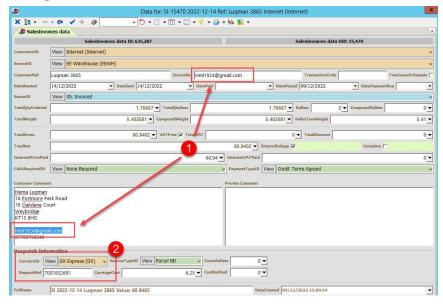# Internet Order Confirmation

> 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.
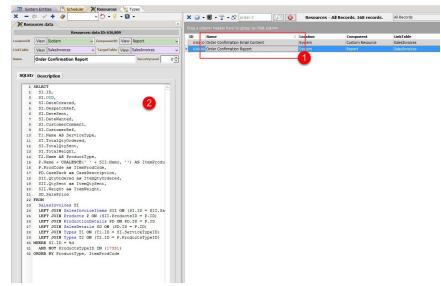
Accessing "Internet Order Confirmation"

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

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.