

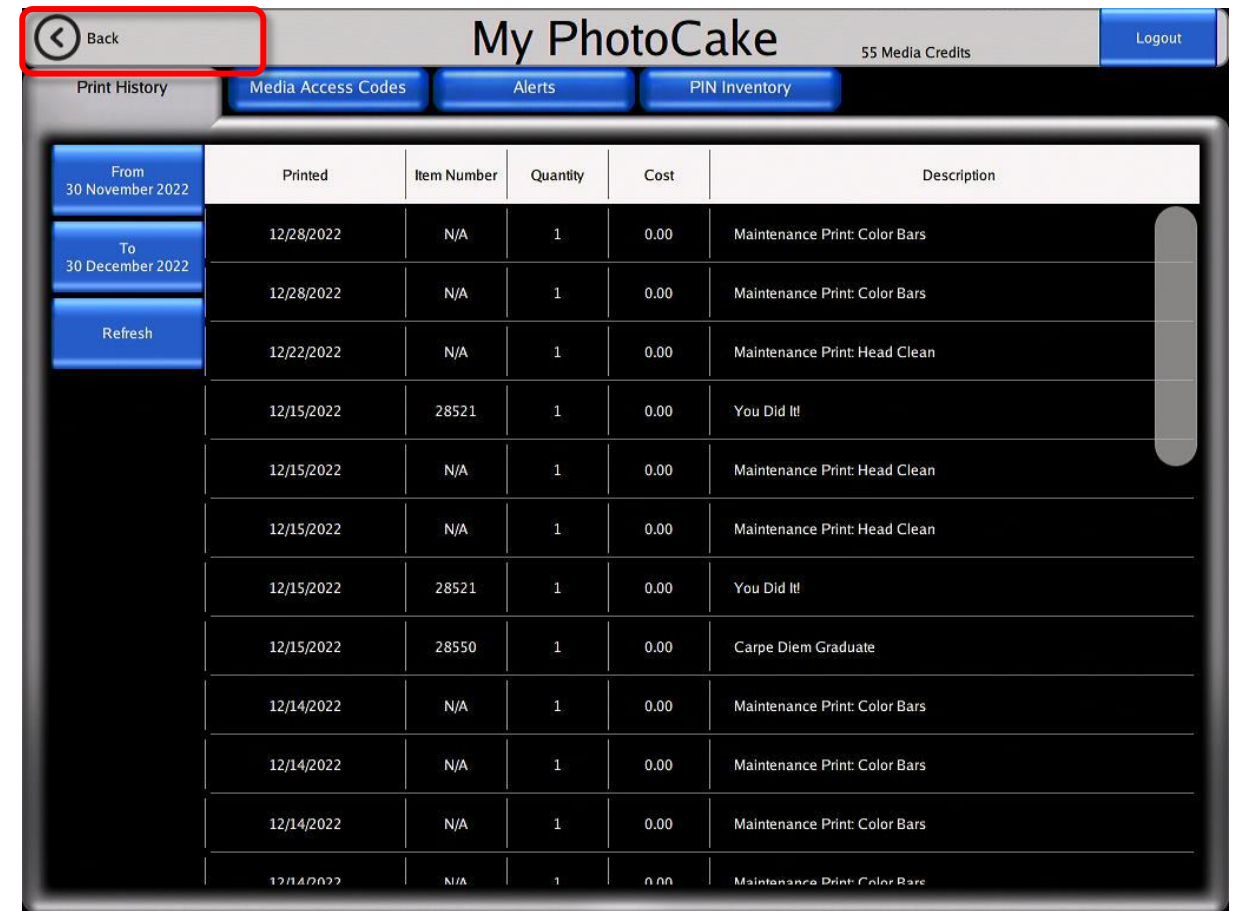


# **MANAGING ONLINE ORDERS WITH PHOTOCAKE® LIVE**

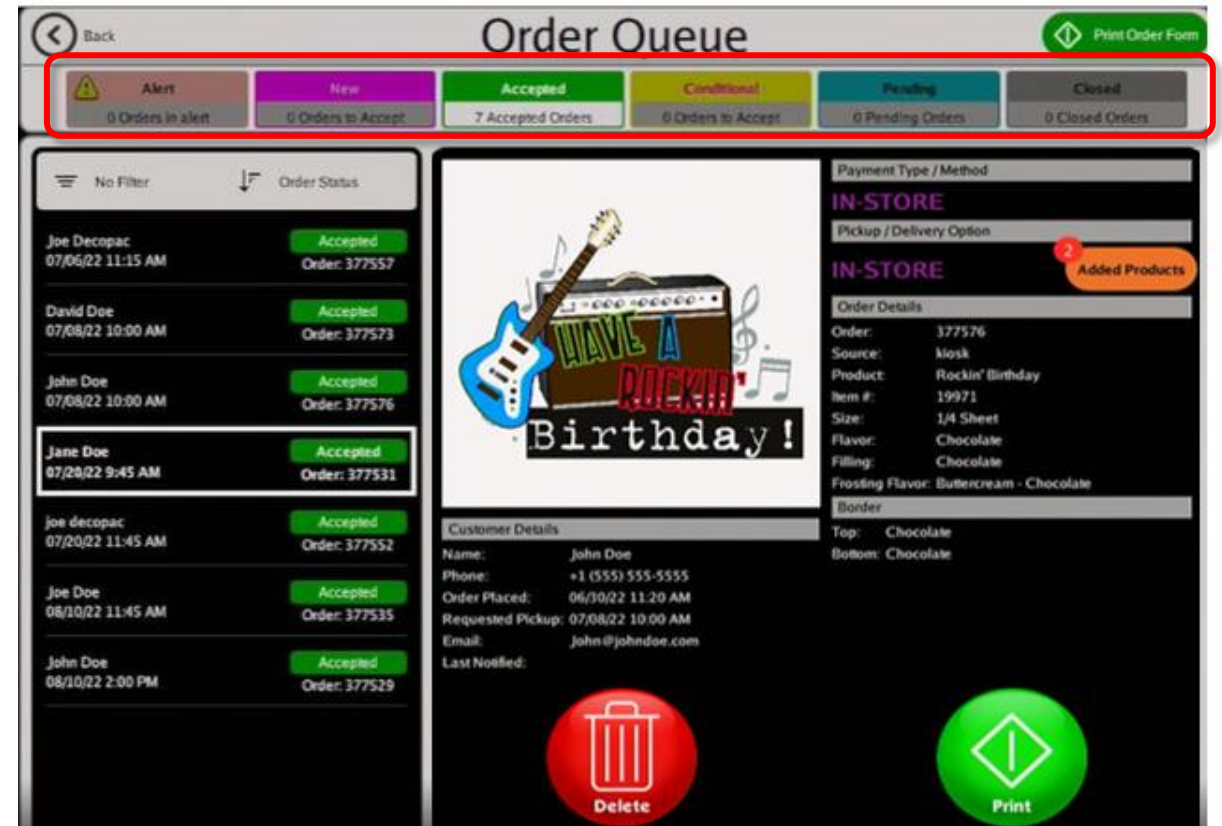
**DECOPAC®**



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



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

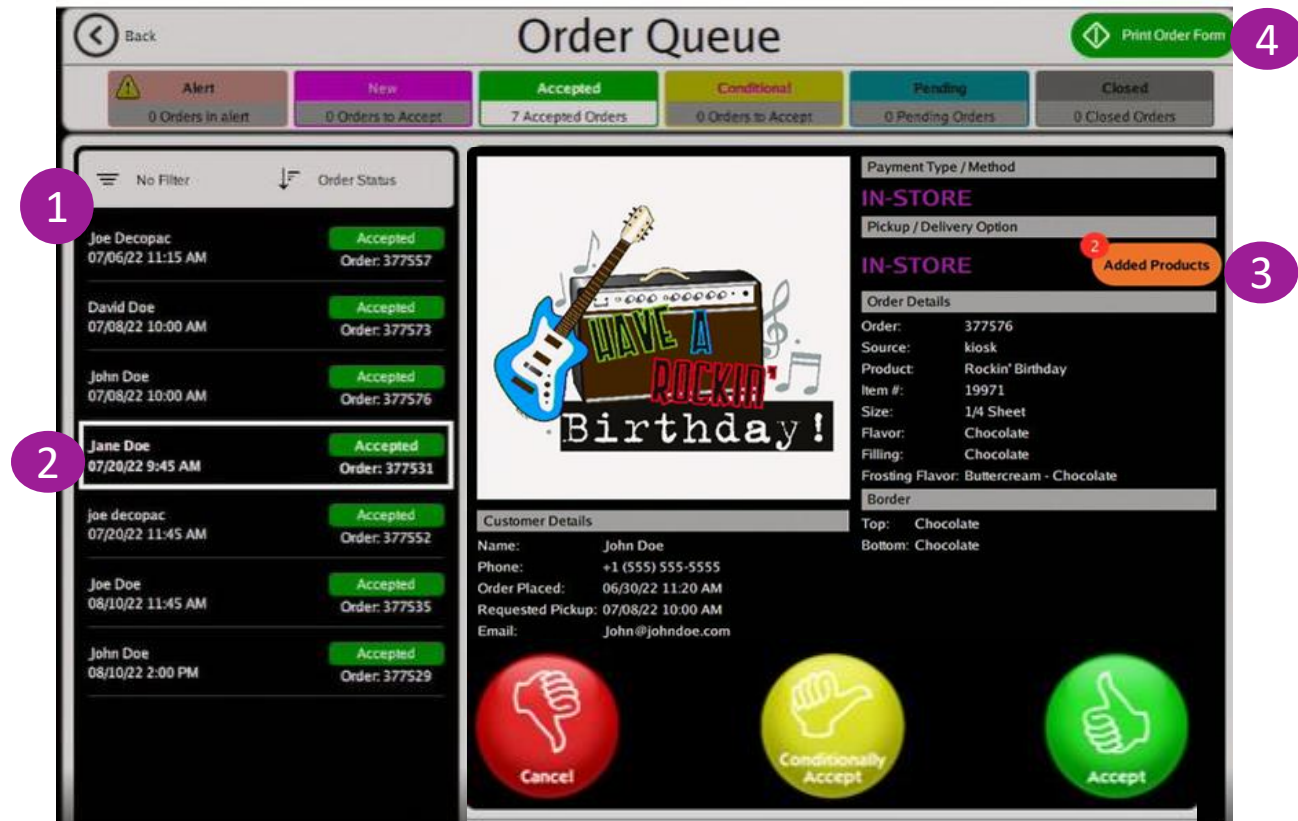


On the PhotoCake® Home Screen, select “**ORDER QUEUE**”.

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.

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.

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 order for 'Jenny Decopac' (3/24/20 2:00 PM, Order: 81369) selected and highlighted. To the right, the order details are displayed, including a photo of the cake (labeled '2'), pickup/delivery options, and order specifications. At the bottom right, there are three large circular buttons: a red 'Cancel' button (labeled '1'), a yellow 'Conditionally Accept' button, and a green 'Accept' button (labeled '3').

1

2

3

# 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:  Pickup Date: **New** 8 Orders to Accept **Accepted** 7 Accepted Orders **Conditional** 3 Orders to Accept

| Customer Name        | Order ID     | Status      |
|----------------------|--------------|-------------|
| Xiong DecoPac        | 81368        | New         |
| Peng DecoPac         | 81367        | New         |
| Christian DecoPac    | 81365        | New         |
| Ana DecoPac          | 81372        | New         |
| Analisa DecoPac      | 81366        | New         |
| James DecoPac        | 81364        | New         |
| <b>Jerry DecoPac</b> | <b>81369</b> | <b>New</b>  |
| Anne DecoPac         | 81371        | New         |
| Chris DecoPac        | 81224        | Conditional |
| Chris DecoPac        | 81223        | Conditional |
| Mary DecoPac         |              | Placeholder |

**IN-STORE**

**Order Details**

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

**Customer Details**

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

**Buttons:** Cancel (Red), Conditionally Accept (Yellow), Accept (Green)

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 order for Jerry Decopac (Order: 81369) is selected and highlighted in blue. On the right, the order details are shown, including a photo of the cake (labeled '2'), 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.

## 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


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

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

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

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

John Doe Accepted  
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 (John Doe, 12/30/22 3:45 PM, Order: 494524) highlighted in red and marked as 'New'. A '1 Added Product' icon is next to this order. A pop-up window titled 'Added Products' (callout 5) shows details for two items: 'Happy Birthday Balloons' and '7 Party Purple'. The main order details for Order 494528 are shown on the right, including a cake image (callout 6) and specifications like '8" Round' size. At the bottom, there are three large circular buttons: 'Cancel' (red), 'Print' (green, callout 7), 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 'Order Queue Print' interface. At the top, there are four media type buttons: '1/2 Sheet' (Item #26860), '1/4 Sheet' (Item #26860) which is selected 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 '#26860 Premium Print-Ons®' is selected with a green checkmark and a purple circle containing the number 9. Other options include '#26859 Premium Print-Ons®', '#5260 Frosting Sheets', '#8837 Printables', '#5262 Print-Ons®', and '#44626 Premium'. The 'Pre-cuts' and 'Strips' options are also visible. The interface shows order details: Order #: 99577, Name: Joe Example, Requested Pickup: 10/30/20 3:45 PM, and Pickup / Delivery: IN-STORE. A preview of a photo print is shown with a purple circle containing the number 9. The print features a couple's photo with sunglasses and a floral border on a striped background. A 'Print' button with a green arrow and a purple circle containing the number 10 is located at the bottom right. A 'Save Job' button is also visible. A printer icon is shown in the center, and a text box below it says 'Insert a #26860 PhotoCake Premium Print-Ons sheet and touch the print button.' A 'Cancel' button is at the bottom left.

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 highlighted with a purple circle '2'. To the right of the list is a detailed view of the selected order, which includes a cake image with the text 'HAVE A ROCKIN' BIRTHDAY!', customer details (John Doe, +1 (555) 555-5555, 06/30/22 11:20 AM, 07/08/22 10:00 AM, John@johndoe.com), and order details (Order: 377576, Source: kiosk, Product: Rockin' Birthday, Item #: 19971, Size: 1/4 Sheet, Flavor: Chocolate, Filling: Chocolate, Frosting Flavor: Buttercream - Chocolate, Border: Top: Chocolate, Bottom: Chocolate). A purple circle '3' is next to the 'Ready for Pickup' button at the bottom right of the detailed view.

At the bottom of the interface, there are three buttons: a red 'Cancel' button with a thumbs-down icon, a green 'Print' button with a printer icon, and a green 'Ready for Pickup' button with a smartphone icon and a checkmark. A purple circle '4' is next to the '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](#)