The Confirmation section of internet options

This section of internet options it allows you to enter messages the customer will get at different stages of the online order process.

In the email section the first message will be the email the customer receives when a delivery is accepted, The # will input the time the order will be due there, which is the time it was accepted plus the delivery order target time that is set up on page 2 of the Order Screen tab in Options.

The "Collection" message is what will be sent to accepted online orders that are for collection.

The "OFL Amend." message is sent if an order for later order is changed.

The "Assign" message will be sent when an online order is assign to a driver to be delivered.

The "Reject" message is what the customer will receive if an online order is rejected.

The SMS section is to setup texts to send to customers if you have text credits.

The "Accept" message is sent on accepting an online order. Below that is a tick box that says "Only Send if Time Changed" and if that is ticked then the text will only be sent if the order time is changed.

The "Reject" message is sent to the customer if the order is rejected.

In the "Order for Later" section there is space for a message when the order is received in the shop and is not delayed anymore. Below this is a place where you can set when order for later arrive. If this is set to 999 then the order will arrive straight away. If it is set to another number (like 40) then the order will only be visible that many minutes before it is wanted so it doesn't get accepted straight away and then made when it isn't wanted until later. If this is set to another number the 999 then Delayed and the number of delayed order will appear on the "Internet" button on the main screen.

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