iOrder - Site iOrder Configuration

Introduction

The Site iOrder Configuration is available from the iOrder - Management Panel and allows configuration of the store's iOrder service.
From setting whether orders from iOrder should 'print on save', to turning on/off the Store's supported iOrder Modes, this is where the store-based iOrder settings are made.

Usage

The Site iOrder Configuration panel includes section headings that allow store owners and authorised managers to quickly identify where matching configuration options are located:

Note: If the store is a part of a Franchise that enforces company-wide business rules, the Site iOrder

Configuration panel will open in 'Limited Access Mode', and some of the settings will be greyed-out 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.

Supported iOrder Modes

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

- iOrder @ONLINE - allows the @ONLINE iOrder Mode to be turned enabled/disabled for the store. Note: if 'Disabled', iOrder @Online online ordering will be disabled and unavailable to customers.
- iOrder @BYO - allows the @BYO iOrder Mode to be turned enabled/disabled for the store. Note: if 'Disabled', iOrder @BYO 'Bring Your Own Device' table-order service will be disabled and unavailable to customers.
- iOrder @TABLE - allows the @TABLE iOrder Mode to be turned enabled/disabled for the store. Note: if 'Disabled', iOrder @TABLE 'Store Device' table-order service will be disabled and unavailable to customers.
- iOrder @KIOSK - allows the @KIOSK iOrder Mode to be turned enabled/disabled for the store. Note: if 'Disabled', iOrder @KIOSK 'Stand-Alone' kiosk ordering service will be disabled and unavailable to customers.

iOrder Trading Hours Overrides

Allows a store owner or authorised manager to override the iOrder 'start' and 'end' times:

- Trading Hours Method - used to set what method will be used for configuring the store's iOrder Trading Hours:
  - Default Trading Hours - iOrder will use the default 'Start' and 'End' times configured under the 'Default Trading Hours'
  - Trading Hours Tool - the store's iOrder service will use the trading hours configured in the 'Trading Hours Tool'. Note: If the store uses an Imagatec iWarehouse, the 'Trading Hours Tool' can be found under the iOrder Management Panel in the iWarehouse, otherwise it can be found in the iPOS iOrder Management Panel.
- Default Trading Hours - this allows the store owner or an authroised manager to set the 'Start' and 'End' times for the store's iOrder service. These times are NOT the stores trading hours and should be set to the earliest and latest times an order can be provided to a customer when ordered for pickup (or delivery if offered).
- Start iOrder Trade - this option will override the currently set trading hours and 'turn on' the iOrder service, immediately allowing customers to place orders in iOrder
- End iOrder Trade - this option will override the currently set trading hours and 'turn off' the iOrder service, immediately stopping customers from placing orders in iOrder

Printing Options

Allows a store owner or authorised manager to override the iOrder 'start' and 'end' times:

- Print on Save - will print a 'docket' when an order from iOrder is received and saved at the store
- Away on Save - will set an order from iOrder is 'away' after it is received and saved at the store

Payment Messages

- Payment Error Title - overrides the default 'Payment Error Title' in the message displayed to the customer when a payment error occurs in the store's iOrder service.

Table Options

Allows a store owner or authorised manager to configure the 'Table Alert' options for customer's using one of the @BYO or @Table iOrder modes:

- Call Attendant Table Alerts - turns on/off the 'Call Attendant' table alert option for customer's using one of the @BYO or @Table iOrder modes
- Print Table Alert - when set to true, a Table Alert 'docket' will print when a customer's using one of the @BYO or @Table iOrder modes requests an attendant from iOrder. By default, only one (1) Table Alert 'docket' will print.
- RePrint Table Alert - when set to true, a Table Alert 'docket' will print every time a customer's using one of the @BYO or @Table iOrder modes requests an attendant from iOrder

Online Payment Gateways

Allows a store owner or authorised manager to enter the credentials for any Payment Gateway used by the store.
Imagatec iOrder currently supports the following Online Payment Gateways:

- eWay
- NAB Transact
- ANZ Cybersource
- PayStation
- Stripe

Additional Payment Options

Allows a store owner or authorised manager to enter the credentials for any 'Additional Payment Options' used by the store.
Imagatec iOrder currently supports the following Additional Payment Options:

- PayPal

Note: each iOrder mode allows for a single 'Online Payment Gateway' as well as any number of 'Additional Payment Options' listed.

Site Images

Allows a store owner or authorised manager to enter the name of the image to use as the 'Site' and 'Map' image for the store in iOrder.

Note: The name entered MUST match the file name of the image that has been uploaded to the POS content folder by Imagatec helpdesk. If the name does not match, iOrder will leave a blank space where the image should be.