

<b>Roadmap Stream</b>	POS
<b>Product</b>	OrderAway
<b>Release Date</b>	01/03/2021
<b>Roadmap Reference(s)</b>	6 – OrderAway Patron Notifications 15 – OrderAway Patron Notification System – SMS & In-app
<b>Description</b>	<p>Patron Notification System release:</p> <ol style="list-style-type: none"> <li>1. Enable order updates and notifications for patron not present ordering (e.g. from an EGM, ordering beverages from a venue outlet)</li> <li>2. Enable SMS messages and/or in-app messages</li> </ol>

## Feature Details

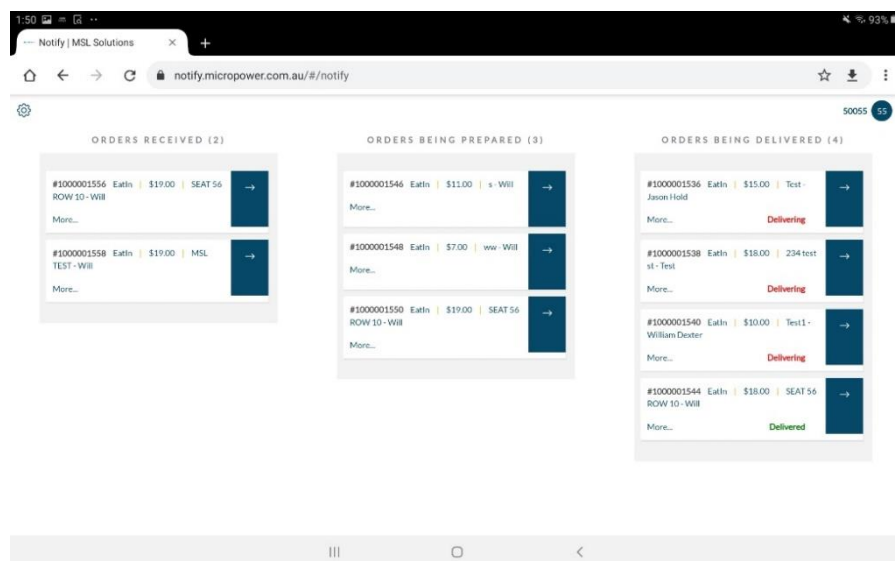
When a patron is not present at a F&B Outlet when they place an order on their own device, the OrderAway Notification module can be used to ensure the patron is kept abreast of their order status after it is submitted.

## What the venue staff sees

The module revolves around the concept of an order lifecycle that defines the stages that an order moves through from submission to delivery.

The Notification System venue staff interface represents each lifecycle status as a column, listing orders that have been received at a particular F&B Outlet as tiles.

When an order is received it will appear in the Order Received lifecycle status and an in-app notification and/or an SMS is sent to the patron with a customisable message. When it moves to the next status (by pressing the appropriate arrow key on a tile) the next in-app notification is sent to the patron and so on.



The screenshot above shows the Patron Notification System venue staff interface running on a Galaxy S10 tab. Any touch screen, internet enabled device that can run a browser can be used.

## What the patron sees

There are two methods to keeping the patron informed as to the status of their order. This can be either by an in-app notification or via an SMS sent to the patron's phone. Both are updated/sent when required as an order is moved through its lifecycle by venue staff.

In-app notifications are delivered automatically, updating the final screen in the ordering process. As an order moves through its lifecycle, the message and associated icon changes on the patron's device to reflect their order status.

Messages might be "Thank you for your order. It has been received at the BBQ House", "Your order at the BBQ House is now being prepared.", "Your order at the BBQ House is now ready for pickup.").

The below series of graphics shows the in-app notification appearing in sequence.

