

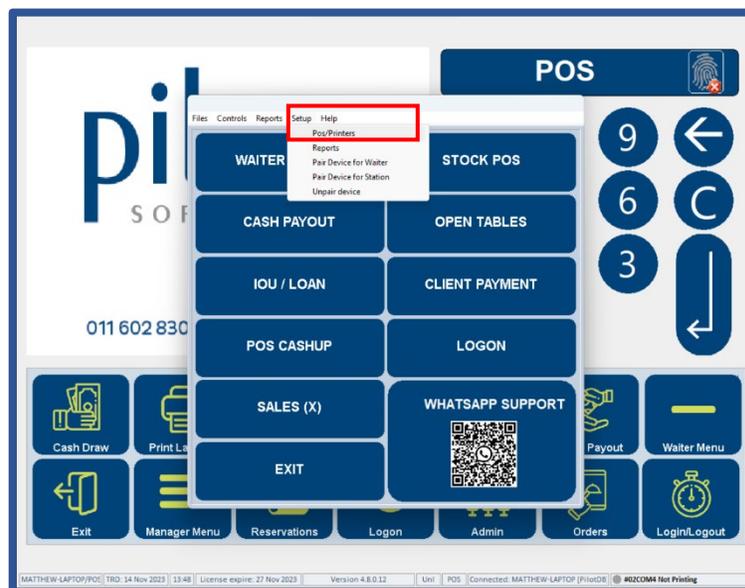
ONLINE ORDERS

The following document will take you through the settings to ensure your POS stations are setup correctly for Online orders, and the process flow to follow, when using this function in Pilot.

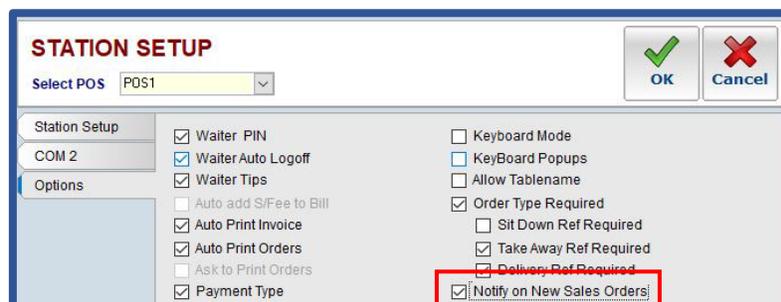
Please ensure you check the settings first and if correct, and you are experiencing any difficulties with the functionality, please contact us so we can troubleshoot and ensure the system settings are all in order.

Follow these steps below to configure/check in Pilot POS that the Online Order module is active and ready to be used...

1. In Pilot POS. Select Manager Menu – Settings – POS/Printers.



2. Select the Options Tab. Tick the “Notify on New Sales Orders” box. Ensure this is ticked for the station/stations you will be managing the orders on.



Usage of Online Orders and process flow.

The following steps will take you through the acceptance, management and billing of Online orders.

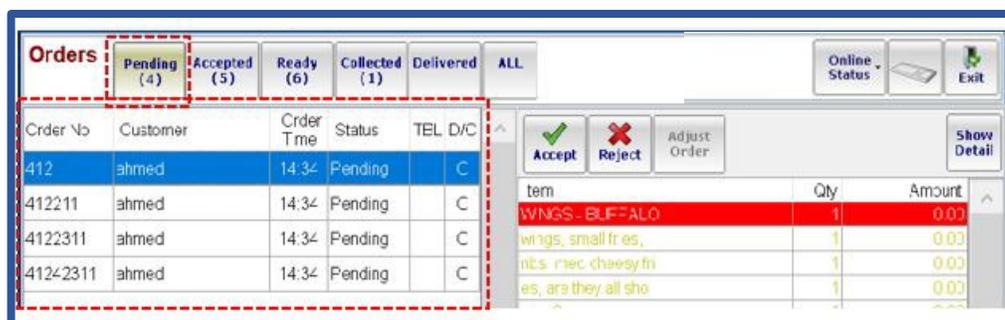
1. Orders received will be displayed on the Pilot Home Screen. As seen in below example.



To view all online orders, select “Orders”. Then select “Online Orders”.



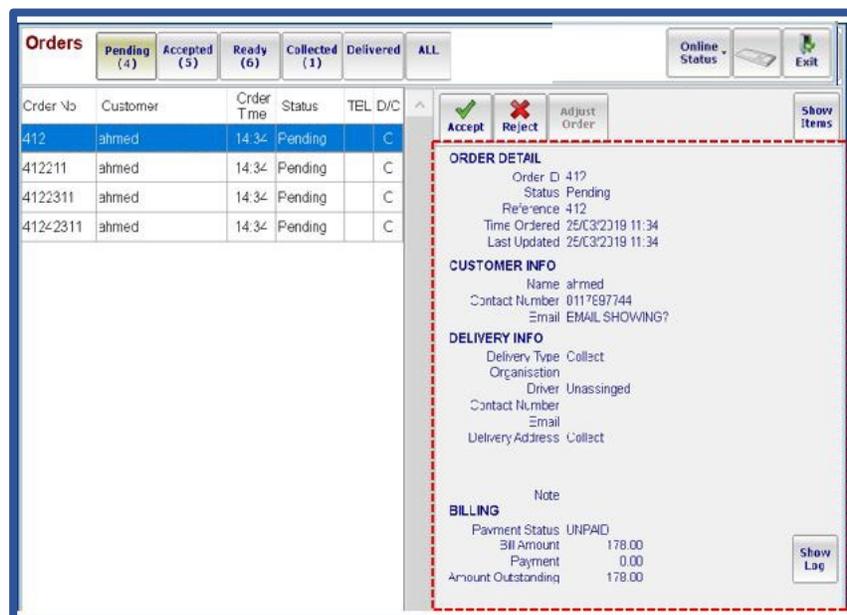
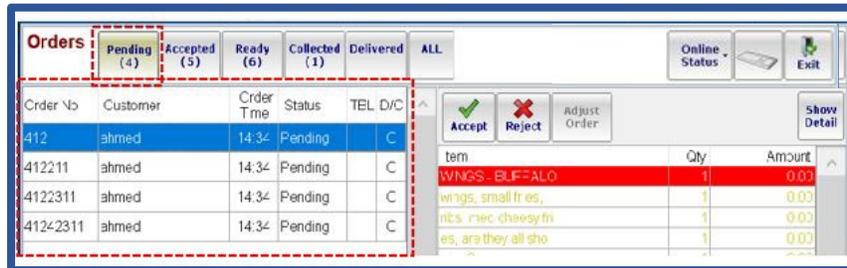
2. All pending online orders will be displayed in the “Pending” tab. Any orders pending, once accepted/indicated to be ready or delivered etc will be displayed in its relevant tab.



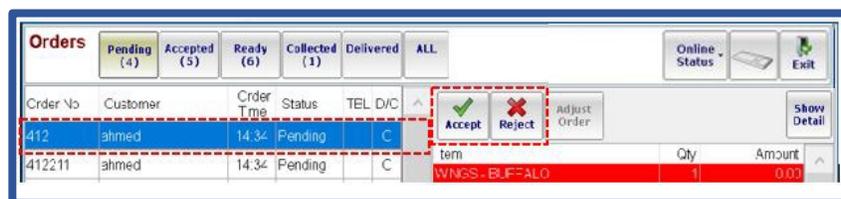
The order and information summary will be displayed in the above block to the left of the screen. Once an order has been selected, what has been ordered, will display to the right of the screen.

- If more information is required with regards to the order, select the **“Show details”** icon.

Return to the order placed by clicking on **“Show Items”**.



- To accept or reject an order, select the **pending order** in question and select **“Accept”** or **“Reject”**.

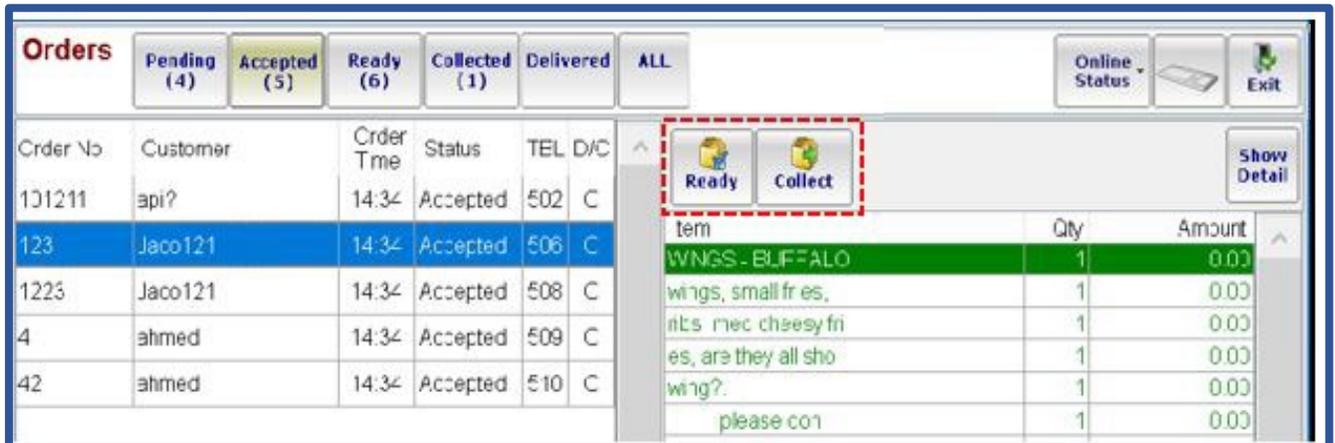


- Once the order is accepted, to view it, select the **“Accepted”** tab as seen below.



- Now, when viewing accepted orders, you can indicate if the order is ready for collection/delivery by clicking on the “Ready” block.

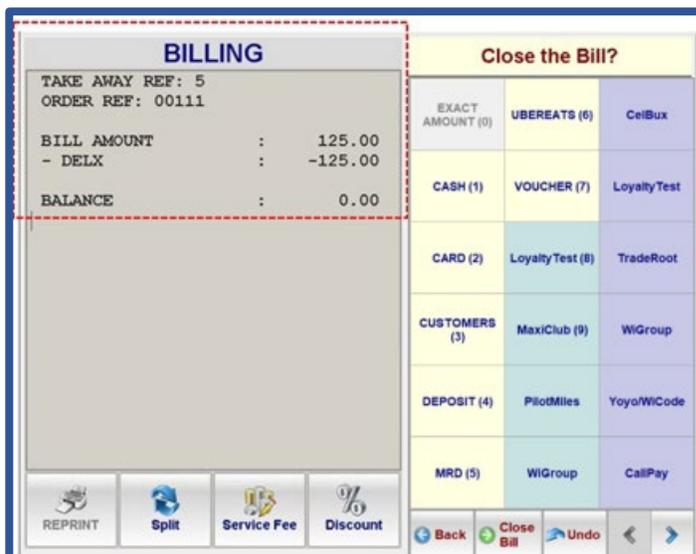
You can also choose to select “Collect” straight away, which will indicate to the system the order has been made, collected and is now ready to be billed.



- Once the order has been collected, select collect.
*All orders collected and paid for, will display in the “Collected” tab.
 All orders delivered and paid for, will display in the “Delivered” tab.*

- The Billing screen will open once you have selected “Collect”.

If the order was paid for online, it will come through as an approved payment. As seen below.



To close of the bill and continue with another order, select “Close Bill”

If a customer is paying upon collecting the order, process the payment as normal.