



Managing Your CelebrationIQ Online Orders thru your PhotoCake Online System

DECOPAC[®]

PhotoCake Online Menu

Alerts/Error Messages → No PhotoCake Printer detected - Printing is disabled

Language: English [Español](#) [Français](#) Welcome CAKES.COM DEMO

Account information → [My PhotoCake®](#) [Logout](#)

What would you like to do?

- Print a Photo
- Print an Image
- Print a Frame + Photo
- celebrationIQ [Order Queue](#)
- celebrationIQ [Print a PhotoCake .LIVE File](#)
- [Print Merchandising Labels](#)

Order Queue where you will find your online orders

DECOPAC
[Visit DecoPac Website](#)

Helpful tips for PhotoCake® users
Have questions? We have your [answers](#).

Need help? Call a PhotoCake® Technical Support Representative
(800) 644-1228 Hours: M - F 7AM - 7PM & Saturday 7AM - 2PM Central

1.47.004

← Version




Printing your guests' orders right from your computer using your PhotoCake On-Line application.

Your guest places their order on-line and it is sent right to your bakery computer and ready to print utilizing your PhotoCake On-line application.

Take a tour on what your customer experiences when placing their order:  [Customer Experience](#)

HOW TO PRINT YOUR ONLINE ORDERS

1. Open your PhotoCake Online application from your bakery computer.
2. Select CelebrationIQ Order Queue
Tip:  alerts you to new orders



HOW TO PRINT YOUR ONLINE ORDERS

PhotoCake®

Language: English [Español](#) [Français](#) Welcome CAKES.COM DEMO

My PhotoCake® [Logout](#)

Back Refresh Alert 0 Orders in alert New 1 Orders to Accept Accepted 2 Accepted Orders Conditional 1 Orders to Accept Cancelled 0 Orders in Cancelled Active History

Active Order Queue

No Filter Order Status

Stacee Ficek 04/29/24 10:15 AM	New Order: 830684
Stacee Deco 04/25/24 10:00 AM	Conditional Order: 823960
gricel borjas 04/24/24 3:00 PM	Accepted Order: 827908
Stacee Mickey 04/26/24 1:00 PM	Accepted Order: 826019

Print Order Form

Order Details

Order: 830684
Product: Happy Birthday Party Hats
Item #: 19435
Background Type: pbackground
Size: 1/4 Sheet
Flavor: Chocolate
Filling: Strawberry
Frosting Flavor: Buttercream - White
Photo Uploads: [View](#)

Border

Top: Bright Pink
Bottom: Sky Blue

Customer Details

Order Placed: 04/24/24 3:16 PM
Requested Pickup: 04/29/24 10:15 AM
Last Notified:

Customer Comments

Thank you for making this cake!

Accept Conditionally Accept Cancel

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Filter orders by New to bring "New" Orders to the top

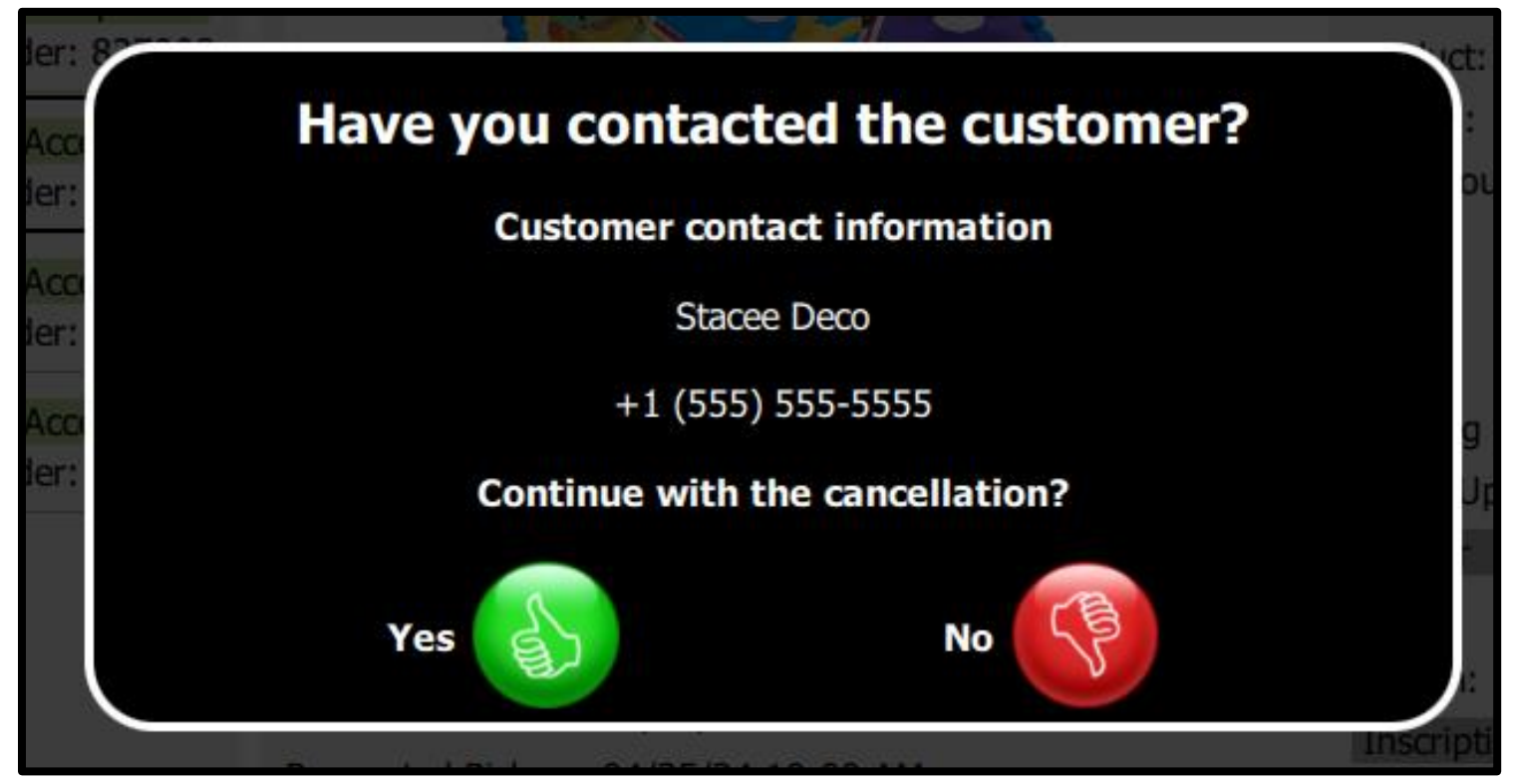
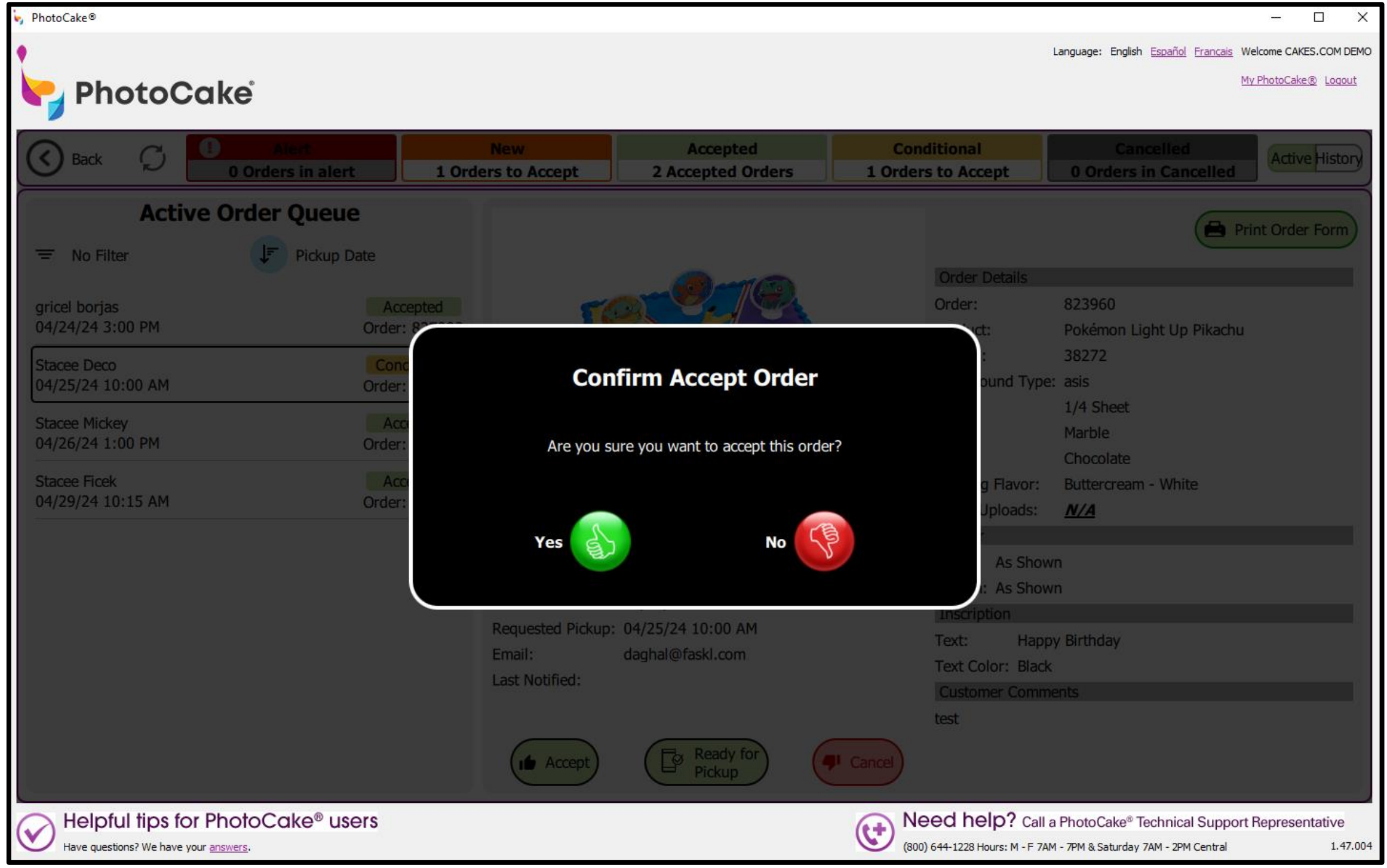
If you need to see past orders toggle to History

Take one of 3 Actions:
1. Accept
2. Conditionally Accept
3. Cancel

If you cancel an order, you can find it in History



ORDER ACTION CONFIRMATION



TIP: You will see a pop up after you select the action you want to take on the order. You will than be provided with the customers contact information for orders that you are canceling or conditionally accepting so you can call them immediately and get the information you need to accept the order.



HOW TO PRINT YOUR ONLINE ORDERS


PhotoCake® Language: English [Español](#)

Alert 0 Orders in alert | **New** 1 Orders to Accept | **Accepted** 2 Accepted Orders | **Conditional** 1 Orders to Accept | **Cancelled** 0 Orders in Can

Active Order Queue

No Filter | Order Status

Stacee Deco 04/25/24 10:00 AM	Conditional Order: 823960
gricel borjas 04/24/24 3:00 PM	Accepted Order: 827908
Stacee Mickey 04/26/24 1:00 PM	Accepted Order: 826019
Stacee Ficek 04/29/24 10:15 AM	Accepted Order: 830684



Order Details

Order: 830684
Product: Happy Birthday Pa
Item #: 19435
Background Type: pcbground
Size: 1/4 Sheet
Flavor: Chocolate
Filling: Strawberry
Frosting Flavor: Buttercream - White
Photo Uploads: [View](#)

Border

Top: Bright Pink
Bottom: Sky Blue

Customer Comments

Thank you for making this cake!

Customer Details

Name: Stacee Ficek
Phone: +1 (555) 555-5555
Order Placed: 04/24/24 3:16 PM
Requested Pickup: 04/29/24 10:15 AM
Email: sfhs@sdgae.com
Last Notified:

[Print](#) [Ready for Pickup](#) [Cancel](#)

Helpful tips for PhotoCake® users
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Select Print

Select your media

Select Next

PhotoCake® Language: English [Español](#) [Français](#) Welcome CAKES.COM DEMO [My PhotoCake®](#) [Logout](#)

What would you like to do?

Select the Topping

Order #: 830684
Size: 1/4 Sheet
Requested Pickup: 04/29/24 10:15 AM
Pickup / Delivery: **IN-STORE**

PhotoCake® Premium
1/4 Sheet Extended - Item #44626
1/4 Sheet Cake

Orientation
 Portrait Landscape

[Back](#) [Next](#)

[Edit Print](#)

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The editing interface shows a central canvas with a yellow ruler at the top (1-11 inches) and a vertical ruler on the left (1-8 inches). The design features a photo of two children, 'Kaia' and 'Greyson', with 'Happy Birthday' text in a colorful, bubbly font. There are two birthday hats on either side of the photo. The background is a light green field.



HOW TO PRINT YOUR ONLINE ORDERS

- Insert Edible Media in the printer making sure it matches the media type previously chosen
- Select 'Print' to print the edible image
- Head to decorating station with your edible image to complete order

The screenshot shows the PhotoCake website interface. At the top, there's a navigation bar with the PhotoCake logo, language options (English, Español, Français), and a welcome message. Below the navigation, there's a main content area with a large photo of two children. The photo is decorated with a 'Happy Birthday' banner, two party hats, and the names 'Greyson' and 'Kaid' on the hats. A 'Print' button is visible at the bottom right of the photo area. To the right of the photo area, there's a sidebar with a 'What would you like to do?' dropdown menu, a 'Select the Topping' dropdown, and an 'Edit Print' section. The 'Edit Print' section displays order details: Order #: 830684, Size: 1/4 Sheet, Requested Pickup: 04/29/24 10:15 AM, and Pickup / Delivery: IN-STORE. Below this, there's a 'Copies' dropdown set to 1. At the bottom of the sidebar, there are 'Back' and 'Print' buttons. A blue arrow points from a 'Select Print' button at the bottom right of the image to the 'Print' button on the website.



HOW TO MANAGE YOUR ONLINE ORDERS

PhotoCake®

Language: English [Español](#) [Français](#) Welcome CAKES.COM DEMO

[My PhotoCake®](#) [Logout](#)

Back Refresh **Alert** 0 Orders in alert **New** 1 Orders to Accept **Accepted** 2 Accepted Orders **Conditional** 1 Orders to Accept **Cancelled** 0 Orders in Cancelled [Active History](#)

Active Order Queue

No Filter [Pickup Date](#)

gricel borjas **Accepted**
04/24/24 3:00 PM Order: 827908

Stacee Deco **Conditional**
04/25/24 10:00 AM Order: 823960

Stacee Mickey **Accepted**
04/26/24 1:00 PM Order: 826019

Stacee Ficek **Accepted**
04/29/24 10:15 AM Order: 830684

[Print Order Form](#)

Sort orders by pickup date to view what orders are due today

Order Details

Order: 830684
Product: Happy Birthday Party Hats
Item #: 19435
Background Type: pbackground
Size: 1/4 Sheet
Flavor: Chocolate
Filling: Strawberry
Frosting Flavor: Buttercream - White
Photo Uploads: [View](#)

Customer Details

Name: Stacee Ficek
Phone: +1 (555) 555-5555
Order Placed: 04/24/24 3:16 PM
Requested Pickup: 04/29/24 10:15 AM
Email: sfhs@sdgae.com
Last Notified:

Border

Top: Bright Pink
Bottom: Sky Blue

Customer Comments

Thank you for making this cake!

[Print](#) [Ready for Pickup](#) [Cancel](#)

Helpful tips for PhotoCake® users [Need help?](#) Call a PhotoCake® Technical Support Representative (800) 644-1228 Hours: M-F 7AM-7PM & Saturday 7AM-7PM Central 1.47.004

Orders due "today" let your customer know it is ready for pickup

Sort orders by pickup date to view what orders are due today



Send Pickup notification to your customer



HOW TO PRINT AN ORDER FORM

PhotoCake®

Language: English [Español](#) [Français](#) Welcome CAKES.COM DEMO

[My PhotoCake®](#) [Logout](#)

Back Refresh Alert 0 Orders in alert New 1 Orders to Accept Accepted 2 Accepted Orders Conditional 1 Orders to Accept Cancelled 0 Orders in Cancelled Active History

Active Order Queue

No Filter Pickup Date

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Name: Stacee Ficek
Phone: +1 (555) 555-5555
Order Placed: 04/24/24 3:16 PM
Requested Pickup: 04/29/24 10:15 AM
Email: sfhs@sdgae.com
Last Notified:

Print Ready for Pickup

Helpful tips for PhotoCake® users
Have questions? We have your answers.

Select Print Order Form

PhotoCake®

Language: English [Español](#) [Français](#) Welcome CAKES.COM DEMO

[My PhotoCake®](#) [Logout](#)

04/24/2024 Online Cake Ordering Wizard
Order 830684 Store 1020527, CAKES.COM DEMO

Payment Type / Method Pickup / Delivery Option

IN-STORE **IN-STORE**

Customer Details:
Name: Stacee Ficek
Phone: +1 (555) 555-5555
Email: sfhs@sdgae.com
Cake Details:
DecoSet: 19435
Title: Happy Birthday Party Hats
Background Type: pcbackground
Size: 1/4 Sheet
Flavor: Chocolate
Filling: Strawberry
Frosting Flavor: Buttercream - White
Custom Text 1: Kaia
Custom Text 1 Color: Black
Custom Text 1 Font: Avalon
Custom Text 2: Greyson
Custom Text 2 Color: Black
Custom Text 2 Font: Avalon
Top Border Color: Bright Pink
Bottom Border Color: Sky Blue
Note to decorator:
Thank you for making this cake!

Order Details:
Order Placed: 04/24/24 3:16 PM
Requested Pickup: 04/29/24 10:15 AM
Date Accepted: 04/24/24 3:32 PM
Price: \$43.99

Print Order Form

Cancel Print

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Select Print

FREQUENTLY ASKED QUESTIONS

Q: When a customer places an order how long does it take before it shows up in my order que?

A: Less than 1 minute after order was placed you will see in your order que

Tip: you may need to refresh your que

Q: How often should I check my order que?

A: A minimum of 2-3 times a day

Q: When should I accept an order

A: As soon as you see the order, no matter when it is due

Tip: Accepting the new orders when checking your order que alerts your customer their order has been accepted by your bakery

Q: What if I have questions about an order and don't want to accept it?

A: Conditionally accept the order and call the customer immediately. Handle the order as you would if you had questions on an in-store order, or order ahead today

Q: When do I conditionally accept an order?

A: When you have questions about the order, are out of stock on an item and need to offer substitute, or if a photo presents as a copywrite infringement risk

Q: When do I cancel an order?

A: Never, unless the customer calls and asks you to cancel the order, you will always want to fulfill the order

Q: What do I do if I need to print an order form?

A: You can print the order form right from your order queue using your PhotoCake printer and regular paper

Tip: This will print in under 1 minute and use less ink

Q: Who selects what cake designs and offerings are added to our site?

A: This is done by the admin owner of your site

FREQUENTLY ASKED QUESTIONS

Q: What if I have issues printing an order?

A: Call the PhotoCake tech team as you do today, and they can help troubleshoot

Q: Where can I find printer maintenance tips, and tricks?

A: [Click here for PhotoCake Printer Maintenance](#)

Q: How do I replace my in-store signs with the QR code?

A: Order sign replacements by contacting DecoPac or using DecoPac.com along with your customer number to place your order for new signs. The Magic of Cakes Stand Header Card item #28322. Counter card item #28324.

Q: What do I do if there is extra space on a larger cake size with a PhotoCake image?

A: Make sure to always use extended media as this will give you a larger print area. There is also a disclaimer on the site when customer is ordering letting them know “Actual image on cakes size may vary by store.”



Q: What are “Alert” orders and how will I know if I have them?

A: “Alert” orders are orders that have been sitting in your order que for over 24 hours and have not been accepted and will expire within 36 hours

Q: How do customers pay for their order?

A: They will pay in store when they pick up their order

FREQUENTLY ASKED QUESTIONS

In store Signage

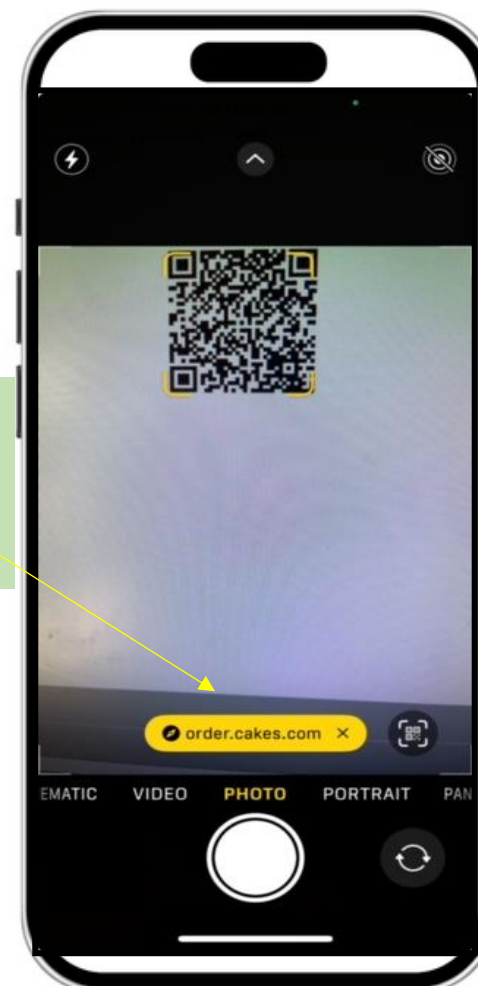
- In store signage helps your customer order the perfect cake even when a decorator isn't available.
- About 20% of online orders come from customers in the store
- Help your customer order the perfect cake in store using the QR code



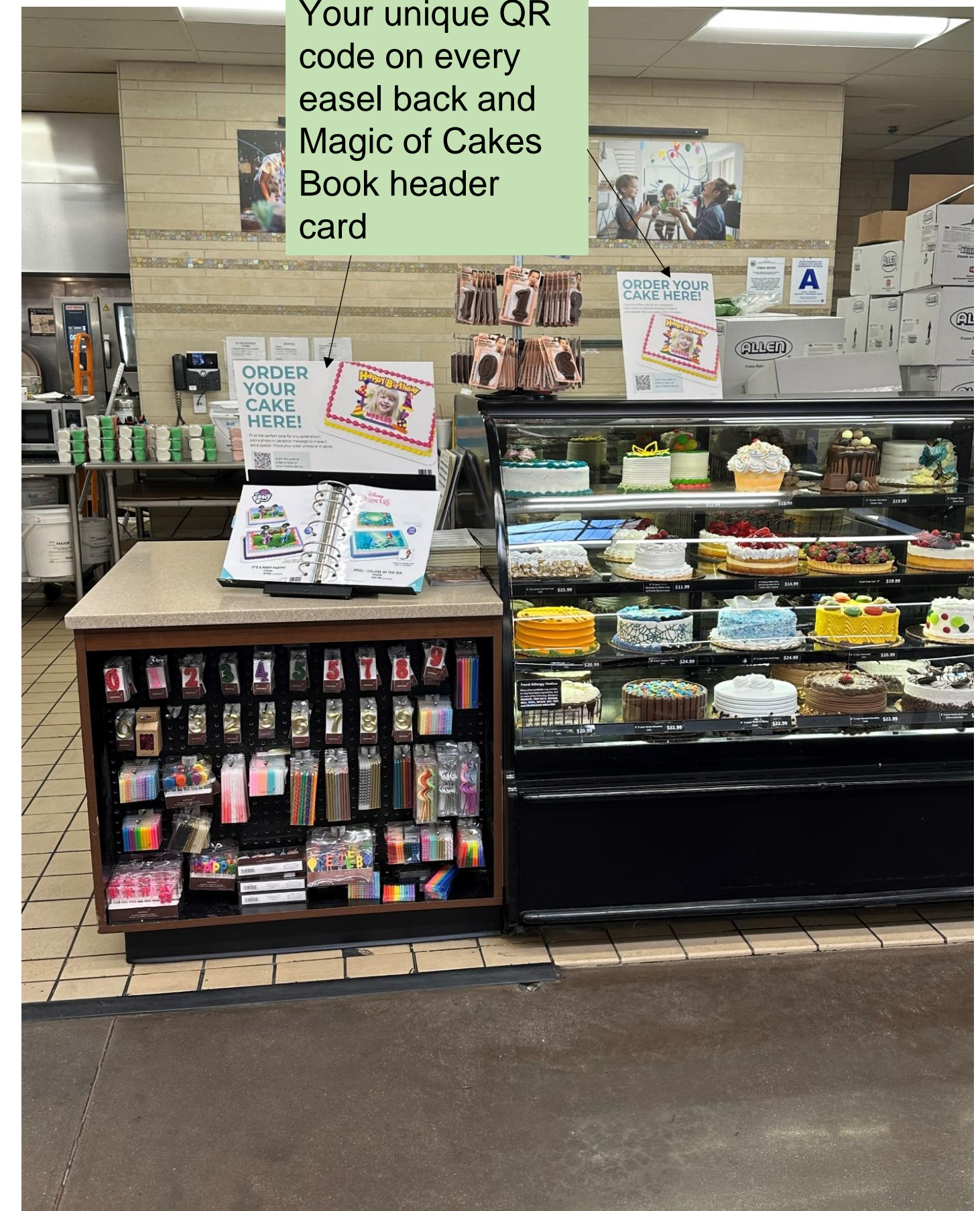
How a QR code works:

1. Open the camera app
2. Focus the camera on the QR code and hold your phone steady for a couple seconds.
3. Tap the notification that pops up to open the link to online cake ordering for your store
 1. This QR code is unique to your digital storefront
 2. The device needs to be connected to the internet

Tap this Notification:
order.cakes.com




Your unique QR code on every easel back and Magic of Cakes Book header card





Technical Support Provided

 1-800-644-1228 Option 2

Press 2 for PhotoCake/Live Support

Press 3 for PhotoCake Online 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.

