

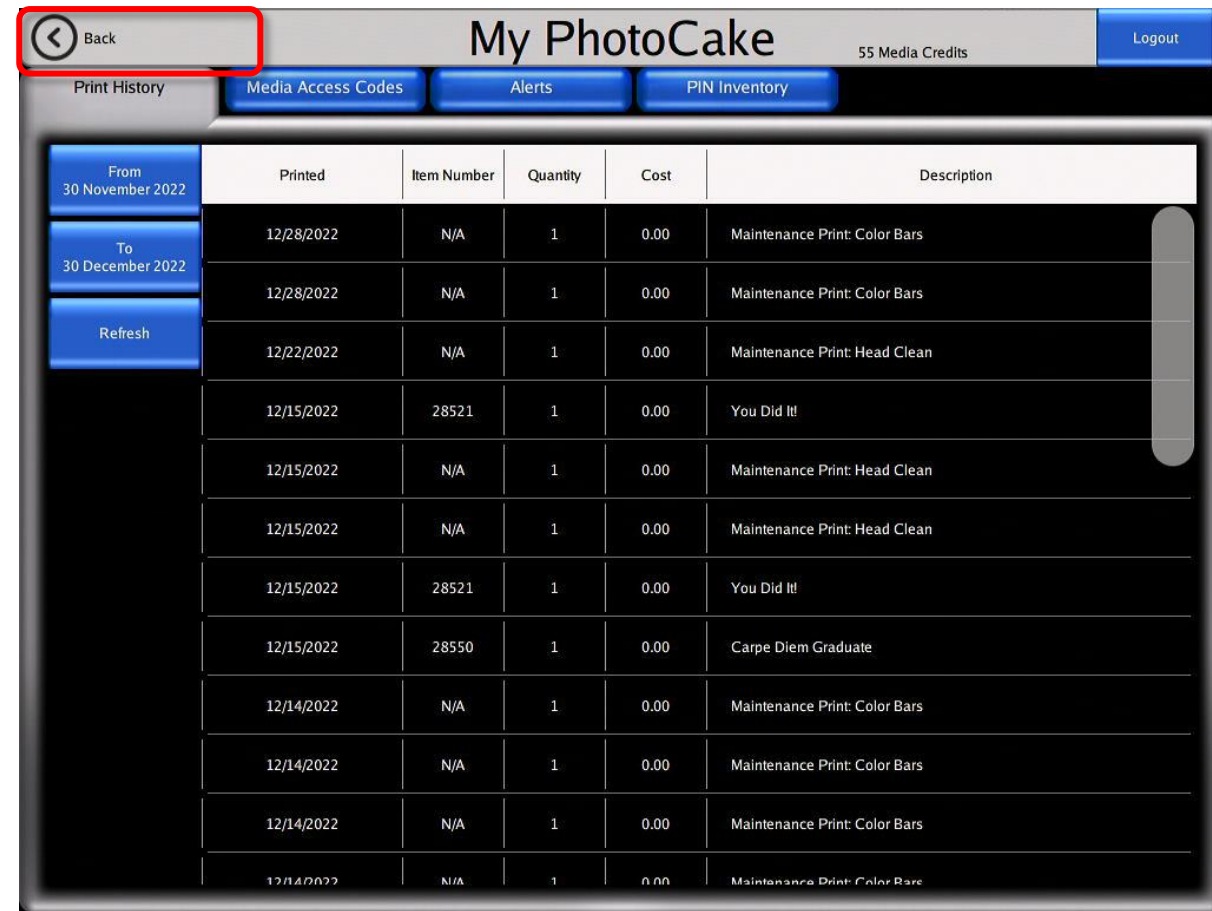


MANAGING ONLINE ORDERS WITH PHOTOCAKE[®] LIVE

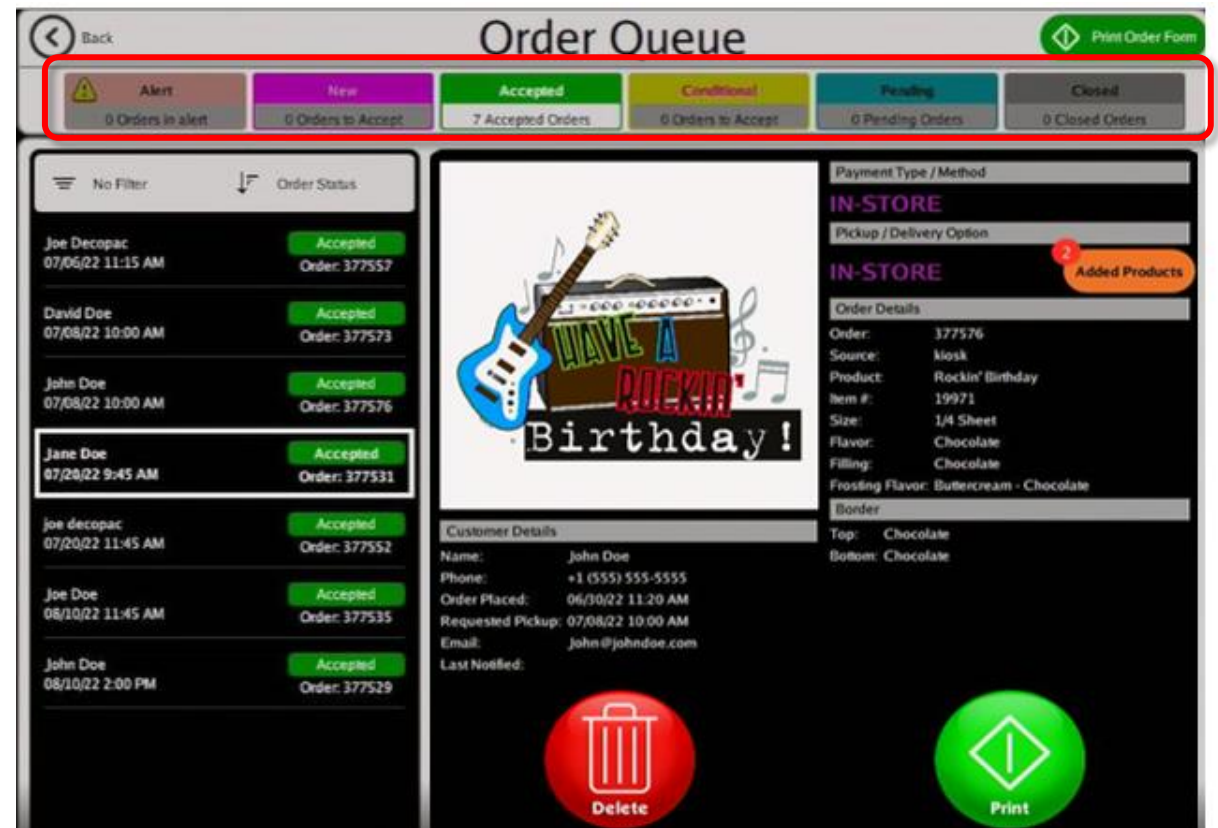
DECOPAC[®]



1. Power on the PhotoCake® System and log in by selecting My PhotoCake®.



2. Select the “**BACK**” button from the PhotoCake® Home Screen.

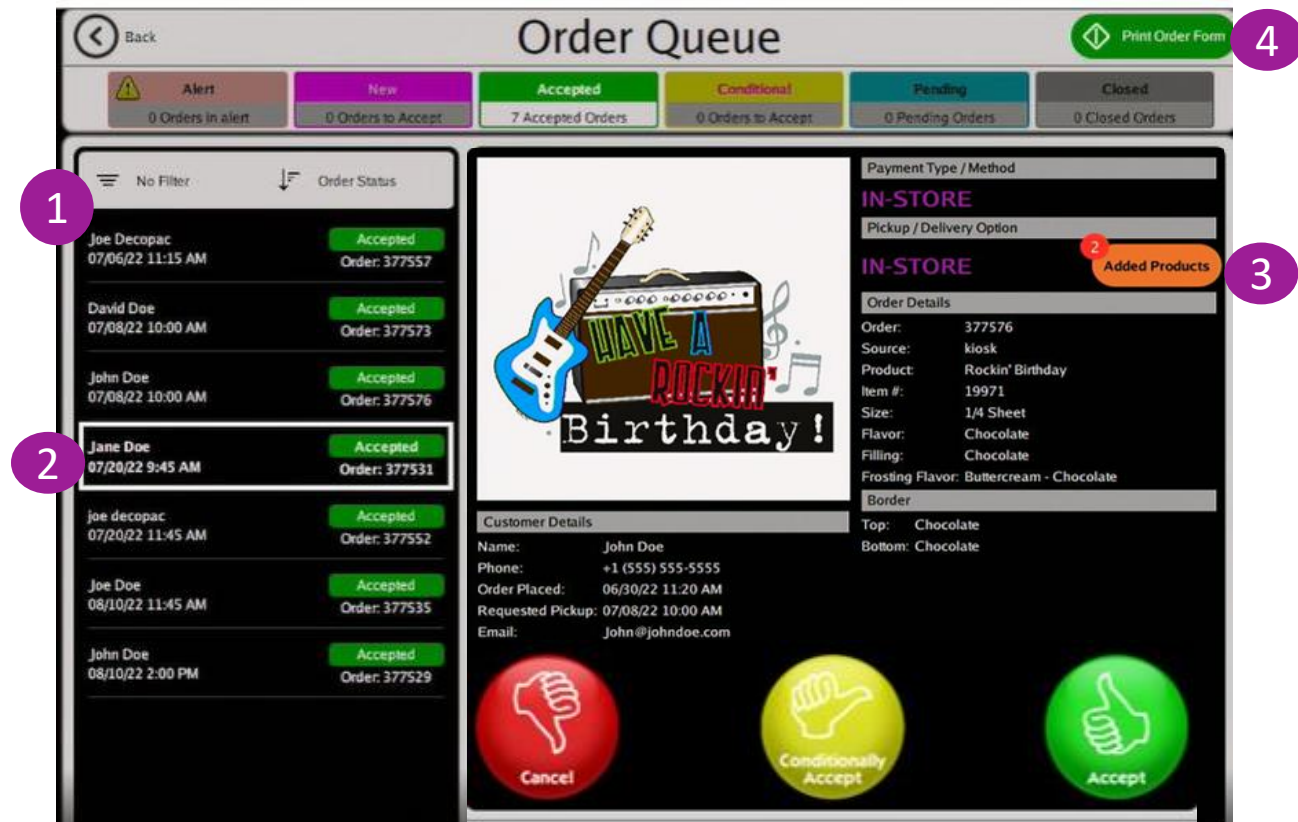


On the PhotoCake® Home Screen, select “**ORDER QUEUE**”.

You will have a summary of your orders across the top of your screen: Alert, New, Accepted, and Conditional (Pending and Closed are not used at this time).

MANAGING ORDERS

1. The left-hand side provides a summary of all your orders in queue.
 - a) Alert: Orders that are at risk of expiring and due within less than 36 hours.
 - b) New: Orders that have just come in and have not been accepted.
 - c) Accepted: Orders that have been reviewed, accepted and ready to print.
 - d) Conditional: Orders that have further questions and customer needs to be contacted.
2. Select an order to display order details on the right-hand side of screen. You are now ready to act on the order.
 - a) Accept: you have reviewed order details and are able to fulfil order.
 - b) Conditionally Accept: you have some questions on order and need to call the customer.
 - c) Cancel: you are unable to fulfil the order.*
3. Added Product lets you know if the customer has added candles to their order.
4. Print order form allows you to print all the details of the order.



*If order is canceled it is recommended you call the customer and let them know the reason you are canceling order.

1. Select a "new" or "conditional" order from the left-hand side.
2. Review order details.
3. Select the green accept icon to accept the order.
4. Once order is accepted an email/text will be sent to your customer informing them their order has been accepted.

The screenshot shows the 'Order Queue' interface. At the top, there are filters for 'State', 'Pickup Date', and order status counts: 'New' (8 Orders to Accept), 'Accepted' (7 Accepted Orders), and 'Conditional' (3 Orders to Accept). A list of orders is shown on the left, with the 'New' orders highlighted in pink. The selected order, 'Jenny DecoPac' (Order: 81369), is highlighted in blue. To the right, the order details are displayed, including a photo of the cake (labeled '2'), pickup/delivery options, and customer details. At the bottom, there are three large buttons: 'Cancel' (red with a thumbs down), 'Conditionally Accept' (yellow with a hand pointing up), and 'Accept' (green with a thumbs up, labeled '3').

4

Your Order Has Been Accepted!

Hi Stacey Ficek,

Your order from CAKES.COM DEMO has been accepted.

Please call the bakery at (000) 000-0000 if you have questions.



Please note that your cake may have some design variations.

CONDITIONALLY ACCEPTING ORDERS

1. Select a "new" order from the left-hand side.
2. Review order details.
3. Select the yellow Conditionally Accept icon to conditionally accept the order.
4. Once order is conditionally accepted an email/text will be sent to your customer informing them their order has been conditionally accepted.

4

The Bakery May Contact You About Your Order

Hi Stacey Ficek,

Your order from CAKES.COM DEMO has been accepted, however they may need to contact you with questions.

Please call the bakery at (000) 000-0000 if you have questions.



Please note that your cake may have some design variations.

Order Queue

State: [Toggle] Pickup Date: [New] 8 Orders to Accept [Accepted] 7 Accepted Orders [Conditionally] 3 Orders to Accept

Customer Name	Date/Time	Status	Order ID
Xiong DecoPac	3/24/20 8:00 AM	New	81368
Peng DecoPac	3/24/20 9:00 AM	New	81367
Christian DecoPac	3/24/20 9:15 AM	New	81365
Ana DecoPac	3/24/20 9:15 AM	New	81372
Analisa DecoPac	3/24/20 10:30 AM	New	81366
James DecoPac	3/24/20 12:00 PM	New	81364
Jerry DecoPac	3/24/20 2:00 PM	New	81369
Anne DecoPac	3/26/20 10:45 AM	New	81371
Chris DecoPac	3/27/20 9:00 AM	Conditionally	81224
Chris DecoPac	3/31/20 10:30 AM	Conditionally	81223
Mary DecoPac		Conditionally	

Order Details:

Item #: 20143
Size: 1/4 Sheet
Flavor: Chocolate
Filling: Chocolate
Icing Flavor: Buttercream - White
Border: [Blank]
Top: Red
Bottom: Sky Blue
Inscription: [Blank]
Text Color: [Blank]
Note to cake decorator: Our friend Karen just won her law suit! We will need to pick this up by 2pm.
Comments: [Blank]

Customer Details:

Order Placed: 3/23/20 3:25 PM
Requested Pickup: 3/24/20 2:00 PM
Last Notified: [Blank]

Buttons: Cancel, Conditionally Accept, Accept

You only want to **“CONDITIONALLY ACCEPT”** an order if you have further questions for the customer about the order.

CANCELING ORDERS

1. Select a "new" or "conditional" order from the left-hand side.
2. Review order details.
3. Select the red Cancel icon to cancel the order. Once canceled you will not be able to go back and access the order.
4. Once order is cancelled an email/text will be sent to your customer informing them their order has been cancelled.

The screenshot shows the 'Order Queue' interface. On the left, a list of orders is displayed with status indicators: 'New' (pink) and 'Conditional' (yellow). The selected order, 'Jerry DecoPac' (Order: 81369), is highlighted. On the right, the order details are shown, including pickup/delivery options, order details, and customer details. At the bottom, three large circular buttons are visible: a red 'Cancel' button (labeled 3), a yellow 'Conditionally Accept' button, and a green 'Accept' button. A purple circle with the number '1' is placed over the selected order in the list, and a purple circle with the number '2' is placed over the order details panel.

4 Your Order Has Been Cancelled

Hi Stacey Ficek,

Your order from CAKES.COM DEMO has been cancelled.

Please call the bakery at (000) 000-0000 if you have questions.



Please note that your cake may have some design variations.

Only cancel orders when you have reached out to the customer and explained to them why you are unable to fulfill their order. Make sure to see if there are other options to ensure your customer is satisfied!



HOW TO PRINT AN ORDER ON PHOTOCAKE® LIVE

DECOPAC®

PRINTING ORDERS

1. Select an "Accepted" order from the left-hand side.
2. Print order form if needed.
3. Example of printed order form.



Back

Order Queue

2
Print Order Form

Alert
1 Orders in alert

New
3 Orders to Accept

Accepted
1 Accepted Orders

Conditional
1 Orders to Accept

Pending
0 Pending Orders

Closed
0 Closed Orders

No Filter Order Status


Alert John Doe 12/30/22 3:45 PM New Order: 494524

New John Doe 01/07/23 3:00 AM Order: 494531

New Jane Doe 01/25/23 7:00 AM Order: 494532

Conditional Jane Doe 12/30/22 4:00 PM Order: 494525

Accepted John Doe 12/31/22 2:00 AM Order: 494528



Customer Details

Name: John Doe
Phone: +1 (555) 555-5555
Order Placed: 12/30/22 3:46 PM
Requested Pickup: 12/31/22 2:00 AM
Email: John@doe.com
Last Notified:

Payment Type / Method

IN-STORE

Pickup / Delivery Option


IN-STORE 1 Added Product


Order Details


Order: 494528
Source: kiosk
Product: Eat, Drink, and Be Merry
Item #: 27412
Size: 8" Round
Flavor: Red Velvet
Filling: No Filling
Frosting Flavor: Buttercream - White

Border

Top: Royal Blue
Bottom: Royal Blue


Cancel


Print


Ready for Pickup

*Use regular paper to print order form.

PRINTING ORDERS

4. If customer has added products the “Added Products” icon will appear and click icon.
5. Pop-up will appear with added product information.
6. Take note of cake size.
7. Select the green Print icon to start the printing process.

The screenshot displays the 'Order' screen in the celebrationIQ app. At the top, there are status bars for 'Alert' (1 Orders in alert), 'New' (3 Orders to Accept), and 'Accepted' (1 Accepted Order). A 'Print Order Form' button is visible in the top right. The main order list shows several orders, with the most recent one highlighted in green and marked as 'Accepted'. A pop-up window titled 'Added Products' is overlaid on the screen, showing details for two items: 'Happy Birthday Balloons' and 'Party Purple'. The main order details for order 494528 are shown on the right, including a cake image and specifications like '8" Round' size and 'Red Velvet' flavor. At the bottom, there are three large circular buttons: 'Cancel' (red), 'Print' (green), and 'Ready for Pickup' (green).

*Use regular paper to print order form.

PRINTING ORDERS

8. Select the appropriate media type. Ensure to review the cake size the customer requested. We recommended using Extended media to get the best fit.
9. You will see a preview of your customers order you selected.
10. Select the green "Print" icon to begin printing image.

The screenshot displays the celebrationIQ printing interface. At the top, there are four media type options: 1/2 Sheet (Item #26860), 1/4 Sheet (Item #26860) with a green checkmark and a purple circle containing the number 8, 1/8 Sheet (Item #26860), and Custom (Item #26860). Below these are four sub-categories: 1/4 Sheet Extended, 1/4 Sheet Original, Pre-cuts, and Strips. Under 1/4 Sheet Extended, the option #26859 Premium Print-Ons® is selected. Under 1/4 Sheet Original, the option #26860 Premium Print-Ons® is selected with a green checkmark. The interface also shows a 'Select the media and topping for this job' box, a 'Cancel' button, and buttons for 'Pick the Topping' and 'Pick the Image'. The right side of the screen shows the 'Order Queue Print' screen with order details: Order #: 99577, Name: Joe Example, Requested Pickup: 10/30/20 3:45 PM, and Pickup / Delivery: IN-STORE. A preview of the printed image shows a couple's photo with a floral overlay. A purple circle with the number 9 is next to the preview. A 'Save Job' button is visible. At the bottom right, a green 'Print' button with a purple circle containing the number 10 is highlighted.

Note: You will not have access to edit the order.



**HOW TO NOTIFY YOUR
CUSTOMER THAT THEIR
ORDER IS READY USING
PHOTOCAKE LIVE**

DECOPAC[®]

READY FOR PICK UP

1. Filter your orders by pick up date.
2. Select order that is due to be picked up today.
3. Select the green “Ready for Pickup” icon.
4. Once “Ready for Pickup” is selected your customer will receive an email/text informing them their order is ready for pick up.

The screenshot shows the 'Order Queue' interface. At the top, there are status filters: Alert (0 Orders in alert), New (0 Orders to Accept), Accepted (7 Accepted Orders), Conditional (0 Orders to Accept), Pending (0 Pending Orders), and Closed (0 Closed Orders). A 'Print Order Form' button is in the top right.

Below the filters is a list of orders. The order for Jane Doe (07/20/22 9:45 AM, Order: 377531) is selected, indicated by a purple circle '2'. To the right of the list is a detailed view of the selected order, including a cake image with 'HAVE A ROCKIN' BIRTHDAY!' text, and order details such as 'Rockin' Birthday', '1/4 Sheet', 'Chocolate' flavor, and 'Buttercream - Chocolate' frosting. A purple circle '3' highlights the 'Ready for Pickup' button at the bottom right of the detailed view.

At the bottom left of the detailed view, there are three buttons: a red 'Cancel' button, a green 'Print' button, and a green 'Ready for Pickup' button.

4 Your Order is Ready to Pick Up!

Hi Stacey Ficek,

Good news! Your order from CAKES.COM DEMO is ready to pick up!

Please call the bakery at (000) 000-0000 if you have questions.



Please note that your cake may have some design variations.



• TROUBLESHOOTING

DECOPAC®

Technical Support Provided



1-800-644-1228

Press 2 for PhotoCake Support

Press 3 for PhotoCake Online Support

Press 4 for Ordering Application Support

*Live agent technical hardware support is available: Monday- Friday 7am-7pm CST and Saturday 7am-2pm CST

After hours leave a message including contact number and receive a call back within 2 hours.

Online Technical Support and Training Resources

Home Page: [DecoPac Inc. - On Top of the World's Best Cakes | DecoPac](#)

Account Help: [Customer Service | DecoPac](#)

Videos: [DecoPac](#)

Publications: [Publications | DecoPac](#)

Printer Maintenance: [PhotoCake® | DecoPac](#)