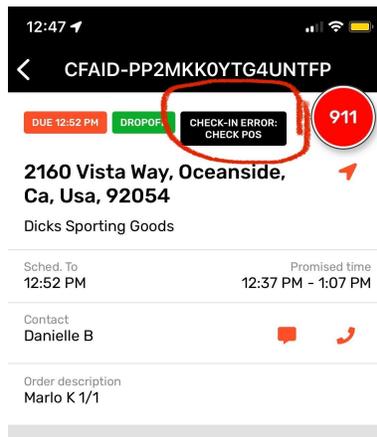


## Troubleshooting

### Check in error and order won't release to the screens

- Go to the POS - Other Funct. - Recall mobile orders - find the CFA Delivery order under the correct name.
- Recall and tender the order from the POS and it should release to the screens.
- If you are not able to tender the order from the POS, call the guest because there is most likely an issue with their card. It may be expired.
- They need to cancel that order and place another order with a different card. When they cancel the order, it will be removed from Bringg and the POS.



05/20/2022 12:40 PM - 05/20/2022 1:22 P...	Hayley Diaz	ASAP	John P	H...	a5829...	35
05/20/2022 12:38 PM - 05/20/2022 1:08 P...	Nicholas Genack	ASAP	C...	Nikki L	N...	CFAID... 36
05/20/2022 12:37 PM - 05/20/2022 1:07 P...	Marlo Kahakui	ASAP	C...	Danielle B	M...	CFAID... 21
05/20/2022 3:45 PM - 05/20/2022 4:00 P...	Unassigned	Sch...	Alexandra...	AL...	39438...	1

### Accidentally released a scheduled order

- Unassign the order. Click where you would usually assign someone the order, then type in unassign.
- Keep the sticker and tell the kitchen not to make the food.
- Write a note for the other drivers telling them that the order still needs to be taken. Keep the order sticker by the note on the driver table.
- Reassign the order to the driver taking it when it is time to take the order. You need to manually assign the order, because it won't automatically assign after it has been unassigned.
- When it is time to make the order, promo out the whole order so that the kitchen can make the food.

### **Autoassign not working or assigning orders that don't make sense**

- First try ending your shift and then start it again
- Turn off Autoassign in DigitalQ and then turn it back on. Under the capacity tab, flip the switch under Autoassign.
- If that did not work, turn off Autoassign and then manually assign all orders in the dispatch map.
- During a time with no orders, turn off delivery then restart delivery.

### **Orders are not releasing to the screens**

- This most likely will happen when Autoassign isn't working. In DigitalQ, go to the single meal tab.
  - Alternately, on a POS go to Mobile Orders and look for your delivery, then release like a mobile Drive Thru order.
- Find your order, then press the 'release' button at the bottom of the order.
- Check to make sure it was released to the screens.

