

# How to Add/Change the Confirmation Emails

On inTouch first go to 'Management'

image 1613146419137.png

Then 'Occasional Menu'

image 1613146980269.png

Click on 'Internet Options'

image 1616154570468.png

Go to 'Confirmation'

image 1616154619100.png

Once in the Confirmation tab you will see multiple boxes

image 1624286690360.png

**There are 4 Confirmation Emails that you will mainly need: Accept Delivery, Accept Collection, Rejection & Order for Later**

image 1624287019749.png

image 1624287060879.png

image 1624287185402.png

image 1624287621623.png

## Delivery Example

Thank you for ordering from [SHOP NAME]. Your order is now being processed.

Your order should be delivered approximately within the hour

If there are any issues, please contact us on [\[SHOP NUMBER\]](#).

### **Collection Example**

Thank you for ordering from [\[SHOP NAME\]](#). Your order is now being processed.

Your order should be collected approximately within 15 minutes

If there are any issues, please contact us on [\[SHOP NUMBER\]](#).

### **Rejection Example**

Sorry for the inconvenience, but your order has been declined.

Please call [\[SHOP NAME\]](#) on [\[SHOP NUMBER\]](#) for further details.

### **Order for Later Example**

Thank you for ordering from [\[SHOP NAME\]](#).

Your order will be processed shortly. If there are any issues, please contact us on [\[SHOP NUMBER\]](#).

---

Revision #3

Created Mon, Jun 21, 2021 2:42 PM by [Alec](#)

Updated Mon, Jun 21, 2021 3:32 PM by [Alec](#)