

How to Add/Change the Confirmation Emails

On inTouch first go to 'Management'

image-1613146419137.png

Then 'Occasional Menu'

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Click on 'Internet Options'

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Go to 'Confirmation'

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Once in the Confirmation tab you will see multiple boxes

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

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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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