

iOrder Troubleshooting

Online Status

The online status is determined if your store POS is online and accessible from the iOrder platform.

If the iOrder platform can communicate with the store POS, the current store settings used in iOrder will be requested by the iOrder platform. Once the current store settings have been successfully returned to the iOrder platform, the store is determined to be online accessible and the trading hours and delivery boundaries are then requested.

If the iOrder platform CANNOT communicate with the store POS, the store is determined to be offline and will remain offline until the next successful status check. If the store is determined to be offline, appropriate steps will need to be taken to ensure internet is working at your store and the store can be accessed remotely.

Please refer to [Internet Troubleshooting](#) for steps that can assist with resolving internet and remote access problems.

Online Menu

At 4am, 11am and 4pm, the iOrder platform is scheduled to automatically download the Online Menu from the store POS.

If successfully downloaded, the menu displayed in the iOrder platform will be updated to reflect the downloaded online menu from the store POS. This will include the current online product list with appropriate online and/or POS structured pricing, minus any products that have been flagged as sold out or de-activated in local products via the POS back office.

If NOT successfully downloaded, the menu displayed in the iOrder platform will remain the same.

Automatic Update Problems

If the iOrder platform cannot successfully download the online menu automatically from the store POS at the scheduled times (see above), the following steps should be performed locally at the store:

1. Check for internet and remote access problems (refer to [Internet Troubleshooting](#))
2. Check Online Status (See above)
3. Log into POS back office and under the online ordering tools and manually run "LIVE Site iOrder Menu Refresh" and confirm the update webpage opens without errors
4. After manually running the menu refresh check if the online menu in the iOrder platform has been successfully refreshed. If not refreshed, please contact Imagatec helpdesk immediately.

Missing Menu Items

1. Log into POS back office and check for any products that have been flagged as sold out or de-activated in local products.
2. If missing menu item is not flagged as sold out or de-activated in local product:
 1. If you have received product training, check the product is active and the product script does not include any scripts that may hide or disable a product in iOrder
 2. Contact Imagatec helpdesk immediately.

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