

## ORDER QUEUE

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

The screenshot shows the Order Queue interface. At the top, there are four summary cards: 'New Orders' (4), 'Accepted Orders' (0), 'Accepted Conditionally' (0), and 'All Active' (4). Below these is a table titled 'Most Recent Orders' with columns for Order #, Pickup Date, Item Number / Name, Price, Source, Status, and Accepted. The table contains four rows of order data.

Order #	Pickup Date	Item Number / Name	Price	Source	Status	Accepted
10255	10/31/21	23837 Aquaman™	\$25.99	Cakes.com	New	
10254	10/31/21	23837 Aquaman™	\$51.99	Cakes.com	Accepted	10/27/21
10252	10/31/21	19448 Aged To Perfection	\$25.99	Cakes.com	Conditional	10/27/21
10251	10/30/21	23837 Aquaman™	\$51.99	Cakes.com	Cancelled	

- 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.

The screenshot displays the 'Orders' management interface. At the top, there are four tabs: 'New Orders' (1), 'Accepted Orders' (1), 'Accepted Conditionally' (0), and 'All Active' (2). Below the tabs is a table titled 'Most Recent Orders' with columns for Order #, Pickup Date, Item Number / Name, Price, Source, Status, and Accepted. The selected order is # 251921, pickup date 12/06/21, item name '442 Tie Dye Birthday', price \$38.98, source 'CelebrationIQ', status 'Accepted', and accepted date 12/06/21. The order details are expanded to show a cake image, customer details (Payment: In Store, Name: Jane Smith, Phone: +1 (555) 555-5555, Order Placed: 12/06/21 1:47 PM, Requested Pickup: 12/06/21 04:30 PM CST, Email: Jane.Smith@gmail.com, Product Pickup Option: CURBSIDE PICKUP), cake details (Product: 442, Tie Dye Birthday, Size: 1/2 Sheet, Flavor: Variety, Icing Flavor: Buttercream - White, Filling: Almond, Background Type: Edible Image® Printed by PhotoCake®, PhotoCake Data: 251921.live, Top Border Color: Red, Bottom Border Color: Red), and a comment section with a note to the cake decorator: 'Thank you! I can't wait to see my cake!' and a comment input field.

- 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).

To view past orders, navigate to *Orders > Order History*

The screenshot shows a navigation menu with two tabs: 'Orders' and 'Cakes'. Under the 'Orders' tab, there are two links: 'Active Orders' and 'Order History'. The 'Active Orders' link is highlighted with a yellow border.