

Online ordering settings

How to switch online ordering on, set the times customers can order for, choose how they pay, and pause orders when the kitchen is full.

Screenshots taken on a demo store at app.posso.co.uk, 11 October 2026. Your menu, staff, printers and prices will be different.

The short version

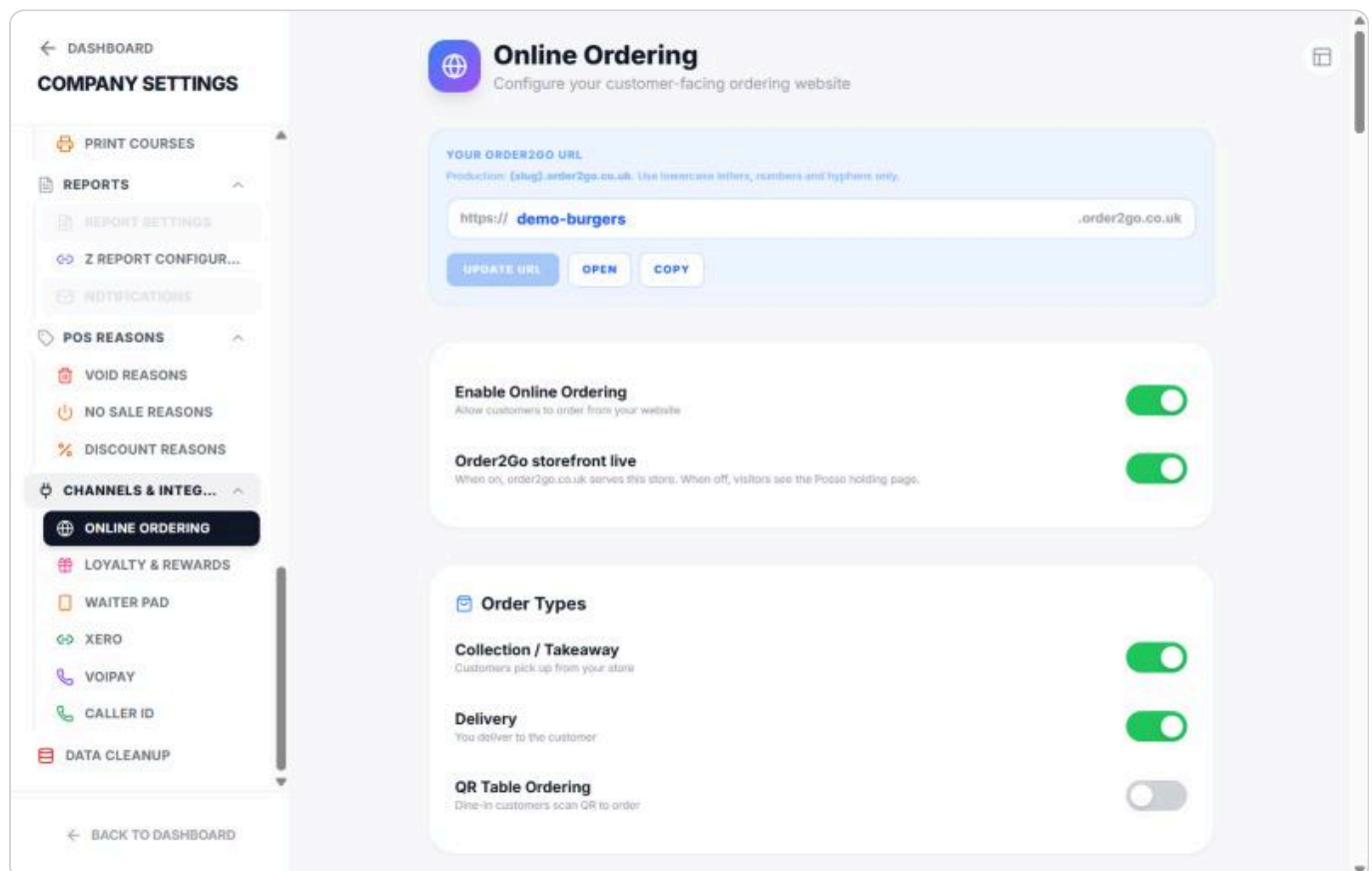
- Go to **Settings**, then **Channels & Integrations**, then **Online Ordering**.
- Switch on **Enable Online Ordering** and the order types you offer.
- To stop orders quickly, scroll to **Service Status** and tap **PAUSE**.

1 Open online ordering and check your web address

From the **Dashboard**, tap **Settings** in the left-hand menu. Company Settings opens with its own menu down the left.

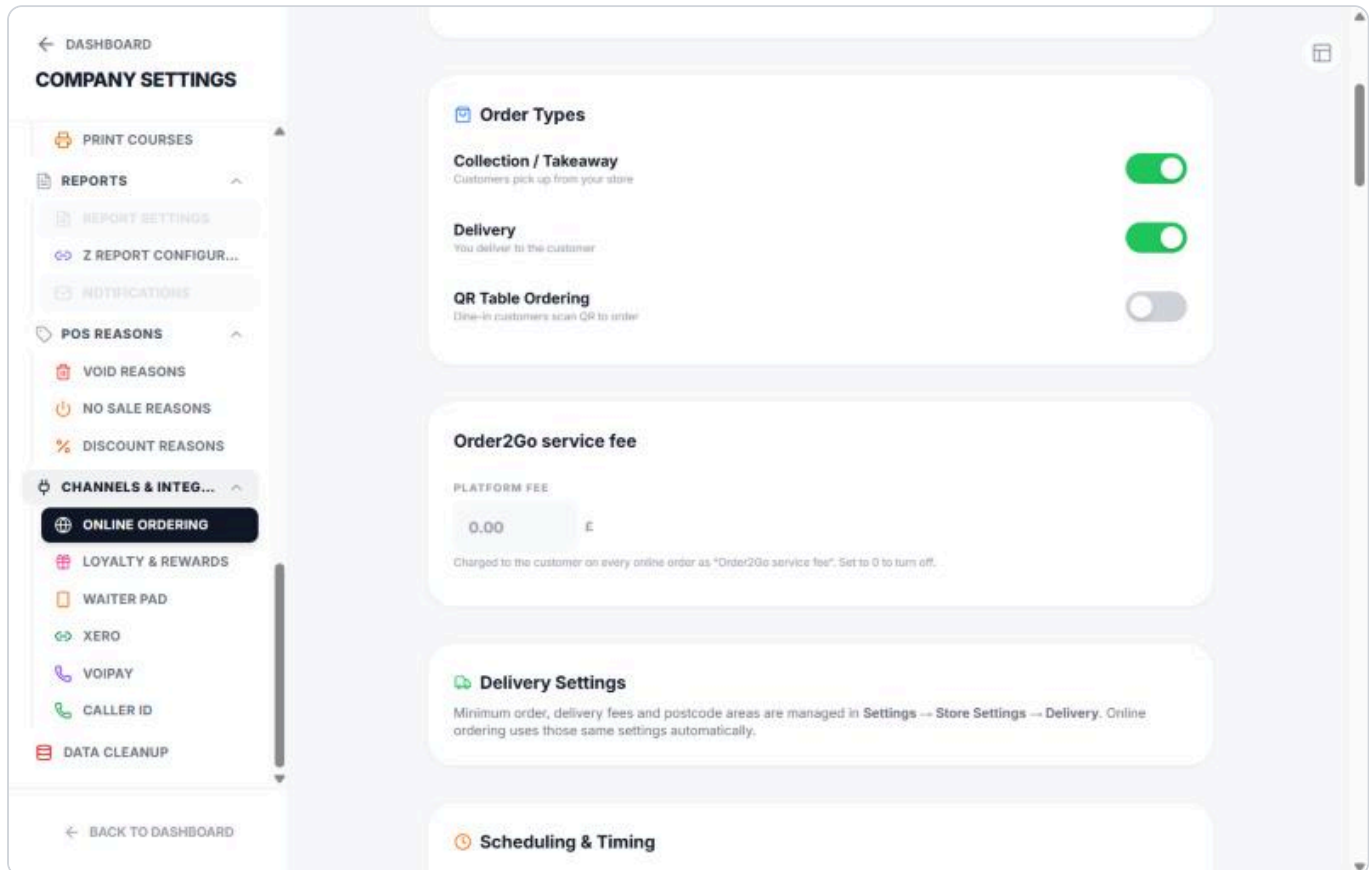
Open **Channels & Integrations** and tap **Online Ordering**. Your ordering web address is at the top. Tap **OPEN** to see it as a customer does, or **COPY** to copy the link.

- **Enable Online Ordering**: lets customers order from your website.
- **Storefront live**: when this is off, visitors see a holding page instead of your menu.



2 Choose the order types and the service fee

- **Collection / Takeaway:** customers pick up from your store.
- **Delivery:** you deliver to the customer.
- **QR Table Ordering:** dine-in customers scan a QR code to order.
- **Service fee:** an amount charged to the customer on every online order. Set it to 0 to turn it off.
- **Delivery settings:** minimum order, delivery fees and postcode areas are set in **Store & App**, then **Store Details**, under Delivery. Online ordering uses the same settings.



3 Set scheduling and timing

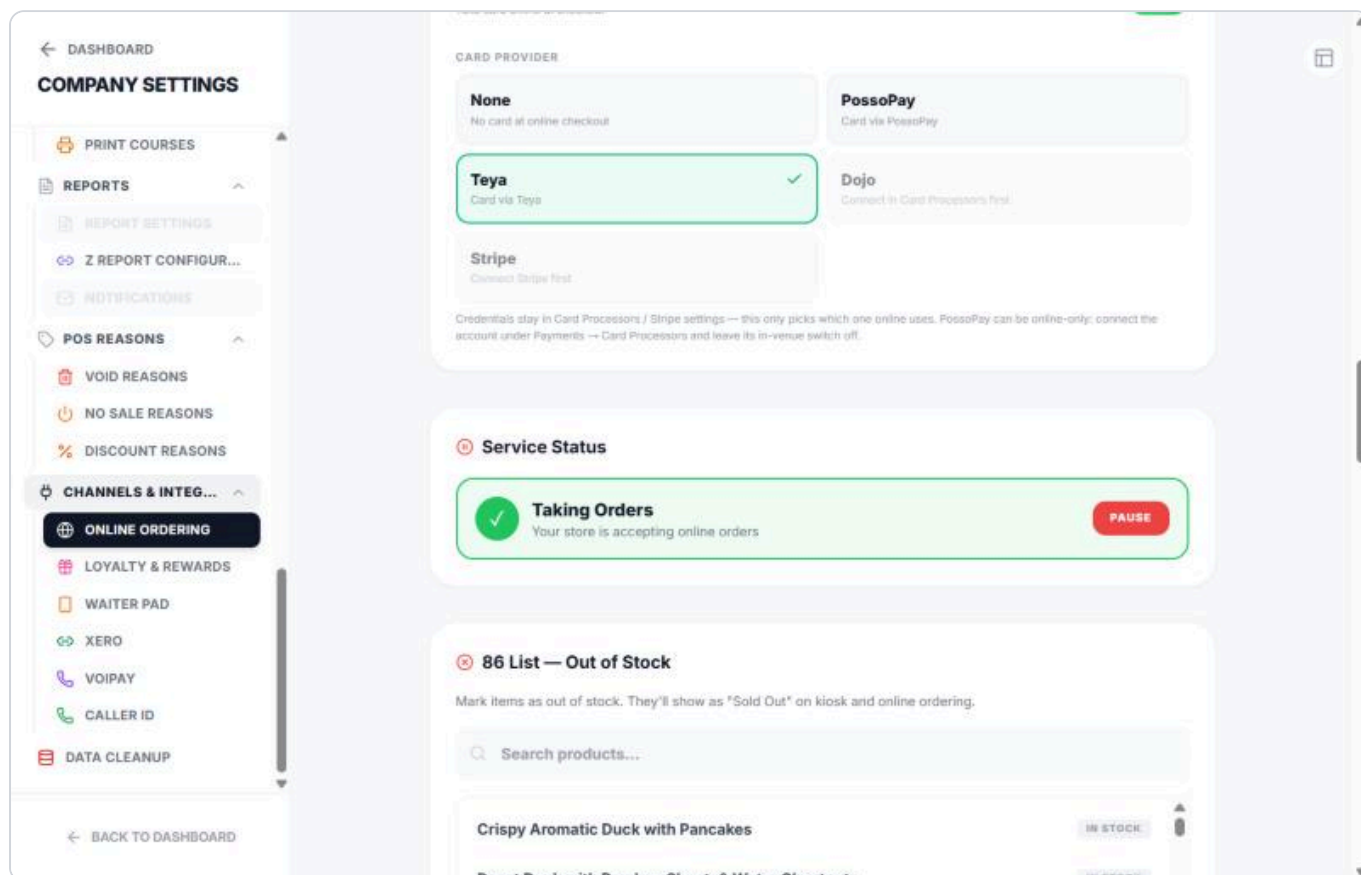
Scroll to **Scheduling & Timing**.

- **Preparation time:** how many minutes an order normally takes.
- **Allow Scheduled Orders:** lets customers order for a later time.
- **Hide ASAP Option:** only show time slots, no immediate orders.
- **Time slot interval:** the gap between slots, in minutes.
- **Max orders per slot:** 0 means no limit. Set a number to stop one slot filling the kitchen.
- **Collection** and **Delivery** each have a minimum notice in minutes and a maximum number of days ahead.

Tip. On a busy night, a limit on orders per slot protects the kitchen better than pausing altogether.

4 Decide how orders are handled and paid

- **Auto-Accept Orders:** accepts incoming orders without anyone tapping.
- **Auto-Print Kitchen Copy:** prints to the kitchen printer when an order arrives.
- **Order Bell Sound:** plays a sound for each new online order.
- **Cash on collection** and **Cash on delivery:** allow paying in person.
- **Card payments:** take card at checkout, then choose the **Card provider**. Providers must be connected first in **Payments**, then **Card Processors**.



5 Pause orders or mark an item sold out

Service Status shows **Taking Orders** in green when your store is accepting orders. Tap **PAUSE** to stop new orders, and tap again to start.

Below it is the **86 List**. Search for a product and switch it from **In stock** to sold out. It then shows as Sold Out on the kiosk and on online ordering.

If something is not right

Customers see a holding page	Switch Storefront live on.
Customers cannot pay by card online	Under Card payments choose a card provider. If the one you want is greyed out, connect it first in Card Processors .
Orders arrive but do not print	Switch on Auto-Print Kitchen Copy , and check the kitchen printer in Kitchen & Printing .
No delivery option at checkout	Switch Delivery on, and check your delivery areas and fees in Store Details .

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