LivePepper

Back Office

User Guide

▶ 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.

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.

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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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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.

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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.**

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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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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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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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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.

► **Browsing tools**
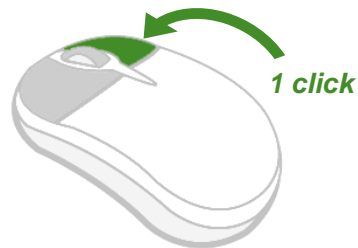
▶ Browsing tools

LivePepper

1. Double click

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

2 clicks
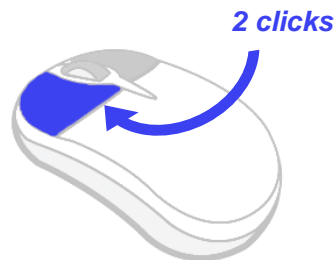
2. Right click

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

1 click

3. Scroll

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

Turn