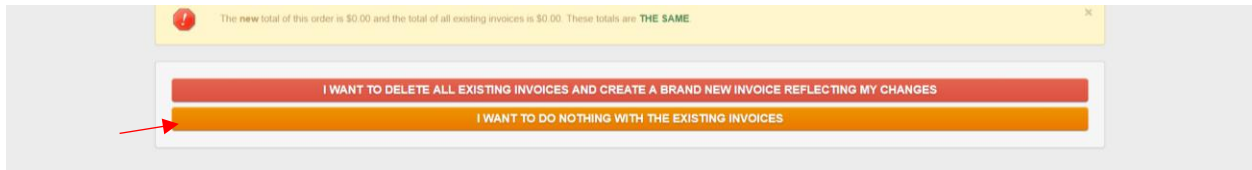
This will bring you back to the order screen. Change whichever details need to be adjusted.

The screenshot shows the 'Order Entry' screen in the Restaurant Catering Systems admin interface. The top navigation bar includes 'Overview', 'Calendar', 'CRM', 'Order Entry', 'Marketing', 'Accounting', and 'More'. A 'Support' button is visible in the top right. The main content area is divided into two columns of form fields. The left column contains: 'Customer' (Alex Hiebert), '# People Order For' (10), 'Order Type' (Pick-up), 'Current Callback Number' ((916) 628-3636), and 'Payment Method' (Pay at time of Pick-up). The right column contains: 'Delivery Date' (02/21/2018), 'Delivery Time' (12:00 PM), 'Ignore time warnings' (checked), 'Revised Date' (02/16/2018 14:48 PM), 'Special Instructions' (empty text area), and 'Order Taken By' (Alexandria Hiebert). Below these forms is a table with columns: Item, Quantity, Unit, Price/Item, and Total. The table lists four items: 'Tasting (Catering)' (1, Each - \$0.00, \$0.00), 'Lasagna Rolls/Chicken Penne Pasta' (3, Per Item, \$0.00), 'Tomato Bisque Soup' (3, Per Item, \$0.00), and 'Butcher's Board + Hot Appetizer' (3, Per Item, \$0.00). Each item has a green '+' and a red '-' button to its right.

Once you have adjusted the appropriate details, scroll to the bottom of the screen and click "Save Changes to this Order." Be sure to also check the "Don't place a text notification for this Order" box.

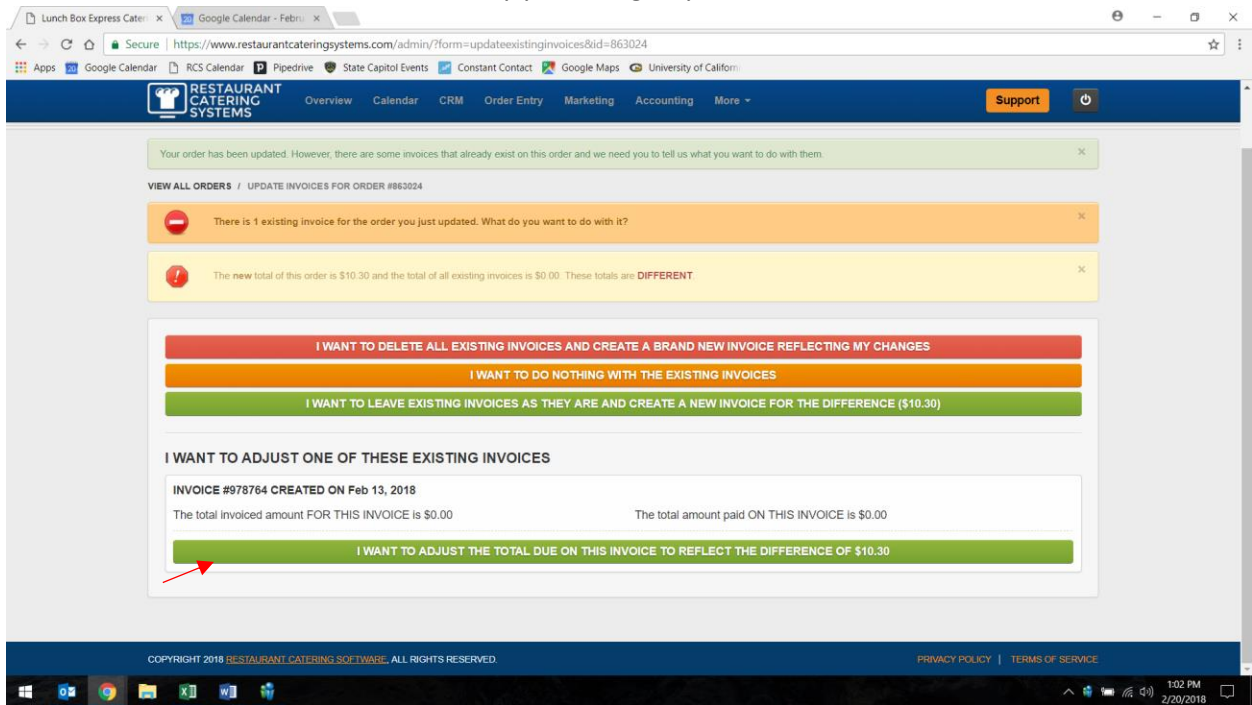
This screenshot shows the bottom portion of the Restaurant Catering Systems admin interface. The top navigation bar is identical to the previous screenshot. The main content area shows a table with two items: 'Butcher's Board + Hot Appetizer' (3, Per Item, \$0.00) and 'Variety Dessert Platter' (1, Per Item, \$0.00). Below the table is a summary section with the following fields: 'Subtotal: \$0.00', 'Coupon: () \$0.00', 'Admin Fees (0%): \$0.00', 'Tax (0%): \$0.00', 'Tip: \$0.00', and 'Total: \$0.00'. Below the summary is an 'Options' section with several checkboxes: 'Don't place a text notification for this Order:' (checked), 'Don't Automatically Email this Order/Quote to Customer:' (checked), 'Don't process this transaction with Braintree (if this is a credit card payment)' (unchecked), 'Ignore all minimums (order value and quantity):' (unchecked), and 'Ignore coupon restrictions:' (unchecked). At the bottom of the options section are two buttons: 'Save Changes to this Order' and 'Create a Quote'. A red arrow points to the 'Don't place a text notification for this Order:' checkbox, and another red arrow points to the 'Save Changes to this Order' button. The bottom of the browser window shows the Windows taskbar with the time 12:54 PM and date 2/20/2018.

After the changes have been saved, you will be brought to a page about the invoice amount. If the invoice amount has not been affected by the change you made, you will be presented with these options:



Select "I want to do nothing with the existing invoices" to finish editing your order.

If the invoice amount has been affected by you changes, you will see this screen:



Select "I Want to Adjust the Total Due..." in order to update the invoice to reflect the proper amount.

After you are finished editing your RCS order, print a copy of the updated order and inform the proper personnel about the changes that were made.