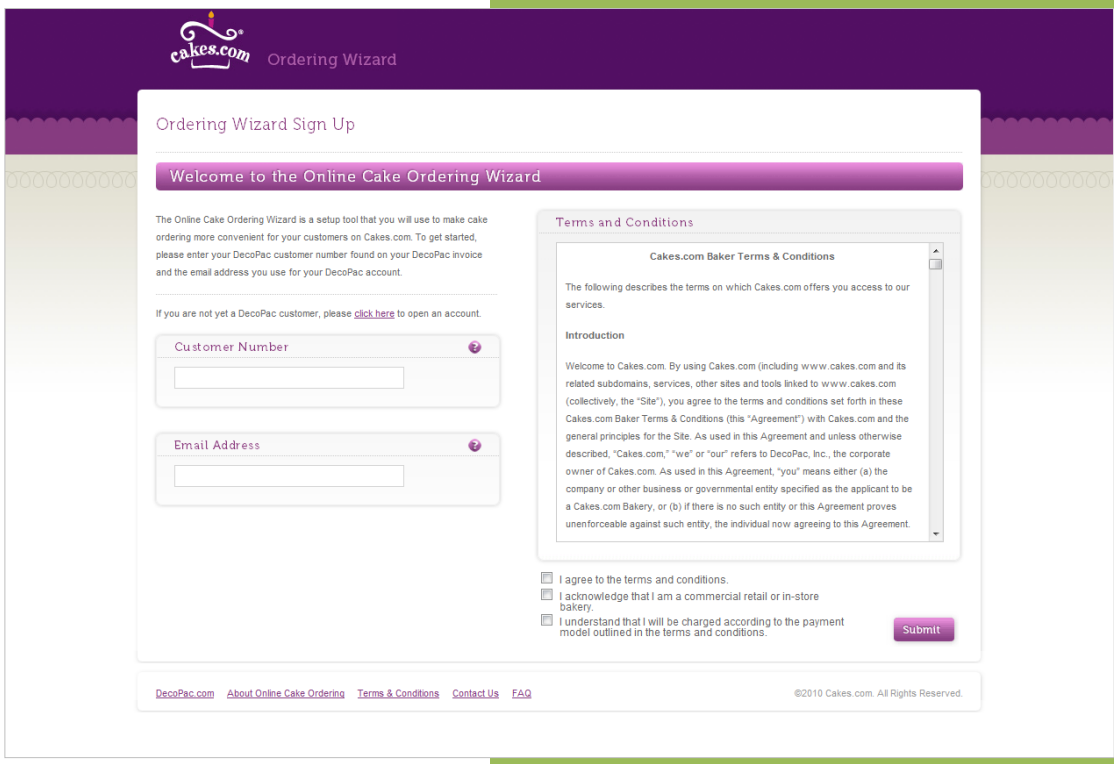
The Magic of Cakes Kiosk & Cakes.com

Multi-Platform Cake Ordering System



cakes.com online cake ordering

The Magic of Cakes Kiosk

Updated 5/12/2014

Table of Contents

Section 1: Setting Up Online Cake Ordering 4
Setup Overview 4
How To Get Started 4
Setting Up Online Cake Ordering 5
Confirm Account Information 6
Email Notification 7
Create Your Password 8

Section 2: Bakery Setup 9
Step 1: Enter Standard Hours 11
Step 2: Enter Holiday Hours 12
Step 3: Enter Order Lead Time 13
Step 4: Enter Online Information (Optional) 14
Step 5: Edit Cake Flavors, Sizes & Prices 14
Step 6: Edit Cake Fillings 16
Step 7: Edit Icings 17
Step 8: Edit Cake Decoration Up-Charges 17
Step 9: Edit Available Icing Colors 19
Step 10: Review Settings 20
Step 11: Set the Activation Date 21

Section 3: Choose Cake Designs 22
Bakery Cakes Tab 23
Tips & Shortcuts 25

Section 4: Set Up In-Store *The Magic of Cakes* Kiosk 29
Kiosk Options 29
Kiosk Settings 30
Kiosk Custom Cakes 31
Kiosk Featured Cakes 34
Create QR Code 35

Section 5: Online Orders 36
Online Order Flow 36
Online Order Queue 38
How to Accept an Order 40
Photos for PhotoCake Frames 43

Section 6: Additional Info 45
How to Log In 45
My User Profile 46
Change Password 47
Reporting 48

Section 7: FAQs and Troubleshooting 51

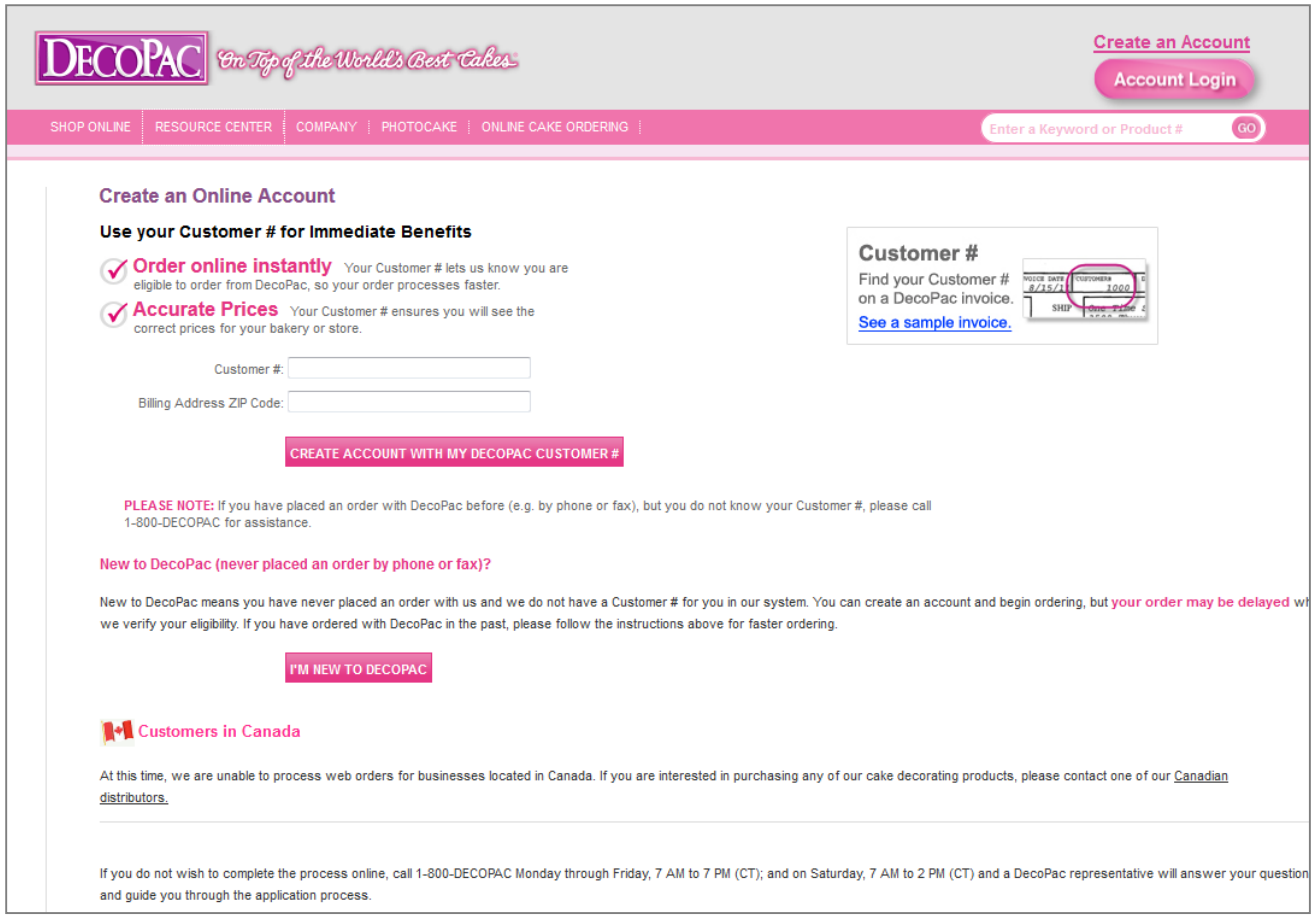
Online Cake Ordering Wizard Overview

The Cake Ordering Wizard is an online tool from DecoPac that makes it easy for DecoPac Customers to create online cake ordering on Cakes.com. When Online Cake Ordering is active, Bakeries and other retail outlets will be able to provide ordering options on an in-store The Magic of Cakes Kiosk and Cakes.com. Payment is handled by the bakery or store at time of order pickup.

How to Get Started

To get started, Bakeries and other retail outlets will be required to have a DecoPac Online Account before using the Online Cake Ordering Wizard. A DecoPac Online Account can be established by going to the following link:

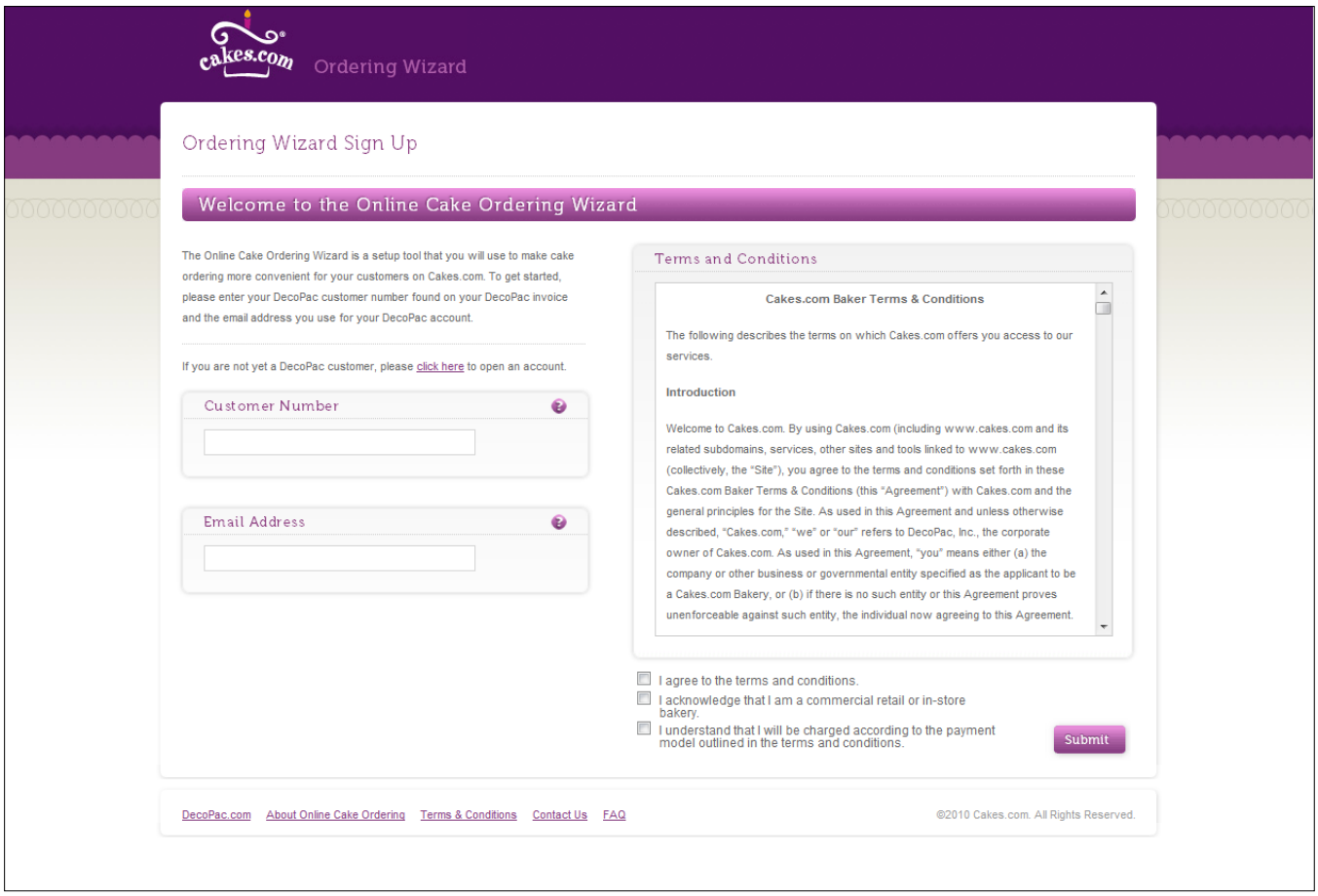
http://www.decopac.com/createAnAccount.jsp



If your bakery or retail outlet is an existing DecoPac Customer, and has already established an online account on DecoPac.com, you can continue to the next step.

Setting Up Online Cake Ordering

To set-up Online Cake Ordering, go to the following URL:
www.cakes.com/account-admin/setup or follow the link on www.decopac.com/onlinecakeordering.

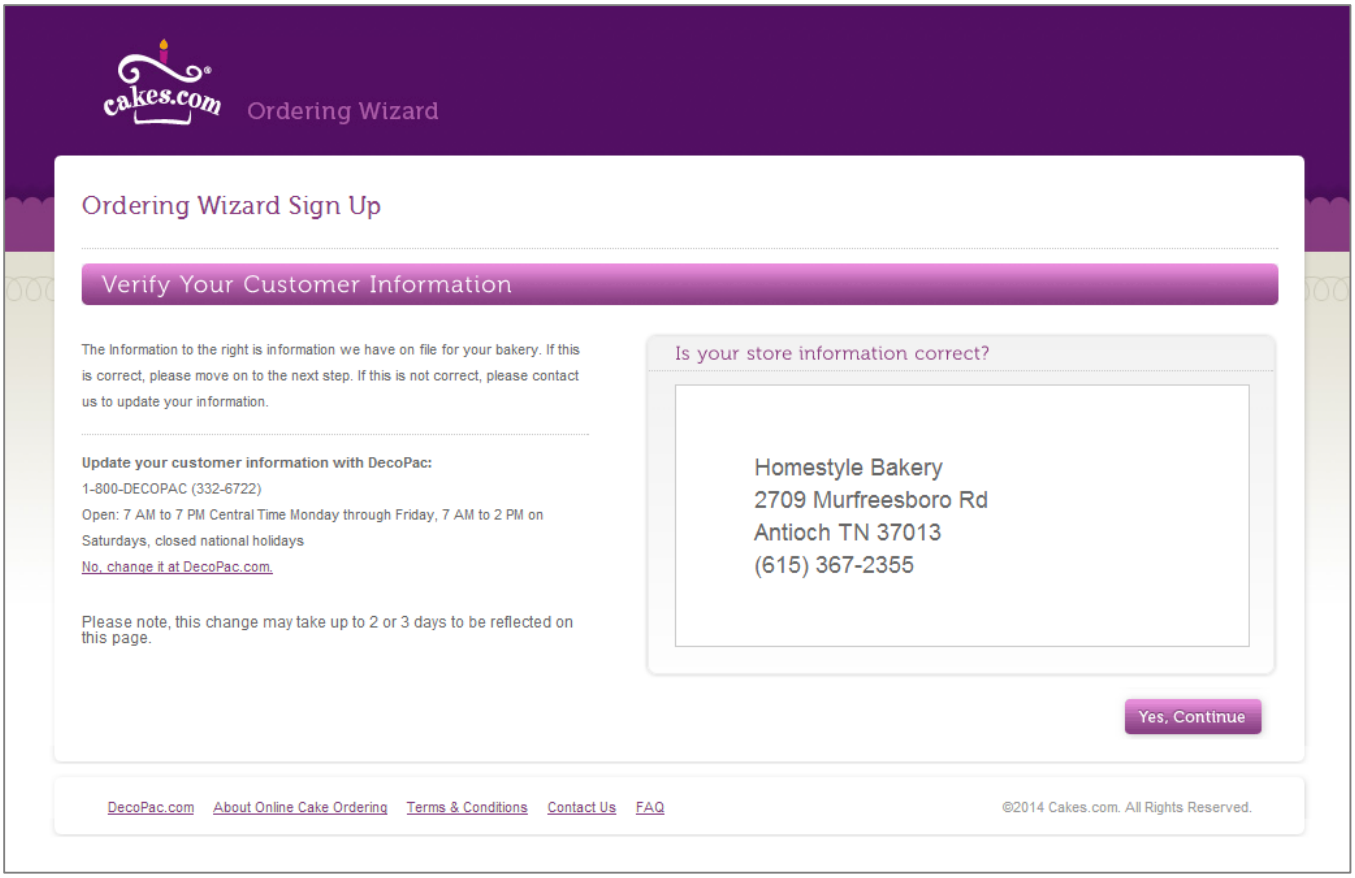


Steps on this page:

1. Enter the DecoPac Customer number. If you do not remember your account number, you can retrieve it from a previous DecoPac invoice.
2. Enter the email address for the DecoPac account. This is the same email address that you have already established with DecoPac.
3. Check all three agreement boxes under the Terms and Conditions.
4. Click the "Submit" button to continue.

Confirm Account Information

Confirm the information that DecoPac currently has on file for you. If it is incorrect, you should take steps to make sure it is updated.

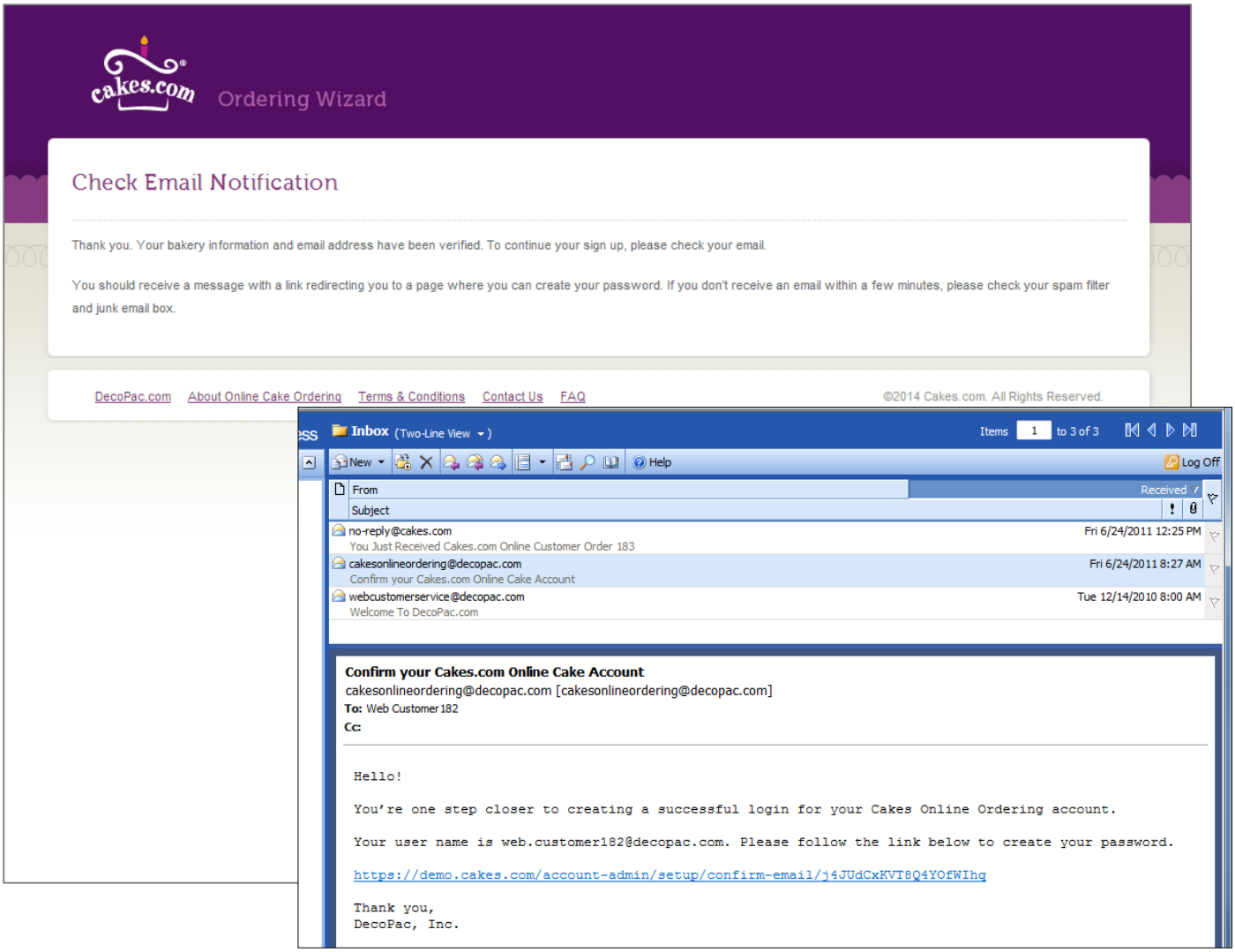


Steps on this page:

1. Review the information for this account. If the information is not correct, you can login to your online account at DecoPac.com and change it there. (Please note: It will take 24-48 hours for changes to be reflected here.)
2. Click the "Yes, Continue" button to continue.

Check Email Notification

After clicking the "Yes, Continue" button (on the prior page), you will be taken to the page below and instructed to check your email to continue the Online Cake Ordering setup process.

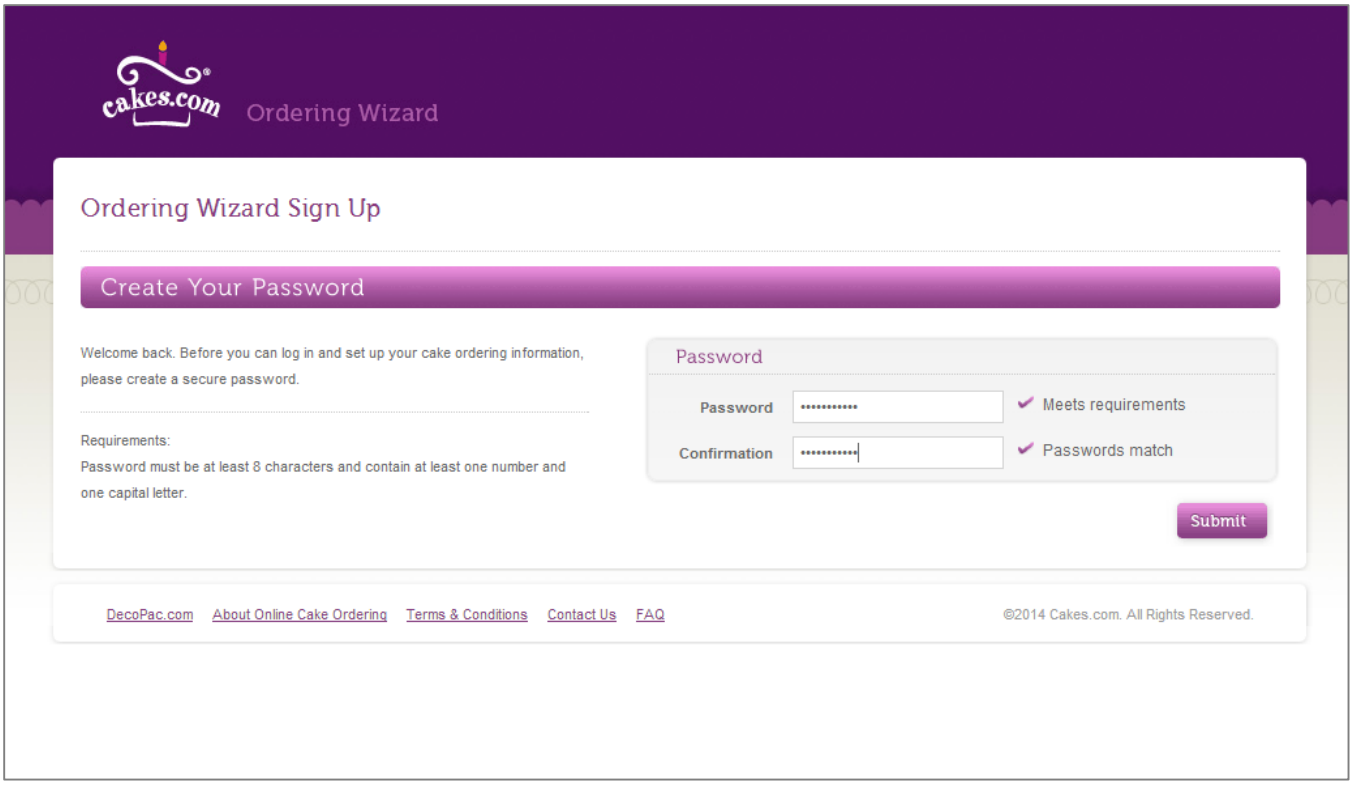


Steps on this page:

1. Check your email for a message with the subject line "Confirm your Cakes.com Online Cake Account".
2. Click on the link in this email to continue.
3. If you do not see the email in your Inbox, check your Spam or junk mail folder.

Create Your Password

The link in the confirmation email will take you to the following page where you must create a password for the Online Cake Ordering Wizard.

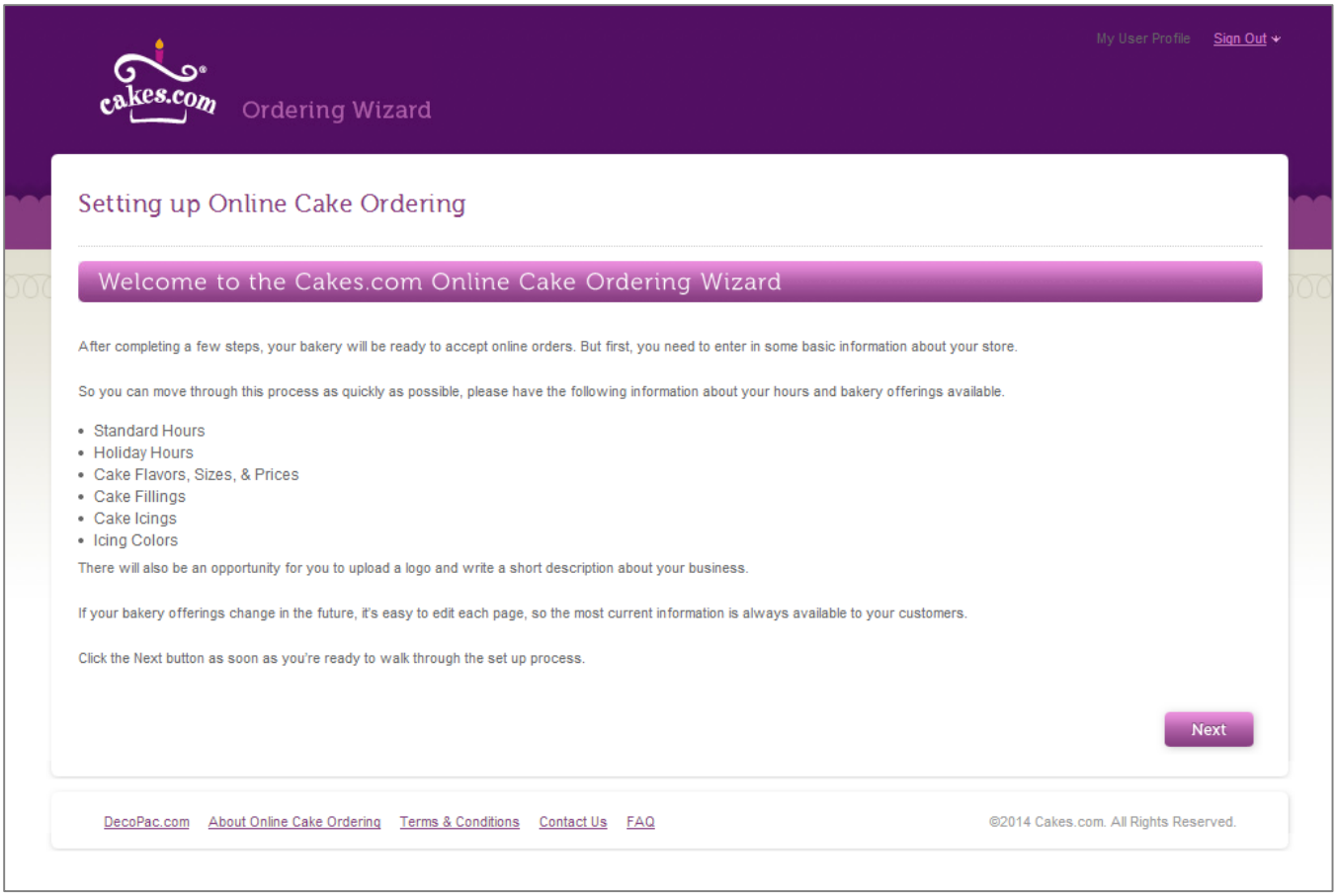


Steps on this page:

1. Enter a new password that fits the following **password rules**:
    - Must be at least **8 characters** long;
    - Must contain at least **one number;**
    - Must contain at least **one capitalized letter**.
2. In the Confirmation box, re-type the same password to ensure the password is correct.
3. Click on the “Submit” button to continue to the Welcome screen.
4. Please note: Your username and password are case sensitive.

Create the Online Cake Offering

After clicking the “Submit” button (on the previous page), you will be taken to the “Welcome” page (below). This page will guide you through the next steps.



Info Needed to Complete the Setup Process

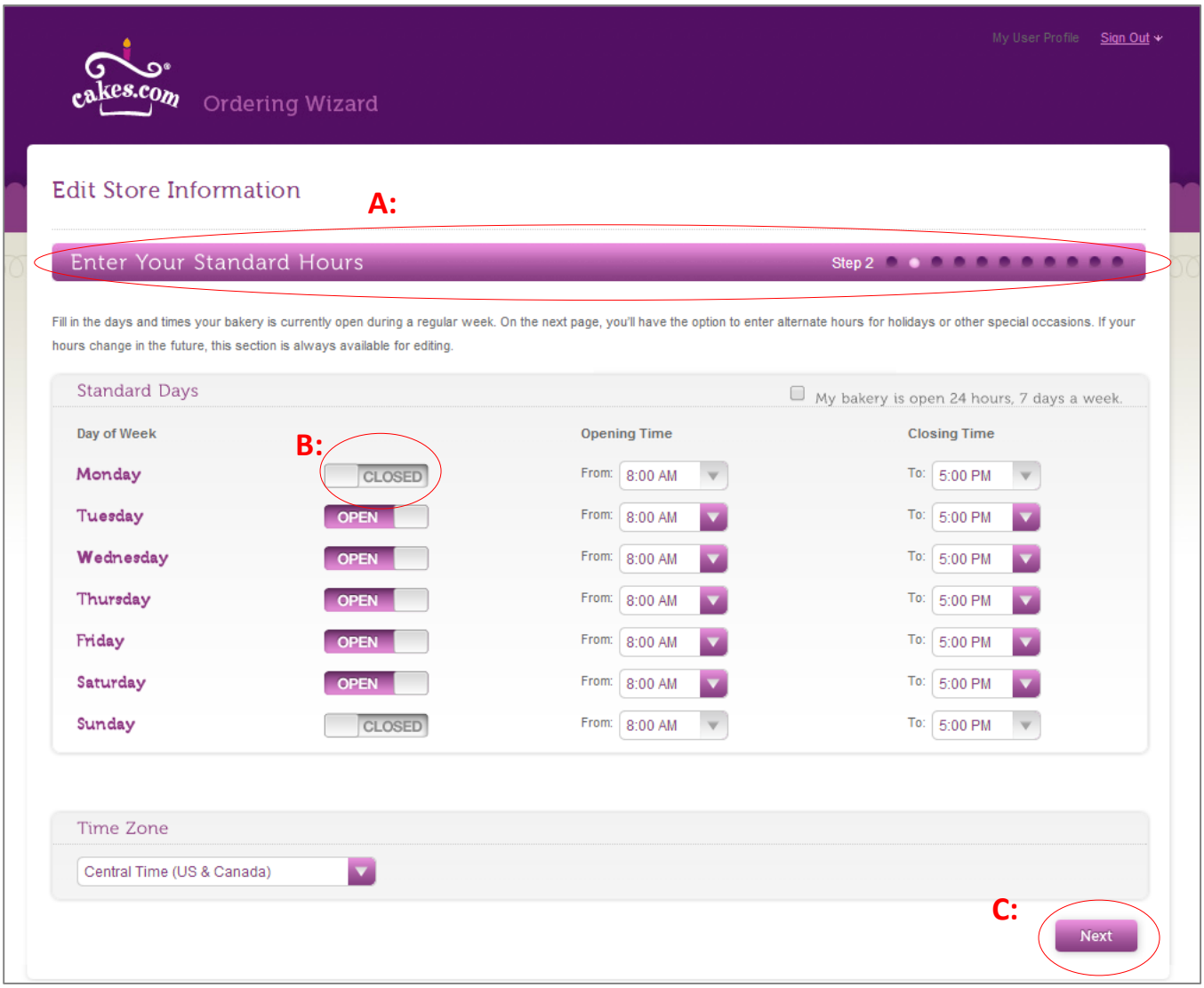
The Online Cake Wizard set-up will guide you through the settings below. Make sure you have the following information available before beginning:

1. Standard hours
2. Holiday hours
3. Order lead time
4. Cake flavors, sizes & prices
5. Cake Fillings, Icing types and Icing colors, and any associated up-charge prices
6. Business logo (optional; file format of jpg, gif or png; dimensions of 200 by 200 pixels)
7. Short description about your business (optional, maximum 200 characters)

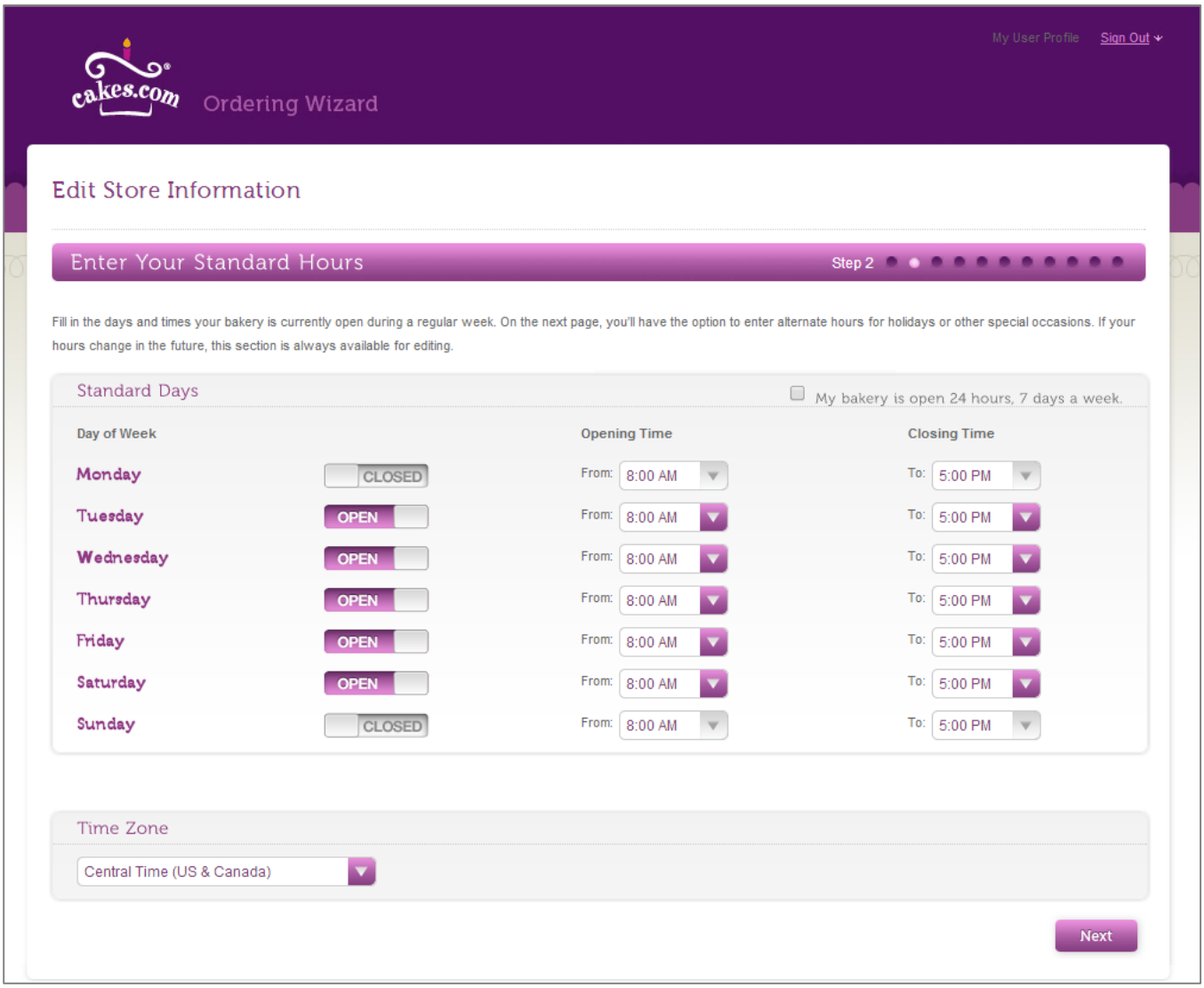
Notes about Setting up Online Ordering:

Before you begin the online ordering setup process, please become familiar with the following terms and areas:

A. The section title and step number are shown in the purple bar at the top of the page.
B. To change the default values, click in the purple boxes.
C. The Next/Previous buttons are found on the bottom right of the page.



Step 1: Enter Standard Hours

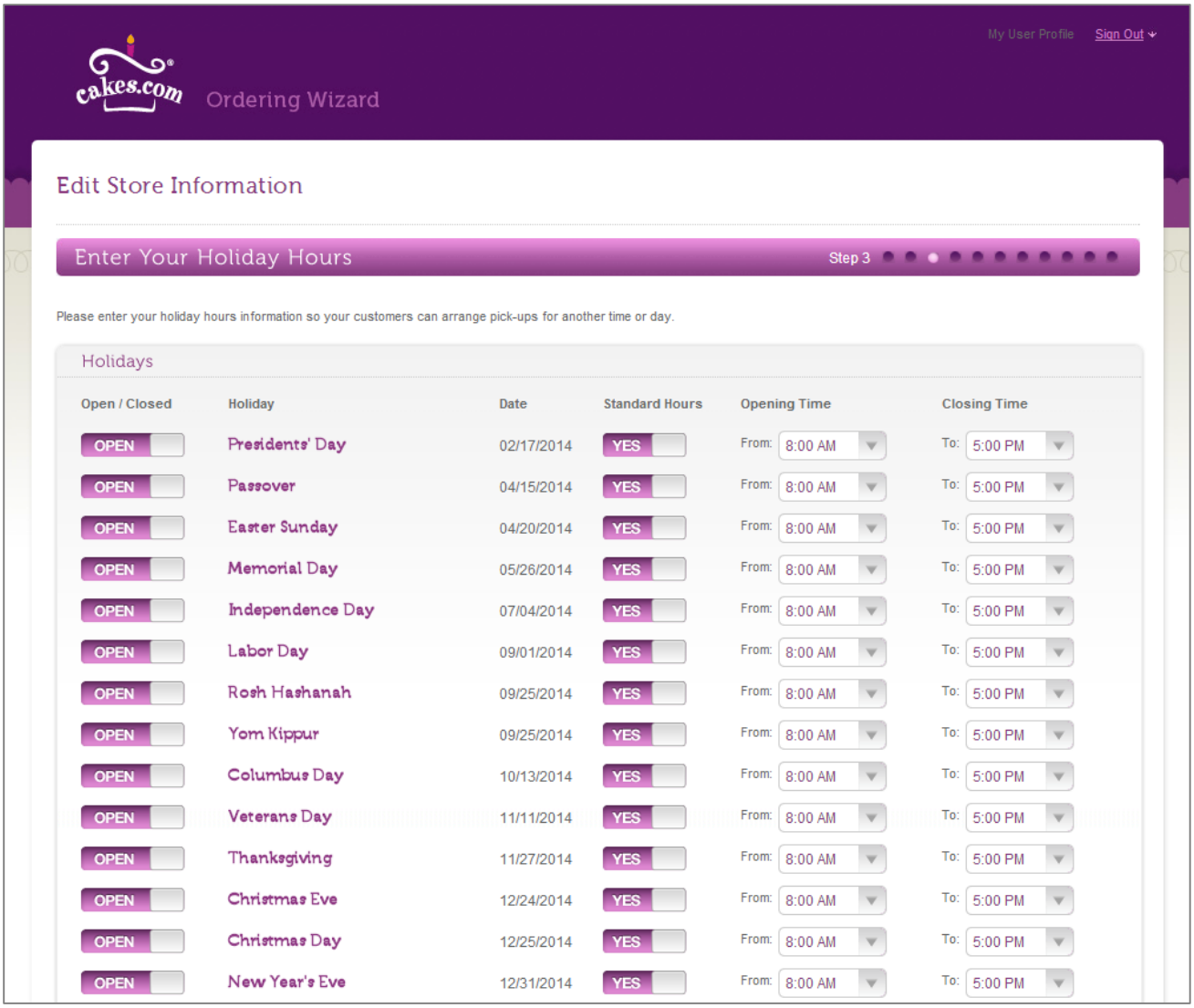


Steps on this page:

1. Select the days of the week that you are open. If you are closed on a certain day, select the purple "Open" button for that day to change that day to "Closed".
2. Make adjustments to the Opening/Closing Times.
3. Select the Time Zone.
4. Click "Next" to continue.

Step 2: Enter Holiday Hours

If the stores hours are different for Holidays or other special days, enter those hours on this page. You may also "Add Holiday" if closed on any days not listed.



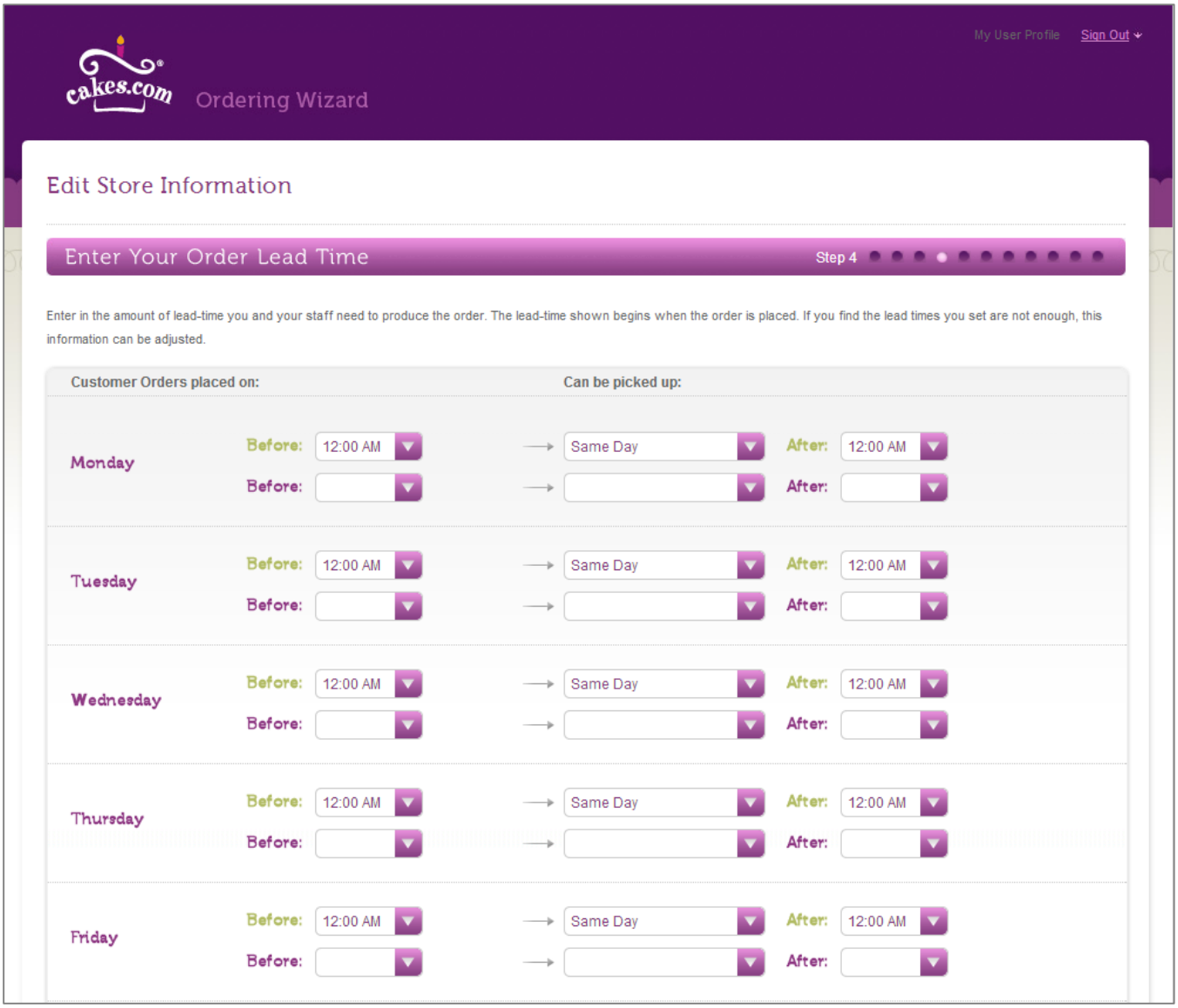
Steps on this page:

1. Update hours/days as needed. If there are special holiday store hours, click the "Yes" button to change it to "No" and update those hours; if closed on any day, click the "Open" button to change it to "Closed".

2. Click "Next" to continue.

Step 3: Enter Order Lead Time

Enter the amount of lead-time the bakery or retail outlet will need to complete the order. These settings will govern what pickup dates and times are available to Consumers when they create their online order.

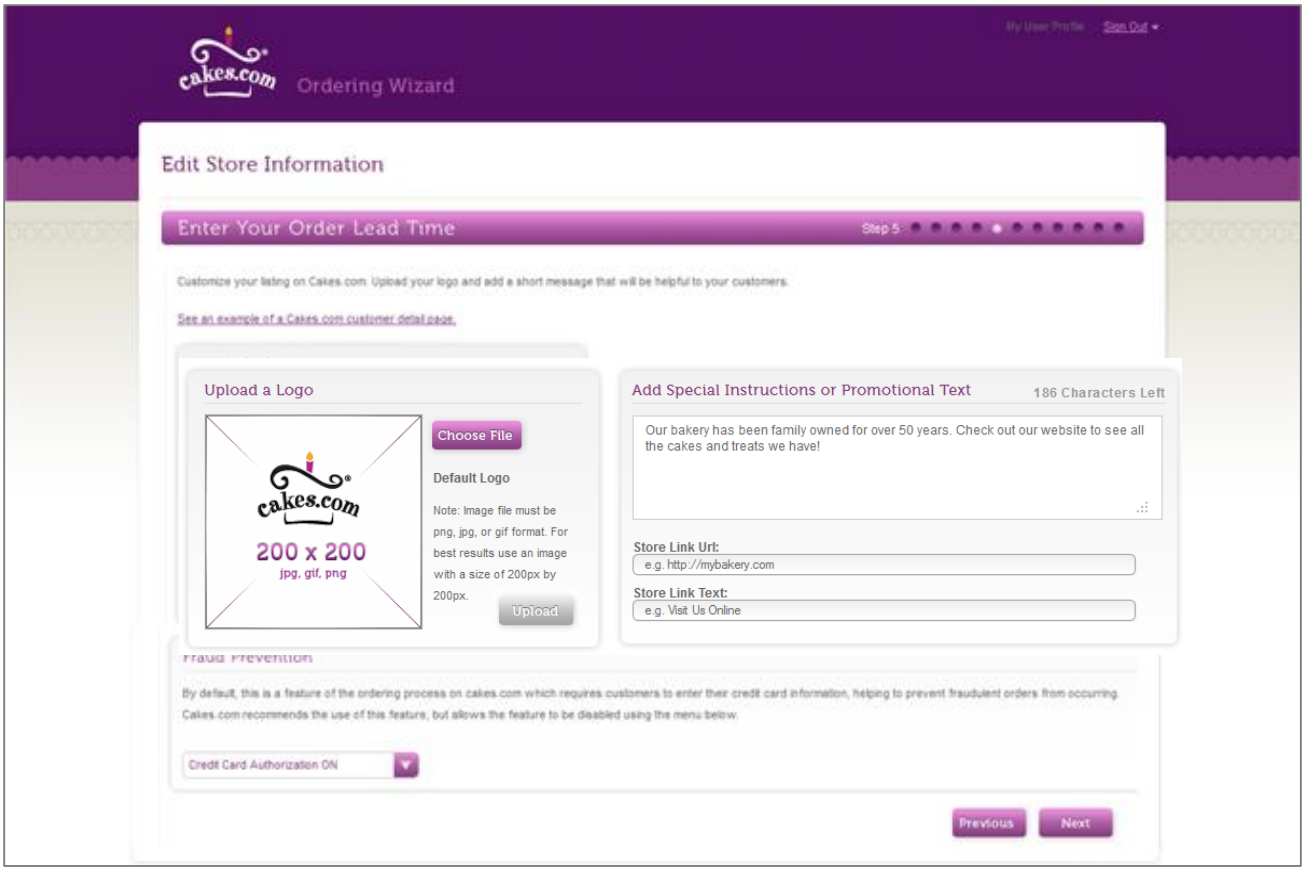


Steps on this page:

1. Make adjustments to lead times as needed.
2. Click “Next” to continue.

Step 4: Enter Online Information (Optional)

The online information page will provide Consumers with additional information about the bakery or retail outlet that you have chosen, if the bakery or retail outlet has already setup Online Cake Ordering.

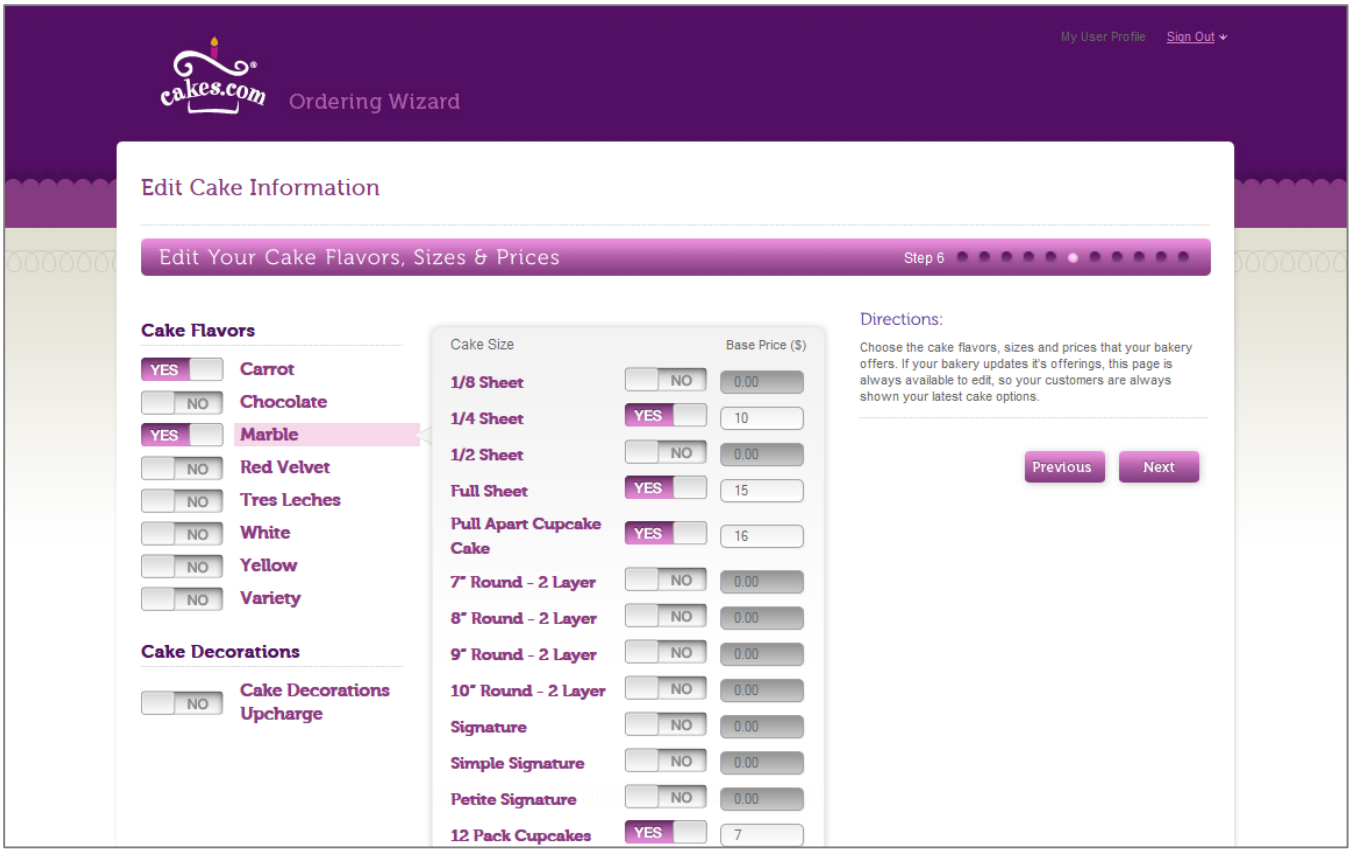


Steps on this page:

1. Add a logo (optional). The logo can be in gif, jpg or png format, and should be 200 x 200 pixels. If the bakery does not have a logo, a default Online Cake Ordering logo will be displayed.
2. Add any special instructions. These could be more specific directions to the bakery or any type of additional marketing or promotional messaging. This text can be up to 200 characters.
    a. Add Store Link URL. If you have a website for your business, you can enter it here.
    b. Add store Link Text. This is the text a Consumer will click on to go to your website. (Example – Visit our Website!)
3. Set Fraud Prevention. Credit Card Authorization is set to "Off" by default. However, if you are concerned about customers placing orders that they do not intend to pick up, you can turn Credit Card Authorization to "On." Consumers must then enter a credit card number when placing an order on Cakes.com. The card will NOT be charged and no information will be stored. Payment will be made at the bakery upon pick-up.

Step 5: Edit Cake Flavors, Sizes & Prices

This is the first step in setting up the online cake options available to Consumers. When a Consumer selects a cake for a specific bakery, these are the options that will be available to them on Cakes.com.

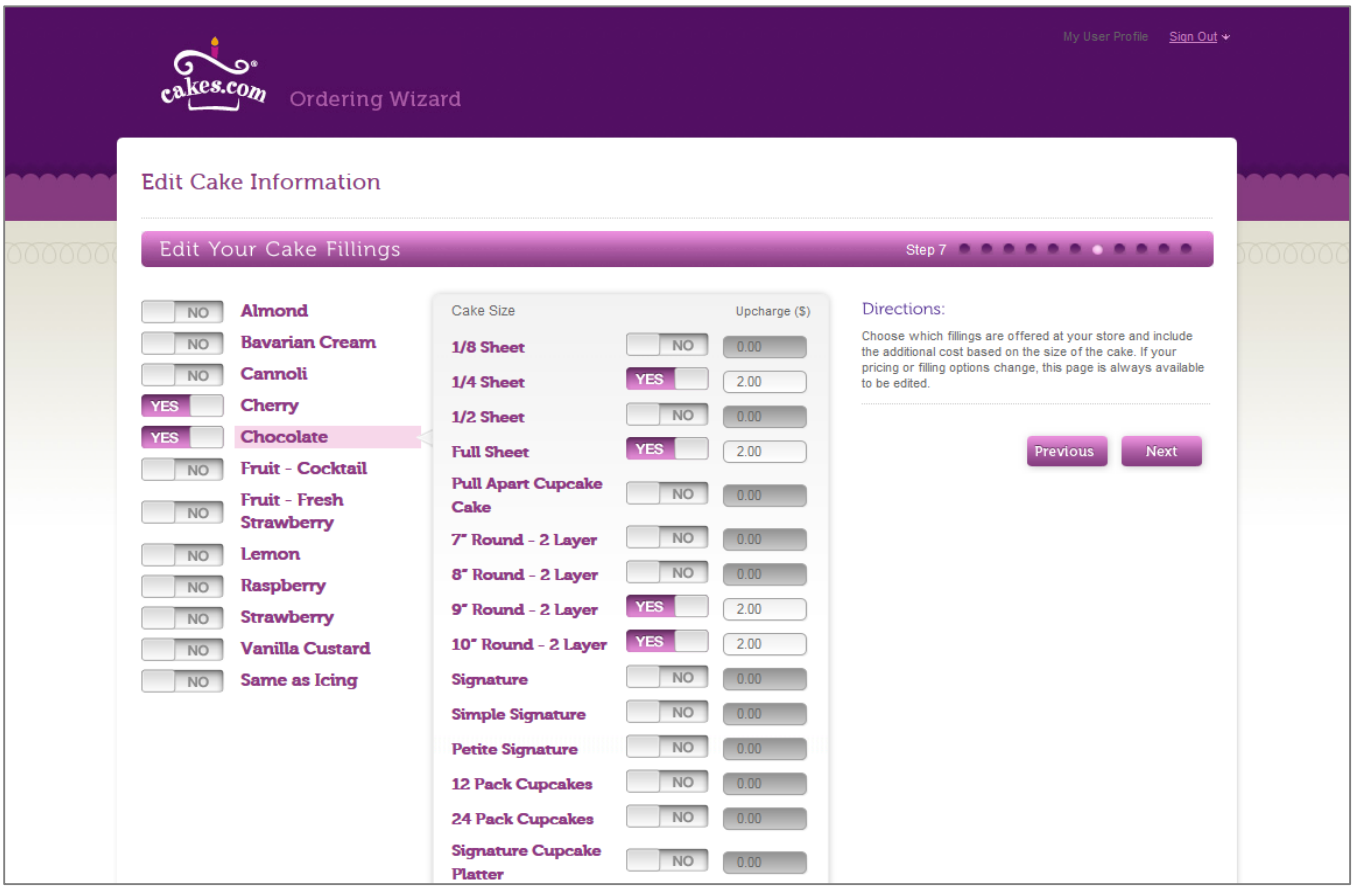


Steps on this page:

1. Select a Cake Flavor, then choose the Cake Sizes that are available for that Cake Flavor. To select a Cake Size, you must first enable the Cake Flavor for that Cake Size. This is done by clicking on the "No" button alongside the flavor to change the setting to "Yes".
2. To add the Base Price of the Cake Flavor/Size selected, click the "No" button alongside the Cake Size. This will change the setting to "Yes" so that the base price can be set for that Flavor/Size combination. Repeat this step for each flavor and size of cake offered to set all the Base Prices.
3. If the bakery charges for additional Cake Decorations such as DecoSet® or Edible Image®, click the "No" button alongside "Cake Decorations Upcharge". This will change the setting to "Yes", and then allow you to add any additional charges for these items.
4. To edit these settings, you must first select a Cake Flavor. When selected, the Cake Size options for that flavor will be displayed, and can then be updated.
5. Click "Next" to continue.

Step 6: Edit Cake Fillings

Choose cake fillings offered at your store and include any additional cost based on the size of the cake.

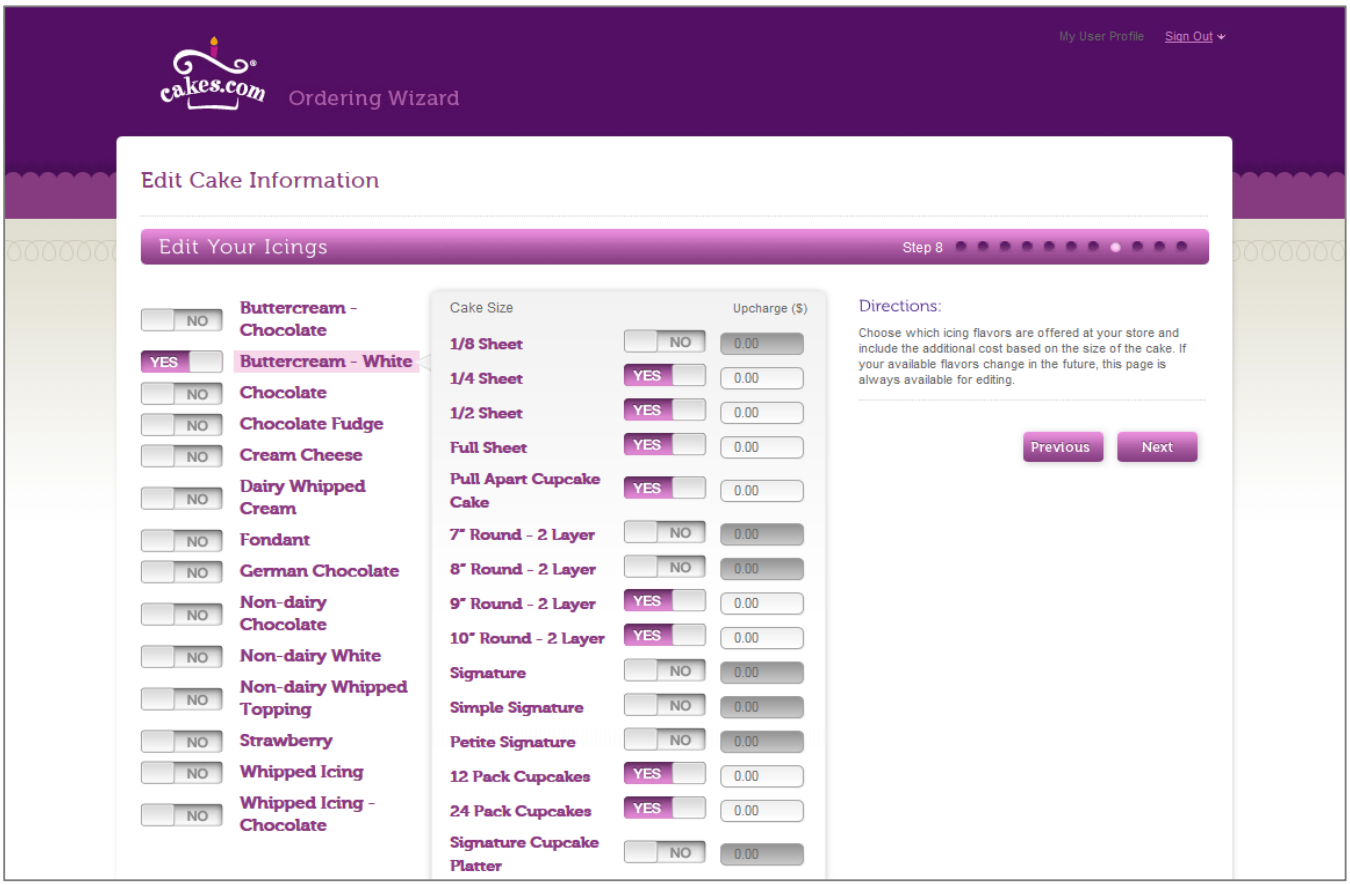


Steps on this page:

1. Select a Cake Filling Flavor by clicking the “No” button alongside the Filling Flavor to change the available status to “Yes”.
2. Then select Cake Sizes for that Filling Flavor by clicking the “No” button next to the Cake Size to change the available status to “Yes”.
3. Once a Cake Size has been set to “Yes”, you can add an Upcharge for that Cake Filling/Size combination. If there is no Upcharge, keep the amount set to “$0.00”.
4. Repeat Steps 1-3 for each Filling Flavor and Cake Size offered.
5. To edit these settings, you must first select the Cake Filling Flavor. When selected, the Cake Size options for that flavor will be displayed, and can then be updated.
6. Click “Next” to continue.

Step 7: Edit Icings

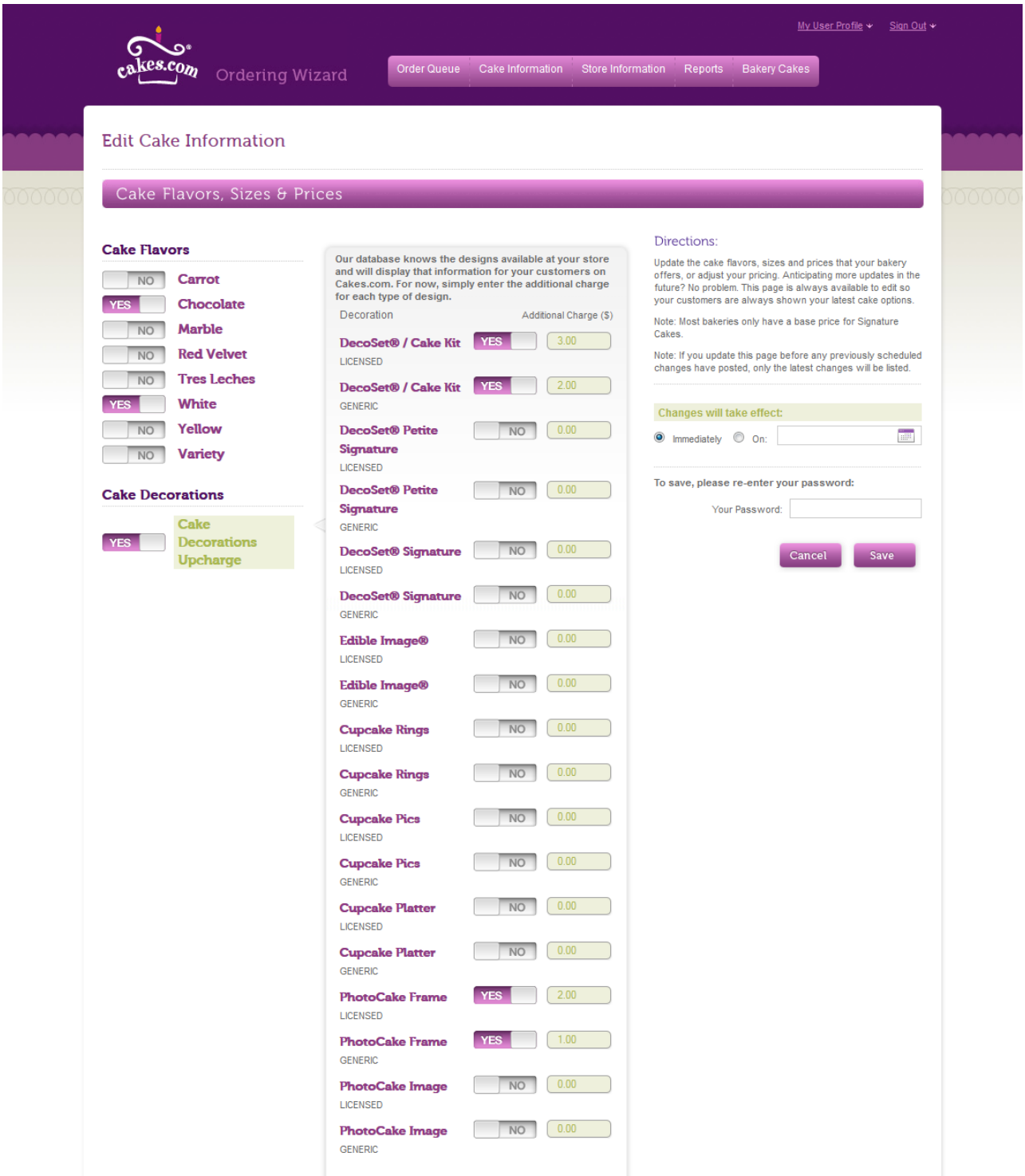
Choose the Icing Flavors that are offered at your store.



Steps on this page:

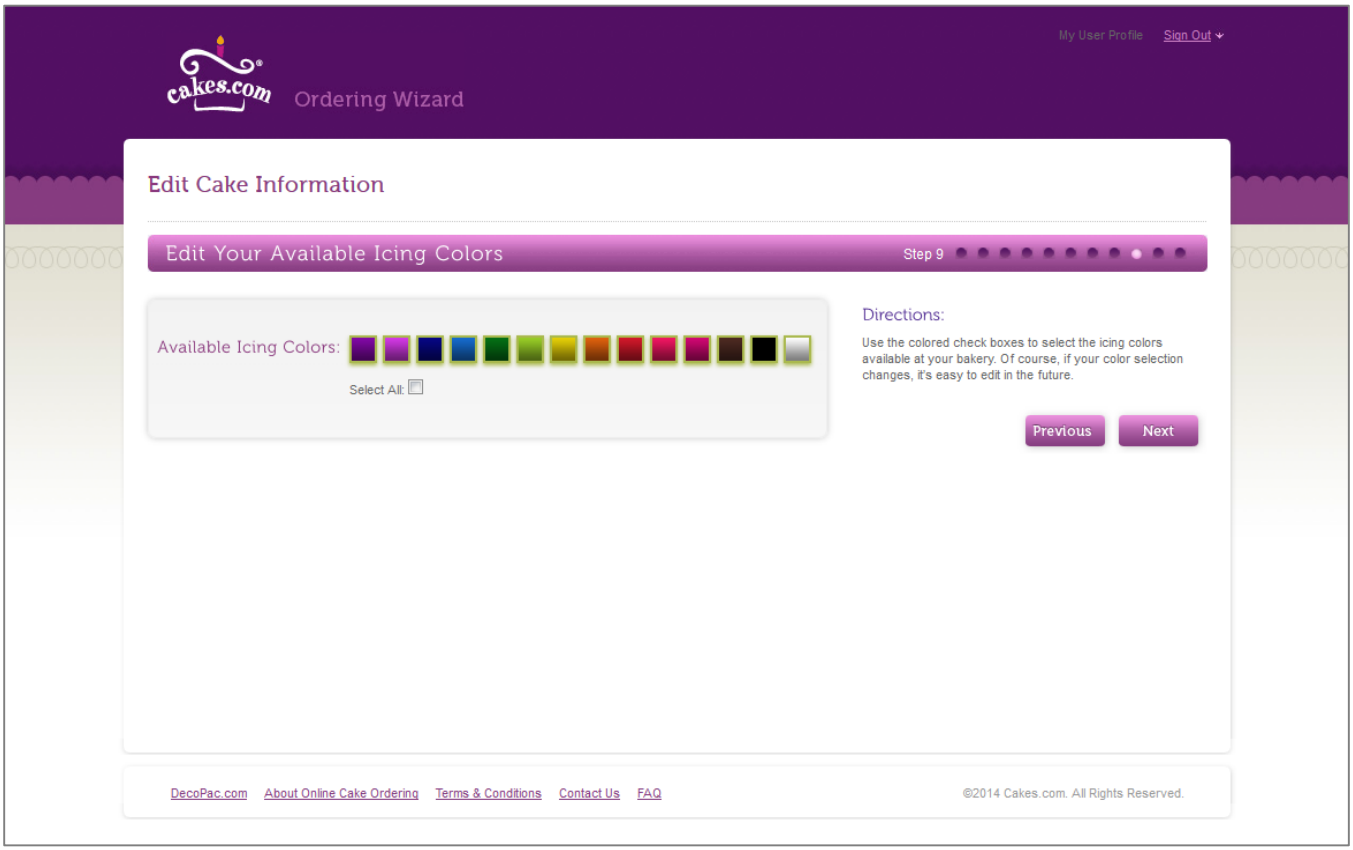
1. Select an Icing Flavor by clicking the “No” button alongside the Icing Flavor to change the available status to “Yes”.
2. Then select Cake Sizes for that Icing Flavor by clicking the “No” button next to the Cake Size to change the available status to “Yes”.
3. Once a Cake Size has been set to “Yes”, you can add an Upcharge for that Icing/Size combination. If there is no Upcharge, keep the amount set to “$0.00”.
4. Repeat Steps 1-3 for each Icing and Cake Size offered.
5. To edit these settings, first select an Icing Flavor. When selected, the Cake Size options for that flavor will be displayed, and can then be updated.
6. Click “Next” to continue.

Step 8: Edit Decoration Up-charges



Step 9: Edit Available Icing Colors

Use the colored check boxes to select the icing colors available at your bakery.

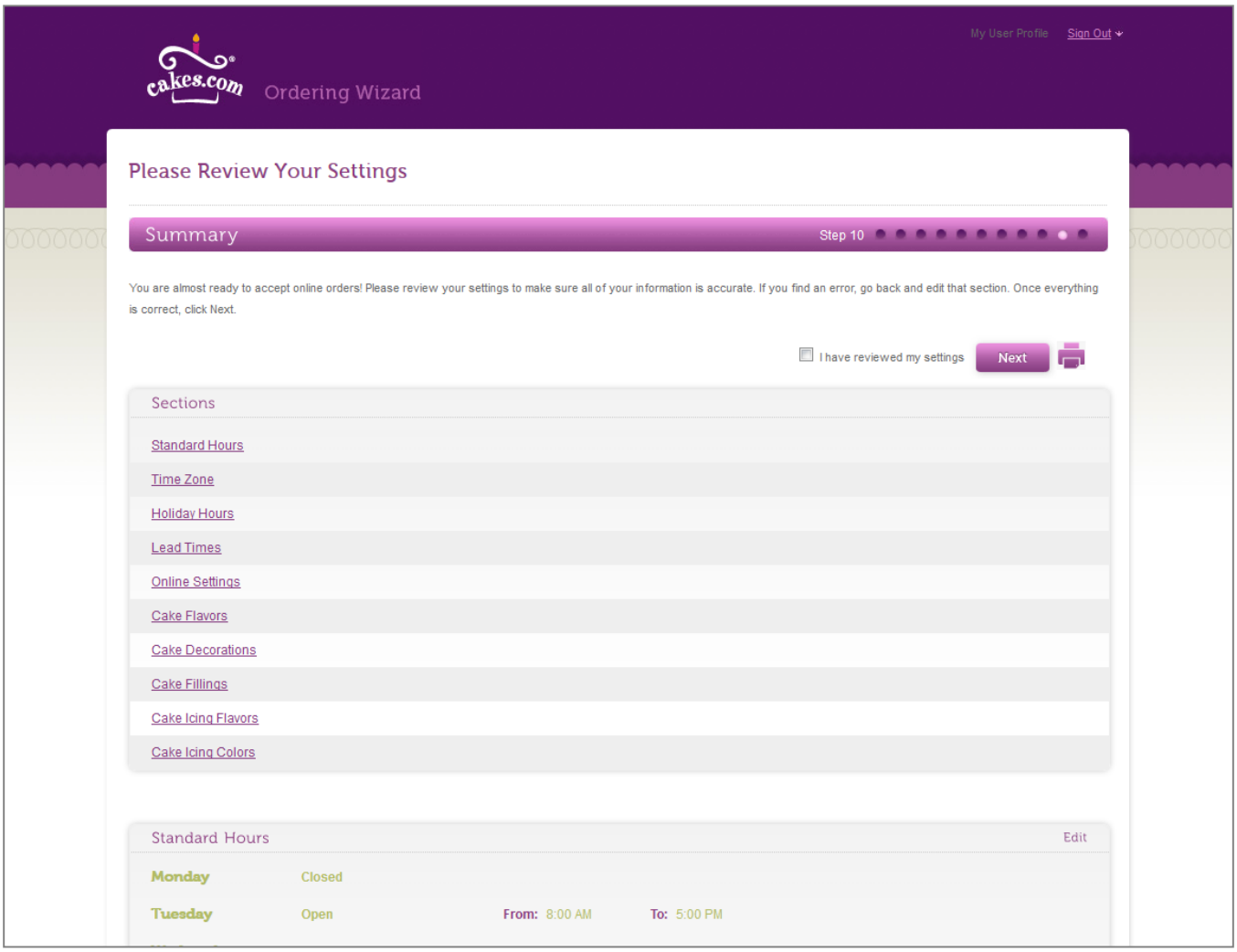


Steps on this page:

1. Select an Icing color by clicking on it. To select all colors, click the “Select All” checkbox.
2. Click “Next” to continue.

Step 10: Review Your Settings

This is a review of all settings and options selected. You can edit any section from this page.

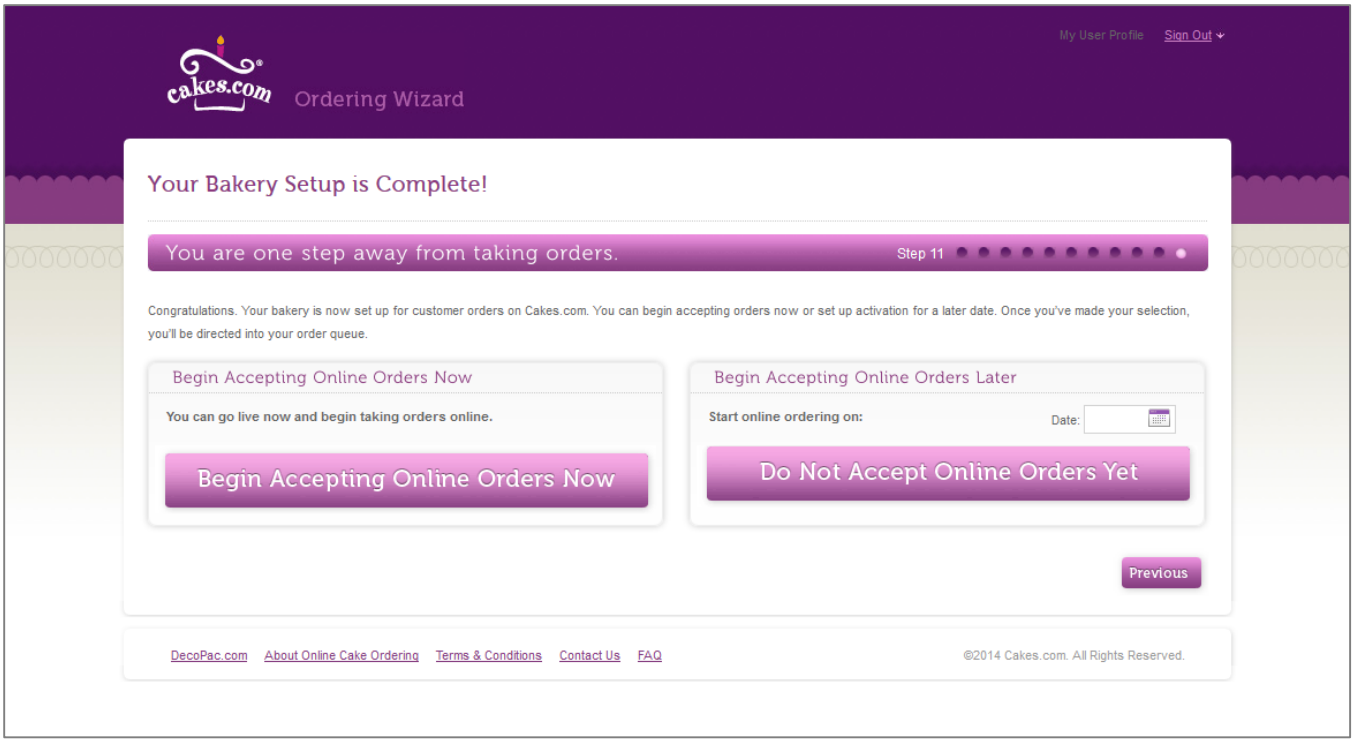


Steps on this page:

1. Review your settings to make sure all information is accurate. If you find an error, go back and edit that section by clicking on the "Edit" link to the right of the section you wish to edit.
2. Check the box alongside "I have reviewed my settings".
3. Click "Next" to continue.

Step 11: Set the Activation Date

You have the option to "Go Live" today with your Cake Ordering Options, or to schedule a "Go Live" date in the future.



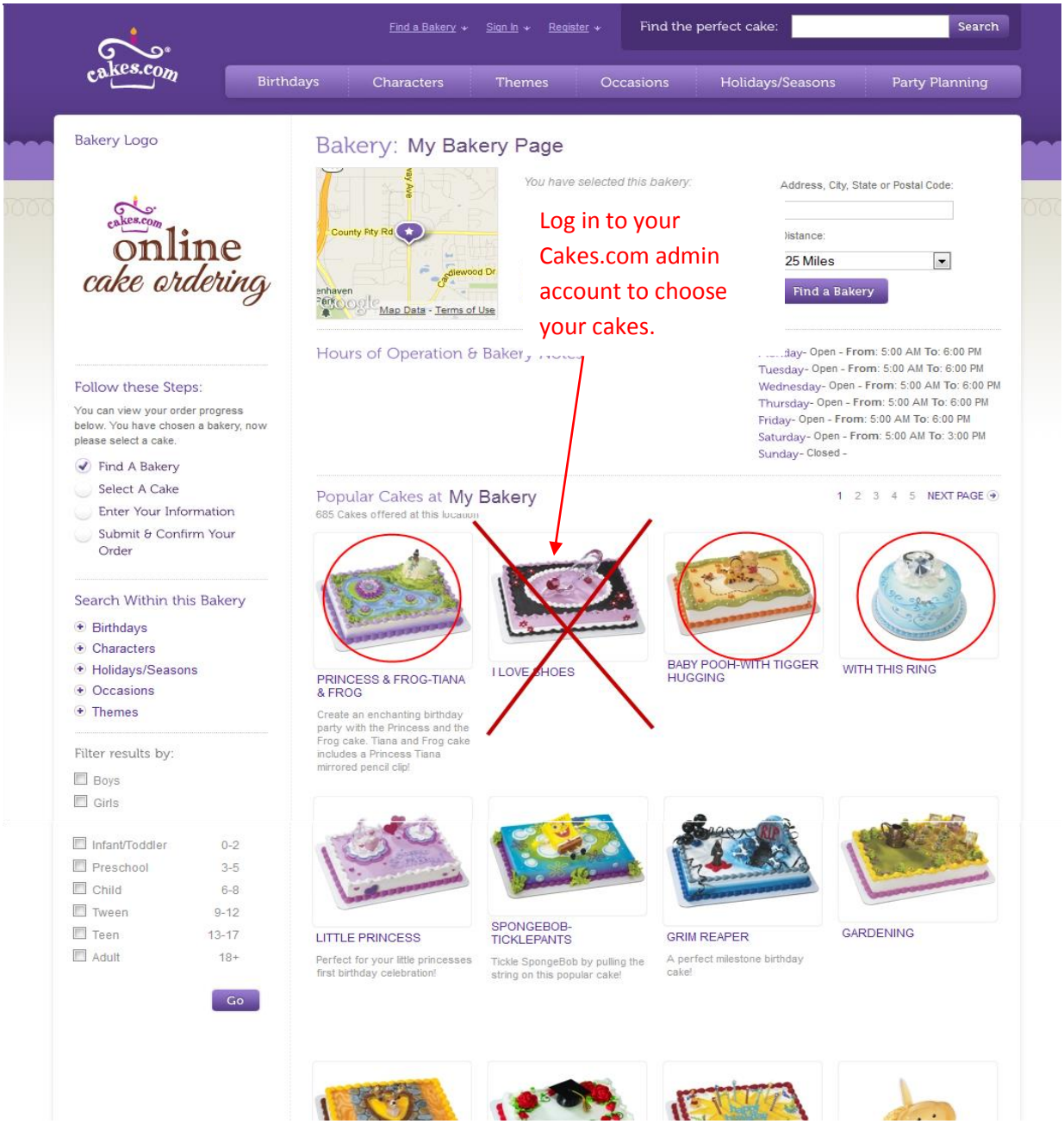
Steps on this page:

1. To begin accepting online orders today, click on the "Begin Accepting Online Orders Now" button. Doing so will activate your online cake ordering option immediately.
2. To schedule a "Go Live" date in the future, select the date that you want to begin accepting order, then click the "Do Not Accept Online Orders Yet" button.

You Choose!

Select the Cake Designs you want to show on Cakes.com!

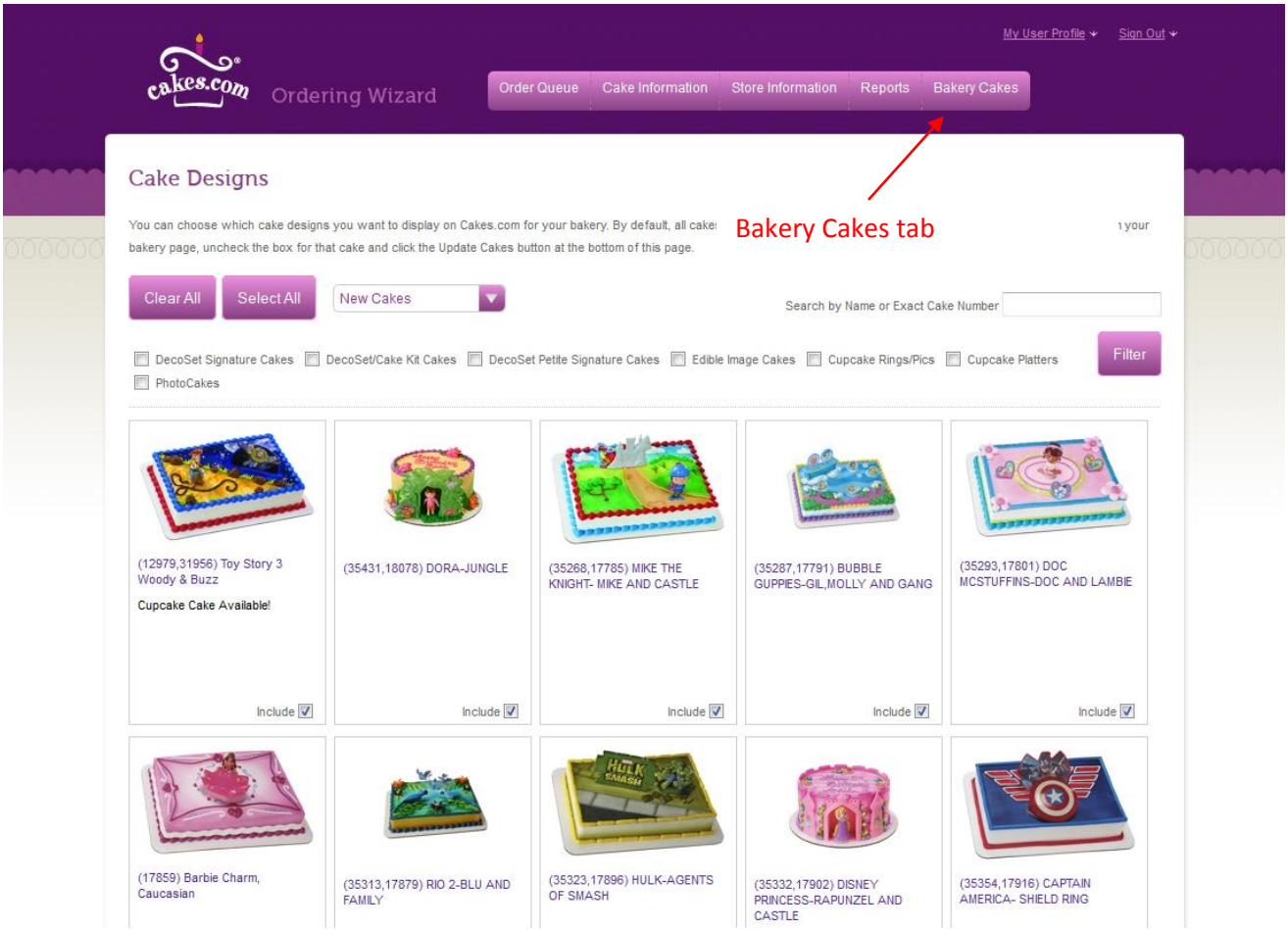
Choose which cakes you want available for online ordering. Follow the steps on the following pages to select the cakes you want!



Bakery Cakes tab

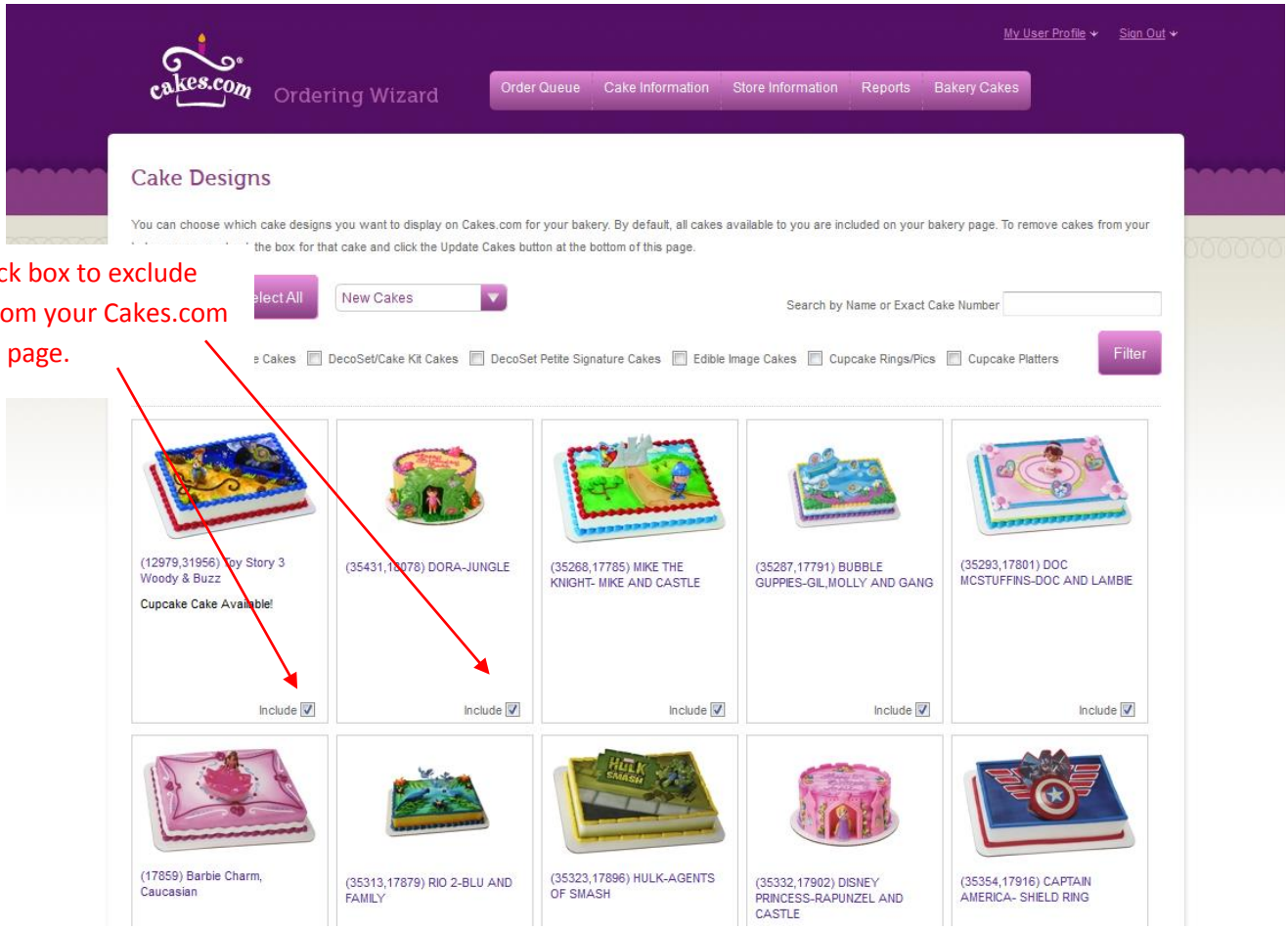
You will see a tab at the right called Bakery Cakes. Click this tab to begin selecting cakes.

Every cake design or decorating set you are able to purchase will show up as a cake for you to include or exclude on your Cakes.com bakery page. By default, all items are set to "include."

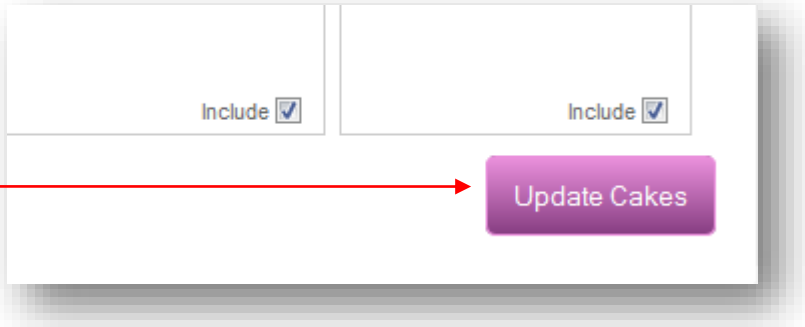


Select Cakes to include or exclude

If you wish to only make certain cakes available for online ordering, you must uncheck the box next to cakes you do not wish to offer.



Uncheck box to exclude cake from your Cakes.com bakery page.



IMPORTANT

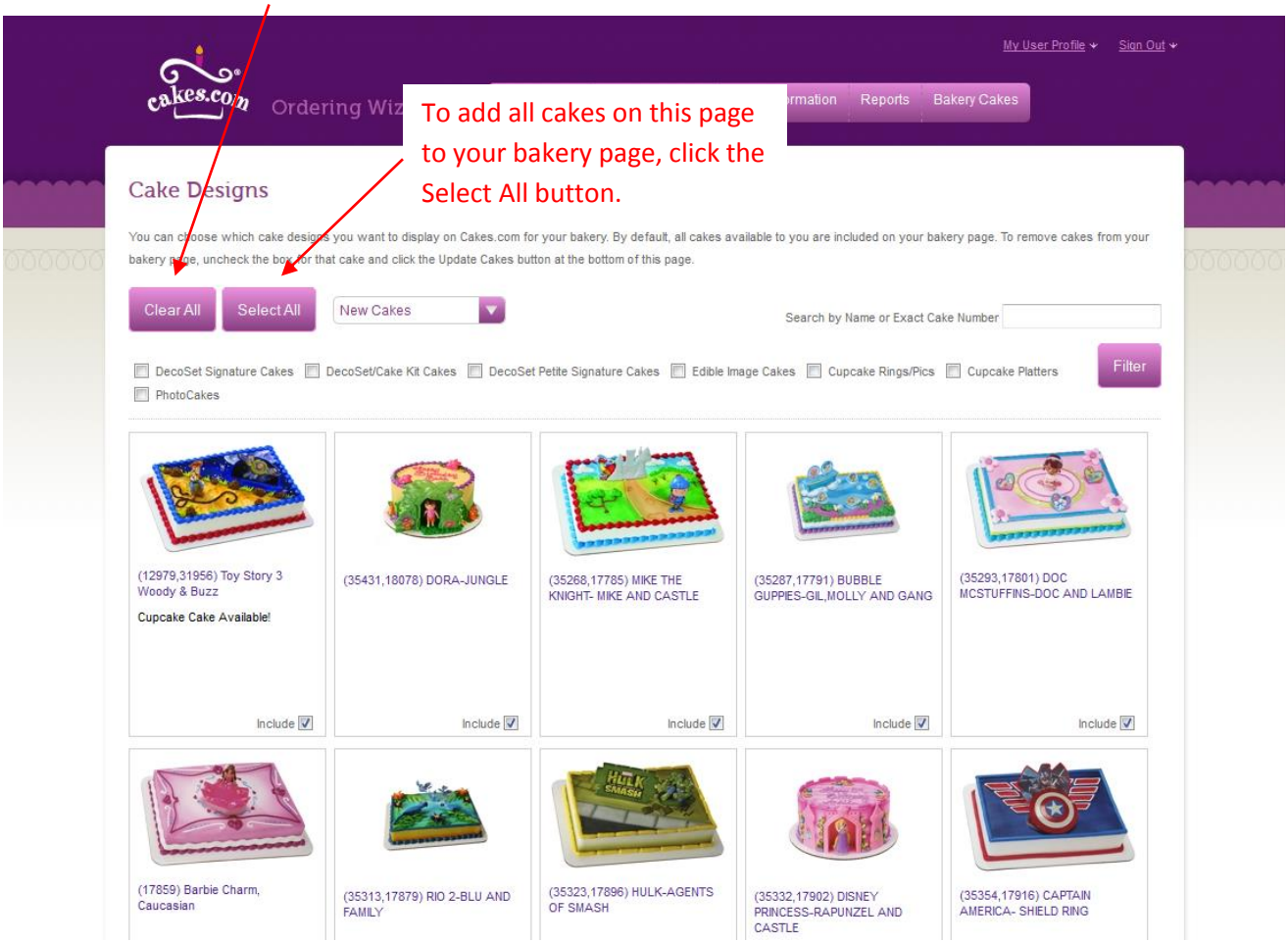
You must click the Update Cakes button at the bottom of the page to save your selections!

Select Cakes Shortcuts: Clear All and Select All Buttons

With hundreds of cake designs from which to choose, we have made it easier to find cakes you want.

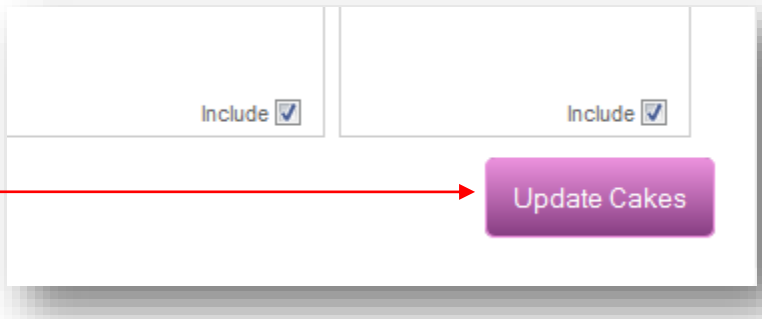
To remove all cakes on this page from your bakery page, click the Clear All button.

To add all cakes on this page to your bakery page, click the Select All button.



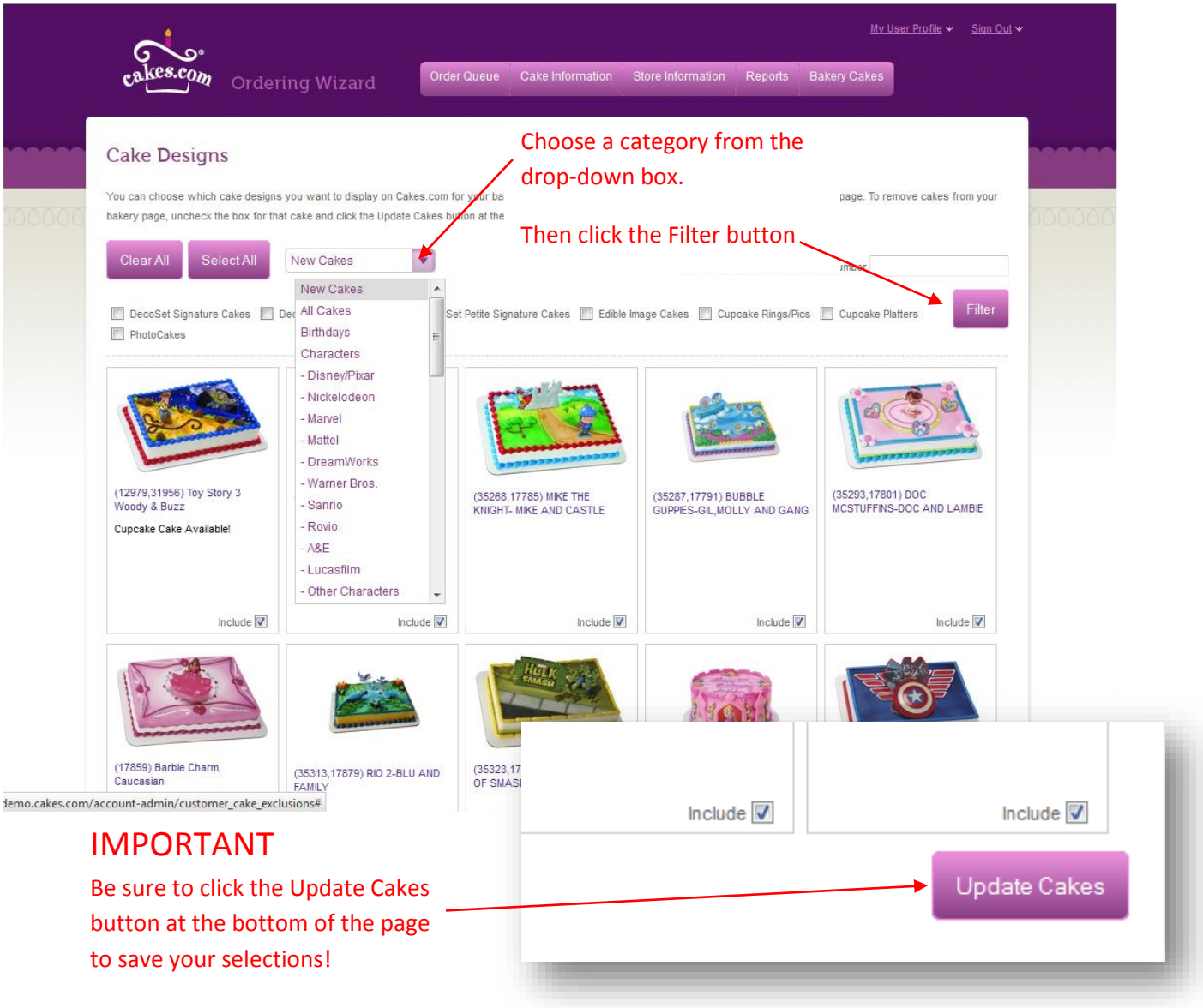
IMPORTANT

You must click the Update Cakes button at the bottom of the page to save your selections!



Select Cakes Shortcuts: Cakes by Category

You can view cakes by category by using the drop-down box and clicking the Filter button. By default, any new cake designs we have introduced will be shown to you on the first page so you will not miss out on any new designs and sales opportunities!

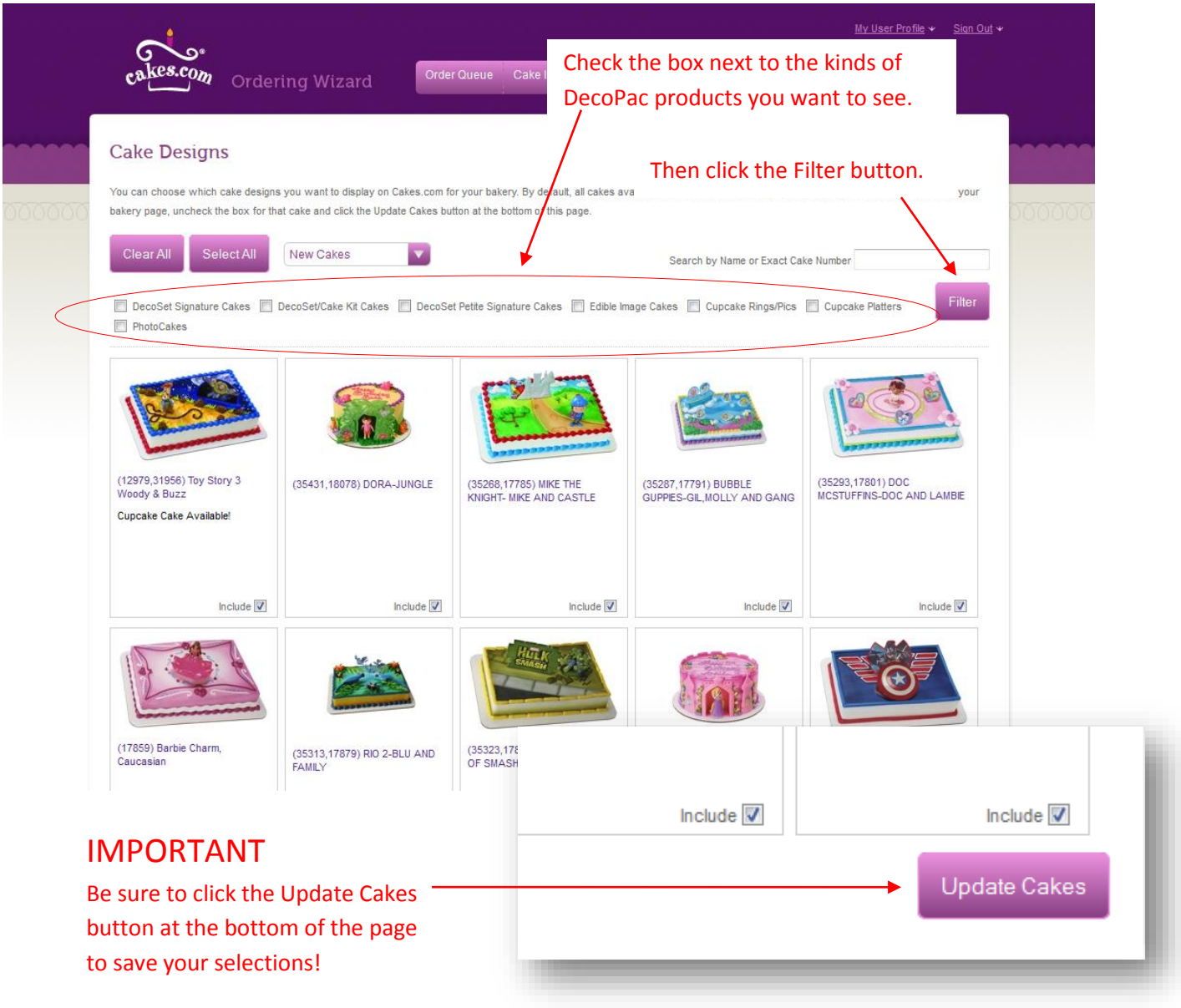


IMPORTANT

Be sure to click the Update Cakes button at the bottom of the page to save your selections!

Select Cakes Shortcuts: Filter by Product Type

You can filter cakes by the type of DecoPac product: Signature Cakes, DecoSets, Petite Signature Cakes and Edible Images.

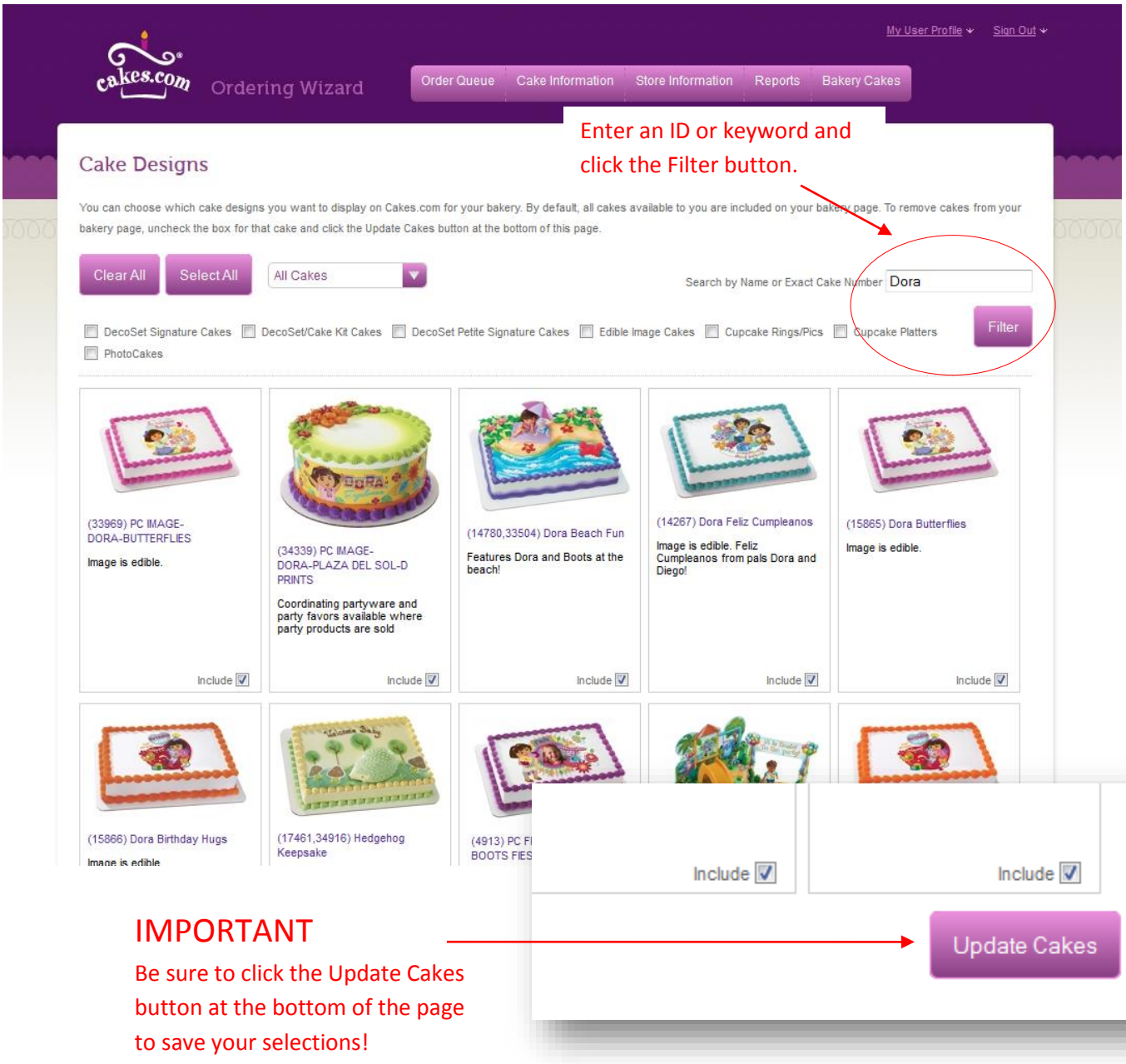


IMPORTANT

Be sure to click the Update Cakes button at the bottom of the page to save your selections!

Select Cakes Shortcuts: Search

You can search for cake designs using DecoPac product IDs, or by using keywords (e.g., Dora or Mickey).

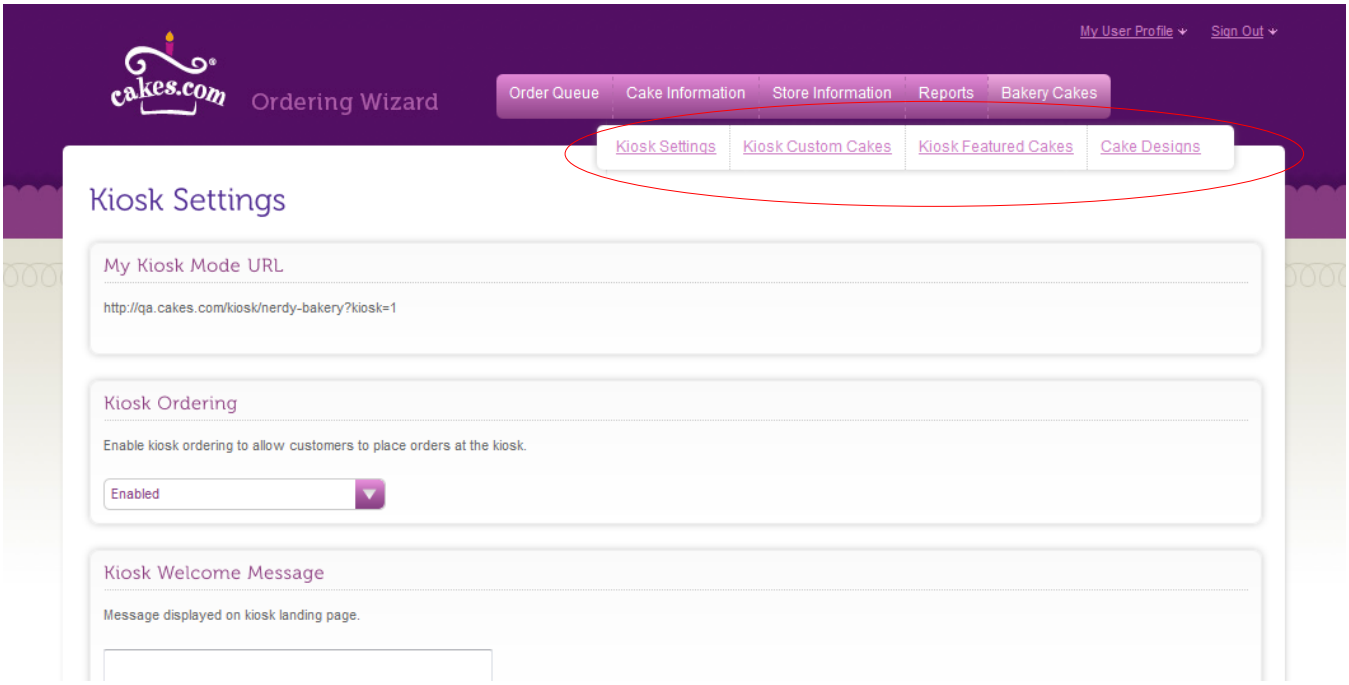


IMPORTANT

Be sure to click the Update Cakes button at the bottom of the page to save your selections!

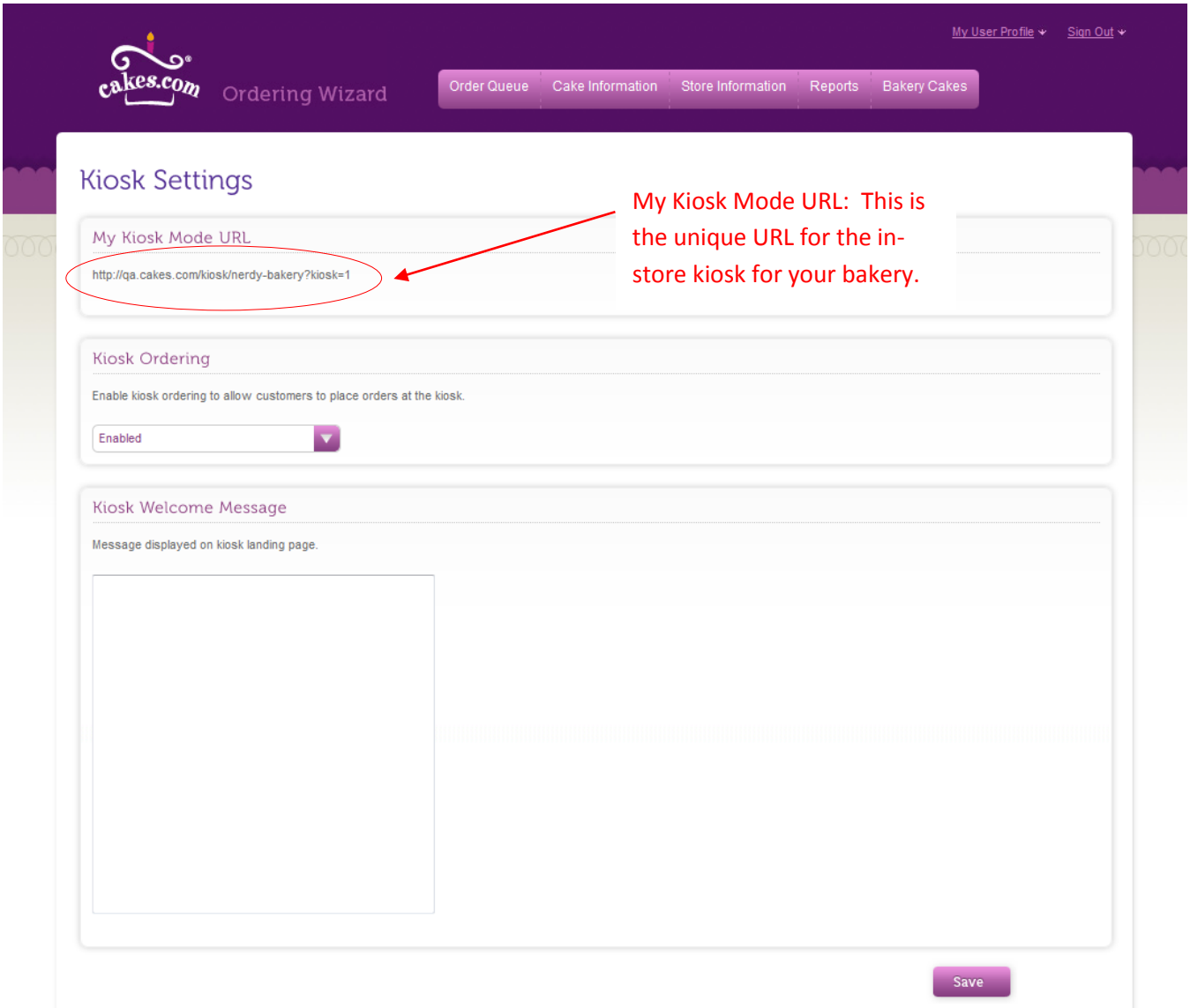
Kiosk Options

Hover over the Bakery Cakes tab to see Kiosk Options.
Note: If you do not see these options, the Kiosk Mode has not been activated. Please contact DecoPac to activate your Kiosk Mode.



Kiosk Settings

Set up your main Kiosk settings:



Steps on this page:

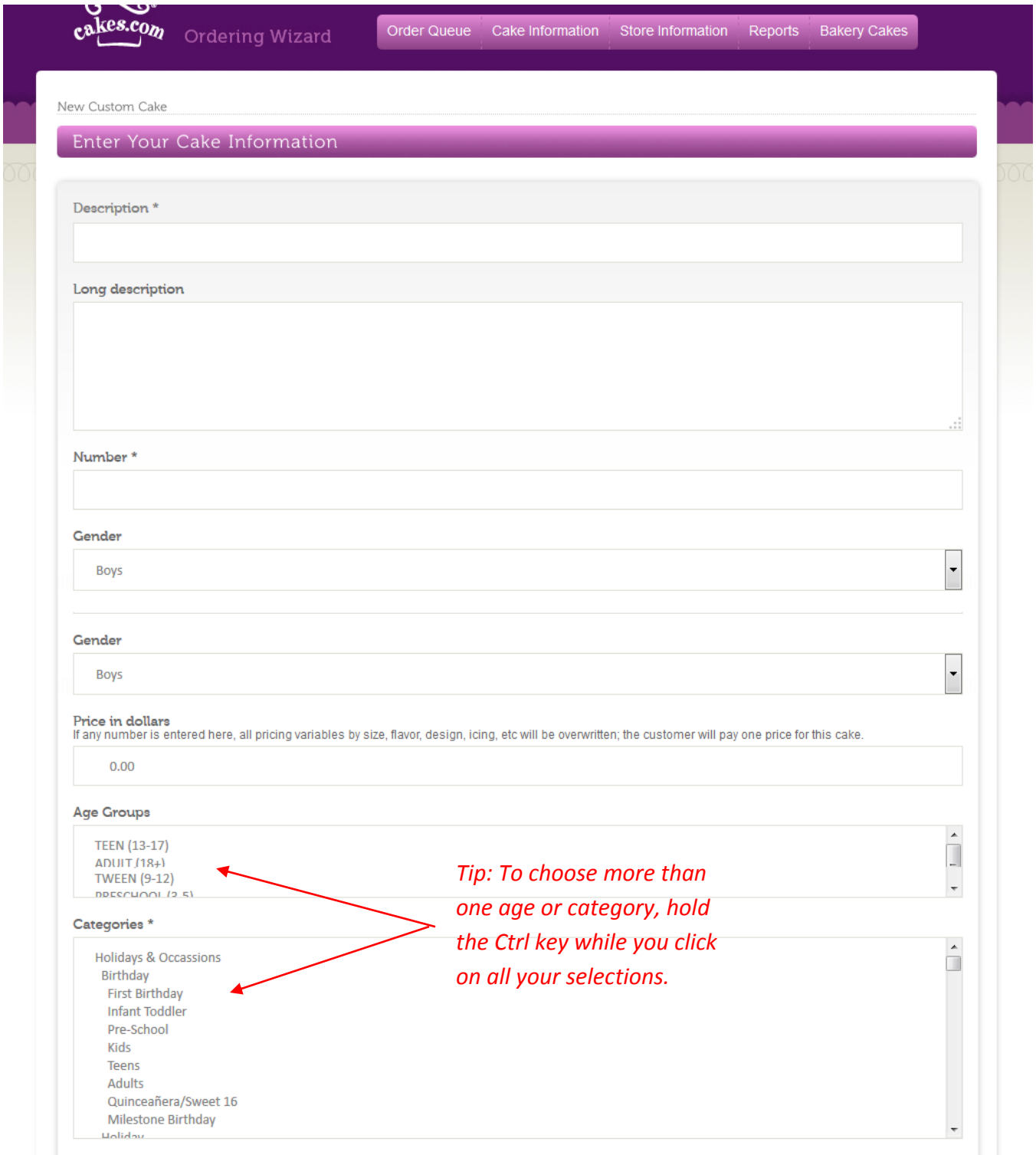
1. My Kiosk Mode URL is the address you will use on your in-bakery device. This URL will ensure your Customers can not search for alternate bakeries.

   Note: Each device will have its own setup process to ensure this URL works correctly. Please refer to the document Kiosk Lockdown Instructions for locking down an iPad.

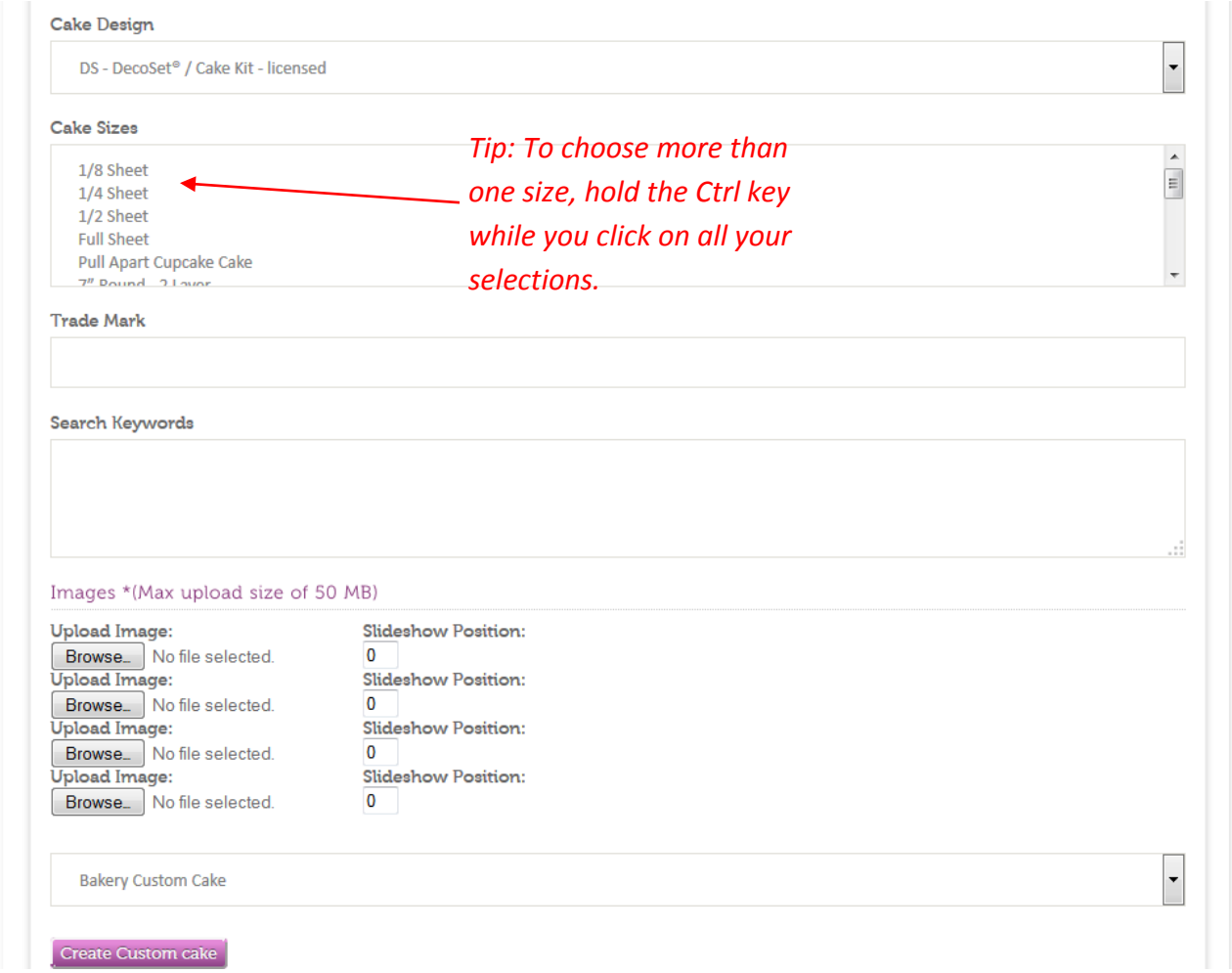
2. Kiosk Ordering: Select an option to enable or disable Kiosk ordering.
3. Enter a welcome message that will appear on the first page of the display on your Kiosk.

Kiosk Custom Cakes

Set up your main Kiosk settings:



(Continued)

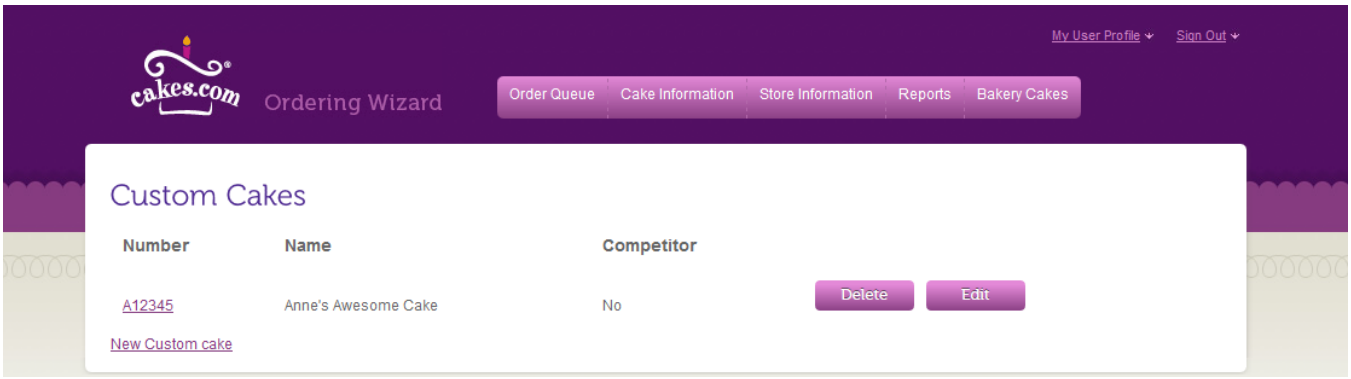


Steps on New Custom Cakes page:

1. Create a name and enter it in the Name field. You may also supply some additional descriptive text.
2. Create an Item Number. You cannot use any item number already used (for example, any DecoPac cake item number.)
3. Choosing categories for Age, Gender, and Categories will help determine where this cake will appear in your Kiosk.

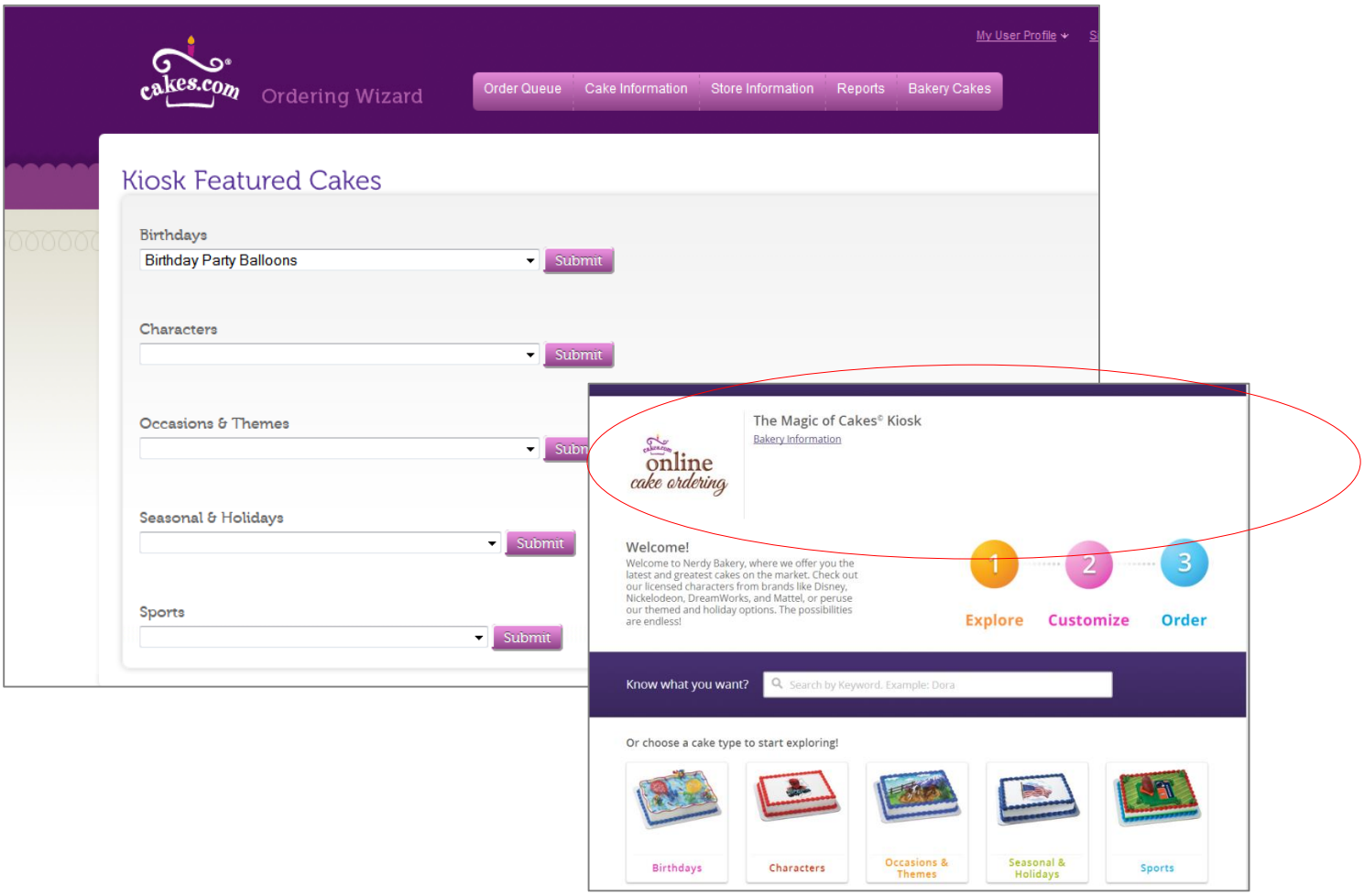
4. Price in Dollars: If you want to enter a custom price for this cake enter it here. If you previously entered a custom cake, but now want it back to the regular cake price, enter 0.00 here.
5. Choose the Cake Design: This will allow the system to show pricing for the appropriate up-charge based on products used.
6. Choose all cake sizes available for this cake. *Tip: To choose more than one size, hold the Ctrl key while you click on all your selections.*
7. Trademark: If you are adding a cake with a licensed or trademarked image or character, you are responsible for ensuring the proper credits are shown.
8. Enter any search keywords you want for this cake.
9. Choose up to 4 images for your cake.
10. Choking Hazard: If you are using a cake decoration that may pose a choking risk, please check the box.
11. Cake Brand: Please select whether the custom cake is your design or a Bakery Crafts cake.
12. Click the Create Custom Cake button at the bottom of the page.

Your new cake will now appear on the list.



Kiosk Featured Cakes

Choose the cakes you want featured on the first screen of your TMOC Kiosk.



Steps on this page:

1. Select a cake to be featured for Birthdays. Then click the Submit button next to this list.

NOTE: You must select a cake for each category separately, and click the Submit button for each category.

Create a QR Code

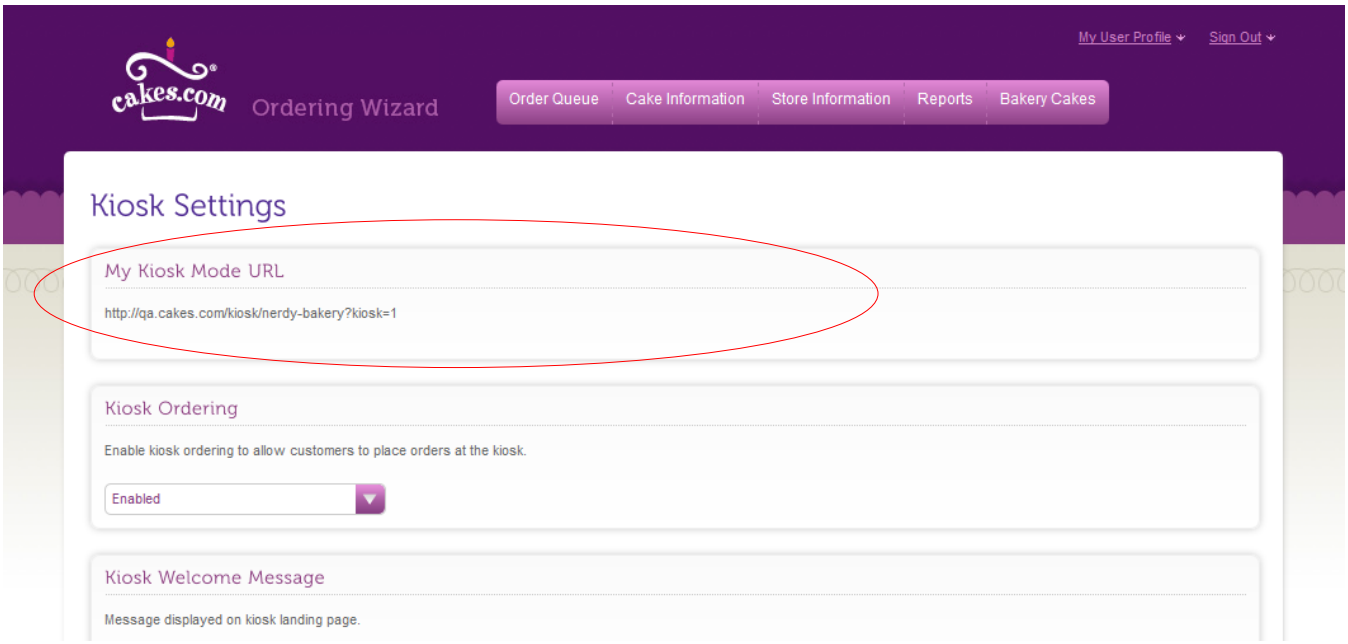
A QR Code (also known as a 2D code) allows your Customers to order cakes through your website using their own smartphone or tablet. This can be helpful if your Customer does not have time to use the Kiosk in your store, or if there is another Customer at the Kiosk.

SAMPLE

The QR Code can be used on in-store signage, header cards, or anywhere your Customer can access the code.

There are several online resources available to generate your QR code.

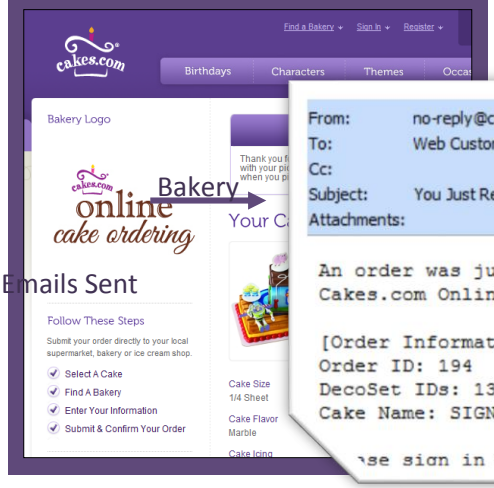
You will need your Kiosk Mode URL to make your QR Code. You can find this under Bakery Cakes, then Kiosk Settings.



For more information, and to create a QR code, visit www.QRstuff.com.

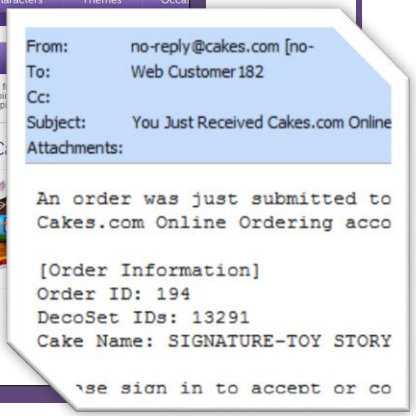
Online Order Flow

1. Consumer Orders a Cake on Cakes.com



Bakery

Emails Sent


From: no-reply@cakes.com [no-
To: Web Customer 182
Cc:
Subject: You Just Received Cakes.com Online
Attachments:

An order was just submitted to
Cakes.com Online Ordering acco

[Order Information]
Order ID: 194
DecoSet IDs: 13291
Cake Name: SIGNATURE-TOY STORY

se sign in to accept or co

See full email on page 24

Consumer

From: no-reply@cakes.com
To: Anne M. Zelenak
Cc:
Subject: Your Cakes.com Order

Thank you for your order! Your order has

You will receive another email once the o

If there are any questions concerning you

-- Your Information --

Anne Zelenak
(763) 398-5645
Anne.Zelenak@DecoPac.com

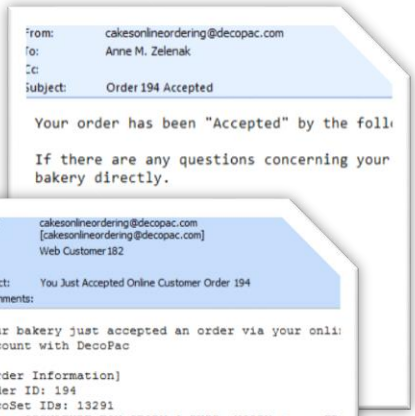
- Your Bakery --

t Hills Foods #307

See full email on page 25

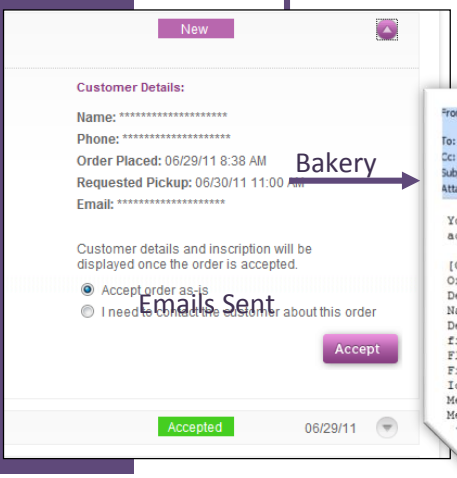
...ts"

Consumer


From: cakesonlineordering@decopac.com
To: Anne M. Zelenak
Cc:
Subject: Order 194 Accepted

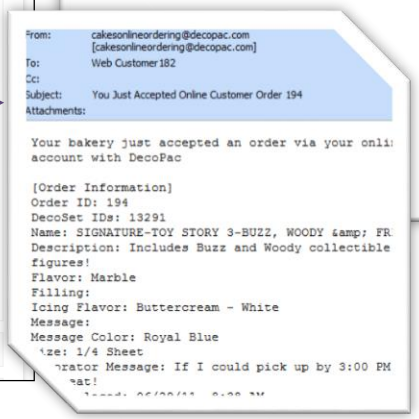
Your order has been "Accepted" by the foll

If there are any questions concerning your
bakery directly.



Bakery

Emails Sent


From: cakesonlineordering@decopac.com
[cakesonlineordering@decopac.com]
To: Web Customer 182
Cc:
Subject: You Just Accepted Online Customer Order 194
Attachments:

Your bakery just accepted an order via your onli
account with DecoPac

[Order Information]
Order ID: 194
DecoSet IDs: 13291
Name: SIGNATURE-TOY STORY 3-BUZZ, WOODY & FR
Description: Includes Buzz and Woody collectible
figures!
Flavor: Marble
Filling:
Icing Flavor: Buttercream - White
Message:
Message Color: Royal Blue
ize: 1/4 Sheet
rator Message: If I could pick up by 3:00 PM
eat!

See full emails on page 11

...ks-Up Cake and ...T at the Bakery

+

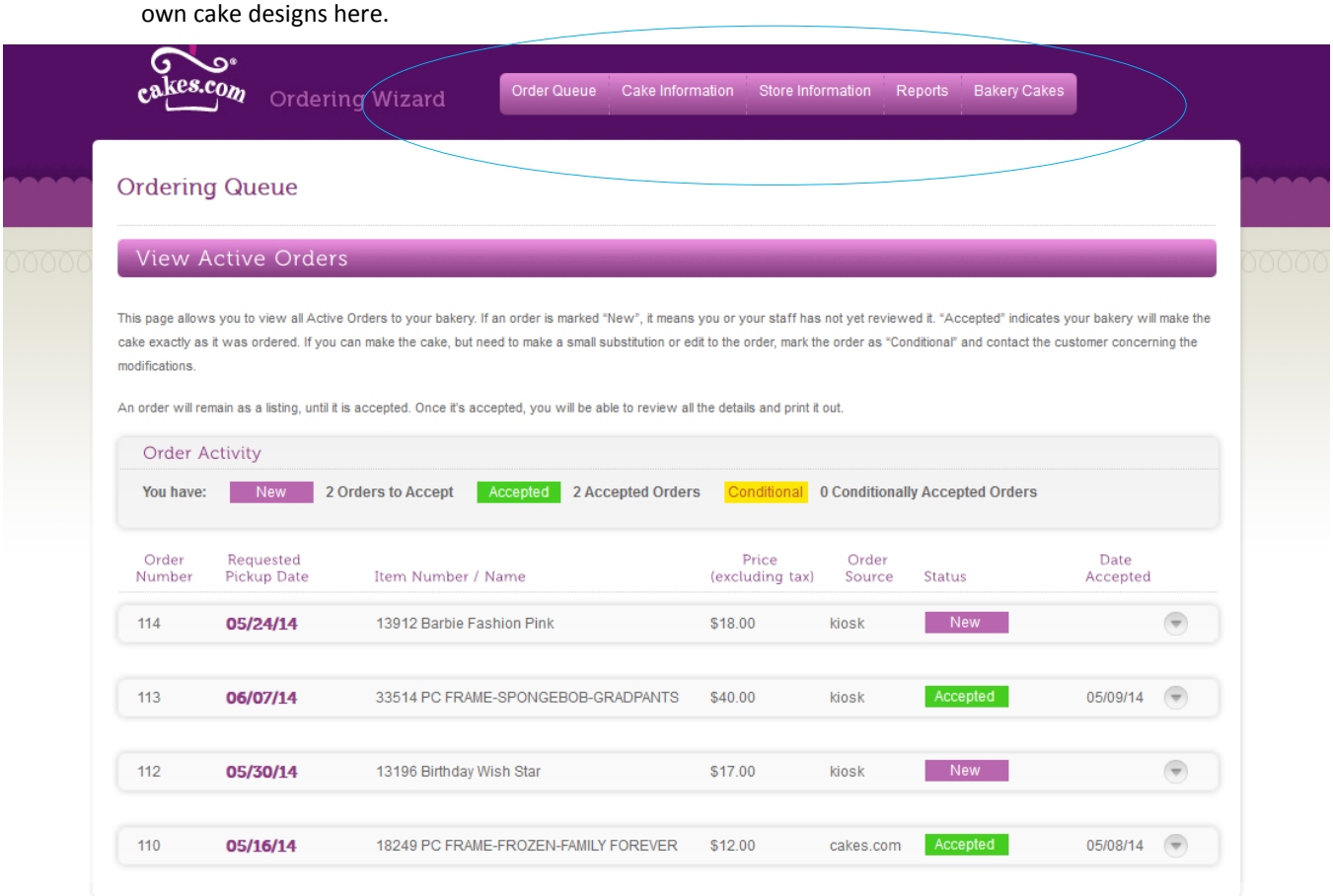
View Active Orders

When you log in, you will be taken to the main page of the Online Cake Ordering Wizard. On this page you will be able to see Order Activity and Detail, and also access other features like Reporting, User Profile settings, Store Information, and Cake Information.

Additional Features on this page:

Additional features are discussed in more detail at the end of this document.

- **My User Profile** (link in upper right of page): Click this link to edit settings like Password, Email Addresses or Email Notification options.
- **Menu Bar Options** (pink menu bar at top of page):
  a. **Order Queue**: Select "Active Orders" or "Order History" available under this option. See page 15.
  b. **Reports**: To view reports for past orders or performance statistics related to orders, select the "Orders" or "Performance" links available in the "Reports" menu bar option. See pages 16-17.
  c. **Cake Information** and **Store Information**: For instructions on editing cake flavors, designs, fillings, in-store or online store information, please request additional documentation from DecoPac.
  d. **Bakery Cakes**: Select cake designs for which you want to allow ordering. You can also upload pictures of your own cake designs here.



Online Ordering Queue

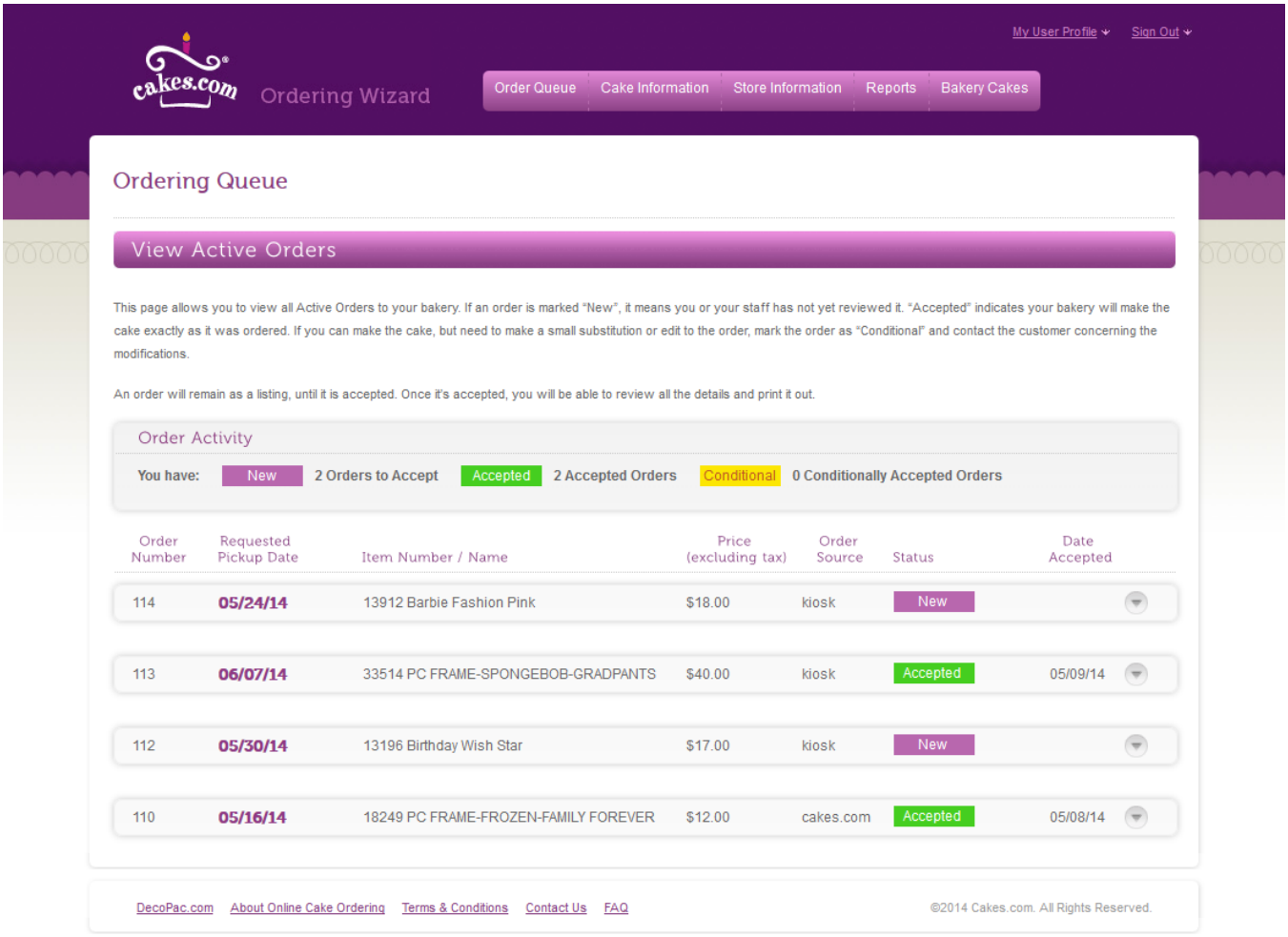
Your Online Orders Queue will show all orders made through Cakes.com. Orders are color-coded so you can easily see new orders as they come in. **Please check your online Orders Queue on a daily basis to ensure enough time for you to accept and process your orders!**

Order Status

Orders in your Queue can have one of three statuses:

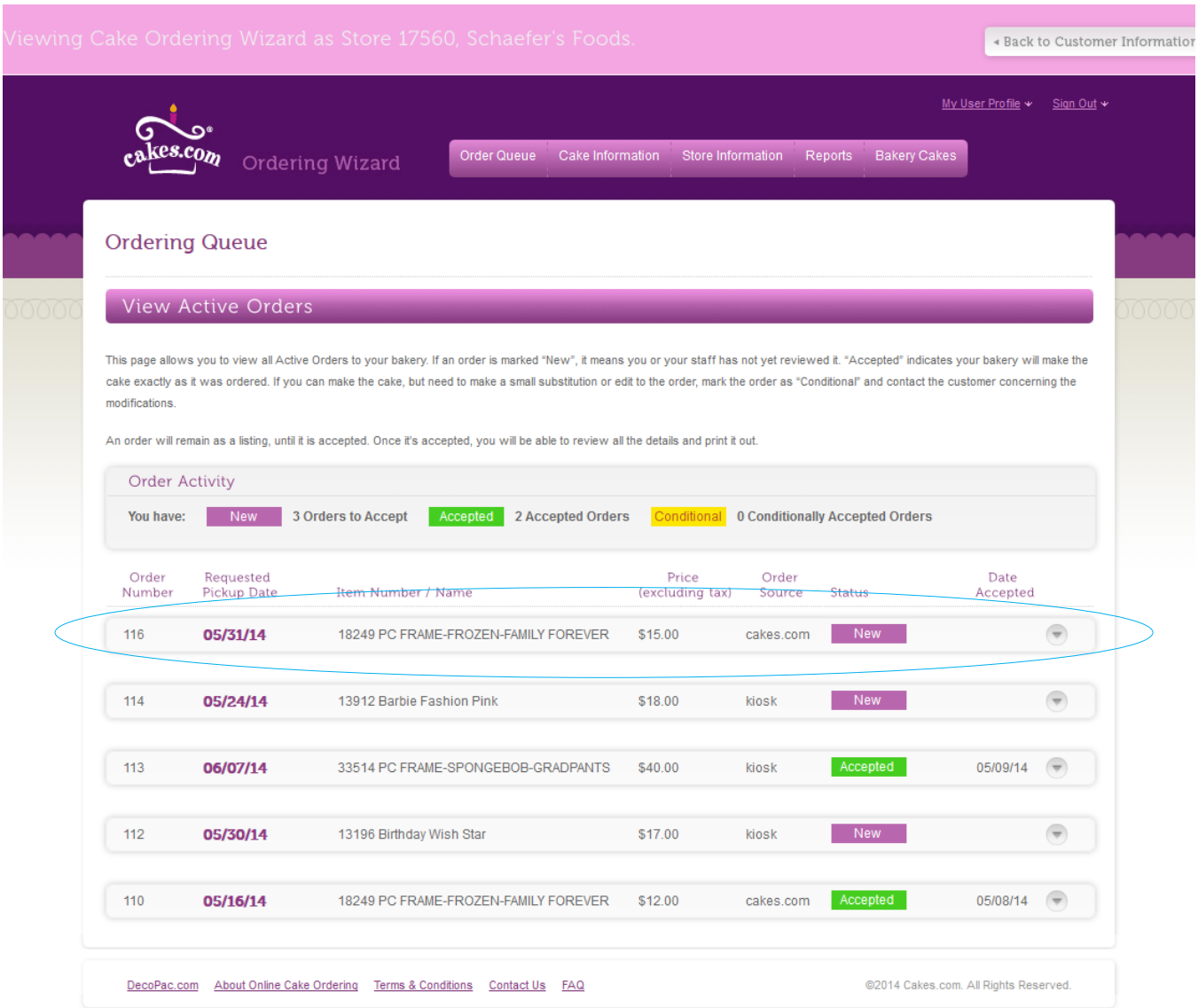
New:	Orders that have not yet been accepted or cancelled by the bakery
Accepted:	Orders that have been accepted; no communication with the Consumer is needed
Conditional:	Orders that require additional communication between the bakery and Consumer

Note: ***Cancelled Orders*** are removed from your Order Queue, but are available in your Order History.



New Orders

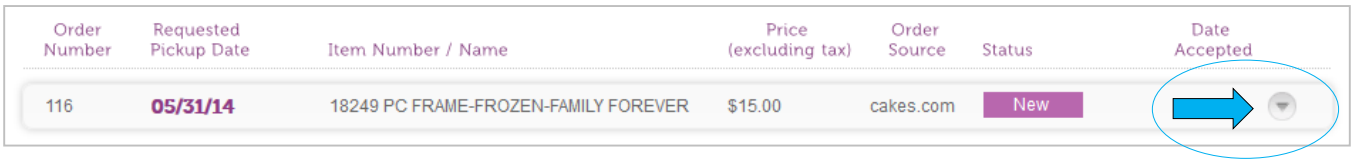
New Orders are orders you have not yet accepted, and are indicated with a purple box in the Status column of your Order Queue. You will not be able to see the Customer's name, phone or email until you accept the order.



How To Accept an Order

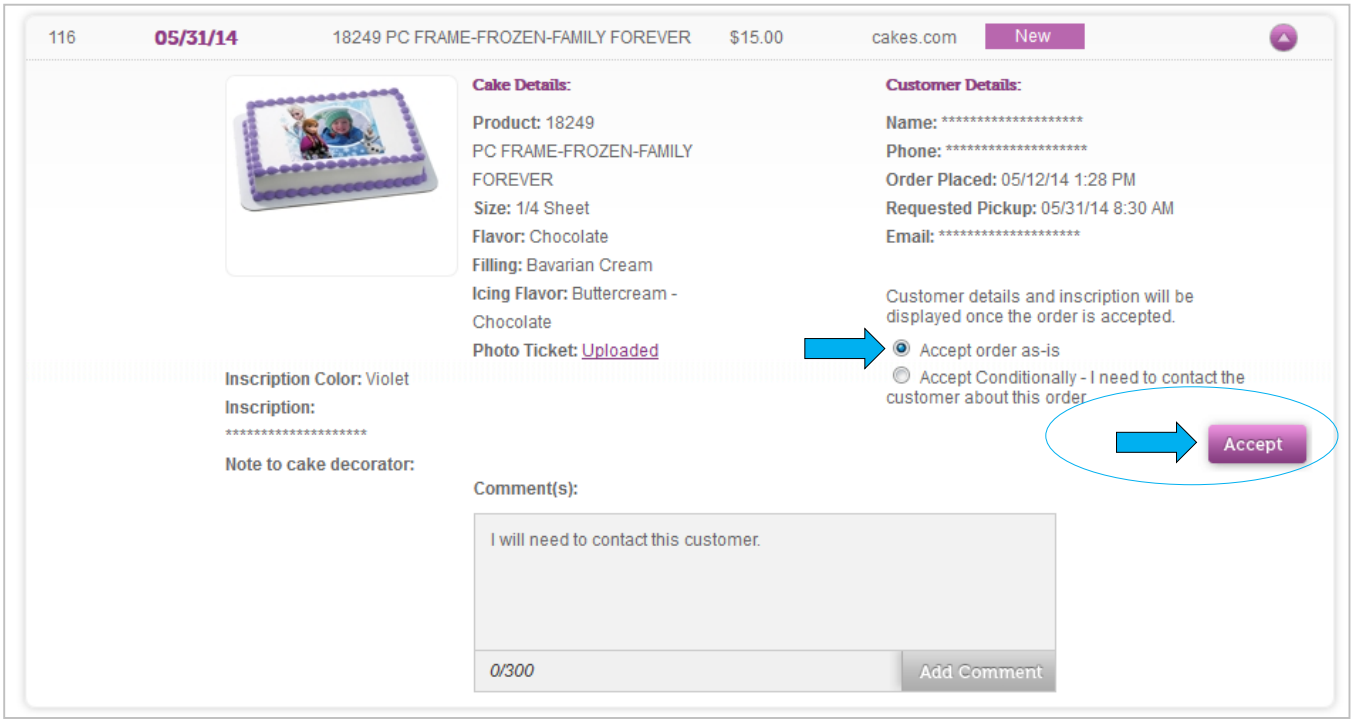
Step 1: Accept As-Is or Conditionally

To Accept an Order, click on the down arrow to the right of the order. This will display details about the order. Review the information provided.



Note: You will NOT be able to see Customer contact information until you Accept the Order!

If you can accept the order without further contact from the Customer, select the circle next to "Accept order as-is" and click the purple "Accept" button. If you must contact the Customer for additional information or clarification, select the circle next to "I need to contact the customer about the order" and then click the "Accept" button.



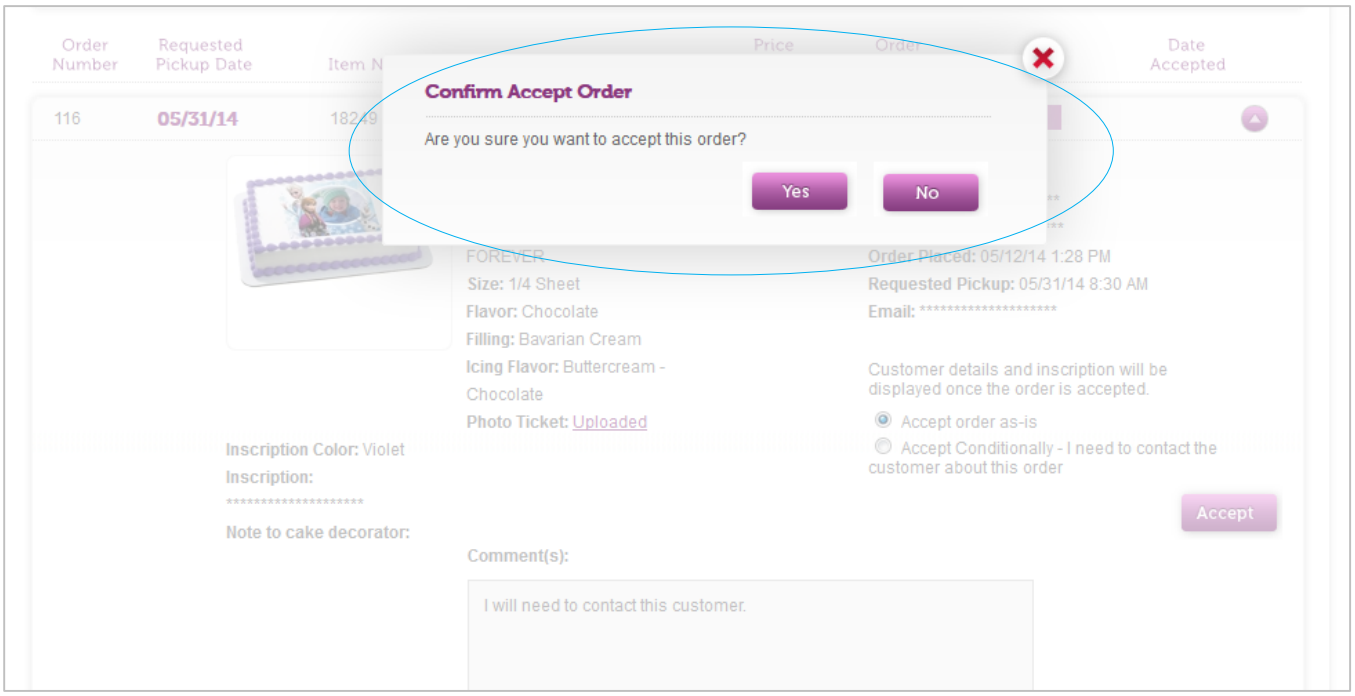
Cancel an Order: You CANNOT cancel orders through the website.

Please call 1-800-DECOPAC (332-6722) to cancel an order.

Step 2: Confirm you Accept the Order

A small window will pop up asking you to confirm that you want to accept the order.

The transaction fee will be applied when you click "Yes" to accept the order.



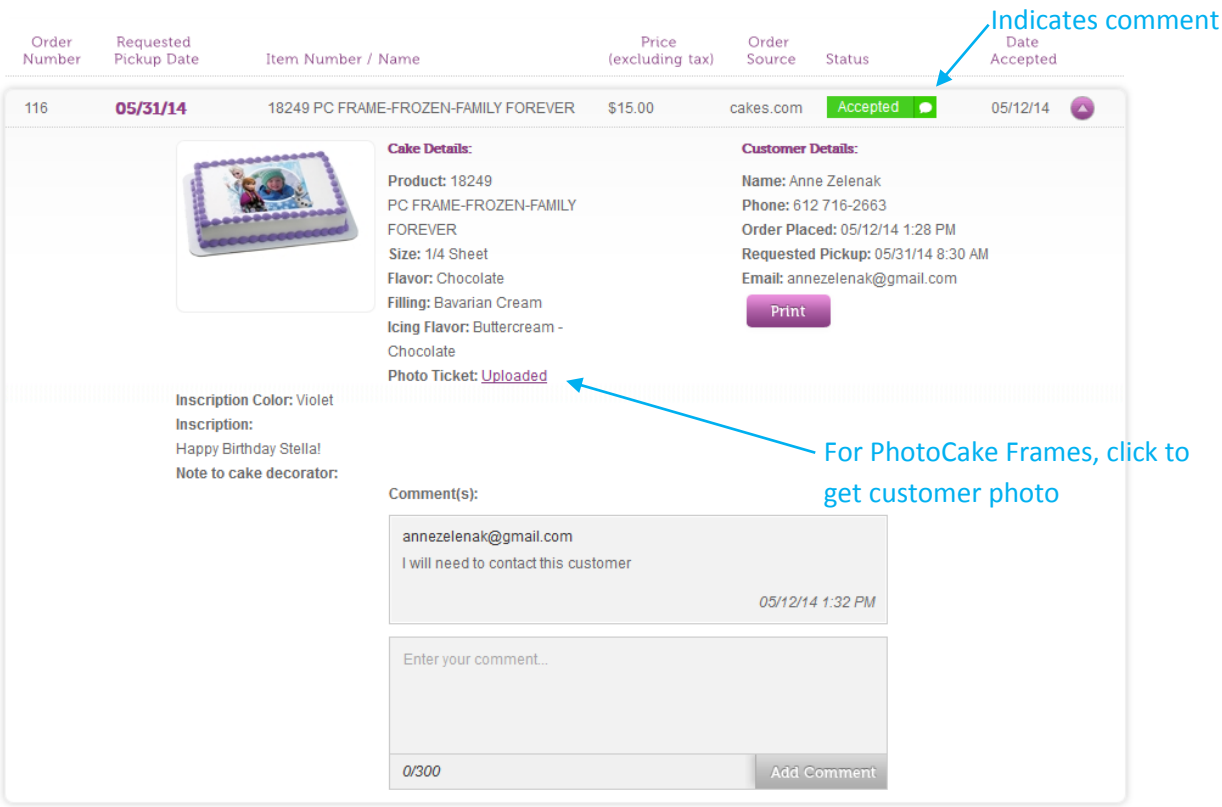
Step 3: Order Status Changes to "Accepted"

After you have accepted the order, the status will be set to "Accepted" in your Order Queue.

Step 4: View Full Order Information

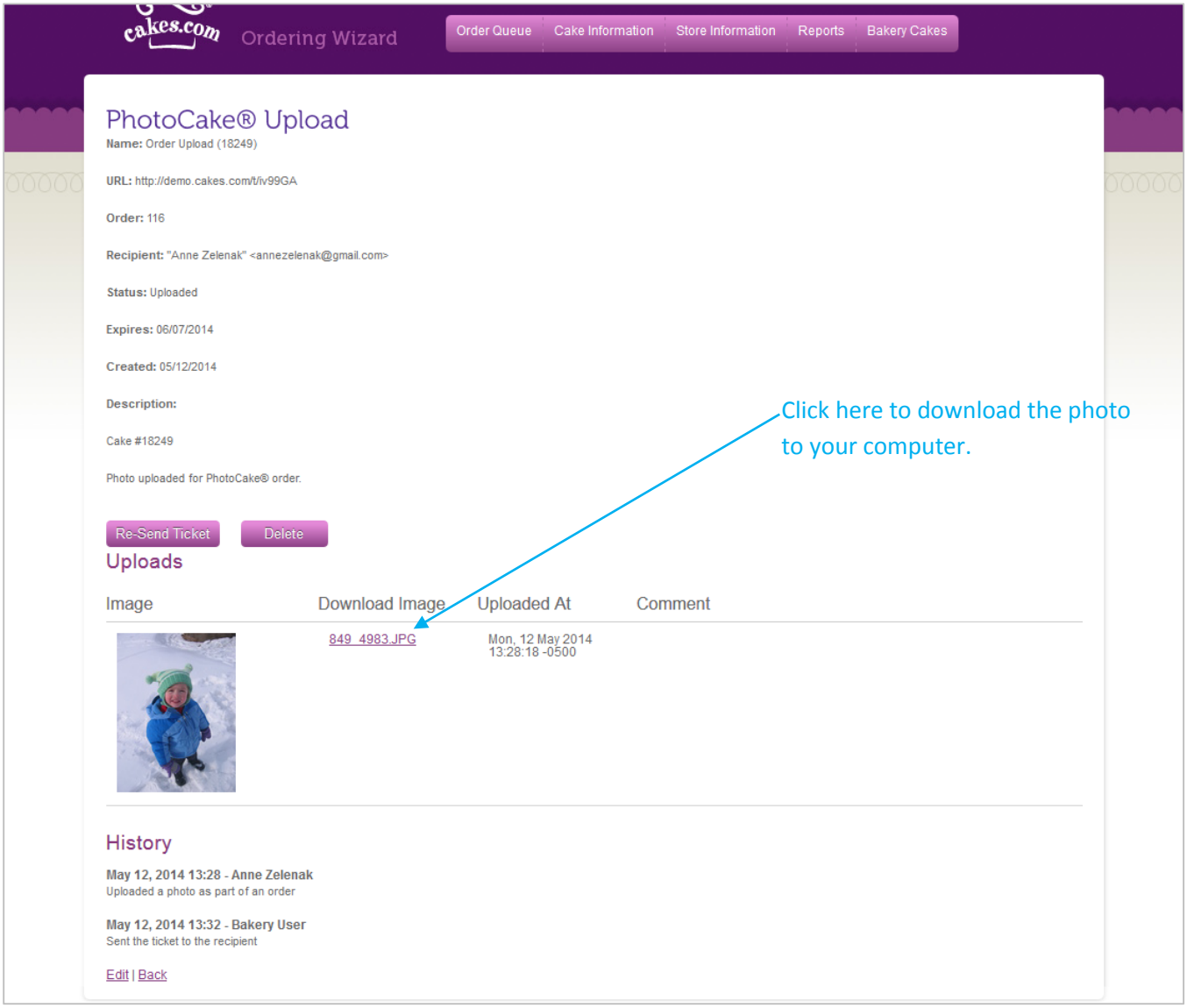
For Accepted orders, you will now be able to see the Customer contact information when you click on the down arrow next to the order. You can also print the order information by clicking the "Print" button on the bottom right of the order.

If this is a PhotoCake Frame cake, you can see if the customer has uploaded the photo to use. "New" means there is no photo, "Uploaded" means the photo has been uploaded. Click on the work "Uploaded" to get the image.



Step 4A: Get Customer Photo for PhotoCake Frames

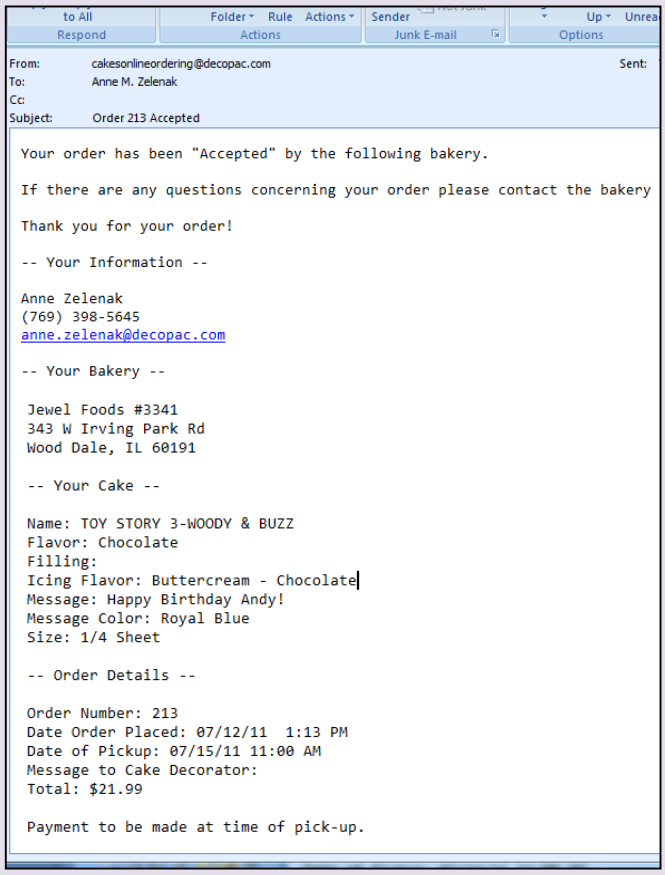
Click on the link to download the photo from your customer. If your customer has not yet uploaded their image, you can also re-send the email request with instructions on how to provide an image.



Email Notifications

Both the bakery and the Customer will receive an email notification when the order is accepted as-is, accepted conditionally, or if you cancel the order by calling DecoPac. If the customer ordered a PhotoCake Frame cake, they will also receive an email with instructions on how to upload the photo for their cake.

Customer Email



to All | Folder | Rule | Actions | Sender | Up | Unrea
Respond | Actions | Junk E-mail | Options

From: cakesonlineordering@decopac.com Sent:
To: Anne M. Zelenak
Cc:
Subject: Order 213 Accepted

Your order has been "Accepted" by the following bakery.

If there are any questions concerning your order please contact the bakery

Thank you for your order!

-- Your Information --

Anne Zelenak
(769) 398-5645
anne.zelenak@decopac.com

-- Your Bakery --

Jewel Foods #3341
343 W Irving Park Rd
Wood Dale, IL 60191

-- Your Cake --

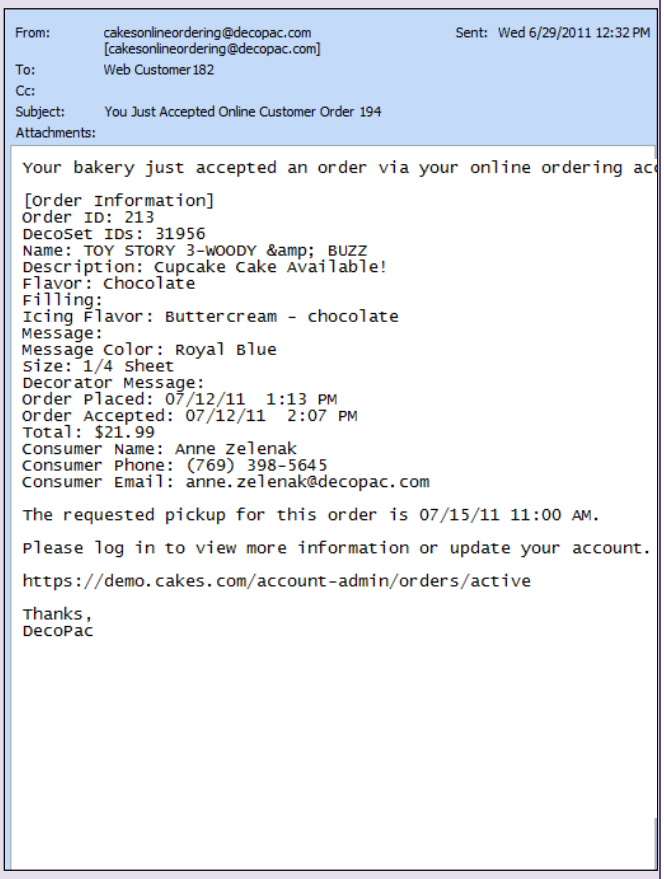
Name: TOY STORY 3-WOODY & BUZZ
Flavor: Chocolate
Filling:
Icing Flavor: Buttercream - Chocolate
Message: Happy Birthday Andy!
Message Color: Royal Blue
Size: 1/4 Sheet

-- Order Details --

Order Number: 213
Date Order Placed: 07/12/11 1:13 PM
Date of Pickup: 07/15/11 11:00 AM
Message to Cake Decorator:
Total: $21.99

Payment to be made at time of pick-up.

Bakery Email



From: cakesonlineordering@decopac.com Sent: Wed 6/29/2011 12:32 PM
[cakesonlineordering@decopac.com]
To: Web Customer 182
Cc:
Subject: You Just Accepted Online Customer Order 194
Attachments:

Your bakery just accepted an order via your online ordering ac

[Order Information]
Order ID: 213
DecoSet IDs: 31956
Name: TOY STORY 3-WOODY & BUZZ
Description: Cupcake Cake Available!
Flavor: Chocolate
Filling:
Icing Flavor: Buttercream - chocolate
Message:
Message Color: Royal Blue
Size: 1/4 Sheet
Decorator Message:
Order Placed: 07/12/11 1:13 PM
Order Accepted: 07/12/11 2:07 PM
Total: $21.99
Consumer Name: Anne Zelenak
Consumer Phone: (769) 398-5645
Consumer Email: anne.zelenak@decopac.com

The requested pickup for this order is 07/15/11 11:00 AM.

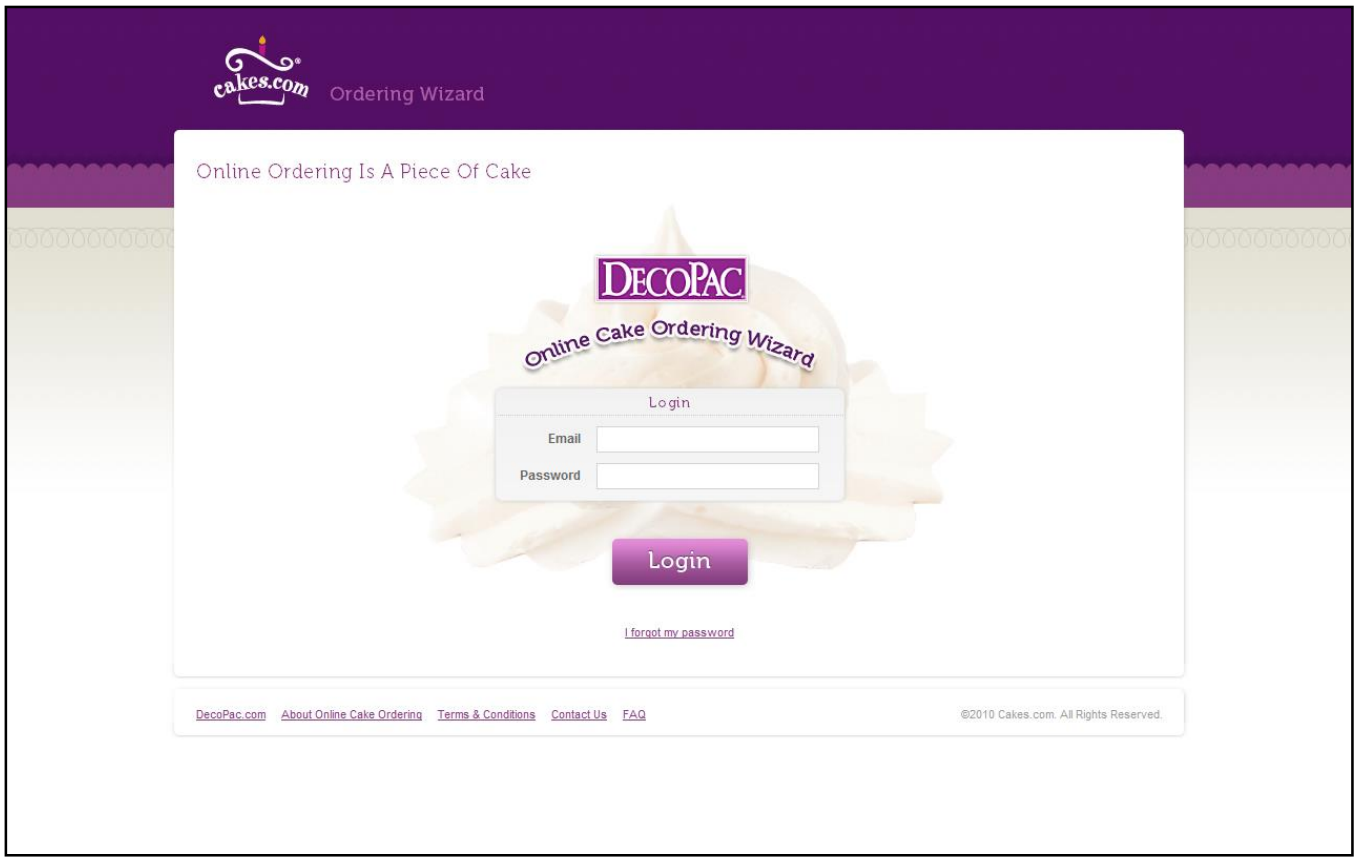
Please log in to view more information or update your account.

https://demo.cakes.com/account-admin/orders/active

Thanks,
DecoPac

How to Log In

After you have set up your Online Cake Ordering account, you will be able to login and change any of your settings whenever you would like. To login, go to www.cakes.com/account-admin/login or www.decopac.com/onlinecakeordering and follow the links.



Steps on this page:

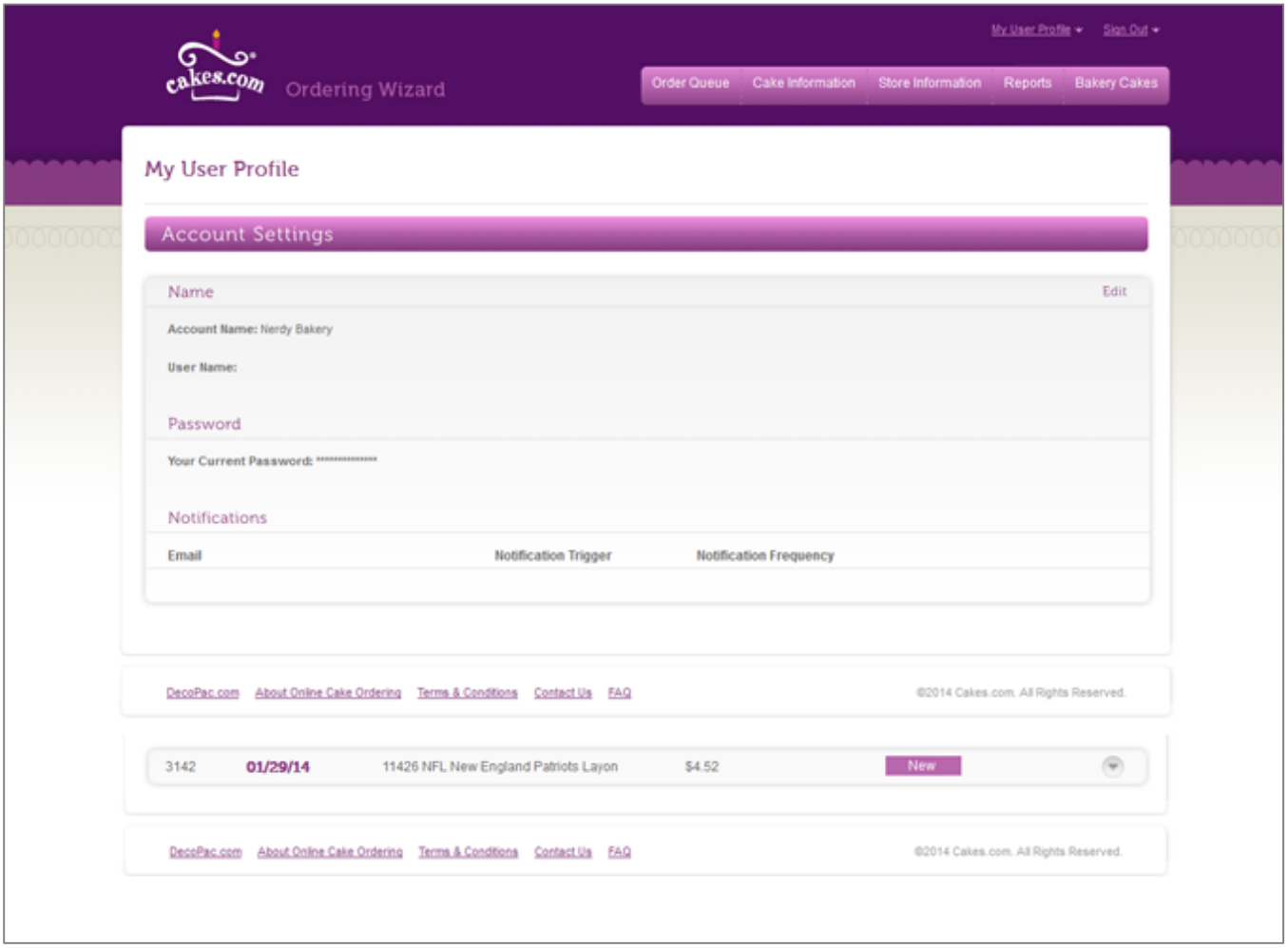
1. To login, enter your email address and the password that you have set up.
2. Click the "Login" button to continue.

If you have forgotten your password, click on the "I forgot my password" link. You will be asked to provide your Customer Number and Email Address.

My User Profile

To view and update your account and profile information, click on the “My User Profile” link in the top right corner of the screen. **Please note, you will not be able to update your Name or User Name online.** Please contact DecoPac to update your name or username.

To change your password or email notifications, click “Edit” to the right of your business name.



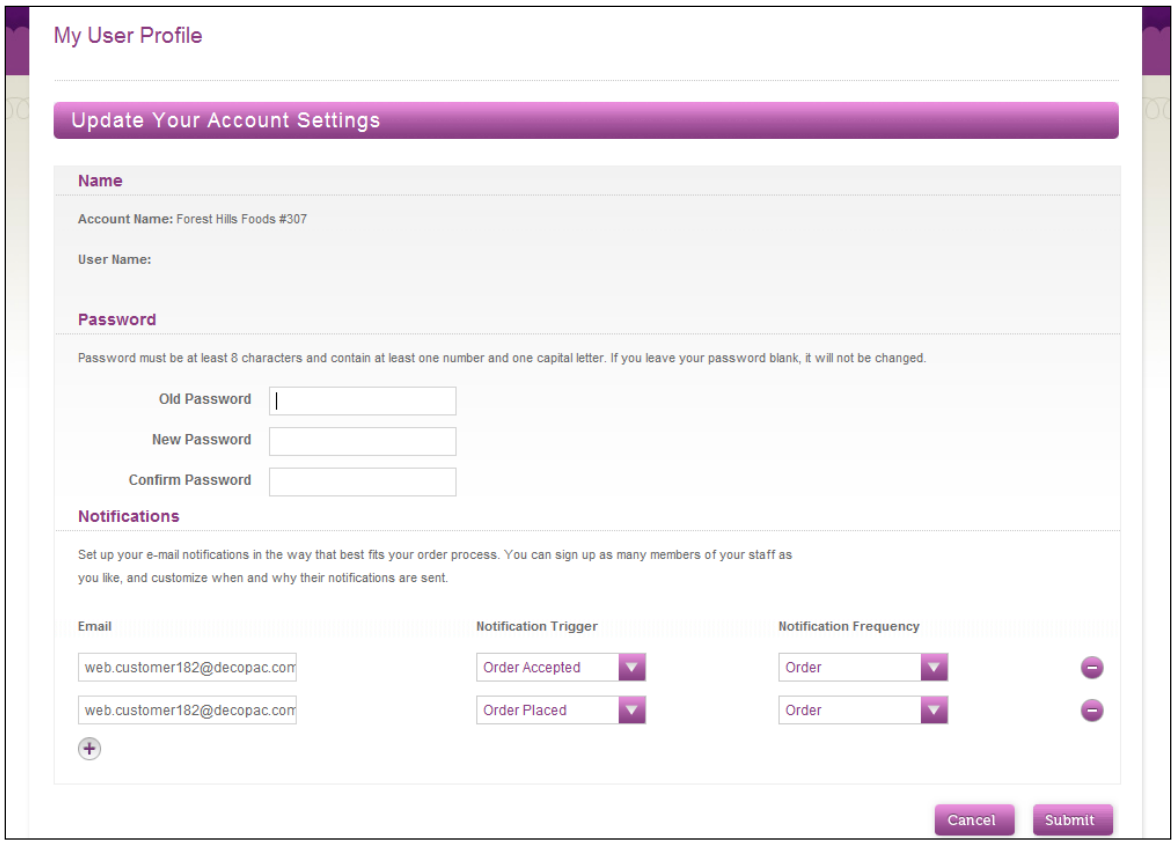
Change Password

To change your password, you must know your current password. ***Your new password must be at least 8 characters long, and must contain at least one number and one capital letter.*** If you do not want to change your password, leave these fields blank.

Email Notifications

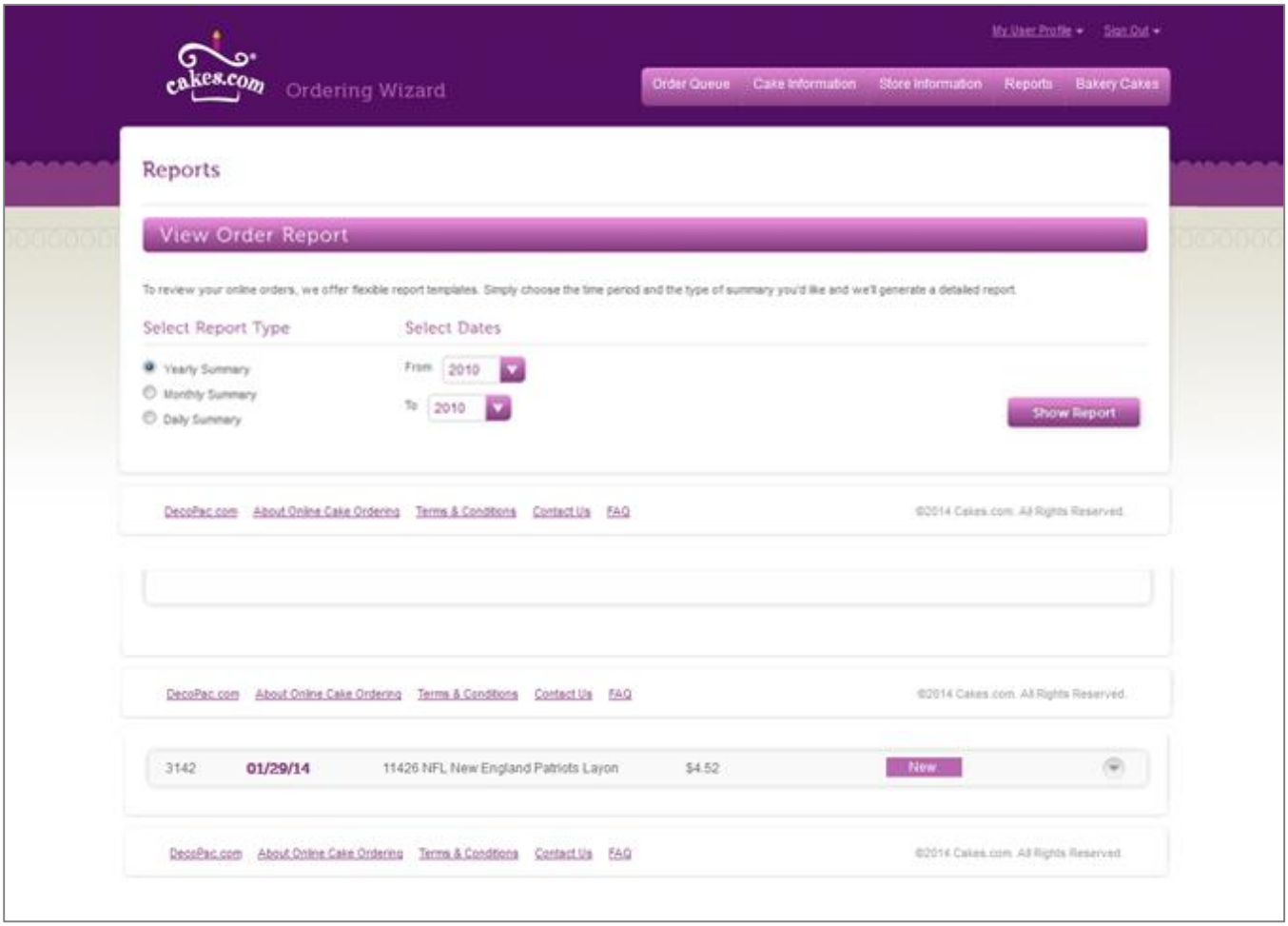
Get an email notification when orders are placed by your Customers, and when orders are accepted by you or one of your staff.

1. Enter an email address where you want your email notification to be sent.
2. Select if you want the email to be triggered when an order is placed or when an order is accepted.
3. Under Notification Frequency, select if you want to receive an email every time an order is placed/accepted, or if you only want to receive a summary on a daily basis.
4. To add additional notifications to be sent to the same or alternate email addresses, click on the purple "plus" sign under the last email address entered. To remove a notification, click on the purple minus sign next to that notification.
5. Click the "Submit" button to save your changes.



Reporting – Order Summary

The Online Cake Ordering tool provides reporting related to online cake ordering. Reports are available after the Bakery or Retail outlet has activated Online Cake Ordering. To view reports for past orders or performance statistics related to orders – select the "Orders" or "Performance" links available in the "Reports" menu bar option.

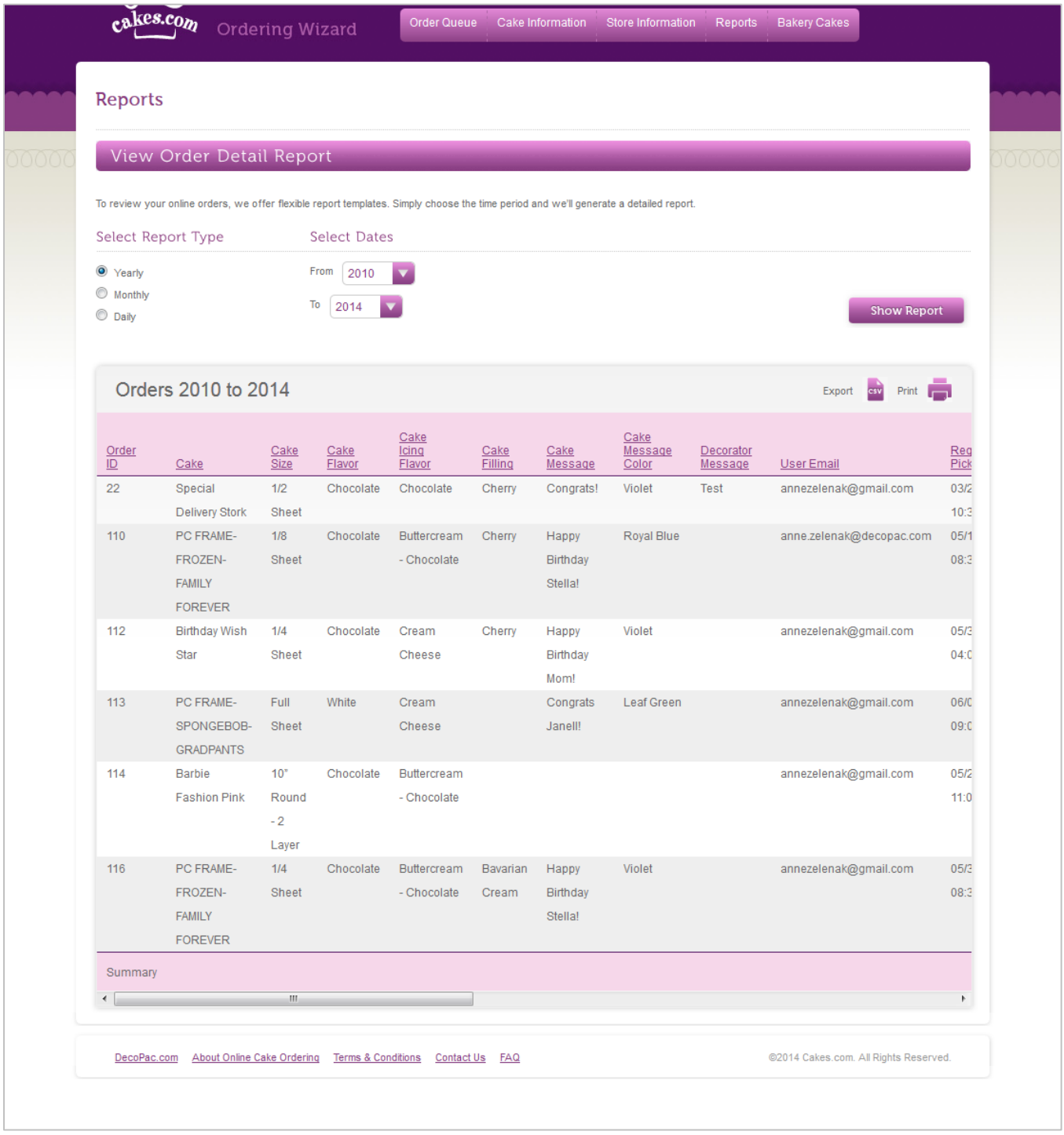


Steps on this page:

1. Select "Yearly Summary", "Monthly Summary", or "Daily Summary".
2. Select the year or years of reporting you want to view.
3. Click the "Show Report" button to continue.

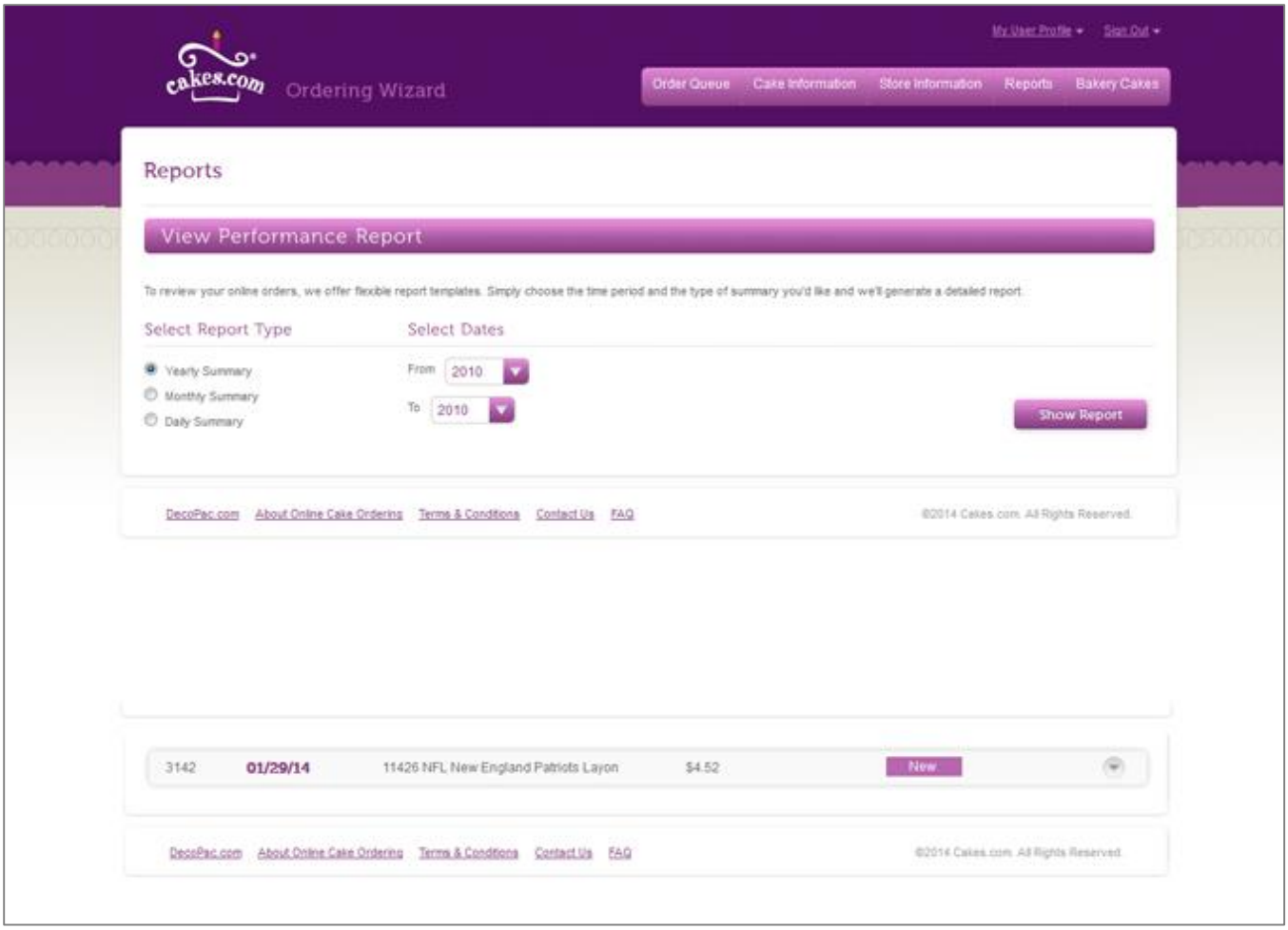
Reporting – Order Details

The Order Details report provided a detailed report of all orders for the chosen timeframe. You can export this report to Excel for sorting or to share with others.



Reporting - Performance

To view reports related to online order performance, select the “Performance” link available in the “Reports” menu bar option.



Steps on this page:

1. Select “Yearly Summary”, “Monthly Summary”, or “Daily Summary”.
2. Select the year or years of reporting you want to view.
3. Click the “Show Report” button to continue.

Consumer FAQs:

I can't find the cake I'm looking for.
Try entering a different term into the Search Box to find your specific character or cake.

How do I know the bakery received my order?
You will receive an email confirmation from the email address no-reply@cakes.com with the subject "Your Cake Order." If you do not see the email, check your Spam or Junk E-mail folders.

I have already submitted my order and I must make a change. How do I do that?
At this time, you cannot make changes to orders on Cakes.com or on an in-store Kiosk. Please contact your bakery directly.

Why do I have to provide my credit card information if I am not paying for my cake?
Your bakery has chosen to use credit card verification as a way to ensure that you are a "real" Customer with a real order. This process simply verifies the card number is real. YOUR CARD INFORMATION IS NOT STORED ON ANY SYSTEM. However, if you do not wish to provide this information, speak to the decorator directly.

Bakery Manager/Decorator FAQs:

What if I don't have, or can't get, an item in-stock for an order?
You will have the option to accept an order "As-Is" or "Conditionally." Once you accept the order either way, you can see contact information for your Customer. Please contact your Customer to discuss your options.
To prevent this situation in the future, consider the following:

- **Order Lead Time:** You can adjust your order lead time to ensure you have time to obtain the necessary items in stock to fulfill an order. See page 18 for instructions.
- **Cake Design Selection:** If you will no longer carry a cake design, you can remove that design from your Kiosk and Cakes.com. See page 26 for instructions.

My in-store Kiosk is not working. Who do I contact for assistance?
If you are having a problem with the Kiosk showing your home page, cakes, or ordering process, please contact DecoPac at 1-800-DECOPAC to report the problem.

If you are having problems with the hardware (the Kiosk won't turn on or is not showing your Online Ordering home page), please contact your appropriate IT department or the manufacturer of your equipment.

My Customer entered a pick-up time when I am not open.
Customers are only allowed to place orders for pick-up during your selected open hours. Please refer to page 16 for setting up Store Hours and Holiday Hours.