

We are excited to introduce a new feature that enhances the order cancellation **process. Cake decorators will now be prompted to select a reason when canceling an order.**

We are also adding this enhancement to your admin reporting tools! You will now be able to view the specific reasons why your stores cancel a custom bakery order.

This information will be included in your Order Detail Report, providing greater transparency and helping you better understand and manage your custom order experience.

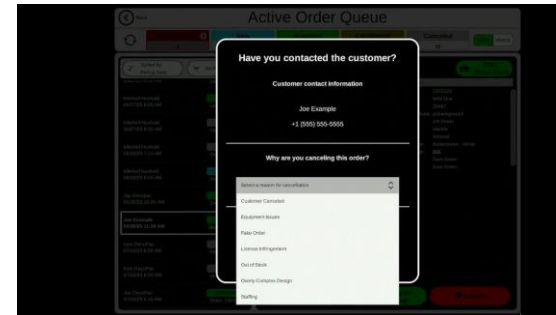
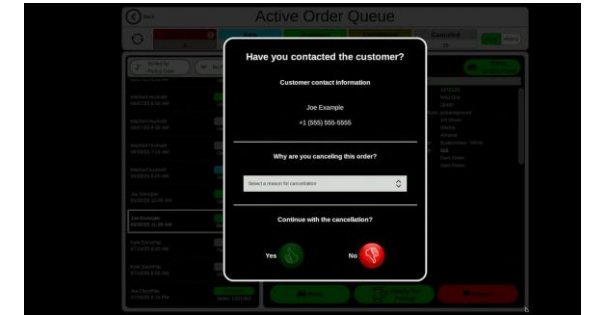


Order Cancellation Reason Selection for all Cancelled Orders Feature

When you chose to cancel an order, a pop-up box will appear prompting you to select a reason for cancellation.

Please take the following steps:

1. Review the list of available reasons in the pop-up
2. Click on the option that best describes why the order is being canceled
 1. Customer Canceled
 2. Equipment Issues
 3. Fake Order
 4. License Infringement
 5. Out of Stock
 6. Overly Complex Design
 7. Staffing
3. Once selected, click “Yes” to finalize cancellation.



You will now have access to see why an order was canceled

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This step ensure that the reason is recorded and visible in reporting for transparency and tracking.