iOrder - Trade Policies

iOrder supports the following trade policy options:

1. Auto-generated 'Trade' policies
2. Custom Policy URLs
3. Custom Policy FILEs

Auto-generated 'Trade' policies

This is the default option for customers who do not have their own 'trade' policies, but want to use eWay or Stripe online payment gateways.

The auto-generated 'Trade' policies use the default iOrder policies template, which includes the following generic 'trade' policies, and meet the minimum requirements set by eWay and Stripe to use their online payment gateways:

1. Privacy Policy
2. Security Policy
3. Delivery Policy
4. Refund & Return Policy

Important:
If the auto-generated 'Trade' policies are to be used, please carefully read the policies to understand the obligations they outline.
If you would prefer to use your own custom 'Trade' policies, please email the PDF files of your custom policies, or the URLs, to Helpdesk.

Custom Policy URLs

Allows the following policy URLs to be set per company or per store:

1. onlinePolicyUrl
2. onlinePolicyRefundUrl
3. onlineNutritionUrl

Custom Policy FILEs

Allows the following policy FILEs to be set per company or per store (files must be stored in the DOC folder) :

1. onlinePolicyFile
2. onlinePolicyRefundFile
3. onlineNutritionFile

Custom Policy Configuration

How the custom policies are configured depends on the POS system being used:

1. Store-based iPOS/iPizza/iCafe system
   1. Company-wide policies:
      1. POS back office → iOrder → 'Company iOrder Configuration'
      2. Edit the appropriate option under 'iOrder Policies & Information'
   2. Site specific:
      1. Open /local/iorder.inc
      2. Add to appropriate option at the end of the '[ONLINEORDERING] section

1. Cloud-based iPOS/iPizza/iCafe system
   1. Company-wide policies:
      1. Edit /custom/iorder/constants.inc
      2. Find the existing option under the '[ONLINEORDERING] section
      3. Set it as needed
   2. Site specific:
      1. Cloud Warehouse back office → iOrder → 'CSite iOrder Configuration'
      2. Add the appropriate option to the 'site JSON'
      3. Check the JSON is valid using jsonlint.com before saving