

Online Ordering

Order and item management

This guide is designed to help you manage all types of orders and items within your Global Payments point-of-sale (POS) system.

Managing orders

The **Orders** page allows you to monitor and manage customer orders placed through online ordering for the current business day and overdue orders from previous dates. These orders will display a different status depending on how the orders are managed.

Statuses:

- **Placed:** The customer's order was placed and needs to be either **Accepted** or **Rejected**.
- **Accepted:** The customer's order is placed, was viewed, and then accepted by a user.
- **Completed:** The customer order was picked up and the order is complete.
- **Red Highlight:** An order highlighted in red means it is Overdue and needs attrition immediately.

To access the **Order** tab, begin by logging into the Global Payments POS Back Office, located at portal.globalpaymentsinc.com.

Once you have logged into the Global Payments POS Back Office, follow the steps provided below to assist you in managing orders.

1. From the **Dashboard**, select the **Online Ordering** tab using the navigation pane on the left side of the screen. Then choose **Orders** from the options that become available. On the **Orders** page, select the **Calendar** icon next to any order to view the **Order Summary**.

PHONE #	NAME	PICKUP	ORDER #	TRANSACTION #	STATUS	TOTAL
(123) 456-7890	Frank Wilson	3:54 PM	00000006	201802270998206	Placed	\$7.34
(123) 456-7890	Frank Wilson	2:33 PM	00000004	201802270998205	Completed	\$8.48
(123) 456-7890	Frank Wilson	2:43 PM	00000003	201802270998204	Completed	\$27.27
(123) 456-7890	Frank Wilson	2:43 PM	00000002	201802270998202	Completed	\$27.27

2. The **Order Summary** page displays general information about the order placed and allows you to manage the order from the back office. You can email and print receipts, view transaction details, and update the stats of an order using the **Order Summary** page.

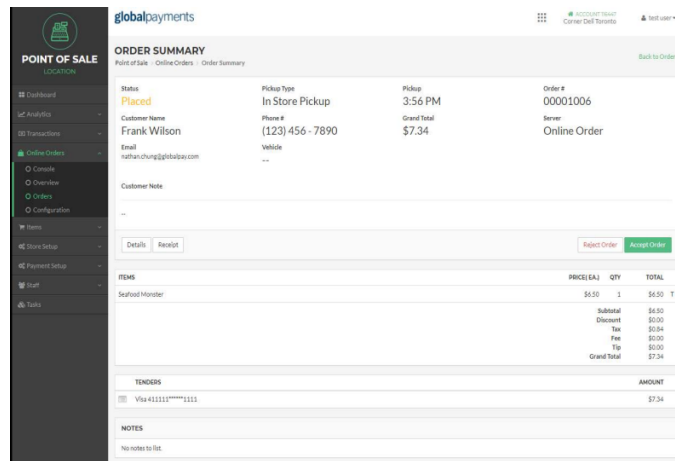
Status buttons:

- New orders will show the options of **Reject** and **Accept**. Accepted orders will display the options of **Cancel Order** and **Complete Order**.
- **Reject:** The order is rejected manually by the user and an email is sent to the customer acknowledging that the order was rejected.
- **Accept:** The order was viewed by a user and was manually accepted for order processing.
- **Cancel Order:** The order will be cancelled and any transactions will be voided. The

customer will be notified that the order was cancelled.

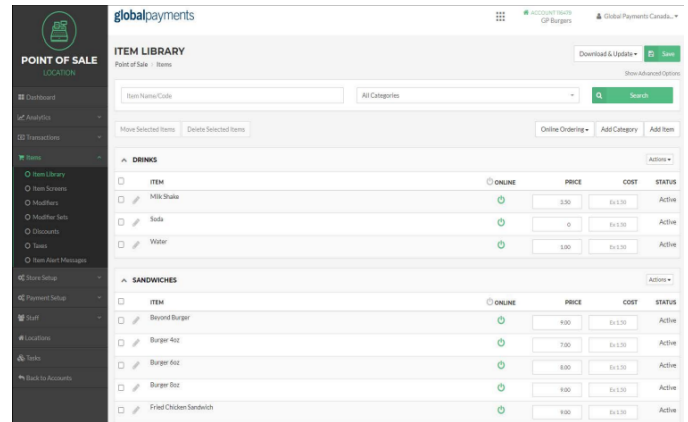
- **Complete Order:** The order was been picked up by the customer and is finished and ready to be completed.

To update the status of an order or to print a receipt, select one of the relevant options listed on the **Order Summary** page.



To make an item available for customers using online ordering, under the **Online** column, select the **On** icon next to any of the active items listed.

Alternately, under the **Online** column, deselect the **On** icon next to any of the items listed.



Select the **Save** button when completed.

Managing items

Items that are available for ordering online at your location can be added and removed by using the **Item** library. After adding items or removing items, it is important to ensure that your **Item Screens** reflect your current menu. This is to ensure that customers will see the latest online ordering menu.

To access the **Items** tab, begin by logging into the Global Payments POS Back Office, which can be accessed at posportal.globalpaymentsinc.com.

Once you have logged into the Global Payments POS Back Office, follow the steps provided below to assist you in managing items for online orders.

From the Dashboard, select the **Items** tab using the navigation pane on the left side of the screen. Then choose **Item Library** from the options that become available.