# 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].

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