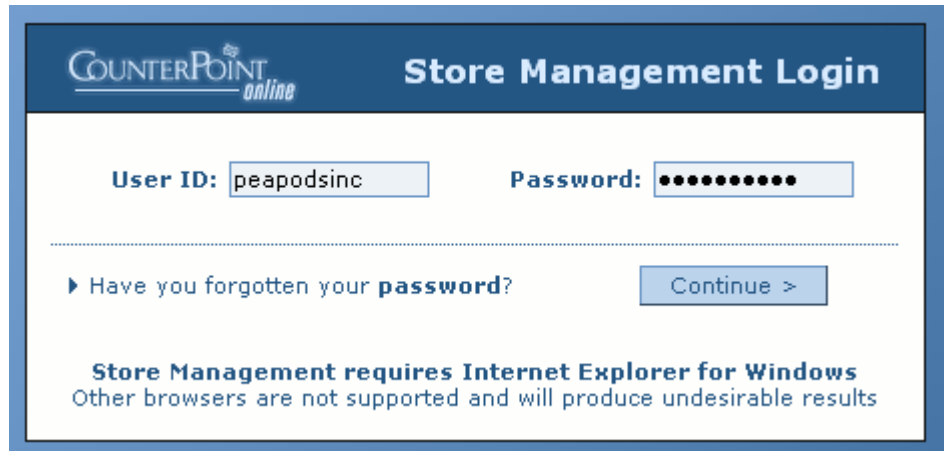


Peapods Internet Order Processing

First, open Internet Explorer to begin downloading orders



The CPOnline website is the home page. Log into it with **peapodsinc** as the User Id and the password.



A summary page will appear. Right on top it will tell you if there are any new orders.

If so, click on **Download New Orders**.



You have 1 new order.

- Download New Orders
- ▶ Import CounterPoint Data
- ▶ Send eNewsletters
- ▶ Manage Featured Items
- ▶ Search Knowledge Base
- ▶ View Documentation

Tips & Tricks:
To include "impulse buy" items on your shopping cart page, use **Marketing Tools \ Featured Items** to select which items to feature. Your shoppers will be able to buy these items right on the shopping cart page -- great

Order Date	Count	Total	Average
Mar 13, 2007	1	\$63.36	\$63.36
Mar 15, 2007	3	\$680.17	\$226.72
Mar 18, 2007	1	\$23.25	\$23.25
Mar 20, 2007	1	\$25.65	\$25.65
Mar 21, 2007	1	\$50.68	\$50.68
Mar 22, 2007	2	\$58.16	\$29.08
Mar 23, 2007	1	\$61.00	\$61.00
Mar 25, 2007	2	\$145.00	\$72.50
Mar 26, 2007	2	\$83.90	\$41.95

14 Orders - \$1,191.17

Export New Orders

Orders in Batch:	<input type="text" value="1"/>	First Order Date:	<input type="text" value="03/26/2007"/>	at	<input type="text" value="12:53:35PM"/>
Batch Total:	<input type="text" value="\$60.25"/>	Last Order Date:	<input type="text" value="03/26/2007"/>	at	<input type="text" value="12:53:35PM"/>

Click the button on the right to export the file...

A batch summary will appear. Click on **Export File**.

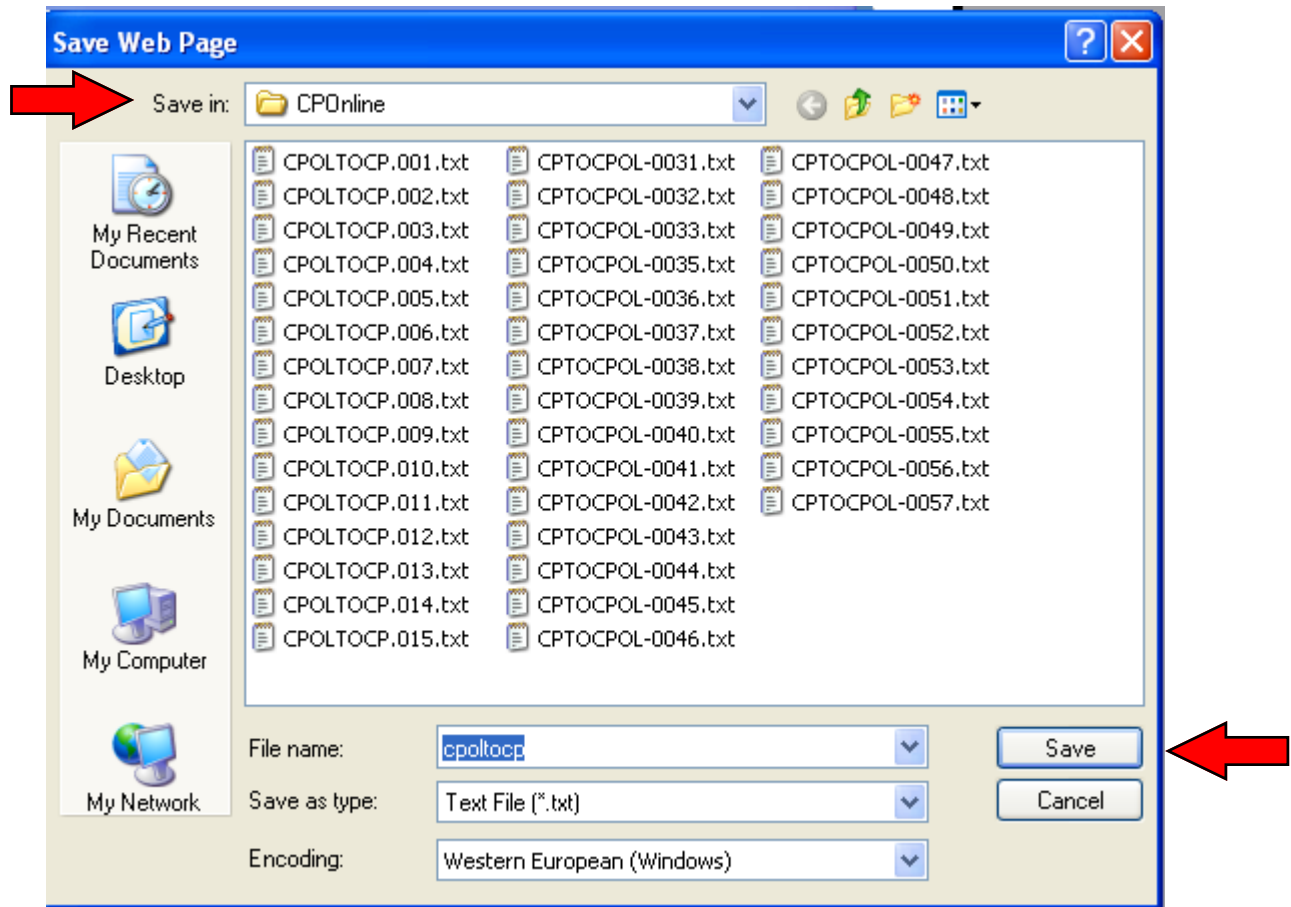
A screenshot of a web browser window with the address bar showing 'https://manage.cpostores.com/cpo_download...'. The browser has a menu bar with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The main content area displays a raw text file with the following content:

```
"CC",959145625,"INTERNET","Internet Template",,,,,,""  
"OH","30035",,"8","03/26/2007","12:53:35",,,,,,""  
"OL","30035",80,"FAIRY BLANKET",,,,,1,49.950,0,,,,,""
```

The status bar at the bottom shows 'Done' and 'Internet'.

The raw text file for the order download will appear in a new window. Select **File...Save As** to download it.

A screenshot of the same browser window as above, but with the 'File' menu open. The 'Save As...' option is highlighted in blue. A red arrow points from the left towards the 'Save As...' menu item. The text content of the browser window is partially visible behind the menu.

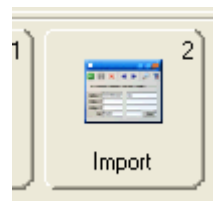


A Save Web Page dialog will open. It should be pointed to Counterpoint on Peapods POS. If it isn't, you'll need to change the directory.

Click on **Save**.



Now, open Counterpoint.
Click on **Ecommerce**.

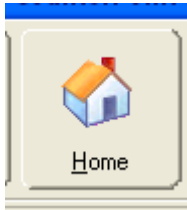


Then, Click on **Import**.



This part takes a minute. Counterpoint may ask you if you want to activate the back office drawer. Click on **Yes**. A couple of report windows will open—just ignore and close them.

When it's done, Counterpoint will display the message at left. If there were errors, it will indicate them now. Click on **OK**.



Now, lets ring up some orders! Click on **Home** to open Touchscreen.



Click on **Process Orders** to get the first order, which will appear as in the window below. A Process Orders dialog box has opened. You can choose a different order by clicking on the magnifying glass next to the Order # field in the Process Orders dialog box. The most recent order will be listed on bottom.

Click on **Release** to proceed.

The screenshot shows the 'Touchscreen Ticket Entry' application. The main window displays a customer record for 'Internet Template (INTERNET)' and a table of items. The 'Process Orders' dialog box is open, showing fields for 'Current store', 'Current station', 'Order #', 'Store', 'Station', and 'Ticket date'. The 'Release' button in the dialog box is highlighted with a red arrow.

Item number	Description	Quantity	Price
FAIRY BLANKET	Silk Fairy Blanket	1	49.

Process Orders dialog box fields:

- Current store: 1
- Current station: 2
- Include other stores:
- Include other stations:
- Order #: 1-700022
- Store: 1
- Station: 2
- Ticket date: 3/26/2007 12:53 PM

Buttons in Process Orders dialog box:

- Edit
- View Activity
- Deposits
- Cancel
- Refund
- Pick
- Print
- Release
- Close
- Help



Now, the Process Orders dialog box has closed. Unless we need to backorder or remove an item from the order, click on **Release All**. This will convert the order into a *ticket*.

	Available	Release	Leave on order
Store	1		
Customer #		INTERNET	
Station	2		
Order #		1-700022	
Subtotal	49.95	49.95	0.00
Deposits	0.00	0.00	0.00
Misc charge 1	0.00	0.00	0.00
Misc charge 2	10.30	10.30	0.00
Tax	0.00	0.00	0.00
Amount due	60.25	60.25	0.00

Buttons: OK Save for later Cancel Help

This opens the Order Release dialog box. Here you'll see the subtotal for the items ordered.

Shipping Charges appear as **Misc Charges**. Sales tax, if shipping within MN, will appear here, too.

Click on **OK** to continue.

Customer #: Internet Template (INTERNET) Sales rep: Z

*** CPOne order #30035 ***

Item number	Description	Quantity	Price	Ext prc
FAIRY BLANKET	Silk Fairy Blanket	1	49.95	
[Cannot add lines to CPOL I...				

Ticket payment: CREDIT 60.25

Amount due

Subtotal	Tax	Misc charge:	0.00
49.95	0.00	10.30	

Buttons: Sell Gift Certificate, Diapers, Item Lookup, Discounts >>, Process Orders, More Order Functions, Apply Local Tax, Release Line, Release All, Shipping, Order Notes, More >>, Return Item, Quantity, Void Line, Ticket Functions>>, Tax Functions>>, Discounts>>, Tender Options, Gift Cert Redeem, Complete, PayPal, Check, Credit Card

Now, just click on **Complete** to charge the client's credit card, complete the order, and print the receipt.

IMPORTANT: Before continuing, find the email in the Peapods Orders email program that corresponds with the order you're working on. The email will clearly show the customer's name, shipping address, shipping method, and any special messages.

Copy the shipping address into Endicia or the UPS website at <http://www.ups.com/content/us/en/shipping>

From: beb5549@yahoo.com
To: orders@peapods.com
Subject: Peapods Natural Toys & Baby Care - Order 30031 From Leisa Smart

Leisa Smart placed order 30031 for processing.:

Order Number:30031	
Billing Address	Shipping Address
Leisa Smart	Leisa Smart
12580 West Auburn Avenue	12580 West Auburn Avenue
Lakewood, CO 80228	Lakewood, CO 80228
USA	USA
Phone: 303.969.9123	Phone: 303.969.9123

Shipping Method: USPS Priority or 1st Class Mail

Card Type: Visa (Expires 01/2009)
Card Number: XXXX-XXXX-XXXX-4003
Card Holder: Leisa L Smart

Qty Description Price Ext

1	Haba Roll and Roll Ball Run	\$79.00	\$79.00
---	-----------------------------	---------	---------

Subtotal: \$79.00
Shipping: \$10.25
Total \$89.25

Please do not share my information with anyone. Thanks!

Special Instructions from the customer

If the customer is redeeming a gift certificate:



After Releasing, but before you hit COMPLETE, you must first click on

Then click on This will delete the credit card payment.

Now, click on and enter the gift certificate number from the bottom of the email

If the order total is less than the balance of the certificate, hit COMPLETE and you're done.

If the order still needs more \$\$, then we need to reapply the credit card number.

View Orders View Store

New Orders **Previously Downloaded Orders**

Peapods Natural Toys and

Quick Start Page
Configuration/Setup
Manage Customers
Items + Categories
Image Maintenance
Online Shopping
Store Appearance
Marketing Tools
Import + Export
Export to CP
Import from CP
View Orders
Reporting Center
Tools + Utilities
Help + Support
Professional Services
Log Out

Previous Orders - 2/1/2012 to 2/27/2012

Order ID	CP Order #	Customer	Date	Amount
39791	-	Lynn S Redford	2/1/2012	\$38.93
39792	-	Jose L Montemayor Jr	2/1/2012	\$45.94
39798	-	hilda hatfield	2/1/2012	\$32.94
39802	-	Mark Audas	2/2/2012	\$119.99
39803	-	Michael Cantor	2/2/2012	\$50.00
39806	-	Sofia Lin	2/2/2012	\$85.94
39808	-	Adrienne Damiani	2/2/2012	\$124.75

Select Order Date

Order Date Range: 2/1/2012 to 2/27/2012

View By CPOL Order ID

CPOL Order ID: **View Order**

Go back to CPOnline and click on Import + Export, then View Orders in the menu on the left. Then click on "Previously download Orders" at the top. Select the order you need, then click on "View Order".

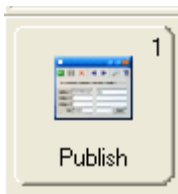
A window will pop up which has the customer's credit card # and expiration. Copy the number, go back to CounterPoint, and click on "Credit Card". Paste the number into the CC# field, enter the exp date, then click on Pay Ticket Balance. Then, click on COMPLETE. Done!

The Last step: Uploading data to the website

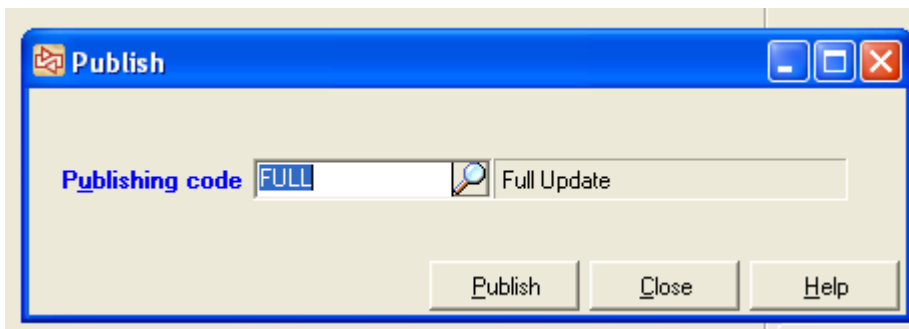
Now we need to publish item, customer, and order info to the website. This will update our available quantity numbers and will send a notice to each customer that their order has shipped.



From the main menu of counterpoint, click on **Ecommerce**.

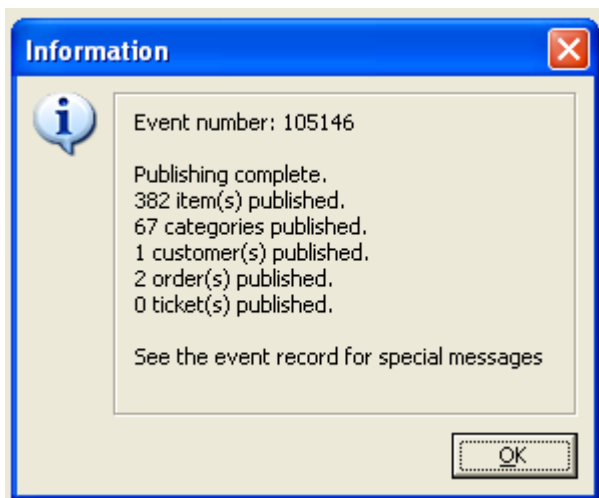


Then, click on **Publish**.



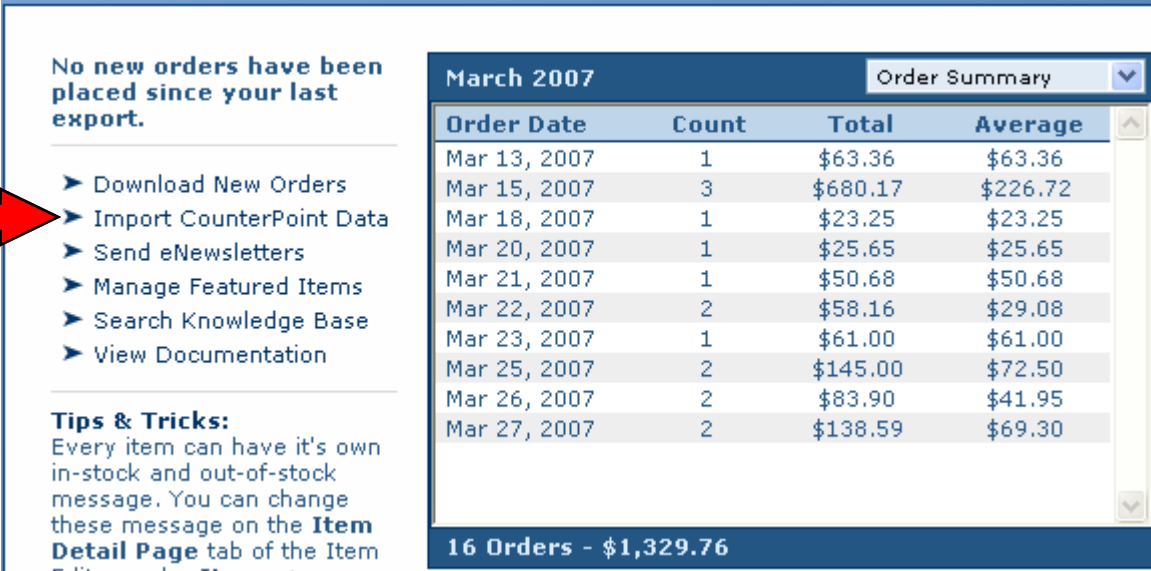
The Publish dialog box will open. It should show FULL for the Publishing Code.

Click on **Publish**.



Publishing will take a moment. Then, an Information window will open. Close this and the Publish Dialog Box. By clicking on the **Red X** in the corner.

Go back to Internet Explorer and the CPOnline website. Click on **Import CounterPoint Data**.



No new orders have been placed since your last export.

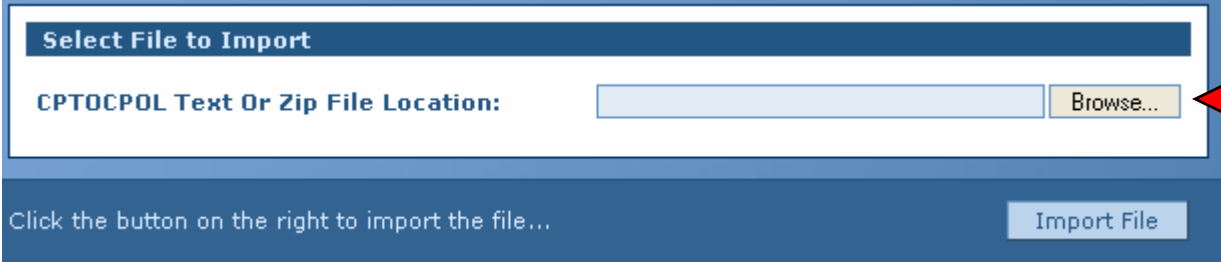
- Download New Orders
- **Import CounterPoint Data**
- Send eNewsletters
- Manage Featured Items
- Search Knowledge Base
- View Documentation

Tips & Tricks:
Every item can have its own in-stock and out-of-stock message. You can change these messages on the **Item Detail Page** tab of the Item Editor under the...

Order Date	Count	Total	Average
Mar 13, 2007	1	\$63.36	\$63.36
Mar 15, 2007	3	\$680.17	\$226.72
Mar 18, 2007	1	\$23.25	\$23.25
Mar 20, 2007	1	\$25.65	\$25.65
Mar 21, 2007	1	\$50.68	\$50.68
Mar 22, 2007	2	\$58.16	\$29.08
Mar 23, 2007	1	\$61.00	\$61.00
Mar 25, 2007	2	\$145.00	\$72.50
Mar 26, 2007	2	\$83.90	\$41.95
Mar 27, 2007	2	\$138.59	\$69.30

16 Orders - \$1,329.76

Now, locate the import file you just created by clicking on the **Browse...** button.



Select File to Import

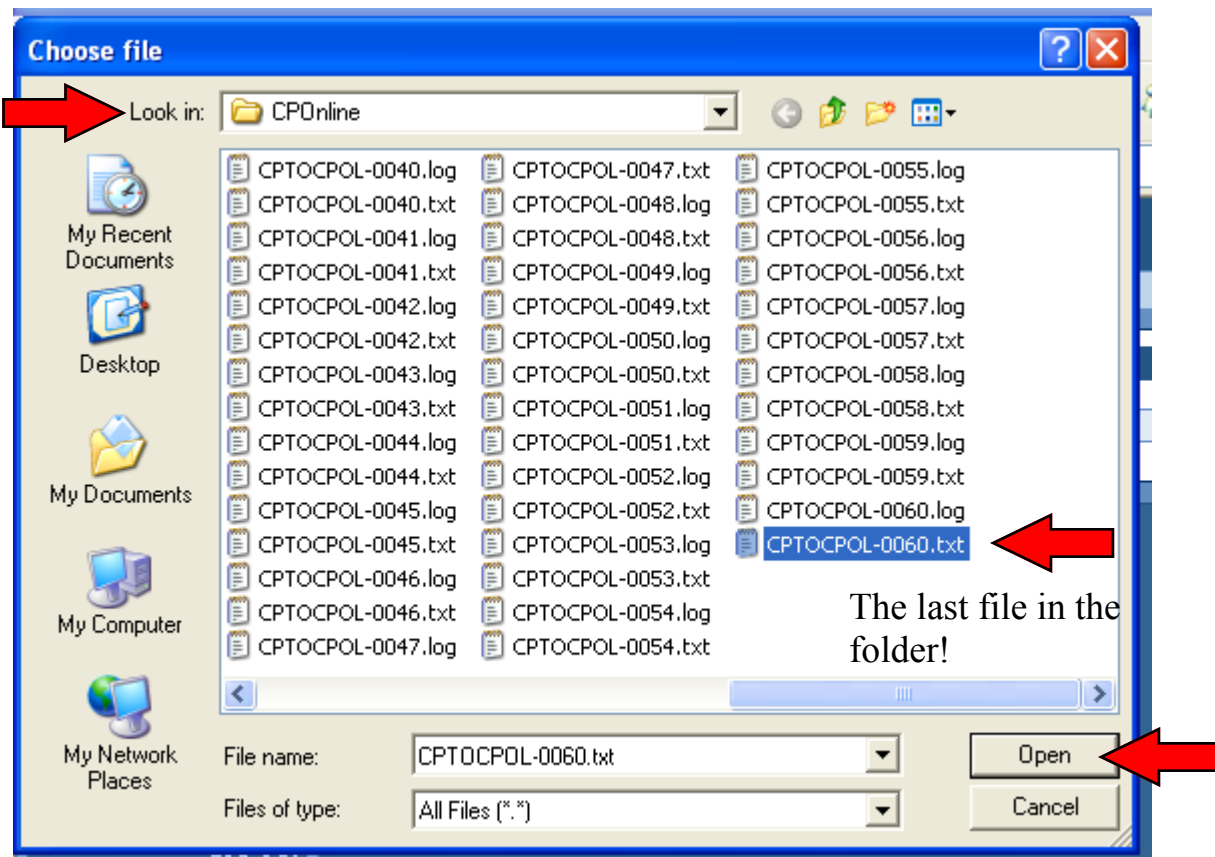
CPTOCPOL Text Or Zip File Location: **Browse...**

Click the button on the right to import the file... **Import File**

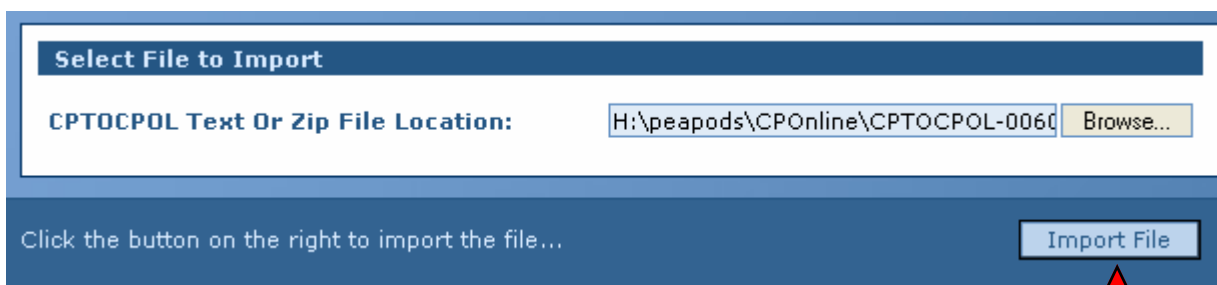
Be careful here! You must select the right file to import or stuff will get messed up.

Select the file named CPTOCPOL-####.txt where #### is the highest number listed. (It'll always be the last file in the folder.) Click on **Open** after selecting the right file.

This should be pointing to C:/Counterpoint/peapods/CPOne. If not, you'll need to navigate to the CPOne folder.



Now, click on **Import File**.



It'll take a minute to upload, then the CPOnline website will display a confirmation message. You're done! Close Internet Explorer and go get lunch!

Current Import Results

Customer Records Processed	1
Item Records Processed	382
Category Records Processed	67
Color/Size Records Processed	523
Alternate Unit Records Processed	29
Item to Category Links Processed	831
Invoice Header Records Processed	2
Invoice Line Records Processed	2
Total Number of Lines Processed	1842

Your current import results are shown above...