



LivePepper

Back Office

User Guide

Decorative wavy shapes in shades of orange and grey at the bottom of the page.

▶ **Times and conditions of sale**

Times and conditions of sale

1. Access the page for entering times and conditions of sale

- There are two ways to access this page:
 - In your dashboard's home page, click "**Adjust the service times**".
 - Click "**Delivery settings**" under the "**Settings**" subheading in your dashboard.

The screenshot displays the LivePepper dashboard interface. At the top, there are navigation links for "View your website", "Need help?", and "Logout". A search bar is present with the text "Site:". The main content area features a "Welcome to LivePepper!" message and a list of steps to get started: "Customize the look of your website ... OK", "Enter the restaurant address", "Adjust the service times", "Fill up your personal details", "Add products to your site", and "Choose your domain name". A "Subscribe" button is located at the bottom of this section. On the left side, a vertical navigation menu lists various dashboard sections: Dashboard, Orders, Customers, Menu (Products, Deals, Tags, Import/Export, Prices/availabilities, Sales tax), Site (Homepage, Content, Colors, Images, Settings, Links, Static pages), Settings (Shop, Delivery settings, Postal codes, Streets, Payment settings, Closings, Loyalty, PepperShop, POS settings, Domain name, Add-ons, Translations, Account, Invoices), and Maintenance (Emergency mode, System logs). Two orange dashed circles highlight "Adjust the service times" in the main content area and "Delivery settings" in the navigation menu. Two large orange arrows originate from these circles and point towards each other, indicating the path to the settings page.

Times and conditions of sale

2. Delivery or takeaway methods

- Depending on the **takeaway methods** available in your restaurant, you must either **enable** or **disable** the following 3 settings:
 - **"Delivery"**
 - **"Takeaway"**
 - **"Eat in"**
- For example, if you offer **takeaway sales**, you must click **"Enable"** on the **"Takeaway"** line. The line then changes from grey to dark blue.
- If you do not offer **home deliveries**, you must click **"Disable"** on the **"Delivery"** line. The line then changes from dark blue to grey.

>> Note: you must always have at least one takeaway/delivery method enabled.

The screenshot shows the 'Settings' page in the Pepper system, specifically the 'Delivery and takeaway methods' section. The left sidebar contains a navigation menu with items like Dashboard, Orders, Customers, Menu, Products, Deals, Tags, Import/Export, Prices/availabilities, Sales tax, Site, Homepage, Content, Colors, Images, Settings, Links, Static pages, and a 'Settings' section with sub-items: Shop, Delivery settings, Postal codes, Streets, Payment settings, Closings, Loyalty, PepperShop, POS settings, Domain name, Add-ons, Account, Invoices, Maintenance, Emergency mode, and System logs.

The main content area is titled 'Methods' and includes a 'Site:' field. Below it, three settings are listed: 'Delivery: enabled Disable', 'Collection: enabled Disable', and 'Eat in: disabled Enable'. The 'Disable' buttons for 'Delivery' and 'Collection' are circled in orange. Below this is the 'Minimum service time' section with input fields for 'Delivery orders: 30', 'Collection orders: 20', and 'Future orders: 0 (minutes)'. A checkbox is checked: 'Let customers choose 'SAP delivery' during business hours'. The 'Delivery charge' section has 'Minimum delivery amount: €' and 'Delivery charge: €' fields. The 'Time slots' section has a checkbox for 'Distinct delivery and collection time slots' and a table for setting time slots.

	From:	To:	From:	To:	
Monday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Tuesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Wednesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Thursday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Friday	11:30 ▼	14:15 ▼	18:30 ▼	23:00 ▼	copy to bottom
Saturday	18:15 ▼	23:00 ▼			copy to bottom
Sunday	18:15 ▼	22:30 ▼			copy to bottom

At the bottom, there are 'Cancel' and 'Save' buttons.

Times and conditions of sale

3. Service times

- You can define your **maximum product delivery and takeaway times** in this section by completing the following fields:
 - "Delivery orders"**
 - "Takeaway orders"**
 - "Advance orders"**
- For **"Delivery orders"**, if you indicate **"20" minutes**, for example, this means that your customers will receive their order **no more than 20 minutes after it was confirmed**.
- For **"Takeaway orders"**, if you indicate **"30" minutes**, for example, this means that your customers can **come and pick up their order 30 minutes after it was confirmed** and be sure that it will be ready.

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Delivery methods

Delivery: enabled Disable

Collection: enabled Disable

Eat In: disabled Enable

Minimum service times

Delivery orders: min

Collection orders: min

Future orders: (s)
Enter 0 to allow same day orders only.

Let customers choose delivery during business hours

Minimum service time: min
Leave empty to give customers a maximum service time, which is the time specified in the "Delivery orders" field.

Delivery charge

Minimum delivery charge: €

Delivery charge: €

Time slots

customers will be able to pick a preferred delivery / collection time in the following slots.

Distinct delivery and collection time slots

	From:	To:	From:	To:	
Monday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to button
Tuesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to button
Wednesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to button
Thursday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to button
Friday	11:30 ▼	14:15 ▼	18:30 ▼	23:00 ▼	copy to button
Saturday	18:15 ▼	23:00 ▼	▼	▼	copy to button
Sunday	18:15 ▼	22:30 ▼	▼	▼	copy to button

Cancel

Save

Times and conditions of sale

3. Service times

- The **"Advance orders"** setting allows your customers to order your products several days in advance.
 - If you **do not want to offer this service**, simply enter **0** in the **"Advance orders"** field.
 - *This means that your customers will only be able to place orders on the same day as the collection/takeaway.*
 - If you **choose to offer this service**, it's up to you to define **how many days in advance** you want to allow your customers to be able to place their orders, and enter the corresponding number in the **"Advance orders"** field.

The screenshot shows the LivePepper settings page. The left sidebar contains a navigation menu with categories: Dashboard, Orders, Menu, Site, Settings, and Maintenance. The 'Settings' category is expanded, showing sub-sections like Delivery settings, Payment settings, and others. The main content area is titled 'Delivery methods' and includes sections for 'Minimum service times' and 'Delivery charge'. The 'Minimum service times' section has input fields for Delivery orders (20 min), Collection orders (30 min), and Future orders (7 days). A checkbox for 'ASAP delivery' is checked. The 'Delivery charge' section has input fields for minimum delivery amount and delivery charge. The 'Time slots' section has a table for defining delivery and collection times for each day of the week. A 'Save' button is visible at the bottom right.

Site:

Delivery methods

Delivery: enabled Disable
Collection: enabled Disable
Eat In: disabled Enable

Minimum service times

Delivery orders: min
Collection orders: min
Future orders: day(s)
Enter 0 to allow same day ordering only.
 Let customers choose 'ASAP delivery' during business hours

Minimum service time: min
Leave empty to give customers only a maximum service time, which is the time specified in the "Delivery orders" field.

Delivery charge

Minimum delivery amount: €
Delivery charge: €

Time slots

Your customers will be able to pick a preferred delivery / collection time in the following slots.
 Distinct delivery and collection time slots

	From:	To:	From:	To:	
Monday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bulletin
Tuesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bulletin
Wednesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bulletin
Thursday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bulletin
Friday	11:30 ▼	14:15 ▼	18:30 ▼	23:00 ▼	copy to bulletin
Saturday	18:15 ▼	23:00 ▼			copy to bulletin
Sunday	18:15 ▼	22:30 ▼			copy to bulletin

[Cancel](#) [Save](#)

Times and conditions of sale

3. Service times

- If you check the **"Let customers choose 'ASAP delivery' during business hours"** box, you can define a **minimum service time**.
 - If you **check this box and enter 15** in the **"Minimum service time"** field, for example, this means that your customers' orders will be **delivered/available for takeaway 15 minutes** after being confirmed.
 - If you **do not check this box**, this means that your customers **will only know the maximum delivery/takeaway time** for their order (*the time taken for the order to be delivered/available for takeaway after their order is confirmed*) entered in the **"Delivery orders"** field above.

The screenshot shows the 'LivePepper' website settings interface. The left sidebar contains a navigation menu with categories: Dashboard, Orders, Customers, Menu, Products, Deals, Tags, Import/Export, Prices/availabilities, Sales tax, Site, Homepage, Content, Colors, Images, Settings, Links, Static pages, and Settings. The 'Settings' category is expanded, showing sub-sections: Shop, Delivery settings, Postal codes, Streets, Payment settings, Closings, Loyalty, PepperShop, POS settings, Domain name, Add-ons, Account, Invoices, Maintenance, Emergency mode, and System logs.

The main content area is titled 'View your website' and includes a 'Need help?' link and a 'Logout' link. Below the site name, there is a 'Site:' field. The 'Delivery methods' section shows: Delivery: enabled Disable, Collection: enabled Disable, and Eat In: disabled Enable. The 'Minimum service times' section has a checkbox for 'Let customers choose 'ASAP delivery' during business hours' which is checked. Below this, there are input fields for 'Delivery orders: 20 min', 'Collection orders: 30 min', and 'Future orders: 7 days (s)'. A note states: 'Enter 0 to allow same day ordering only.' Below that is a 'Minimum service time' field set to '30 min' with a note: 'Leave empty to give customers only a maximum service time, which is the time specified in the "Delivery orders" field.' The 'Delivery charges' section has 'Minimum delivery amount' and 'Delivery charge' fields, both set to '€'. The 'Time slots' section has a checkbox for 'Distinct delivery and collection time slots' which is checked. Below this is a table of time slots for each day of the week, with 'From' and 'To' times for delivery and collection, and a 'copy to business' link for each row.

	From:	To:	From:	To:	
Monday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to business
Tuesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to business
Wednesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to business
Thursday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to business
Friday	11:30 ▼	14:15 ▼	18:30 ▼	23:00 ▼	copy to business
Saturday	18:15 ▼	23:00 ▼			copy to business
Sunday	18:15 ▼	22:30 ▼			copy to business

At the bottom of the settings area, there are 'Cancel' and 'Save' buttons.

Times and conditions of sale

4. Delivery charge

- Here, you can specify:
 - whether there is a **minimum delivery amount** and indicate this amount;
 - whether there is a **delivery charge** for online orders, and indicate this charge.
- If you leave these **two fields empty**, this means that:
 - there is **no delivery charge applicable**;
 - that the **delivery service is available whatever the amount** paid by your customers.

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Site:

Delivery methods

Delivery: enabled [Disable](#)

Collection: enabled [Disable](#)

Eat in: disabled [Enable](#)

Minimum service times

Delivery orders: min

Collection orders: min

Future orders: day(s)

Enter 0 to allow same day ordering only.

Let customers choose 'ASAP delivery' during business hours

Minimum service time: min

You can specify to give customers only a maximum service time, which is the time specified in the field.

Delivery charge

Minimum delivery amount: €

Delivery charge: €

Time slots

Customers will be able to pick a preferred delivery / collection time in the following slots.

Distinct delivery and collection time slots

	From:	To:	From:	To:	
Monday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Tuesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Wednesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Thursday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Friday	11:30 ▼	14:15 ▼	18:30 ▼	23:00 ▼	copy to bottom
Saturday	18:15 ▼	23:00 ▼	<input type="text"/>	<input type="text"/>	copy to bottom
Sunday	18:15 ▼	22:30 ▼	<input type="text"/>	<input type="text"/>	copy to bottom

[Cancel](#) [Save](#)

Times and conditions of sale

5. Time slots

- In this section, you must enter your restaurant's delivery and takeaway times.
- If necessary, you can check the **"Distinct delivery and takeaway time slots"** box to distinguish delivery times from takeaway times.
 - Do not check this box if your delivery and takeaway time slots are the same.
- If you check this box, a new range of time slots to be completed will be displayed, allowing you to enter different delivery and takeaway time slots.

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Delivery methods

Delivery: enabled Disable

Collection: enabled Disable

Eat in: disabled Enable

Minimum service times

Delivery orders: min

Collection orders: min

Future orders: day(s)

Enter 0 to allow same day ordering only.

Let customers choose 'ASAP delivery' during business hours

Minimum service time: min

Leave empty to give customers only a maximum service time, which is the time specified in the "Delivery orders" field.

Delivery charge

Minimum delivery amount: €

Delivery charge: €

Time slots

Your customers will be able to pick a preferred delivery / collection time in the following slots.

Distinct delivery and collection time slots

	From:	To:	From:	To:	
Monday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Tuesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Wednesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Thursday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Friday	11:30 ▼	14:15 ▼	18:30 ▼	23:00 ▼	copy to bottom
Saturday	18:15 ▼	23:00 ▼	▼	▼	copy to bottom
Sunday	18:15 ▼	22:30 ▼	▼	▼	copy to bottom

Collection

	From:	To:	From:	To:	
Monday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Tuesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Wednesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Thursday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Friday	11:30 ▼	14:15 ▼	18:30 ▼	23:00 ▼	copy to bottom
Saturday	18:15 ▼	23:00 ▼	▼	▼	copy to bottom
Sunday	18:15 ▼	22:30 ▼	▼	▼	copy to bottom

Cancel

Save

Times and conditions of sale

5. Time slots

- To fill in the time slots for each day of the week, you then simply:
 - click in the cell that you want to enter;
 - a drop-down list is displayed;
 - click the corresponding time;
 - and repeat for the next time slot.
- Leave the fields blank when your restaurant is closed.

➤ *Tip: if you apply the same time slots for several days of the week, you can click "copy to bottom": this will copy all the lines below with the same times.*

>> NB: the times you enter here are not your restaurant's business hours; these are the times during which you want to allow your customers to place online orders.

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Delivery: enabled Disable

Collection: enabled Disable

Eat In: disabled Enable

Minimum service times

Delivery orders: 20 min

Collection orders: 30 min

Future orders: 7 day(s)

Enter 0 to allow same day ordering only.

Let customers choose 'ASAP delivery' during business hours

Minimum service time 30 min

Leave empty to give customers only a maximum service time, which is the time specified in the "Delivery orders" field.

Delivery charge

Minimum delivery amount: €

Delivery charge: €

Time slots

Your customers will be able to pick a preferred delivery / collection time in the following slots.

Distinct delivery and collection time slots

Delivery

	From:	To:	From:	To:	
Monday	11:30	14:15	18:30	22:30	copy to bottom
Tuesday	06:45	14:15	18:30	22:30	copy to bottom
Wednesday	07:00	14:15	18:30	22:30	copy to bottom
Thursday	07:30	14:15	18:30	22:30	copy to bottom
Friday	07:45	14:15	18:30	23:00	copy to bottom
Saturday	08:00	23:00			
Sunday	08:15	22:30			

Collection

	From:	To:	From:	To:	
Monday	09:15	14:15	18:30	22:30	copy to bottom
Tuesday	09:30	14:15	18:30	22:30	copy to bottom
Wednesday	09:45	14:15	18:30	22:30	copy to bottom
Thursday	10:00	14:15	18:30	22:30	copy to bottom
Friday	10:15	14:15	18:30	22:30	copy to bottom
Saturday	10:30	14:15	18:30	23:00	copy to bottom
Sunday	10:45	23:00			copy to bottom

Cancel | Save

Times and conditions of sale

6. Save

- Click the **"Save"** button once you have entered all your restaurant's times and conditions.

>> Note: if you leave this page before saving the details, your changes will be lost and you will have to start over.

Site:

Delivery methods

Delivery: enabled [Disable](#)
Collection: enabled [Disable](#)
Eat in: disabled [Enable](#)

Minimum service times

Delivery orders: min
Collection orders: min
Future orders: day(s)
Enter 0 to allow same day ordering only.
 Let customers choose 'ASAP delivery' during business hours
Minimum service time: min
Leave empty to give customers only a maximum service time, which is the time specified in the "Delivery orders" field.

Delivery charge

Minimum delivery amount: €
Delivery charge: €

Time slots

Your customers will be able to pick a preferred delivery / collection time in the following slots.
 Distinct delivery and collection time slots

	From:	To:	From:	To:	
Monday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Tuesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Wednesday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Thursday	11:30 ▼	14:15 ▼	18:30 ▼	22:30 ▼	copy to bottom
Friday	11:30 ▼	14:15 ▼	18:30 ▼	23:00 ▼	copy to bottom
Saturday	18:15 ▼	23:00 ▼	▼	▼	copy to bottom
Sunday	18:15 ▼	22:30 ▼	▼	▼	copy to bottom

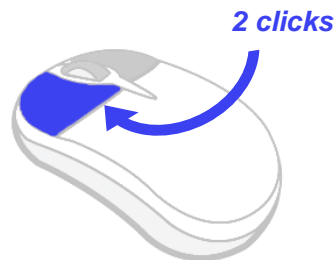
[Cancel](#) [Save](#)

▶ **Browsing tools**

► Browsing tools

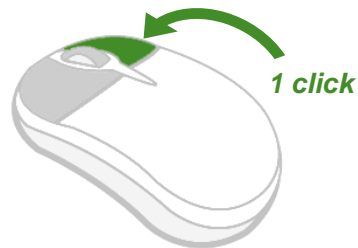
1. Double click

- To double-click, **click the left mouse button twice in quick succession.**



2. Right click

- To right-click, **click the right mouse button once.**



3. Scroll

- To scroll up or down a page, **turn the mouse wheel** at the centre of your mouse in the corresponding direction.

