

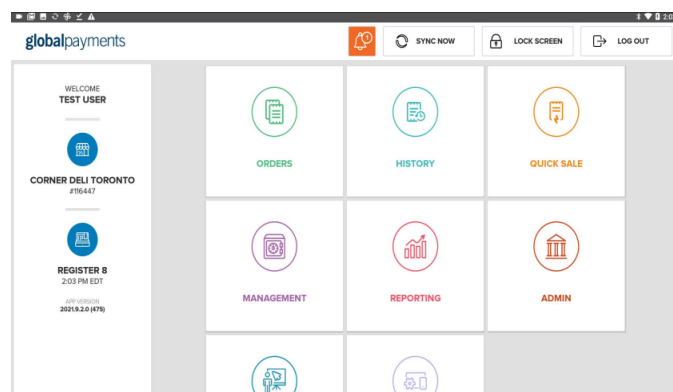
Online Ordering

Customer order management

This guide will go through the steps of managing, accepting, rejecting, and refunding the online orders placed by your customers.

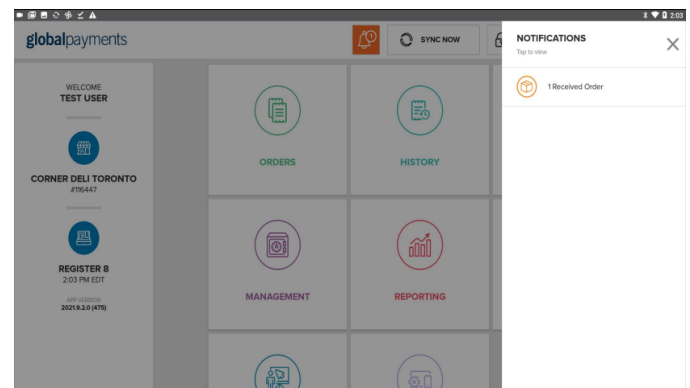
Order notifications – accepting orders and rejecting orders

Order notifications appear as a **red or orange bell** at the top of the home screen, next to the **Sync now** button of the point of sale system. The notification colour changes from orange to red if there is an overdue item.



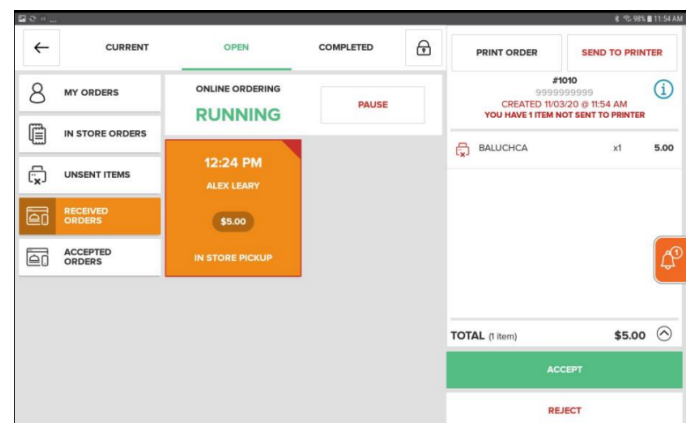
Once you select the **red or orange bell** notification, you will then select **Received Orders**.

If you would like to review orders before accepting them, go to **Advanced Settings > Order Acceptance > Review Before Accepting**. This will take you to the **Open Orders** section.



Once you select a received order, you will have the option to **Accept** or **Reject** it.

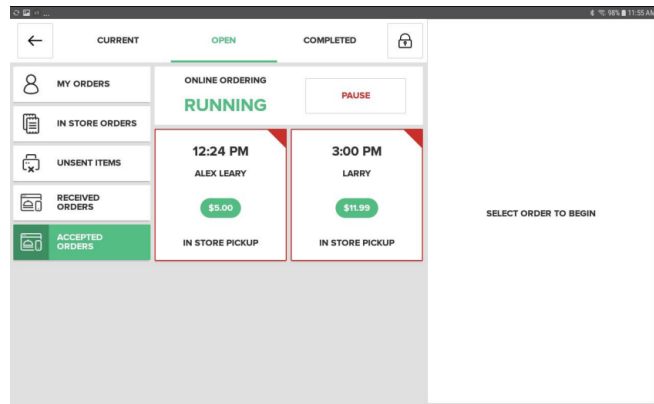
NOTE: If **Order Acceptance** is set as **Automatically Accept**, the order will be under **Accepted Orders**.



If an order is **Accepted**, the customer will receive an email notification that the order is being prepared.

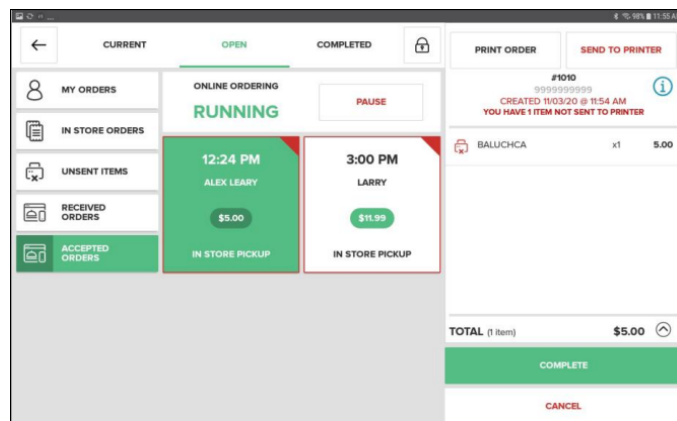
If the order is **Rejected**, the customer will receive an email notification that the order has been cancelled and refunded.

To view an accepted order, select **Accepted Orders** under the **Open Orders** module.



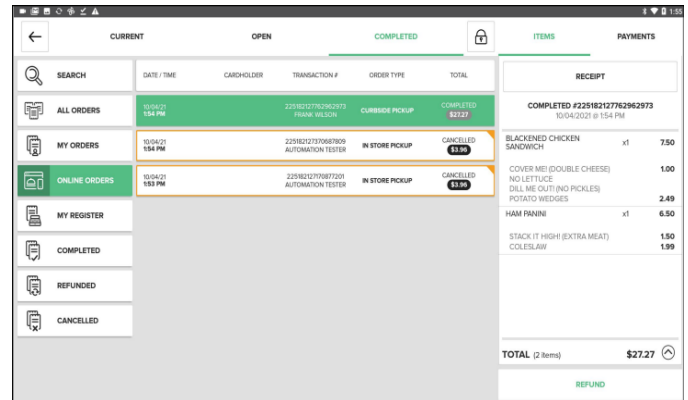
To complete an **Accepted Order**, select the order and select **Complete**. The customer will receive an email notification that their order is now complete.

You can also cancel an order that has already been accepted by selecting **Cancel**. The customer will receive an email notification that their order has been cancelled and refunded.

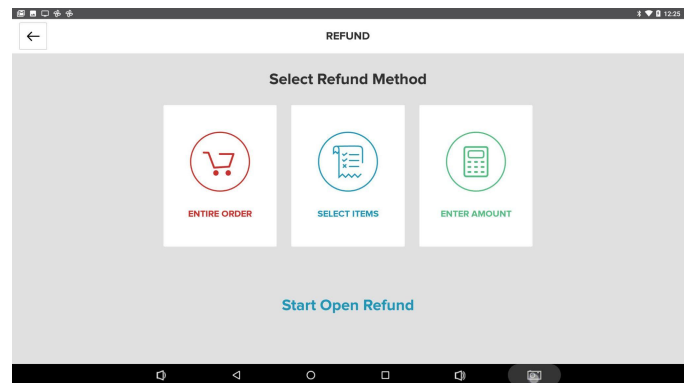


Online order refunds

Once an online order is **Completed**, you will have the option to **Refund** it under the **Completed** orders screen.



Under the **Completed** orders screen, select the order you want to refund and select **Refund**. Then you can select to refund the entire order, select items, or enter an amount to refund.



Then, select **Refund with cash** or **Refund**. Select receipt type (email or print), then select **Complete Order**.