

Internet Order Confirmation

Internet orders are handled in EESys in a slightly strange way.

All Internet orders are linked to a master customer "Internet" and the details of the order address, email address etc., must be added to special fields in the SalesInvoice to ensure it is processed correctly.

This document provides details on how to do this.

Setting the SourceRef to the Customer's email address

EESys Internet Customer Email Address

When internet orders are imported into EESys the "Customer Comment" is filled with data from the on-line web-store. This includes the customer's physical address and email address, as shown in the image at "1."

This email address must be copied into the **SourceRef** field of the SalesInvoice, so that EESys can use it as the email address in its automated email programming.

The process also sends the customer details of the **Carrier** and **DispatchRef** for the Invoice. These can be seen at "2." in the image, and should also be completed.

Accessing "Internet Order Confirmation"

Internet Order Confirmation

Once the details are correctly completed, go to the Actions menu (as shown in the image above at "1."), and click "Email Internet Order Confirmation" this will:

- Generate a PDF file with order details, including the customer's contact information, and save it to a server PDF folder.

- Create and show a new EESys email record, complete with all the customer's details and a link to the PDF File as an attachment.
- The user can then update this record, if needed and either send it immediately, or wait for it to be sent the next time the server runs.

Updating and Changing the Resources linked to the "Internet Order Confirmation" Action

The screenshot shows the 'Resources' window in EESys. The grid displays two records:

ID	Name	Location	Component	LinkTable
636	Order Confirmation Email Content	System	Custom Resource	SalesInvoices
638	Order Confirmation Report	Site web	Report	SalesInvoices

The 'Order Confirmation Report' record is selected, and its SQL query is shown in the 'SQLStr' field:

```

1 SELECT
2 SI.ID,
3 SI.ORD,
4 SI.DateCreated,
5 SI.DespatchRef,
6 SI.DateSent,
7 SI.DateWanted,
8 SI.CustomerComment,
9 SI.CustomerRef,
10 T1.Name AS ServiceType,
11 SI.TotalQtyOrdered,
12 SI.TotalQtySent,
13 SI.TotalWeight,
14 T2.Name AS ProductType,
15 P.Name + COALESCE(' ' + SII.Memo, '') AS ItemProdu
16 P.ProdCode as ItemProdCode,
17 PD.CasePack as CaseDescription,
18 SII.QtyOrdered as ItemQtyOrdered,
19 SII.QtySent as ItemQtySent,
20 SII.Weight as ItemWeight,
21 SD.SalePrice
22 FROM
23 SalesInvoices SI
24 LEFT JOIN SalesInvoiceItems SII ON (SI.ID = SII.Sa
25 LEFT JOIN Products P ON (SII.ProductsID = P.ID)
26 LEFT JOIN ProductionDetails PD ON PD.ID = P.ID
27 LEFT JOIN SalesDetails SD ON (SD.ID = P.ID)
28 LEFT JOIN Types T1 ON (T1.ID = SI.ServiceTypeID)
29 LEFT JOIN Types T2 ON (T2.ID = P.ProductTypeID)
30 WHERE SI.ID = 64
31 AND NOT ProductTypeID IN (17361)
32 ORDER BY ProductType, ItemProdCode

```

EESys: Internet Order Confirmation Resources

It is possible that either the Internet Order Confirmation **report** or the **content of the email** may need to be edited / updated.

If this is required, Admin-level users can edit and update these resources by finding them in the "Resources" system, as shown above.

1. Open the Resources Grid and search for "Order C"
2. Click to open either resource. The "SQLStr" field contains the SQL used by the system to generate the report, or the text used in the email, depending on which record the user views.

These steps allow Admin-level users to change the text seen in the email, or the content of the report, including the data presented to the customer.