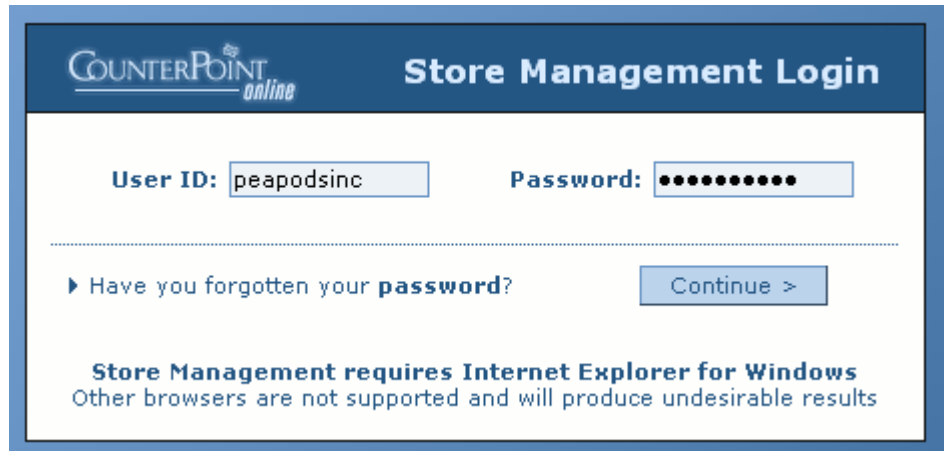# Peapods Internet Order Processing

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**.

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.

"CC",959145625,"INTERNET","Internet Template","","","
"OH","30035",,"8","03/26/2007","12:53:35","","","","
"OL","30035",80,"FAIRY BLANKET","",1,49.950,0,"",""
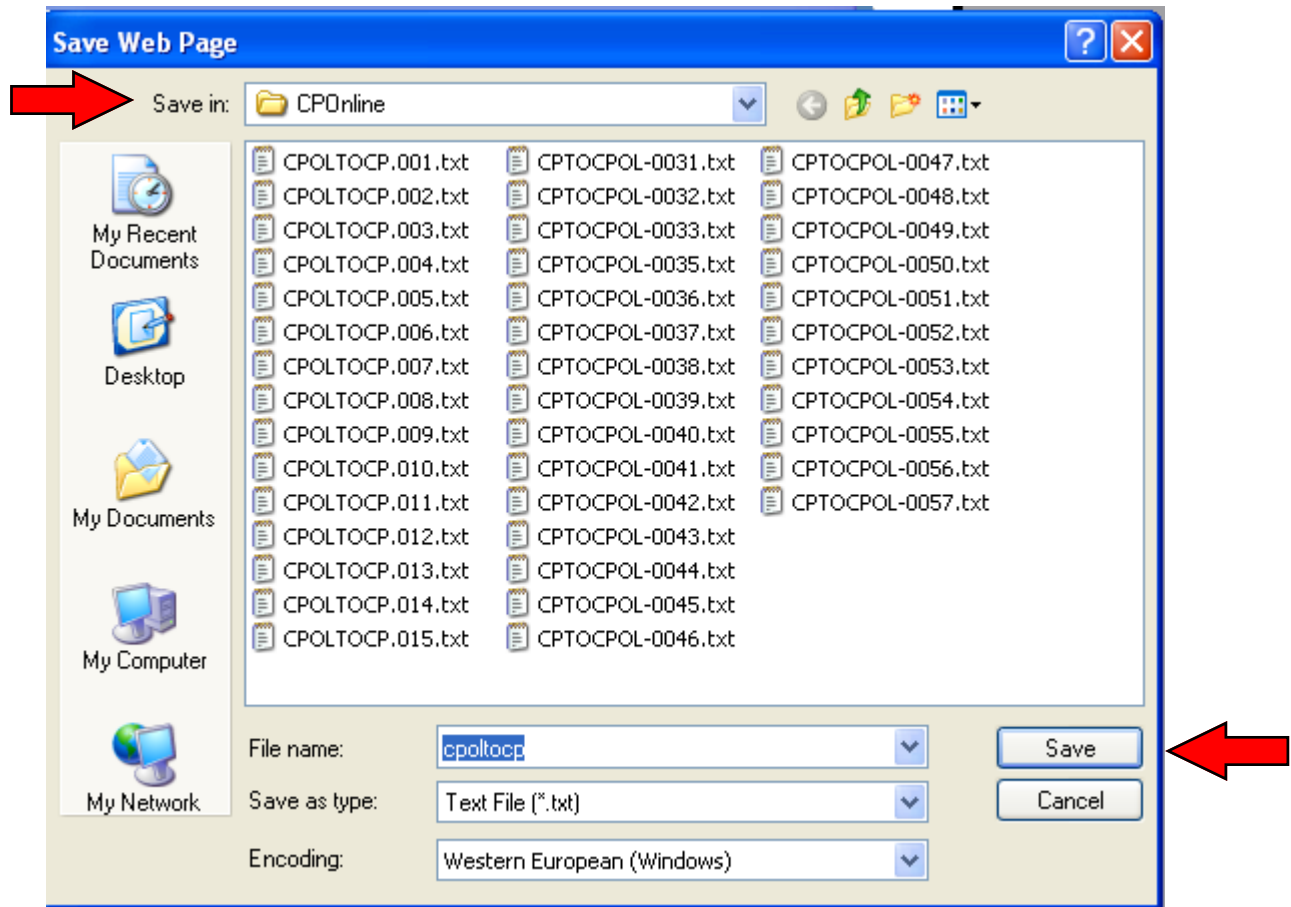
A Save Web Page dialog will open. It should be pointed to Counterpoint on Peapods POS. If it isn't. you'll need to change the directory.

Click on **Save.**

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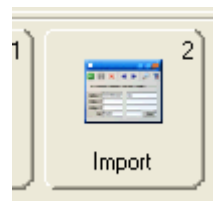
Then, Click on **Import**.

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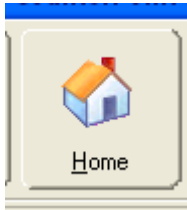
Now, lets ring up some orders!   Click on **Home** to open Touchscreen.

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**.**

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

o	⇕	🏷Label	⤳ Who	🕐 Date △	☐ 🖼 ♪	✉ Subject	
🔵			kcchoipao@yah	08:52 AM 3/26/2007	2	Peapods Natural Toys & Baby Care Feedback	
🔵			beb5549@yahoc	08:53 AM 3/26/2007	3	Peapods Natural Toys & Baby Care - Order 3003	
🔵			at0micgirl@yahc	08:55 AM 3/26/2007	2	Peapods Natural Toys & Baby Care Feedback	

2252/11773K/1213K   Default (Compact)

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 A   ⬅ Shipping Address
Lakewood, CO 80228   Lakewood, CO 80228
USA   USA
Phone: 303.969.9123   Phone: 303.969.9123

Shipping Method: USPS Priority or 1st Class Mail   ⬅ This might say "In Store Pickup" = No Shipping!

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

For some items, such as easels, item notes will appear below the item here. Also, when gift wrap is ordered, instructions about which items to wrap may appear here.

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

🖿 In   🖿 Out   QUALCOMM

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.

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!

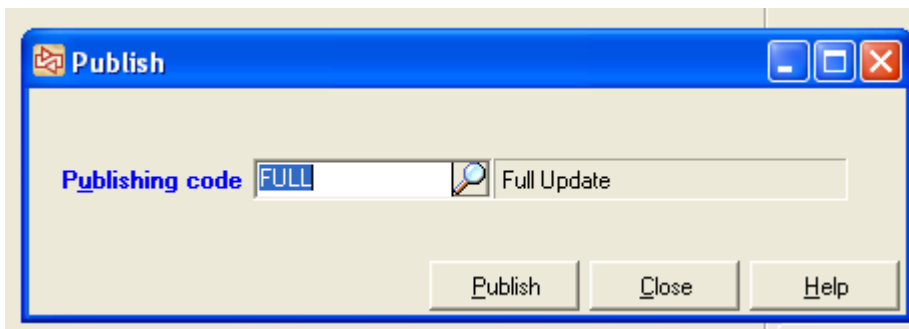**The Last step: Uploading data to the website**

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.

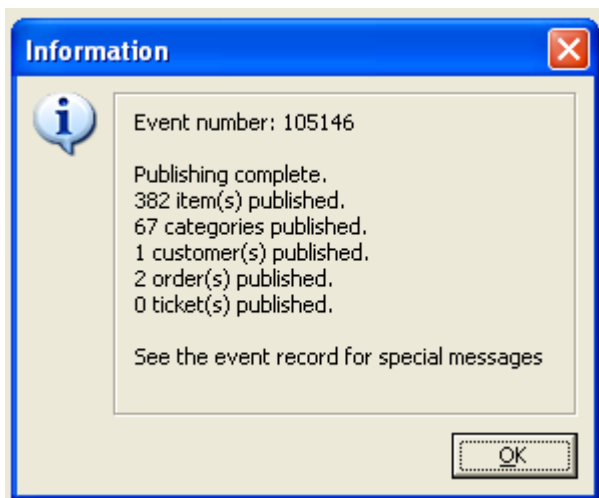 From the main menu of counterpoint, click on **Ecommerce**.
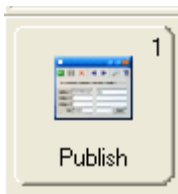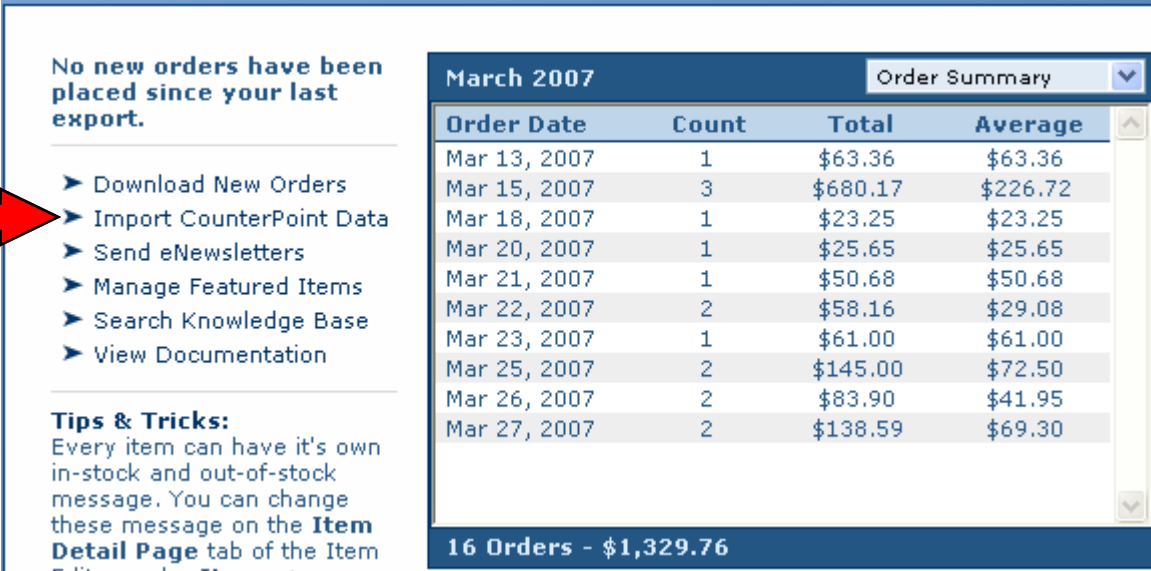
 Then, click on **Publish**.

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**.

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

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.

The last file in the folder!
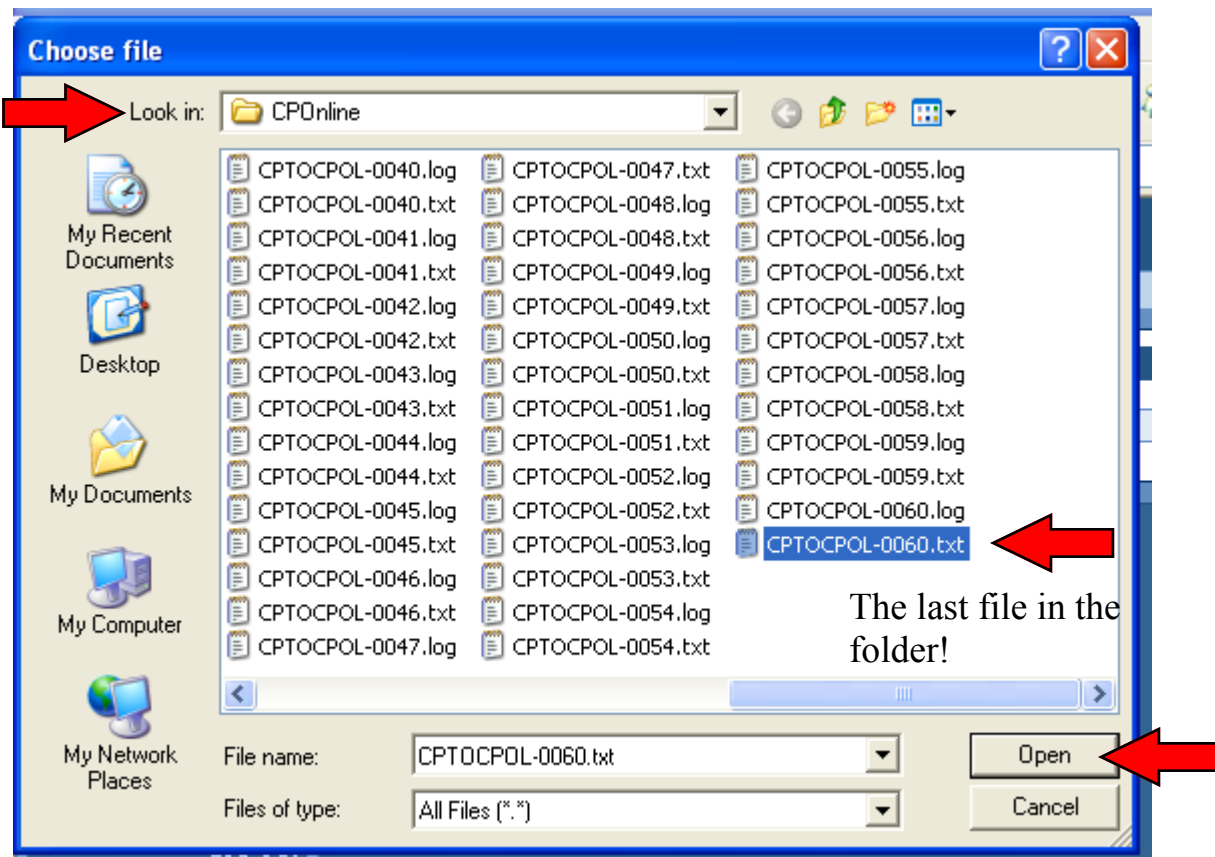
Now, click on **Import File**.
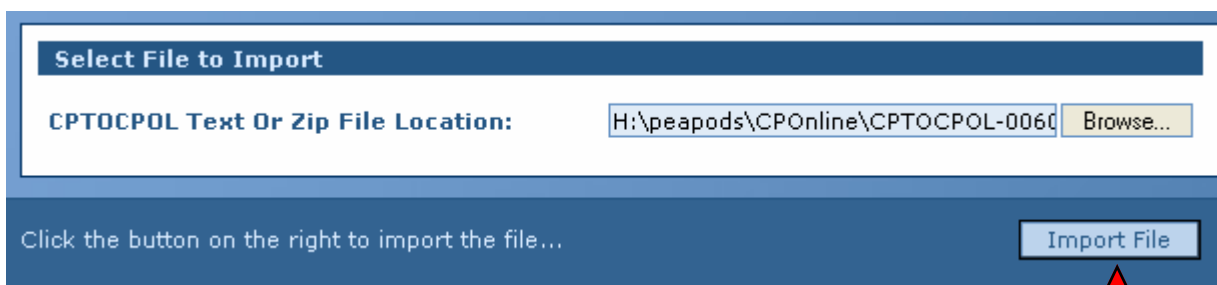
It'll take a minute to upload, then the CPOnline website will display a confirmation message.   You're done! Close Internet Explorer and go get lunch!

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...