Online Ordering

Placing customer orders

This guide will walk you through the steps in placing an online order via your custom online ordering URL. Should you require assistance in setting up your online ordering page, please refer to the **Activation and Configuration Wizard** guide.

Step 1 – Locating the online ordering URL

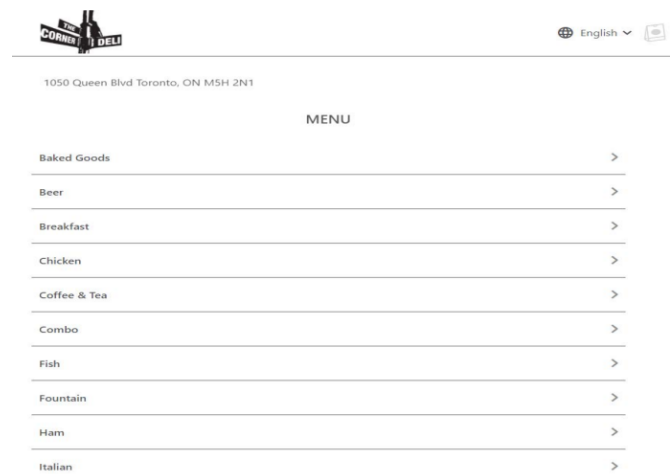To start an order, the customer will go to the custom online ordering URL.

NOTE: Your online ordering custom URL can be located on the Global Payments POS Back Office (portal.globalpaymentsinc.com) by navigating to **Online Ordering > Configuration > Site Address**.

Upon visit, the online ordering website will display in English or French depending on the customer's browser language setting. The customer may also toggle between languages using the toggle located in the upper right-hand corner of the page.

Step 2 – Adding items to cart

On the **Menu** screen, the customer can add items to their cart for purchase by selecting one of the initial categories that appear. These categories will appear in the same manner that they are set up in the **Items > Item Screens** section of the Global Payments Back Office.

NOTE: To learn more about creating items, please visit the **Order and Item management** guide.

Once the customer has selected a category, they will choose an item from the available inventory shown. To add the item to the cart, select **Add to Order**.

The customer will then receive confirmation that the item has been added to the cart by a notification that will appear on the **Cart** icon in the top right corner of the screen.

NOTE: The menu may differ based on your settings for online orders.
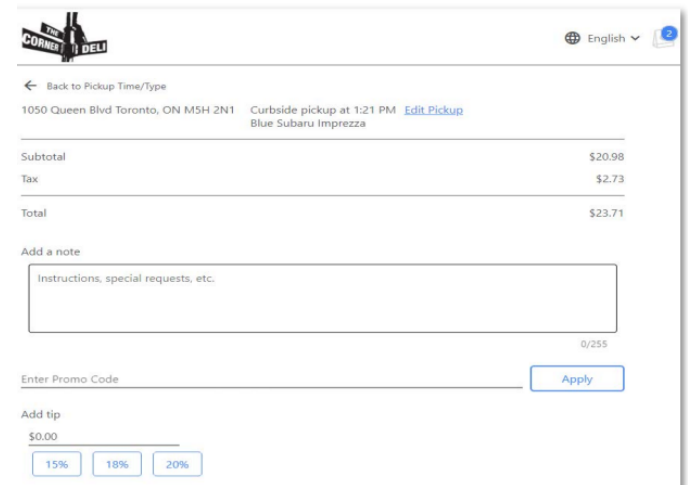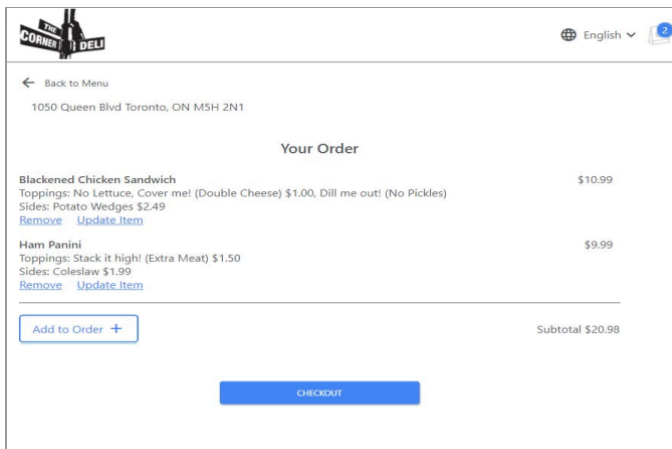
Step 3 – Adding items to the cart

Once the customer selects the **Cart** icon, they will be directed to the "**Your Order"** screen. The customer will now be able to review their order, change the number of items, or add to their order:

- Select "**Back to menu"** to add more items to the order
- Select the "**Remove**" button next to the item to remove an item
- Adjust the quantity and select "**Update**" next to the item to adjust the count of an item
- Select **Checkout** to proceed to the next step

Step 4 – Confirming order contact info: Pickup type and pickup time

To confirm the order, the customer enters their contact information, pickup type, and desired pickup time. Once the information is entered, they will select the **Continue** button at the bottom of the screen.

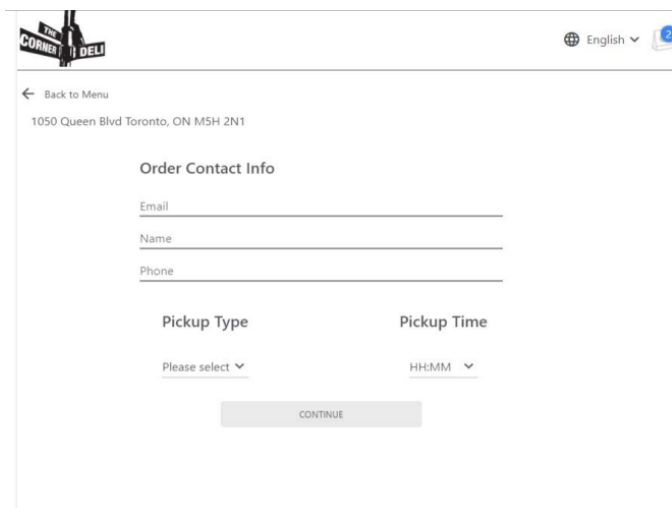## Step 5 – Promo code and payment

On this screen, the customer has the option to **add a note**, **apply a promo code**, or **add a tip**. If all the information is correct, they can continue to scroll down on the webpage to input gift card or credit card information.

NOTE: You can configure promo codes by going to **Items > Discounts** in the Global Payments Back office.

Step 6 – Credit card or gift card

The customer will enter their **credit card** information or select **Gift Card** and then enter the gift card information. To complete the order, the customer will select the **Place order** option at the bottom of the screen. If the customer inputs their information correctly, the order will be placed and a **Confirmation** screen will display as follows.

Step 7 – Order complete!

Once the order is completed, the customer will receive a confirmation email to the email provided in the **Order Contact Info** section. If the order is accepted, the customer will receive an email notification confirming the pickup time and pickup type.