

# **Peapods Internet Order Processing**

First, open Internet Explorer to begin downloading orders



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

A screenshot of a web browser displaying the 'Store Management Login' page for CounterPoint online. The page has a dark blue header with the 'COUNTERPOINT online' logo on the left and 'Store Management Login' on the right. Below the header is a form with 'User ID:' and 'Password:' fields, both containing placeholder text. Underneath the form is a link 'Have you forgotten your password?' and a 'Continue >' button. At the bottom of the page, a note states: 'Store Management requires Internet Explorer for Windows. Other browsers are not supported and will produce undesirable results.'

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**.

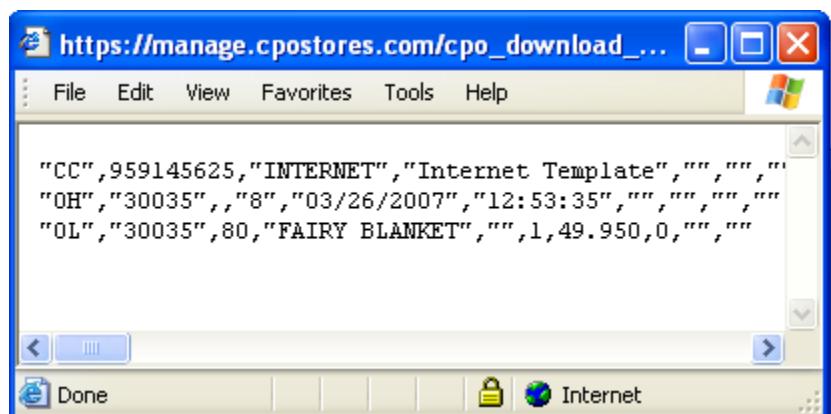
A screenshot of a summary page. On the left, a message says 'You have 1 new order.' with two red arrows pointing to it. Below this is a list of links: 'Download New Orders', 'Import CounterPoint Data', 'Send eNewsletters', 'Manage Featured Items', 'Search Knowledge Base', and 'View Documentation'. On the right, there is a table titled 'March 2007 Order Summary'. The table has columns for 'Order Date', 'Count', 'Total', and 'Average'. The data is as follows:

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

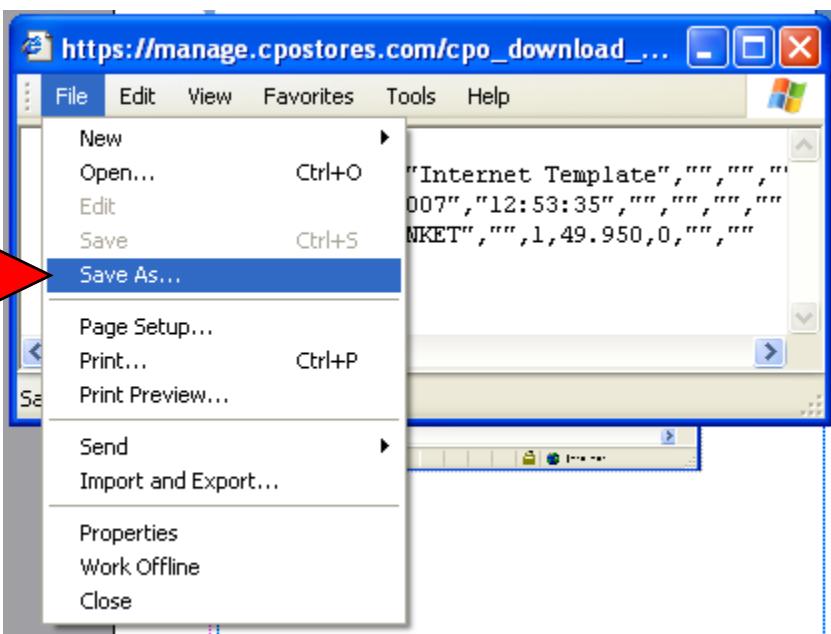
14 Orders - \$1,191.17

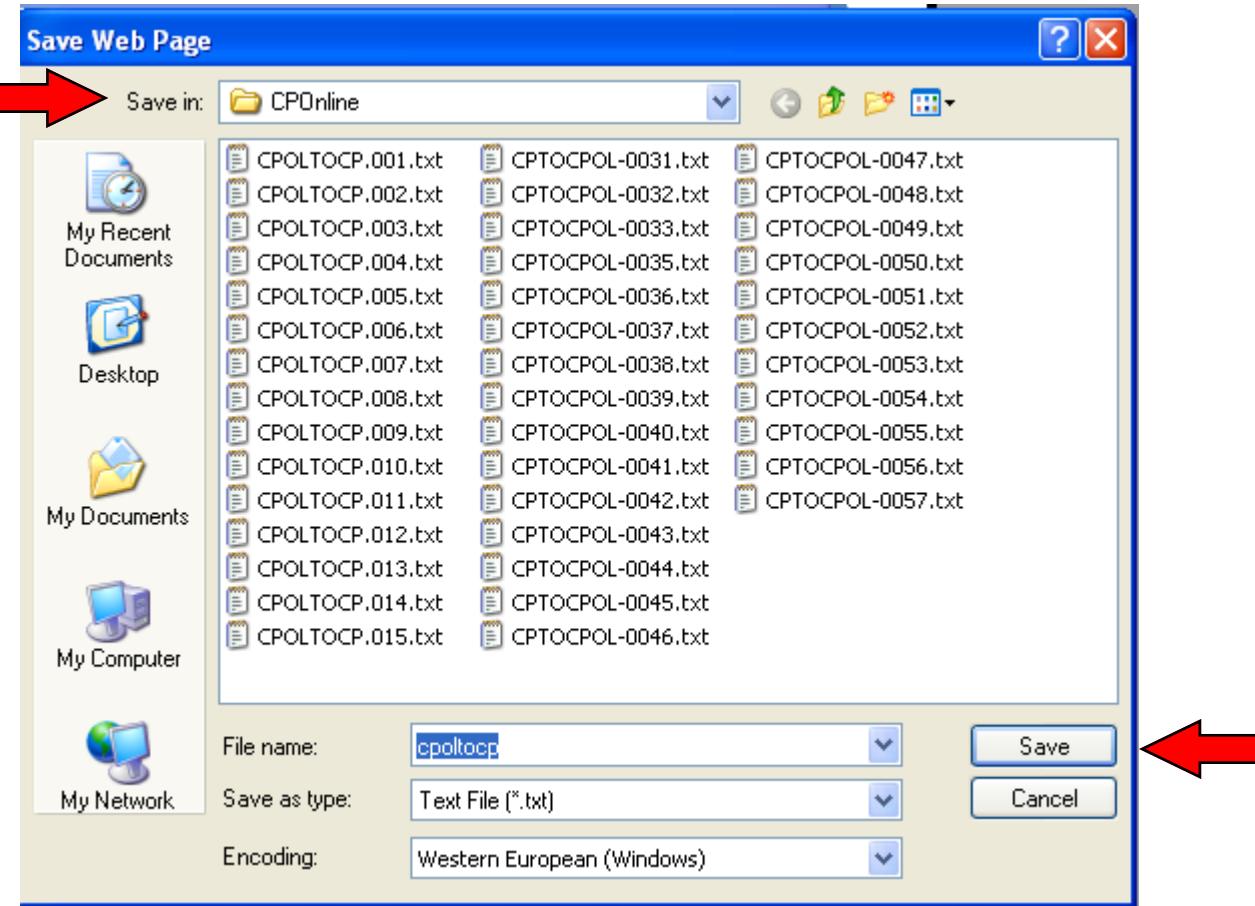


A batch summary will appear. Click on **Export File**.



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



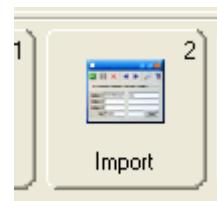


A Save Web Page dialog will open. It should be pointed to Counterpoint on Peapods POS. If it isn't, you'll need to change the directory.

Click on **Save**.



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

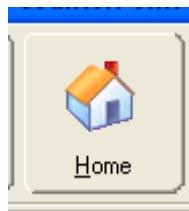


Then, Click on **Import**.



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.

Screenshot of the Touchscreen Ticket Entry software interface:

The main window title is "Touchscreen Ticket Entry".

Top menu bar icons (F12, F2, F4) and buttons (Customer #, Sales rep., Internet Template (INTERNET), Help).

Message: "\*\*\* CPOonline order #30035 \*\*\*"

Table view showing one item:

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

Process Orders dialog box (highlighted with a blue border):

- Buttons: Back, Forward, Magnifying glass, Question mark.
- Fields:
  - Current store: 1
  - Current station: 2
  - Include other stores
  - Include other stations
  - Order #: 1-700022 (with search icon)
  - Store: 1
  - Station: 2
  - Ticket date: 3/26/2007 12:53 PM
- Buttons:
  - Edit
  - View Activity
  - Deposits
  - Cancel
  - Refund
  - Pick
  - Print
  - Release (highlighted with a red arrow pointing to it)
  - Release (highlighted with a red arrow pointing away from it)
  - 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*.

**Order Release**

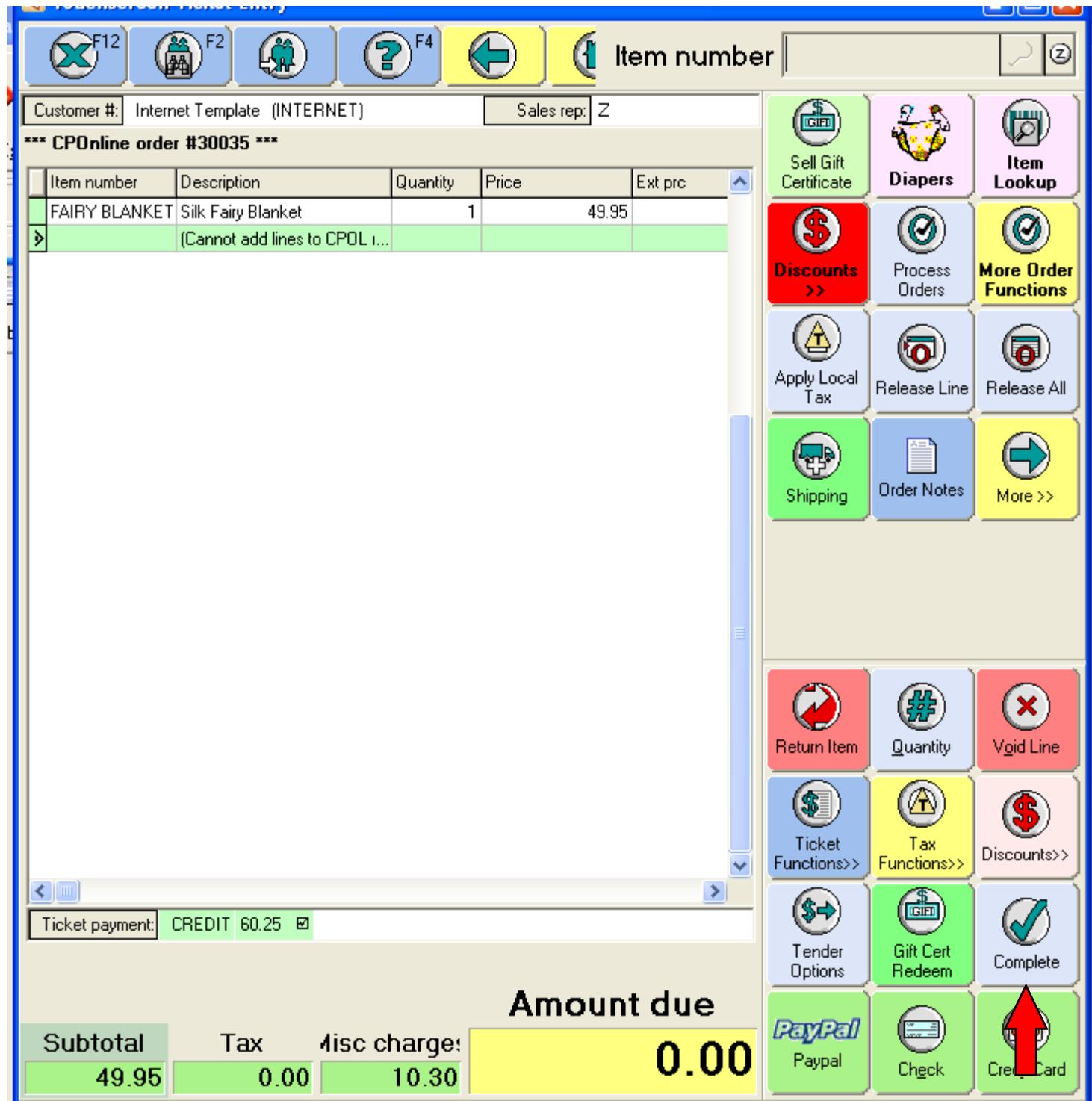
Store 1	Customer # INTERNET		
Station 2	Order # 1-700022		
Available		Release	Leave on order
Subtotal 49.95		49.95	0.00
Deposits 0.00		0.00	0.00
Misc charge 1 0.00		0.00	0.00
Misc charge 2 10.30		10.30	0.00
Tax 0.00		0.00	0.00
Amount due 60.25		60.25	0.00

**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.



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>

**Label Who Date ▲**

**Subject**

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.:

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Order Number: 30031

Billing Address	Shipping Address
Leisa Smart	Leisa Smart
12580 West Auburn Avenue	12580 West Auburn A
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

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

**In** **Out**

## 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.

The screenshot shows the CounterPoint software interface for managing orders. On the left, there's a vertical menu with various options like Quick Start Page, Configuration/Setup, Manage Customers, etc. The 'Import + Export' option is highlighted with a red circle. Below it, 'view Orders' is also circled in red. In the main content area, the title 'View Orders' is at the top. Below it, a navigation bar has 'Previously Downloaded Orders' highlighted with a red circle. A large table titled 'Previous Orders - 2/1/2012 to 2/27/2012' lists several orders with columns for Order ID, CP Order #, Customer, Date, and Amount. At the bottom of the page, there are sections for 'Select Order Date', 'Order Date Range' (set to 2/1/2012 to 2/27/2012), 'View By CPOL Order ID', and a field for 'CPOL Order ID' with a 'View Order' button next to it, which is also circled in red.

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

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".

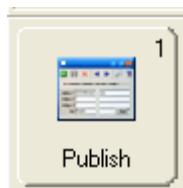
A window will pop up which has the customer's credit card # and expiration. Copy the number, go back to CounterPoint, and click on "Credit Card". Paste the number into the CC# field, enter the exp date, then click on Pay Ticket Balance. Then, click on COMPLETE. Done!

## 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**.

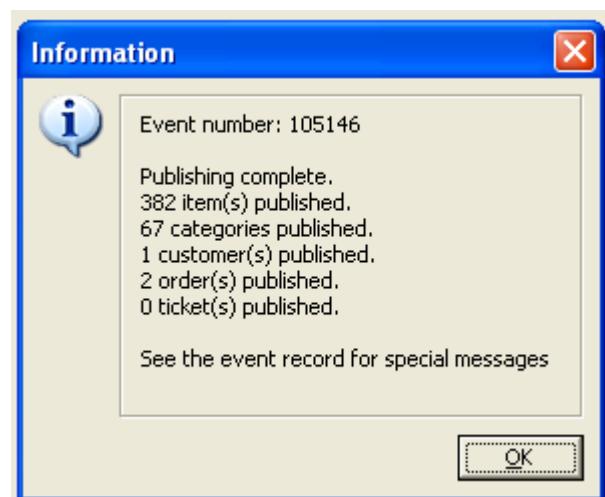


Then, click on **Publish**.



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 CPOonline 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 message on the [Item Detail Page](#) tab of the Item Detail Page.

March 2007 Order Summary			
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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

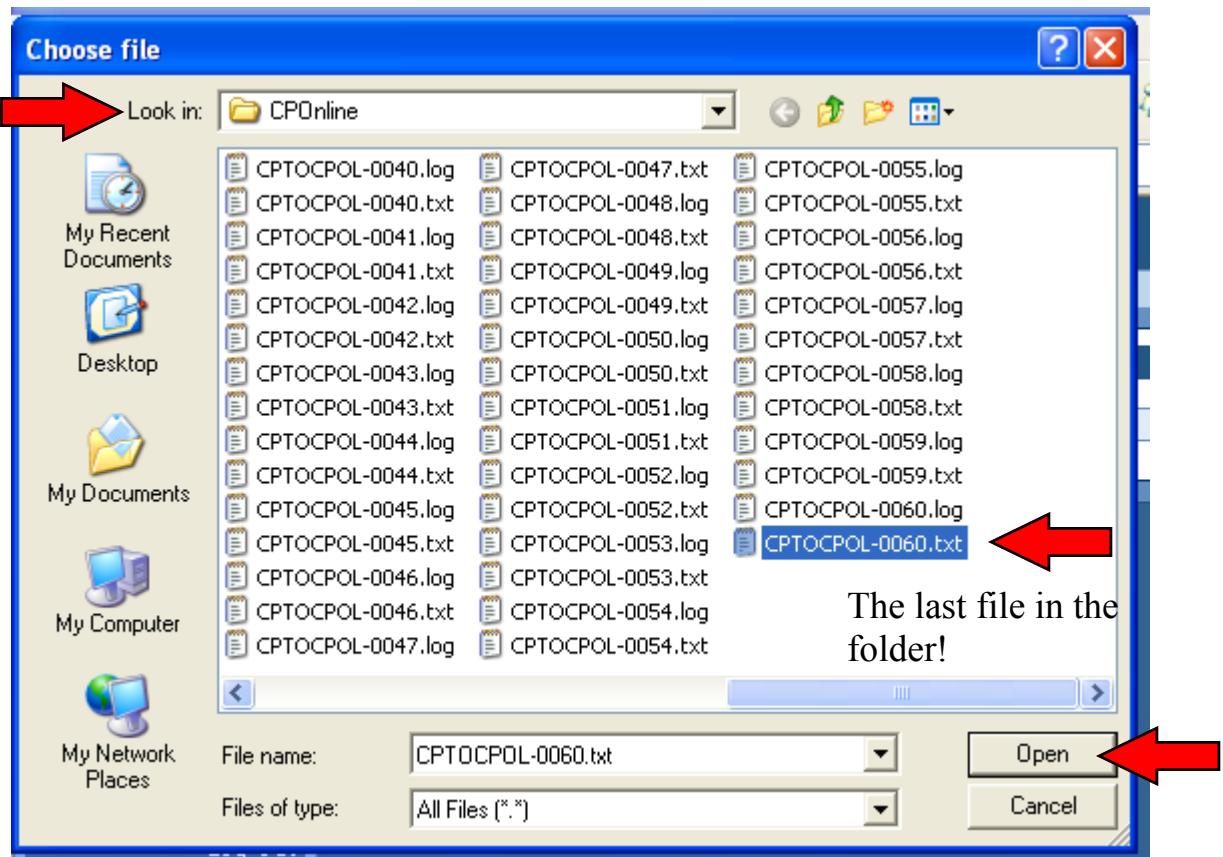
CPTOCPOL Text Or Zip File Location:

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

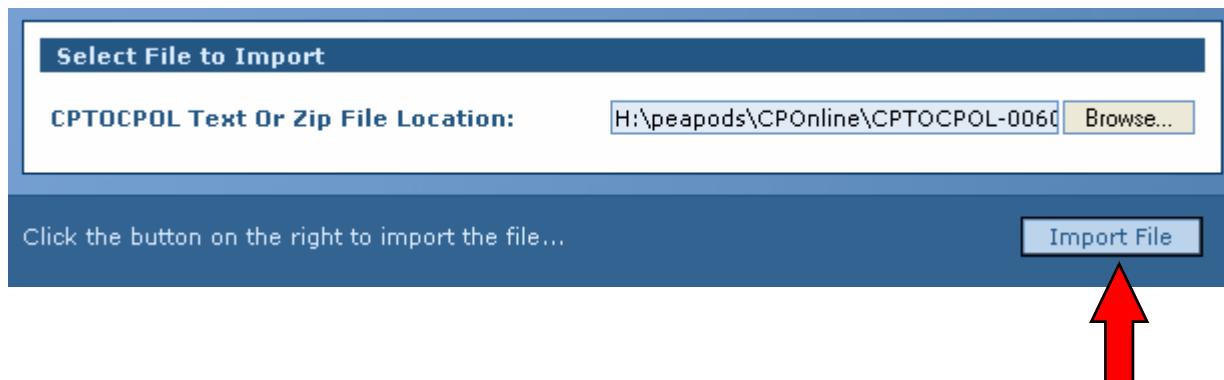
Be careful here! You must select the right file to import or stuff will get messed up.

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/ CPOnline. If not, you'll need to navigate to the CPOnline folder.



Now, click on **Import File**.



It'll take a minute to upload, then the CPOonline 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...