

Order Recall

About this Guide

This guide consists of 4 sections:

- **Overview** – A detailed description of the Order Recall functionality.
- **Order Recall with the KB1700** – KB1700 Bump bar operation.
- **Order Recall with the KB9000** – KB9000 Bump bar operation.
- **Order Recall with a Touchscreen** – Touchscreen operation.

This guide is relevant for:

KDS FW: **v2.30 and above**

KDS Utility (Windows): **v2.3.1.0 and above**

Overview

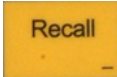
Orders that have already been bumped can be viewed in an Order History Window and recalled back to the main screen if necessary. When recalled, the order will re-appear at the front of the order queue and be highlighted.

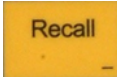
0 RECALL		Kitchen		Wed Mar 17 11:16 AM 2021		AVG Time 00:13		0					
1	John Smith Recall Tbl 1 CK# 0412	00:51	2	John Smith Recall Tbl 1 CK# 0413	00:46	3	John Smith Tbl 1 CK# 0414	00:43	4	John Smith Tbl 1 CK# 0415	00:38	SUMMARY	
1	French-Fries		1	Chicken-Noodle-Soup		2	Chicken Noodle Soup		1	Chicken Sandwich		0	Salad
1	Chicken-Sandwich		1	Ham-Sandwich						Pickles		1	French Fries
	Pickles			Onions						Mayo		0	Cheeseburger
	Mayo			Lettuce						Tomatoes		0	Classic Hamburger
	Tomatoes			Mustard					1	French Fries			
1	POP		1	Juice					1	POP			

Figure 1 – CK# 0412 and 0413 have been recalled

Order Recall with the KB1700

Opening/Closing the Order Recall Window



From the main screen, press  to open/close the Order Recall Window. Bumped orders appear in a list with the last bumped order at the top and highlighted.

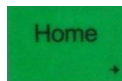


Order	Server
Tbl 1 CK# 0395	John Smith
Tbl 1 CK# 0398	John Smith
Tbl 1 CK# 0393	John Smith
Tbl 1 CK# 0392	John Smith

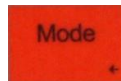
Figure 2

Selecting Orders

To select the next order press



To select the previous order press:

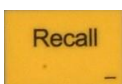


Recalling an Order

To recall an order, select the desired order and press:




To exit back to the main screen press:



Order Recall with the KB9000

Opening/Closing the Order Recall Window

From the main screen press  to open/close the Order Recall Window. Bumped orders appear in a list with the last bumped order at the top and highlighted.





The screenshot shows a window titled "Order Recall" with a table of orders. The table has two columns: "Order" and "Server". The first row is highlighted in blue. Below the table is a large empty white area.

Order	Server
Tbl 1 CK# 0395	John Smith
Tbl 1 CK# 0398	John Smith
Tbl 1 CK# 0393	John Smith
Tbl 1 CK# 0392	John Smith

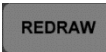
Figure 3

Selecting Orders

To select the next order press: 

To select the previous order press: 

Recalling an Order

To recall an order, select the desired order and press: 

Order Recall with a Touchscreen

If using a touchscreen as a display, the **RECALL** button is located on the top left of the screen. When orders are bumped off the Prep Station, they can be Recalled by touching this **RECALL** button.

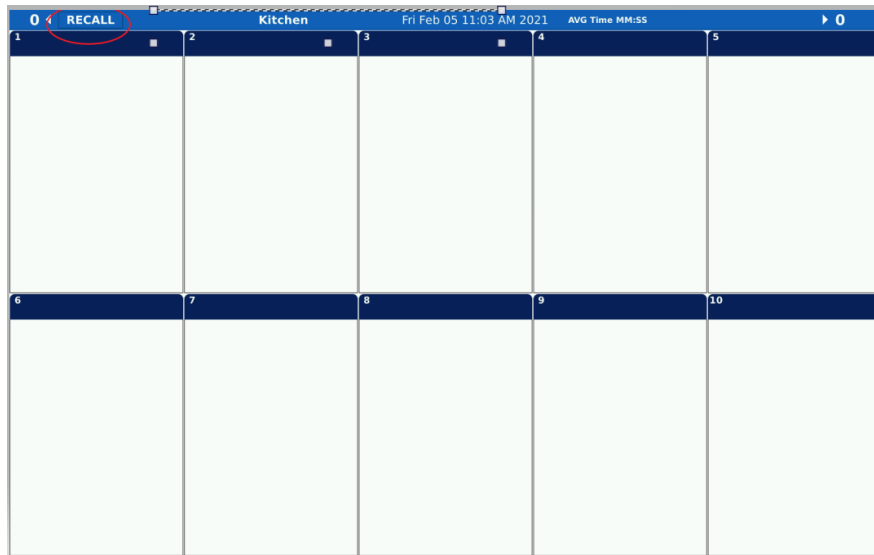


Figure 4 – Recall button on a touchscreen

Bumped orders appear in a list – with the last bumped order at the top. Orders are not highlighted in this window when using a touchscreen as any order can simply be touched to recall it.



Figure 1.4 - Recall Window on a touchscreen showing bumped orders

To scroll the block of bumped orders, press the arrows to go up and down.



The numbers to the left and right of the “**Order Recall**” header indicate how many orders are in the queue but not on screen. Orders are shown in **blocks** of 8 and as you scroll through the list these numbers will update accordingly.



Figure 1.5 – Numbers indicating how many orders are off screen

To Exit the window, simply press “**Close**”.