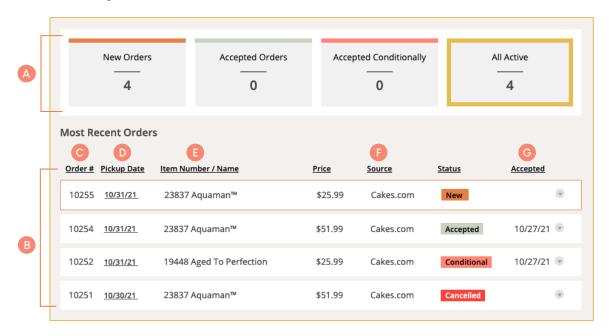
Managing Orders

ORDER QUEUE

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



- 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.

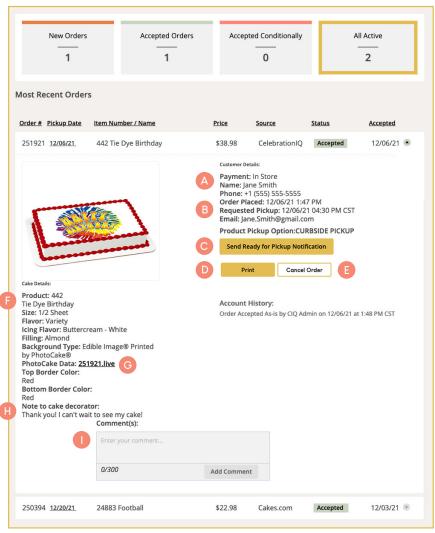
There are five statuses for orders.

- · 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.

Managing Orders

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



To view past orders, navigate to Orders > Order History

- 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).

Orders <u>Cakes</u>
<u>Active Orders</u>
<u>Order History</u>