

Managing Orders

ORDER QUEUE

Upon login, you will see your order queue page. This page is used to view and maintain your CelebrationIQ orders.

The screenshot displays the 'ORDER QUEUE' interface. At the top, there are four summary cards: 'New Orders' (4), 'Accepted Orders' (0), 'Accepted Conditionally' (0), and 'All Active' (4). Below these is a section titled 'Most Recent Orders' containing a table with columns for Order #, Pickup Date, Item Number / Name, Price, Source, Status, and Accepted. The table lists four orders with various statuses: New, Accepted, Conditional, and Cancelled.

Order #	Pickup Date	Item Number / Name	Price	Source	Status	Accepted
10255	10/31/21	23837 Aquaman™	\$25.99	Cakes.com	New	
10254	10/31/21	23837 Aquaman™	\$51.99	Cakes.com	Accepted	10/27/21
10252	10/31/21	19448 Aged To Perfection	\$25.99	Cakes.com	Conditional	10/27/21
10251	10/30/21	23837 Aquaman™	\$51.99	Cakes.com	Cancelled	

- A. This menu gives you a quick overview of how many orders you have accepted currently.
- B. This menu gives you a view of all upcoming orders with the ability to accept or cancel them.
- C. This is the order number.
- D. Customer's requested pickup date.
- E. DecoPac item number/name of the cake.
- F. Order source (where the order was placed).
- G. Date when the order was accepted.

There are five statuses for orders.

- **New:** This indicates new orders that have yet to be accepted or canceled.
- **Accepted:** This means you have accepted a customer's order and will fulfill the order by the pickup date.
- **Conditional:** This means you have accepted a customer's order but will require more info or clarification from the customer.
- **Canceled:** This status is used to cancel orders that you cannot fulfill.
- **Expired:** If a new order hasn't be accepted within 36 hours of the pickup, it will expire.

PROTIP: You can also manage orders using the PhotoCake Online or PhotoCake Live Order Queue.

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When you select an order, it will expand with additional order details.

The screenshot shows a dashboard with four tabs: 'New Orders' (1), 'Accepted Orders' (1), 'Accepted Conditionally' (0), and 'All Active' (2). Below the tabs is a table of 'Most Recent Orders' with columns for Order #, Pickup Date, Item Number / Name, Price, Source, Status, and Accepted. The first order is 251921, pickup date 12/06/21, item 442 Tie Dye Birthday, price \$38.98, source CelebrationIQ, status Accepted, and accepted date 12/06/21. A detailed view for this order is shown below the table, including a cake image, customer details (Jane Smith, phone +1 (555) 555-5555, email Jane.Smith@gmail.com), and a 'Send Ready for Pickup Notification' button. There are also 'Print' and 'Cancel Order' buttons. The 'Cake Details' section lists product, size, flavor, and icing information. A 'Note to cake decorator' is visible, and a comment section allows for adding comments.

- A. Customer details show on this screen once an order is accepted.
- B. Customer's requested pickup date.
- C. Clicking this button sends a communication to the customer that their order is ready.
- D. Print order details
- E. Cancel the order.
- F. Cake details.
- G. Hyperlink to the *.live* file which can be downloaded for use in a disconnected PhotoCake Live system
- H. These are comments from the **customer** stating any special requests for additional writing or decorations the customer may be looking for on their cake. A customer may also place a note asking the decorator to call them with any questions that the decorator may have about their cake order.
- I. Comments that the **bakery employee** may leave (visible to bakery employees only).

To view past orders, navigate to *Orders > Order History*

The screenshot shows a navigation menu with two main tabs: 'Orders' and 'Cakes'. Under the 'Orders' tab, there are two sub-links: 'Active Orders' and 'Order History'.