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.

■ III III IIII IIIIIIIIIIIIIIIIIIIIIII		C SYNC NOW		▼ 0 2:03 T	
WELCOME TEST USER	ORDERS	HISTORY	QUICK SALE		
REGISTER 8 2009 MIEDT 2029 S.2 (179)	MANAGEMENT	REPORTING	ADMIN		

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.

Online ordering

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.

2 0	2					\$ 75.98%	11:55 AM	
←	CURRENT	OPEN	COMPLETED	æ	PRINT ORDER	SEND TO PRINT	TER	
8	MY ORDERS		PAUSE		9999 CREATED 11/0	1010 999999 03/20 @ 11:54 AM	(i)	
Ē	IN STORE ORDERS	RONNING		_	TOU HAVE THEM	TOO HAVE THEM NOT SENT TO PRINTER		
r,	UNSENT ITEMS	12:24 PM ALEX LEARY	3:00 PM		BALUCHCA	x1	5.00	
ē	RECEIVED ORDERS	\$5.00	\$11.99					
	ACCEPTED ORDERS		IN STORE PICK	JP				
					TOTAL (1 item)	\$5.00	\odot	
					cor			
					CA	INCEL		

Online order refunds

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

• 🖾 🖬	େ∻⊻▲								* •	1:55
\leftarrow	CURRE	INT	OPEN		COMPLETED		₽	ITEMS	PAYMENTS	
Q	SEARCH	DATE / TIME	CARDHOLDER	TRANSACTION #	ORDER TYPE	TOTAL		RECEIPT		
T	ALL ORDERS	10/04/21 1:54 PM		225182127762962973 FRANK WLSON	CURBSIDE PICKUP	COMPLET \$27.21	ied D	COMPLETED #225182127 10/04/2021 @ 1:54	762962973 PM	
	MY ORDERS	10/04/21 1:54 PM		225182127370587809 AUTOMATION TESTER	IN STORE PICKUP	CANCELL 53.96	ED	BLACKENED CHICKEN SANDWICH	x1	7.50
	ONLINE ORDERS	10/04/21 1:53 PM		225182127/70877201 AUTOMATION TESTER	IN STORE PICKUP	GANCELL \$3.96	ED	COVER MEI (DOUBLE CHEESE) NO LETTUCE DILL ME OUTI (NO PICKLES)		1.00
	MY REGISTER							HAM PANINI	x1	6.50
¢	COMPLETED							STACK IT HIGH! (EXTRA MEAT) COLESLAW		1.50 1.99
	REFUNDED									
() x	CANCELLED									
								TOTAL (2 items)	\$27.27	\odot
								REFUND		

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.

8 8 7 * * (REFUND		* 🕈 🛢 12:25				
Select Refund Method								
		SELECT ITEMS	ENTER AMOUNT					
Start Open Refund								
c	⊅ ⊲	0 🗆		I				

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