

THE CLAIMS DEFINING THE INVENTION ARE AS FOLLOWS:

1. A remote ordering apparatus, the apparatus being coupled to a digital data network to enable communication to a client device for presenting a client interface, the ordering apparatus comprising:
 - 5 a database comprising merchant data;
 - a web server device coupled to the data network and adapted to interrogate the database;
 - wherein the web server device comprises a server module for providing a client interface configured to receive a client order; the server device further comprises a
 - 10 print service module; the print service module being operatively associated with the server module for enabling communication of an order print request data to a remote printer device over a data network.
2. A processor apparatus for remote ordering, the apparatus being coupled to a digital data network to enabling communication to a client device for presenting a client
- 15 interface, the ordering apparatus comprising:
 - a database comprising merchant data;
 - a web server device coupled to the data network and adapted to interrogate the database;
 - wherein the web server device comprises a server module for providing a client
 - 20 interface configured to receive a client order; the server device further comprises a print service module; the print service module being operatively associated with the server module for enabling communication of an order print request data to a remote printer device over a data network.
3. An apparatus according to any one of the preceding claims, wherein the client
- 25 interface enables a client to be authenticated, select a merchant, and place an order.
4. An apparatus according to any one of the preceding claims, wherein the client interface enables a client to select a pickup time for the order.

5. An apparatus according to any one of the preceding claims, wherein the client interface presents a minimum delay for the order to be available based on merchant data and time of day.
6. An apparatus according to any one of the preceding claims, wherein client interface enables a client to make a payment for the order.
7. An apparatus according to any one of the preceding claims, wherein the web server device is coupled to a financial server device for processing payment of a client order.
8. An apparatus according to any one of the preceding claims, wherein a print request data includes a cancelation identifier for enabling a client to obtain a refund, and a refund can be provided to the client.
9. An apparatus according to any one of the preceding claims, wherein the remote printer device prints an order request.
10. An apparatus according to claim 9, wherein the order request includes a cancelation reference identifier.
11. An apparatus according to claim 10, wherein the client can input the cancelation reference identifier to the client interface to obtain a refund.
12. An apparatus according to any one of the preceding claims, wherein the database includes client data comprising any one or more of: contact details, past orders, status of current orders, and payment detail.
13. An apparatus according to any one of the preceding claims, wherein the merchant data can include any one or more of the following: contact details, payment details, menu details, order delay details, operating hours, minimum order delay and holiday schedule.
15. An apparatus according to any one of the preceding claims, wherein the remote printer is monitored by a print service module monitors to identify availability.

16. An apparatus according to claim 15, wherein the print server module establishes a communication link to the remote printer over a data network.
17. An apparatus according to any one of the preceding claims, wherein a third-party server device is coupled to the digital data network and is operatively associated with the print service module for communicating order print request data to a remote printer device.
18. A remote ordering apparatus, the apparatus being coupled to a digital data network to enable communication to a client device for presenting a client interface, the ordering apparatus being substantially as herein described with reference to any one of the embodiments of the invention illustrated in the accompanying drawings and/or examples.
19. A client access interface for an apparatus according to any one of the preceding claims, the apparatus device being adapted to enable remote ordering, the apparatus device being coupleable to database having merchant data; the interface comprising:
a control program adapted to:
 receive data indicative of a client order;
 prepare print request data;
 communicate print request data to a remote printer.
20. A client access interface for an apparatus adapted to enable remote ordering, the apparatus device being coupleable to database having merchant data; the interface being substantially as herein described with reference to any one of the embodiments of the invention illustrated in the accompanying drawings and/or examples.
21. A method of remote ordering in a computer apparatus according to any one of claims 1 to 18, the method comprising the steps of:
 receiving data indicative of a client order;
 preparing print request data;
 communicating print request data to a remote printer.

22. The method according to claims 21 further comprises any one or more of the following steps:
- authenticating a client;
 - processing payment of the order; and
 - 5 establishing an estimated order availability time.
23. A method of remote ordering in a computer apparatus, the method being substantially as herein described with reference to any one of the embodiments of the invention illustrated in the accompanying drawings and/or examples.
24. A computer program product stored on a computer usable medium, the computer
10 program product adapted to provide a method of remote ordering according to any one of claims 21 to 23.
25. A computer readable medium for operation with a processor device to enable remote ordering, the computer readable medium comprising computer code for executing a method according to any one of claims 21 to 23.

THE CLAIMS DEFINING THE INVENTION ARE AS FOLLOWS:

1. A remote ordering apparatus, the apparatus being coupled to a digital data network for communicating to a client device that presents a client interface, the apparatus being coupleable to a plurality of a remote printer devices, each remote printer device being located with a respective one of a plurality of registered merchants, the apparatus being further adapted to communicate order request data to a selected remote printer device of a respective selected merchant from the plurality of registered merchants, the ordering apparatus including:
a database comprising merchant data; the merchant data including item data for a plurality of items offered by the respective merchant, preparation time data for each of the plurality of items offered by the respective merchant, and time-of-day order delay data for the respective merchant;
a web server device coupled to the data network and adapted to interrogate the database;
wherein the web server device comprises a server module for providing a client interface configured to receive a client order; the client order including client selected items and a client preferred availability time for the client order;
a print service module; the web server device being operatively associated with the print service module for enabling communication of a customer order request data to a selected remote printer device over a data network, the print service module monitors availability of remote printer devices;
wherein the web server device identifies a selected merchant and calculates an estimated minimum delay time for completing the client order; and
if the estimated minimum delay time precedes the preferred availability time, the server module causes the print service module to establish a communication link to the remote printer over a data network and communicate the customer order request data over a data network to the selected remote printer device of the respective selected merchant; wherein the remote printer device prints an order request docket,
and upon completion of printing the request docket communicates a confirmation of printing the request docket via the data network to the print service module; and upon the print service module receiving confirmation of printing the request docket, the web server

device further communicates a confirmation to the client interface that the client order was printed.

2. The apparatus according to claim 1, wherein the client interface is adapted to receive data indicative of a client to be authenticated, client selection of a merchant, and client placement of an order.
3. The apparatus according to any one of the preceding claims, wherein the client interface is adapted to receive data indicative of a client selection of a pickup time for the order.
4. The apparatus according to any one of the preceding claims, wherein the client interface presents a minimum delay for the order to be available based on merchant data and time-of-day.
5. The apparatus according to any one of the preceding claims, wherein client interface is adapted to receive data indicative of a client payment for the order.
6. The apparatus according to any one of the preceding claims, wherein the web server device is coupled to a financial server device for processing payment of a client order.
7. The apparatus according to any one of the preceding claims, wherein order request data includes a cancelation identifier for enabling a client to obtain a refund, and a refund is provided to the client.
8. The apparatus according to any one of the preceding claims, wherein the order request docket includes a cancelation reference identifier.
9. The apparatus according to claim 8, wherein the client inputs the cancelation reference identifier to the client interface to obtain a refund.
10. The apparatus according to any one of the preceding claims, wherein the database includes client data comprising any one or more of: contact details, past orders, status of current orders, and payment detail.

11. The apparatus according to any one of the preceding claims, wherein the merchant data includes any one or more of the following: contact details, payment details, menu details, order delay details, operating hours, minimum order delay and holiday schedule.
12. The apparatus according to any one of the preceding claims, wherein a third-party server device is coupled to the digital data network and is operatively associated with the print service module for communicating order print request data to a remote printer device.
13. The apparatus according to any one of the preceding claims, wherein calculating the estimated minimum delay time for completing the client order includes use of: the longest delay associated with the preparation time data of each of the client selected items for the respective merchant; and the respective time-of-day order delay data associated with the client preferred availability time for the respective merchant.
14. The apparatus according to any one of the preceding claims, wherein the remote printer communicates to the print service module a status of printing being either “QUEUED” or “PRINTED” or “NOTPRINTED” or “INDETERMINATE”.
15. A client access interface presented on a client device for placing a client order with a remote ordering apparatus, the apparatus device enabling remote ordering, the apparatus device being coupleable to database having merchant data; the merchant data including item data for a plurality of items offered by the respective merchant, preparation time data for each of the plurality of items offered by the respective merchant, and time-of-day order delay data for the respective merchant; the interface being associated with: a control program adapted to perform the steps of:
 - receiving data indicative of client selected items to form a client order, and a client preferred availability time for the client order;
 - calculating an estimated minimum delay time for completing the client order; wherein calculates an estimated minimum delay time uses both the preparation time data of the respective merchant, and the time-of-day order delay data of the respective merchant;
 - and
 - if the estimated minimum delay time precedes the preferred availability time, preparing order request data indicative of the order, communicating the order request data to a selected remote printer device of a respective selected merchant to thereby place the

client order, and communicating a confirmation of the client order to the client interface, and confirming if the client order was printed.

16. The client access interface according to claim 15, wherein the remote ordering apparatus is an apparatus according to any one of claims 1 to 14.

17. The client access interface according to claim 15 or claim 16, wherein calculating the estimated minimum delay time for completing the client order includes: adding longest delay associated with the preparation time data for each of the client selected items and the respective time-of-day order delay data for the client preferred availability time.

18. The client access interface according to any one of claims 15 to 17, wherein calculating the estimated minimum delay time for completing the client order includes: determining the operating status of the vendor; determining the time of day the order is to be available; determining individual preparation time of each client selected items forming the client order; and determining the total number of client selected items forming the client order; and determining the anticipated number of staff available to fill the order.