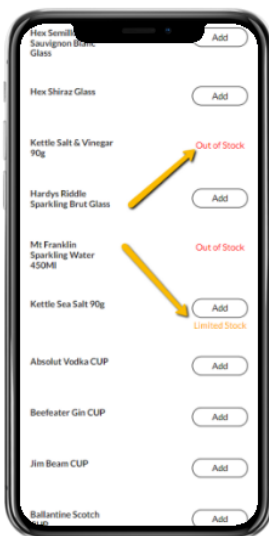


Roadmap Stream	POS
Product	OrderAway
Release Date	01/04/2021
Roadmap Reference(s)	23 – OrderAway SwiftPOS Items Out of Stock
Description	New feature to highlight to a patron as they order on their own device, of the available serves or stock on hand of menu items. This will ensure items that are not in stock or available cannot be ordered.



Feature Details

When a patron is ordering on their own device, allowing them to order out-of-stock items introduces considerable inefficiency into the ordering process. In such situations, venue staff would have to locate a patron and advise of the out-of-stock status of an ordered item, and potentially must refund or update the order manually with alternatives.

By notifying patrons as they order of the stock status of items and, by preventing the ordering of out-of-stock items, the ordering process can be made more seamless and enhances the patron experience.

Setup & Configuration

The out-of-stock feature can only be activated by the MSL Professional Services or Customer Services team. The feature works with the existing SwiftPOS Stock on Hand and Available Servings features, with Available Servings taking precedence when both are enabled.

OrderAway can be configured to change the patron message as items approach low stock levels and ultimately deliver an out-of-stock message when stock is depleted (with a venue defined buffer if required).

Patrons cannot use the quantity button to over-order a limited stock item (i.e. a patron cannot order 4 serves of a dish that only has 3 serves remaining).