

### What is it?

The Active Orders screen is used to monitor orders which have been submitted and are ready for processing.

### What can it do?

Use Active Orders to view, adjust and complete payment for provisional\* orders that require confirmation before being finalised.

### Useful information

Active Orders will refresh every 5 seconds and can be shown on multiple screens in your venue if required.

SCREEN: 0

Active Order Management

DEMO Fairfield Fresh

Order Prep Report

Main Menu

| POS Order # | h.me # | Customer                               | Type     | Status                        | Payment  | Clear | Age            |
|-------------|--------|----------------------------------------|----------|-------------------------------|----------|-------|----------------|
| 249         | 17108  | Harrysville Industries [Harold5 Test5] | DELIVERY | Delivery: 2025-01-03 08:00:00 | PAID     | Clear | 0d 11h 04m 50s |
| CONFIRM     | 17107  | Harrysville Industries [Harold5 Test5] | PICKUP   | Pickup: 2025-01-03 08:00:00   | NOT PAID | Clear | 0d 11h 06m 25s |
| 248         | 17106  | Harrysville Industries [Harold5 Test5] | PICKUP   | Pickup: 2025-01-06 09:00:00   | PAID     | Clear | 0d 11h 08m 07s |
| 246         | 17105  | Harrysville Industries [Harold5 Test5] | DELIVERY | Delivery: 2025-01-03 08:00:00 | PAID     | Clear | 0d 12h 35m 52s |
| 247         | 17104  | Weasley Co [Ron Weasley]               | PICKUP   | Pickup: 2025-01-03 08:00:00   | PAID     | Clear | 0d 12h 34m 50s |
| -1          | 17103  | Weasley Co [Ron Weasley]               | PICKUP   | Pickup: 2025-01-03 08:00:00   | PAID     | Clear | 0d 12h 35m 12s |
| 245         | 17102  | Weasley Co [Ron Weasley]               | PICKUP   | Pickup: 2025-01-03 08:00:00   | PAID     | Clear | 0d 12h 57m 42s |



**Refresh indicator** Pulses green when auto-refreshing, shows red arrows when stopped. Clicking on red indicators restarts refresh.



**SCREEN** Select the screen ID to identify the monitoring station



**Main Menu** Returns to the main MyVenue Dashboard



**Order Prep Report** Select a date to view a summary of items and quantities for confirmed orders.



**Clear** Removes the order from this list and the Dockets screen.



**KEY ACTION:** Clicking or tapping on an order line will bring up order details. If you are using Provisional Orders\* then this allows you to edit the prices and quantities of order lines before confirming and committing payment on behalf of the customer.



\* A **Provisional Order** is where the customer places an order but it is not paid for immediately. This allows the venue to alter the price and quantity of order items, and to add a freight cost if required, prior to committing the order. This triggers payment and final receipt.

## What is it?

*Process Orders allows you to adjust and confirm order quantity and item price before committing the sale with payment.*

## What can it do?

*Process Orders is used for Provisional Orders\* where your processes mean that confirmation of price, quantity and freight is needed.*

## Useful information

*Freight can be added for delivery orders. The order will not be submitted to your Point of Sale system until after payment.*

Pending Order 17110 Harrysville Industries - Harold5 Test5 - Delivery **Freight Option Required** [EDIT ORDER](#) [CLOSE](#)

| Line #       | Item # | PLU    | Name                     | Unit Price | Qty    | Total \$       |
|--------------|--------|--------|--------------------------|------------|--------|----------------|
| 1            | 1770   | 003006 | Bean Sprout 250G Punnet  | \$3.50     | 2 x ea | \$7.00         |
| 2            | 1771   | 1235   | Eggplant Lebanese Per Kg | \$6.90     | 2 x kg | \$13.80        |
| 3            | 1772   | 295    | Mushroom Flat Per Kg     | \$15.50    | 1 x kg | \$15.50        |
| <b>TOTAL</b> |        |        |                          |            |        | <b>\$36.30</b> |



### Freight Option Required

This shows when the customer has requested a delivery order but no freight/shipping option has been added to the order yet.



**EDIT ORDER** Open the order to edit or delete line item quantity and item price, and to add a Delivery Mode where appropriate.



**CLOSE** Returns to the Active Order screen.



**CONFIRM AND PAY** Displays the Pay and Confirm screen. The preferred payment option nominated by the customer is displayed.



**PAY BY ACCOUNT** Where available, charges the order to the Credit Account in your Point of Sale System.



**PAY BY CREDIT CARD** Charges the order to the Credit Card nominated by the customer and securely stored in the payment system

Edit Order 17110 Harrysville Industries - Harold5 Test5 - Delivery **Freight Option Required** [CONFIRM AND PAY](#) [CLOSE](#)

| Line #       | Item # | PLU    | Name                     | Unit Price (incl GST) | Qty    | Total \$       | Delete                 |
|--------------|--------|--------|--------------------------|-----------------------|--------|----------------|------------------------|
| 1            | 1770   | 003006 | Bean Sprout 250G Punnet  | \$ 3.50               | 2 x ea | \$7.00         | <a href="#">DELETE</a> |
| 2            | 1771   | 1235   | Eggplant Lebanese Per Kg | \$ 6.90               | 2 x kg | \$13.80        | <a href="#">DELETE</a> |
| 3            | 1772   | 295    | Mushroom Flat Per Kg     | \$ 15.50              | 1 x kg | \$15.50        | <a href="#">DELETE</a> |
| <b>TOTAL</b> |        |        |                          |                       |        | <b>\$36.30</b> |                        |

Delivery Mode: [\[0020001\] TEST FREIGHT \\$0.10](#)  
[\[235\] F and V Freight 1-2 Boxes \\$22.50](#)  
[\[236\] F and V Freight 3- 8 Boxes \\$44.50](#)  
[\[147\] F and V Freight 6-9 Kg \\$40.00](#)  
[\[237\] F and V Freight 9-20 Boxes \\$60.00](#)  
[\[255\] F and V Surcharge <\\$100 \\$10.00](#)

Pay and Confirm Order 17110 [Successfully Processed](#) [CLOSE](#)

[PAY BY ACCOUNT](#) [\[Customer Choice\]](#)

Account: 888888  
 Name: Harrysville Industries [Harold5 Test5]  
 Balance: \$37.55  
 Limit: \$1,000.00

[PAY BY CREDIT CARD](#)

Card on File Ending: \*\*\*5100



**KEY ACTION:** Delivery orders will not allow you to proceed to payment unless a Deliver Mode is selected.



**INFORMATION:** A customer will receive a final tax receipt via email after their order has been finalised via Process Order



\* A **Provisional Order** is where the customer places an order but it is not paid for immediately. This allows the venue to alter the price and quantity of order items, and to add a freight cost if required, prior to committing the order. This triggers payment and final receipt.

## What is it?

The 'Order Prep Report' provides you with an aggregate summary of items that have been ordered and confirmed for a given day.

## What can it do?

Provide you with a summary of what needs to be picked or prepared for future dated orders.

## Useful information

All orders for a given item for a day are added up and shown on a single report line.

Print Docket Print A4

Combined Order Picking Report for Date **2025-01-03**

| Item # | PLU     | Name                                    | Quantity | Unit |
|--------|---------|-----------------------------------------|----------|------|
| 2277   | 230035  | Deli Meat - Cacciatori Hot Borgo Per Kg | 5.00     | kg   |
| 2296   | 0030001 | TEST PRODUCT WEIGHT                     | 81.00    | kg   |
| 2280   | 005025  | Deli Meat - Italian Fennel Sausage Kg   | 2.00     | kg   |
| 2290   | 235     | F and V Freight 1-2 Boxes               | 2.00     | ea   |
| 2298   | 0020001 | TEST FREIGHT                            | 1.00     | ea   |



**Select Date** Choose the future date to report on. If there are no confirmed orders for that date it will be blank.



**Print Docket**  
Where available, print the report to your locally available docket printer.



**Print A4**  
Print the report to a full sized A4 printer available on your computer.



**[x]** Close the report



**INFORMATION:** Only finalised / confirmed orders for the chosen day will be shown. Incomplete order items will not appear.