Product Release Notes

| Roadmap Stream	POS
Product	OrderAway
Release Date	08/03/2021
Roadmap Reference(s)	26 – OrderAway Elegant system shutdown 50 – OrderAway Time to order fulfilment in Patron Notification System
Description	Patron Notification System updates: 1. Enable an outlet administrator to disable order taking with a patron configurable message 2. Dynamic messaging to the patron displaying expected wait times as orders are placed

Feature Details

The OrderAway platform facilitates patron orders using their own device and caters for situations where the patron may be present or not present in a venue when their order is placed. For patron not present orders where the order is to be picked up by the patron, keeping the patron informed of the status of their order as it is prepared and finalised is key to a good user experience. This is the purpose of the Patron Notification System (PNS).

The PNS has been updated in two areas:

1. An outlet administrator can configure the PNS to temporarily disable patron order taking with a configurable message to inform patrons of the outage. This is to cater for situations where a venue cannot fulfil orders for some reason such as the venue is working at capacity or has experienced equipment failure.
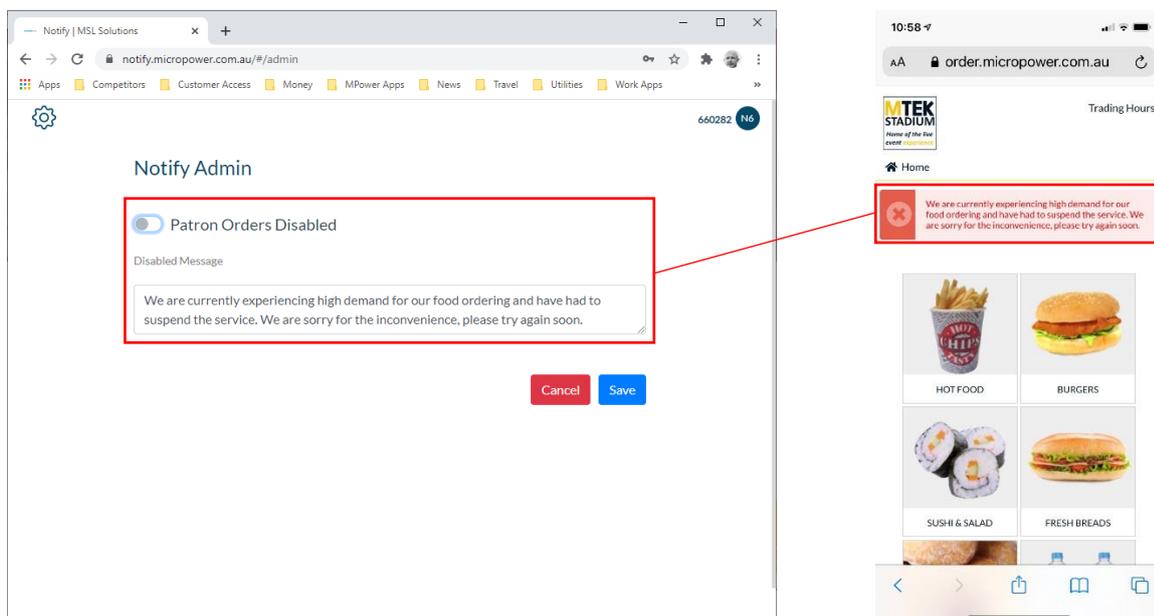
2. An outlet administrator can configure the PNS to warn patrons at they are placing orders that they are likely to experience a delay of a pre-defined duration before their order can be fulfilled. This is to cater for situations where a venue is receiving a high number of orders and is experiencing a delay in fulfilling those orders.
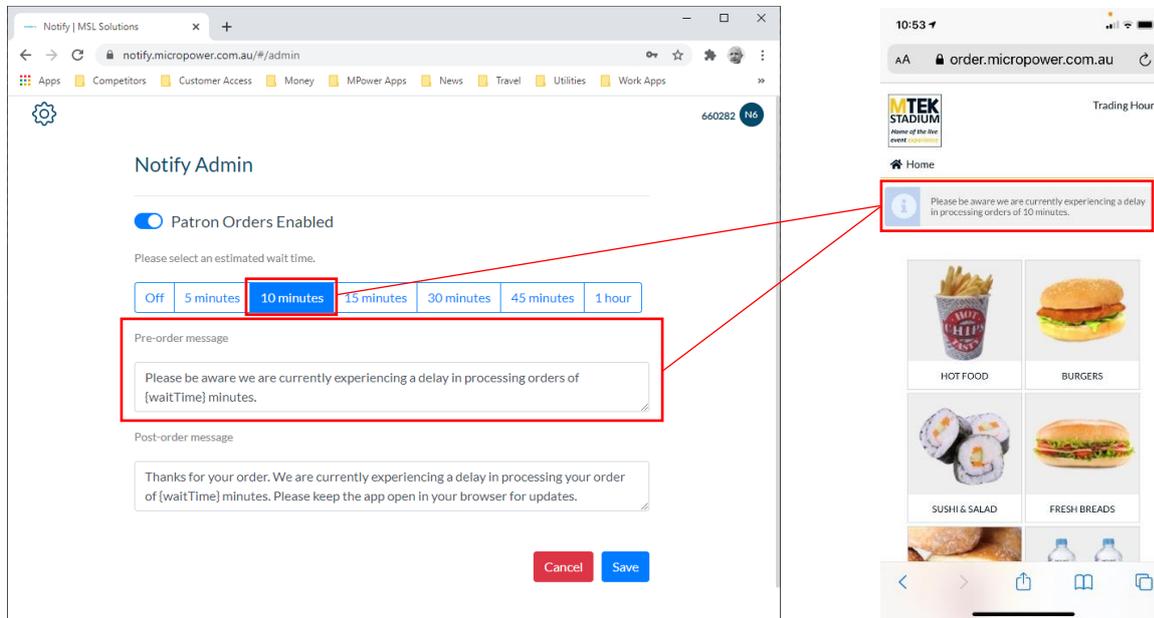

Setup & Configuration

Setup for both features is performed in the Administration section of the Notify Application. Please ask your MSL Account Manager or Professional Services consultant to enable the appropriate Notify user id profile to access Notify's Administration section if you do not have access.
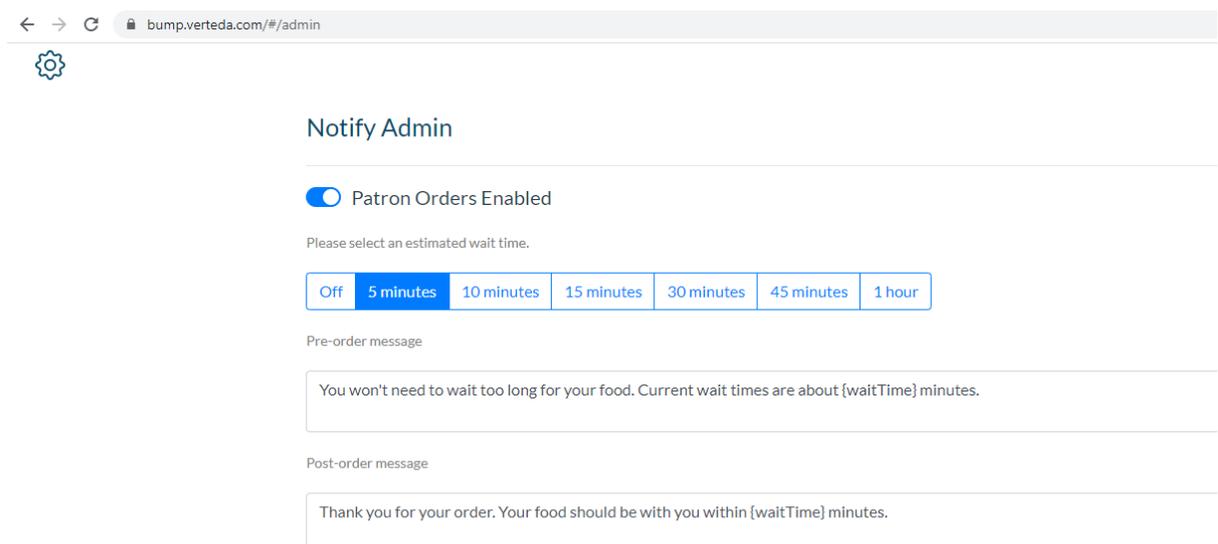

The admin section is accessibly by tapping on the settings cog and selecting Admin.
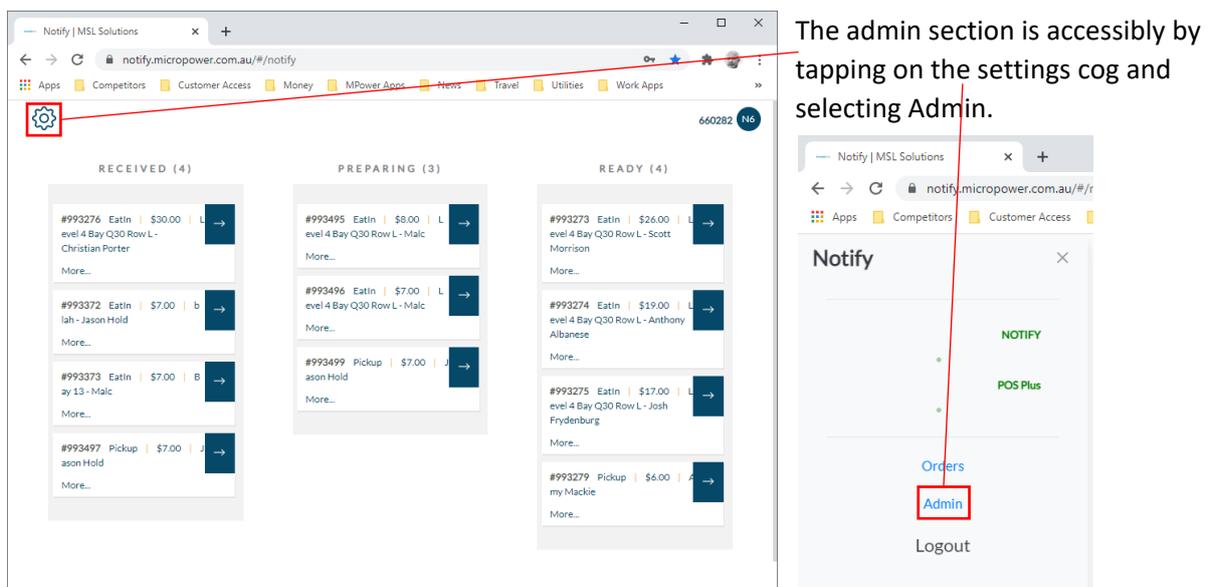
There are three states OrderAway can be configured:

1. Enabled with no wait time (default state) as shown below:
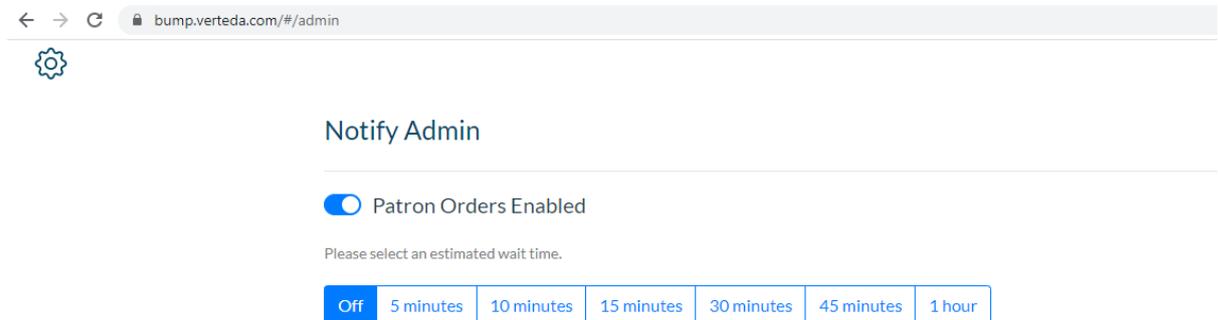
2. Enabled with a wait time (5, 10, 15, 30, 45 or 60 minutes) as shown below (with 5 minute wait time enabled):

Pre-order message is displayed to the patron throughout the ordering process when navigating the menu and on the order summary prior to submitting the order.

Post-order message is shown to the patron on the order submitted screen (after an order has been submitted).

The reserved token *{waitTime}* can be included as part of either message and will be replaced with the currently selected wait time (e.g., 5 minutes or 10 minutes).

3. Disabled as shown below:
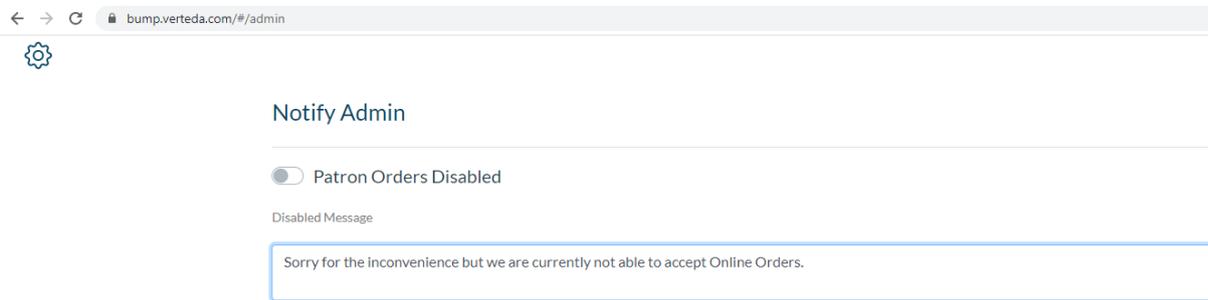
Disabled message is shown to the patron from the moment Patron Ordering is disabled, regardless of where the patron is in the ordering process. The patron cannot submit an order If Patron Orders are disabled.