

and cannot be changed. Imagatec Helpdesk will not be able to change any of the grey-ed out settings without written (emailed) approval from a 'Head Office' representative listed in Imagatec Helpdesk's records for the Franchise.

Defaults

Provides access configuration options for the the stores (and Companies*) iOrder service:

- Show Online Options - Shows configuration options under the [iOrder Management Panel](#)
- Admin BCC: Email - The email address that recieves a blind carbon copy of order confirmation emails sent from iOrder to customers
- List All Sites - List all stores on the company landing page, regardless of the distance to the location entered by the customer
- Allow Upsells - Turn on/off 'upsells' in iOrder. When 'upsells' is turned on, an 'upsell' will be displayed prior to checkout.
- Order Notes - Use this to enable 'Order Notes' or orders in the store's iOrder service.
- Product Comments - Use this to enable 'Product Comments' for customisable products in the store's iOrder service.
- Hide Product Images - Hide product images for products in the store's iOrder service.

iOrder Descriptions

Site Description

Used to set the 'Site Description' displayed for the store when listed on the Company Landing Page in iOrder

Company Description

Used to set the 'Company Description' displayed for the company on the Company Landing Page in iOrder

iOrder Trading Times

- Trading Times Method:
 - Default Trading Times - Force iOrder to use the 'Default Trading Times' set under '[Site iOrder Configuration](#)'
 - Trading Hours Tool - Force iOrder to use the times configured via the 'Trading Hours Tool'.
- Time Slot Settings:
 - Trading Session - will only allow orders to be placed in iOrder during the configured trading hours
 - Today - will allow customers to place a 'timed' order on the same day prior to the start of the day's service period
 - Future - will allow customers to place a 'future timed' order up to 7 days early
- ASAP Settings:

- Not Used - ASAP orders will be disabled. Customers will need to select an available 'time slot'
- Allow ASAP - ASAP orders will be enabled but ARE NOT enforced. Customers can select 'ASAP' or any available 'time slot'
- ASAP Only - ASAP orders will be enabled AND enforced. Customers can ONLY select 'ASAP'

iOrder Quote Times

- Hide Pickup Times - when checked, iOrder will NOT display the estimated 'pickup' time to the customer
- Hide Delivery Times - when checked, iOrder will NOT display the estimated 'Delivery' time to the customer

Delivery Options

- Delivery Method:
 - Site Boundaries - Will ONLY allow delivery orders to addresses that fall within the delivery area defined via the 'Boundary Tool'.
 - Use Max Delivery Distance - Will ONLY allow delivery orders to addresses are within the defined 'Max Delivery Distance' from the store (as the crow flies)
- Max Delivery Distance - use this to define the maximum delivery distance from the store (as the crow flies). ONLY used when Delivery Method is set to Max Delivery Distance
- Min Delivery - use this to set the minimum charge for delivery orders. The order total will be increased to meet this value via a 'Delivery Surcharge'
- Free Delivery - use this to set the order value point when delivery becomes FREE

Confirmation Email Overrides

Custom Confirmation Options

Used to override the default 'Custom Confirmation' settings:

- Custom Confirmation Heading - use this to set a custom 'Confirmation Heading' in the order confirmation email
- Custom Confirmation Message - use this to set a custom 'Confirmation Message' in the order confirmation email
- Custom Confirmation Link (URL) - use this to set the 'Confirmation Link' URL in the order confirmation email

Car Confirmation Options

Used to override the default 'Car Confirmation' settings:

- Car Confirmation Heading - use this to set a custom 'Car Confirmation Heading' in the order confirmation email
- Car Confirmation Message - use this to set a custom 'Car Confirmation Message' in the order confirmation email

- Car Confirmation Link (URL) - use this to set a custom 'Car Confirmation Link' URL in the order confirmation email

Custom Message

Used to set custom messages in iOrder:

- Kitchen Closed Message:
 - Kitchen Closed Heading - the heading that is displayed to customers in the 'Kitchen Closed' panel when the kitchen is closed (prior to next service period)
 - Kitchen Closed Message - the message that is displayed to customers in the 'Kitchen Closed' panel when the kitchen is closed (prior to next service period)
- Store Closed Message:
 - Store Closed Heading - the heading that is displayed to customers in the 'Store Closed' panel when the Store cannot take further orders for the day (last service period has ended and 'Future' orders are not available)
 - Store Closed Message - the message that is displayed to customers in the 'Store Closed' panel when the Store cannot take further orders for the day (last service period has ended and 'Future' orders are not available)
- Optional:
 - Customer Details Message - use this to set a custom message in the 'Customer Details' panel
 - Payment Message - use this to set a custom message in the 'Payments' panel
 - Checkout Message - use this to set a custom message in the 'Checkout' panel
 - Confirmation Message - use this to set a custom message in the 'Confirmation' panel
 - Show Custom Notice - Turn on/off the 'Custom Notice' option in iOrder. When 'Custom Notice' is turned on, the defined 'Customer Notice' will be displayed at the top of the store's menu in iOrder
 - Custom Notice - use this to define the 'Custom Notice' to be displayed to customers at the top of the store's menu in iOrder

iOrder Policies & Information

Used to set where the location of the company online trade policies, terms and conditions. Note: Leave blank if you agree to use the default (and generic) iOrder trade policies, terms and conditions

- External Policy Links:
 - Sales Policy URL - the URL of the company 'Sales' policy. Can be to a website page or to a hosted file.
 - Refund Policy URL - the URL of the company 'Refund ' policy. Can be to a website page or to a hosted file.
 - Nutrition Info URL - the URL of the Nutrition information for products sold in iOrder. Can be to a website page or to a hosted file.
- Local Policy Links:
 - Sales Policy File - if you would like Imagatec to host a (single) PDF file of the company 'Sales' policy, please email it to Imagatec helpdesk and Helpdesk will complete this setting for you.
 - Refund Policy File - if you would like Imagatec to host a (single) PDF file of the company

'Refund ' policy, please email it to Imagatec helpdesk and Helpdesk will complete this setting for you.

- Nutrition Info File - if you would like Imagatec to host a (single) PDF file of the Nutrition information for products sold in iOrder, please email it to Imagatec helpdesk and Helpdesk will complete this setting for you.

Company Branding

Used to set the company branding in iOrder.

- Logo Image - Please email your company logo to Imagatec helpdesk and Helpdesk will complete this setting for you.
- Background Image - The image displayed for the background in iOrder. If unsure, please email your background image to Imagatec helpdesk and Helpdesk will complete this setting for you.
- Company Colour Selection - used to configure colours used in iOrder. If unsure, please email your company branding colours to Imagatec helpdesk and Helpdesk will complete this setting for you.

Google Analytics

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Enter your Analytics ID to enable this feature.

- Analytics ID - this can be found in your ([Google Analytics account](#))

Note: If an 'Analytics ID' is not entered, Google Analytics will be disabled in iOrder and WILL NO track or report on website traffic.

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