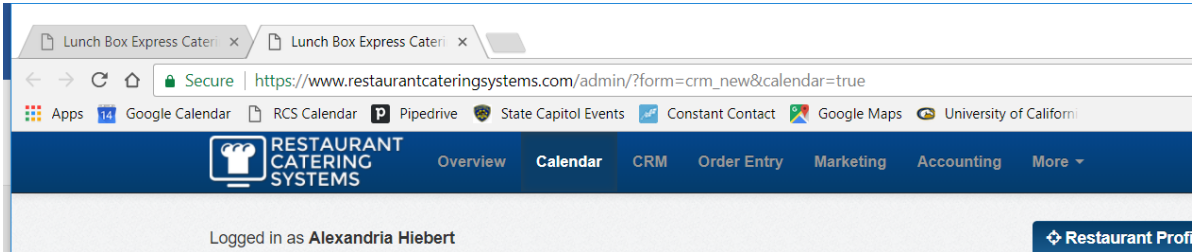**Placing an RCS Order**

Restaurant Catering Systems (RCS) is the software we use to process the bulk of our catering orders. Clients can place their own order online, or they can call us and we can place the order for them. Here are the steps to place an order in RCS:
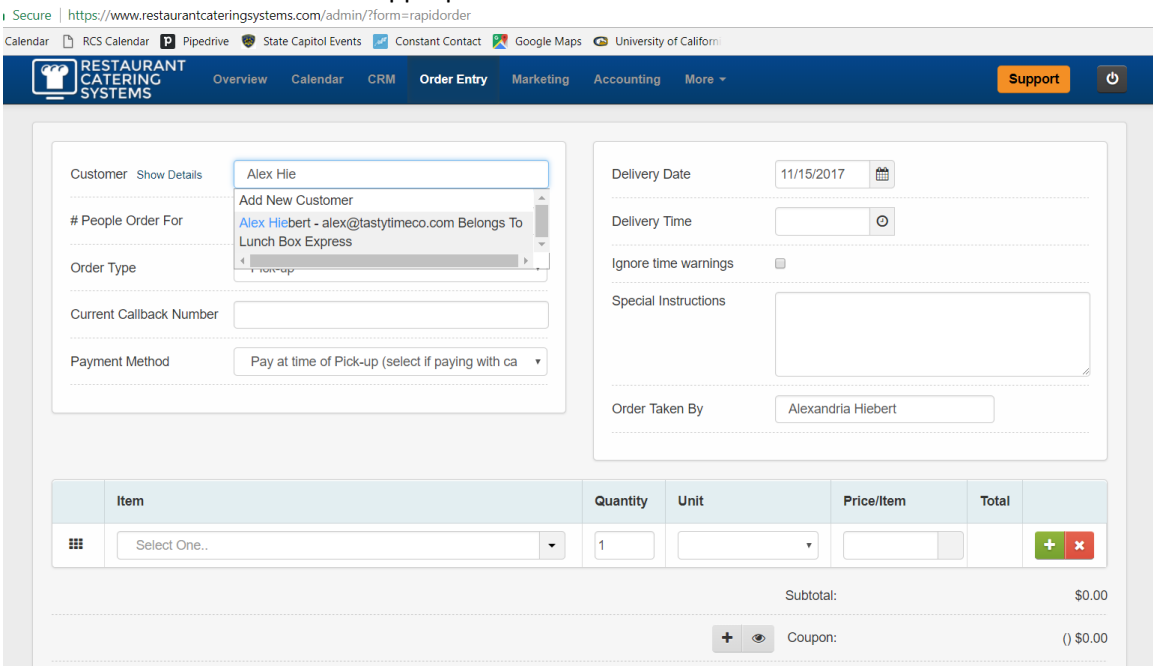
1) Navigate to the RCS website and log in:

2) Once you've reached the homepage, select the "Order Entry" tab at the top of the page:
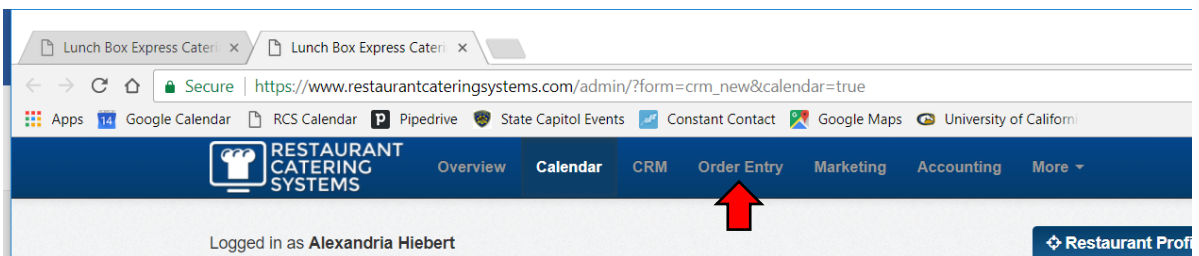
3) The "Order Entry" page appears as shown below. If the client has ordered from us before, simply begin typing their name into the "Customer" box, and their information will pop up. When you select their name, information like delivery address, phone numbers, and payment information will auto-fill in the appropriate boxes.

4) If the client is a new customer, you will have to create a new account for them. Type their full name into the "Customer" box and then select "Add New Customer". Fill in the contact information as prompted. Be sure to hit "Save Contact" at the bottom of the pop-up information screen.

5) After the client's account has been created or selected, ask the client the date and time that they'd like their order delivered. Check the Google calendar to be sure that there are no blackouts for that date and/or time. Once you've guaranteed that there are no blackouts, fill in the appropriate boxes with the delivery time and date.
6) Ask how many people they are ordering for. Fill in the "# People Order For". box.

7) In the "Order Type" box select "Delivery" from the drop down menu, unless the client specifically mentions picking up their food. Verify the address that pops up in the "Delivery Address" field.

8) After all of the contact and delivery information has been entered, begin entering the food order by typing the name of the meu item that the customer is interested in into the box beneath the word "Item".
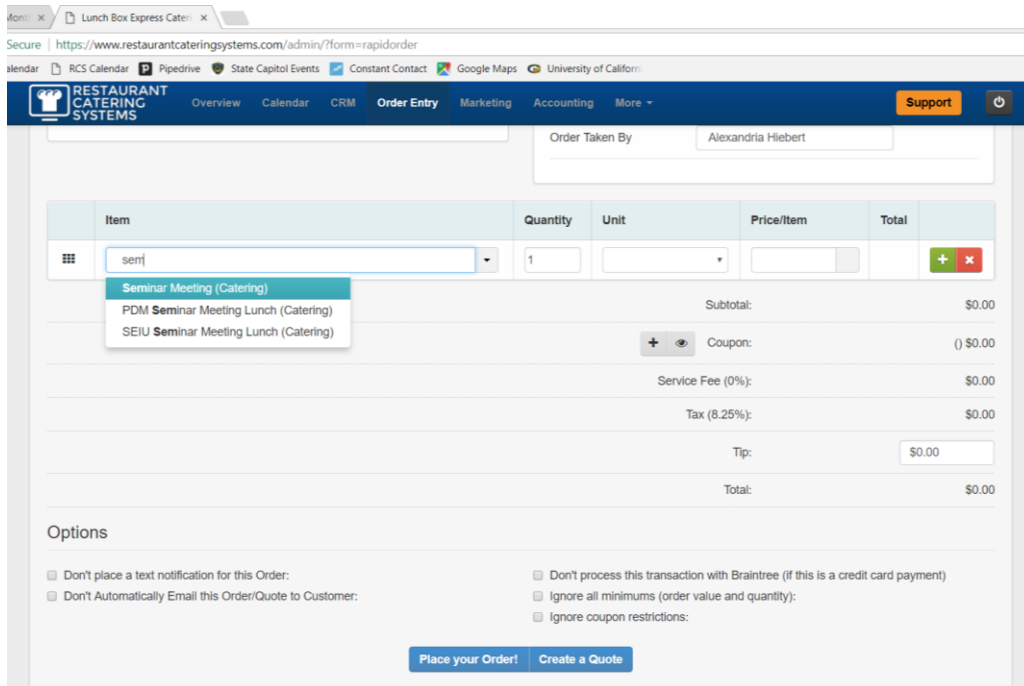
9) Click the menu item to select it. This will pull up a screen full of drop-down boxes that allow you to customize the order. Run through the options with the customer, selecting the choices that they indicate.
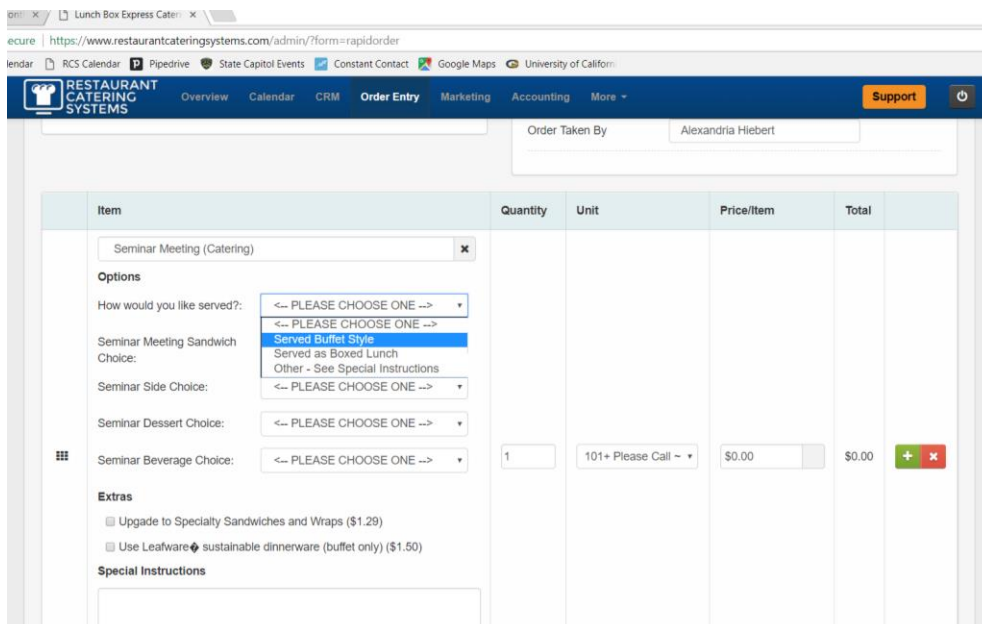
10) For "Quantity" enter the same number that you entered for "# of people order for".
11) For "Unit", select the pricing tier that includes the serve count for the order.
12) Enter any special instructions that the client has into the "Special Instructions" box. Use all caps for specials instructions to make them easier for the eye to catch.
13) This will complete your order for that menu item. If there are any additional menu items, press the green "+" button and repeat the process.
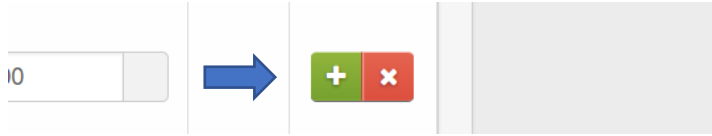

14) Once the order is complete, repeat all of the details back to the customer for verification. When they have verified that everything is correct, ask how they would like to proceed with payment. Many customers already have credit cards on file. They can be found by scrolling back up to the top of the order page and clicking into "Payment Method". Click the arrow at the right hand side of the window to open the drop down menu with payment options.
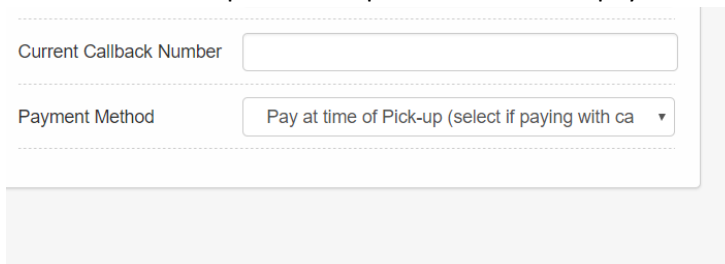
15) If the customer is paying with a credit card, a new window labelled "Credit Card" and a drop down menu will pop up with payment options. If they want to pay with a card already on file, select that card. If they would like to use a new card, select "Add Credit Card", and take down their new credit card information in the screen that appears.
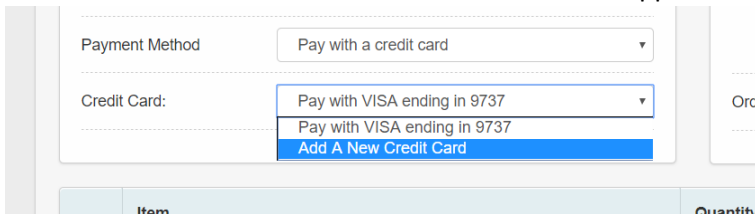
16) Once payment information has been entered, thank the customer for their order and let them know they should receive a confirmation email shortly. Press "Place Your Order!" to process the order through RCS. Be sure to check the "Don't place a text notification for this Order:" if Rich and/or Jonathan are in the office when you process it.
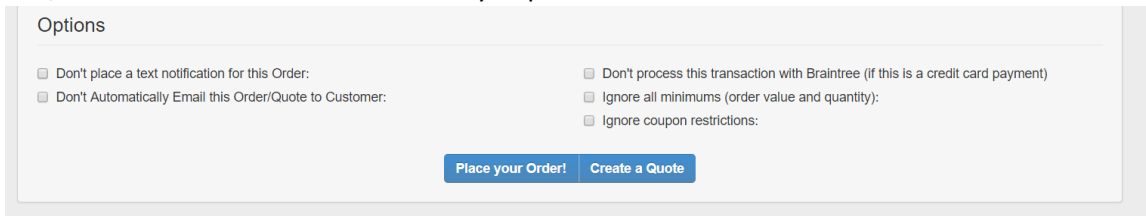
17) Once the order has been placed, print a copy and add it to the clipboard. If it is a same-day or next-day order, inform the necessary personnel that the order has been placed before placing it in the clipboard.