

How to process an e-commerce order?

Processing an e-com order can be very difficult at first but with this study guide hopefully we can give you the information that will help you succeed in the e-commerce aspect of the bronco bookstore.

For a little bit more of context the morning shift whoever is scheduled at e-com should “open up the orders” meaning they are printing out and noting down how many orders for the day will be. How many orders one would get ranges it’s never the same, some days it may be 60 others it may be 18 you never know. So, in other words, always expect the most.

Nonetheless, once the morning shift does that you will have order slips that would look like this:

Mail Order
BRONCO BOOKSTORE
MAILING ADDRESS
 BLDG 66
 BRONCO BOOKSTORE
 3801 WEST TEMPLE AVENUE
 POMONA CA 91768
 USA
 Phone: 909-869-3274 Fax: 909-869-2237
 E-Mail: onlineorders@cpp.edu
 URL: www.BroncoBookstore.com

Order Number: WO-0244977
Please refer to the above number on all correspondence.

Create Date: 03/23/2026
 Modified Date: 03/24/2026
 Processed Date: 03/24/2026
 Processed By:

Customer:
 Name: Adrian Poitras
 Account Number: WC-1045278
 E-mail: adpoitras@gmail.com
 Alias:
 Comment:

From A

Ship To:	Via:	STORE PICKUP (ID & O)	Ordered By:
Adrian Poitras 16614 Newbrook Cir. Cerritos CA 90703 US Phone: 5626237347 Ext: Phone:			Adrian Poitras 16614 Newbrook Cir. Cerritos CA 90703 US Phone: 5626237347 Ext: Phone:

Quantity	SKU / ISBN / XREF	Item Name	Price	Discount	Ext Price
	Description				
	Packing Comment	Item Order Comment			
1	12930678 / 92-EM160745-03 / 194566193860 ALUMNI HAT DARK GREEN ONE SIZE DARK GREEN		\$24.99	\$0.00	\$24.99
1	12686872 Bach - 5'4" - 5'6"		\$0.00	\$0.00	\$0.00
1	12112500 DEGREE MINI STOLE - ENGINEERING - ORANGE None ORANGE		\$27.95	\$0.00	\$27.95
1	12719822 GRAD CAP REG		\$0.00	\$0.00	\$0.00
1	12889167 GRAD PACK ALUMNI HOOD OXFORD 25 - PK S		\$0.00	\$0.00	\$0.00
1	12889105 GRAD PACK ALUMNI TEE ARCHED DARK GREEN 25 - PK S		\$0.00	\$0.00	\$0.00
1	12719648 GRAD PACKAGE A		\$363.65	\$83.70	\$279.95

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If you notice on the top right it has an order number starting with “WO-0...” As well as if you look down the power you will see the customers name, email and if the order is going to be “Store Pick Up,” or “Ground Shipping.”

Below is the same order “WO-024497” but to the right of the page is highlighted the customers name, email and if the order is store pick up or ground



Order Number: WO-0244977
Please refer to the above number on all correspondence.

Create Date: 03/23/2026
Modified Date: 03/24/2026
Processed Date: 03/24/2026
Processed By:

Fax: 909-869-2237

From A

ID & O	Ordered By:
703	Adrian Poitras 16614 Newbrook Cir. Cerritos CA 90703 US Phone: 5626237347 Ext: Phone: Ext: Phone: Ext:

Item Name	Price	Discount	Ext Price
193860 ZE DARK GREEN	\$24.99	\$0.00	\$24.99



Above is an order and on the top left in the highlight is the Order Number: “WO-024497”

Mail Order
BRONCO BOOKSTORE
MAILING ADDRESS
BLDG 66
BRONCO BOOKSTORE
3801 WEST TEMPLE AVENUE
POMONA CA 91768
USA
Phone: 909-869-3274 Fax: 909-869-2237
E-Mail: onlineorders@cbb.edu
URL: www.BroncoBookstore.com

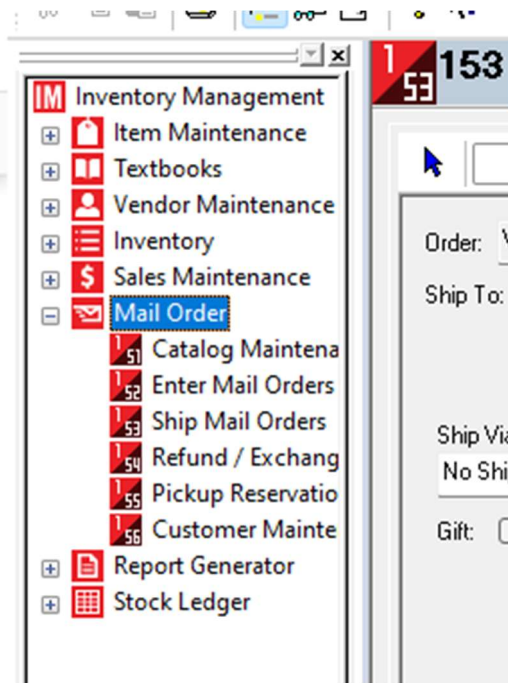
Customer:
Name: Adrian Poitras
Account Number: WC-1045278
E-mail: adpoitras@gmail.com
Alias:
Comment:

Ship To Via: **STORE PICKUP (ID & O)** **Ordered By:**

Adrian Poitras 16614 Newbrook Cir. Cerritos CA 90703 US Phone: 5626237347 Ext: Phone: Ext: Phone: Ext:	Adrian Poitras 16614 Newbrook Cir. Cerritos CA 90703 US Phone: Phone: Phone:
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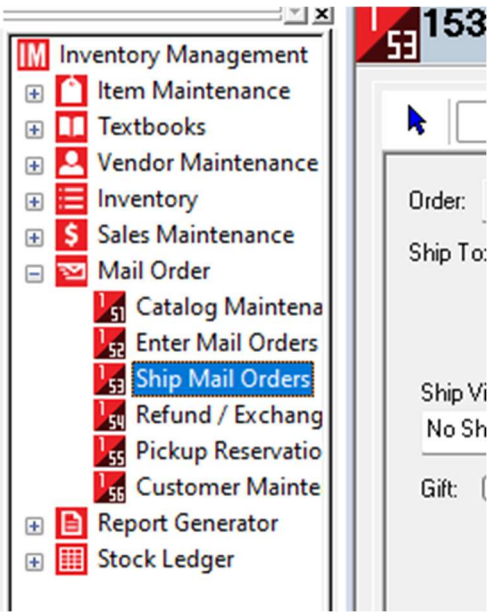
Quantity	SKU / ISBN / XREF	Item Name
1	12930678 / 92-EM160745-03 / 194566193860	ALUMNI HAT DARK GREEN ONE SIZE DARK GREEN
1	12686872	Bach - 5'4" - 5'6"
1	12112500	DEGREE MINI STOLE - ENGINEERING - ORANGE None ORANGE
1	12719822	GRAD CAP REG
1	12889167	GRAD PACK ALUMNI HOOD OXFORD 25 - PK S
1	12889105	GRAD PACK ALUMNI TEE ARCHED DARK GREEN 25 - PK S

Now we can move on and start pulling the items based on the order slip once pulled we can begin processing the order in 153 which is found in the Red tab or Mail order in Win Prism.

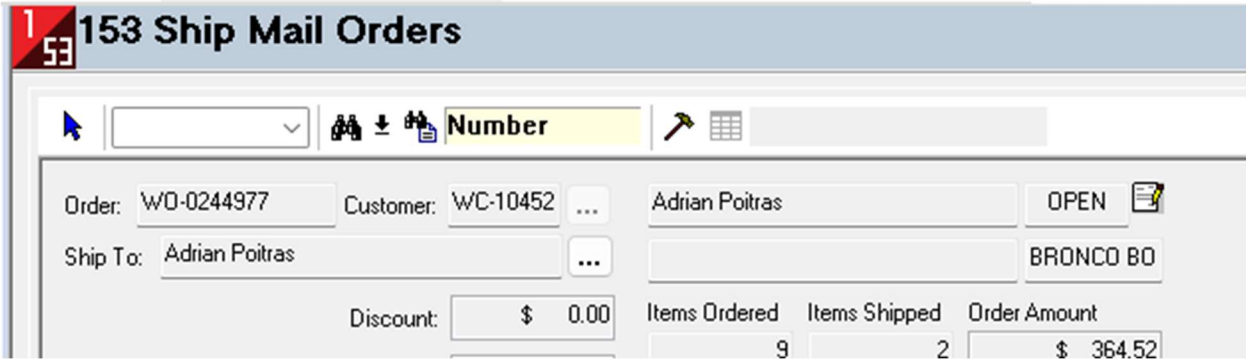


This is the Red Tab and in the blue highlight is the tab Mail order this is where E-Com is mostly done as well as 151 which is used to add products to the website.

In the blue highlight is Ship Mail Order (153) where you will charge out orders that are already pulled.



This is how the 153 tab will look like when opened.



Step 1: Now that the order is pulled and ready to be processed please go to 153 under the Red tab in Win Prism.

Step 2: Once you have opened 153, please have the order number ready at hand. Then usually the “Search bar” which is highlighted below in yellow

The screenshot shows the '153 Ship Mail Orders' window. At the top, there is a search bar with a dropdown arrow and a yellow highlight. Below the search bar, the order details are displayed:

Order:	WO-0244977	Customer:	WC-10452	...	Adrian Poitras	OPEN	
Ship To:	Adrian Poitras	...				BRONCO 80	
Discount:	\$ 0.00	Items Ordered	9	Items Shipped	2	Order Amount	\$ 364.52

You want to type an “%” then the order number like “%244997,” you don’t have to add the “WO-0” to find the order that is ready to be processed or even when you are looking it up as well.

This screenshot is similar to the first one, but the search bar now contains a percentage sign (%). The order details are updated:

Order:	WO-0244977	Customer:	WC-10452	...	Adrian Poitras	OPEN	
Ship To:	Adrian Poitras	...				BRONCO 80	
Discount:	\$ 0.00	Items Ordered	9	Items Shipped	2	Order Amount	\$ 364.52
Subtotal:	\$ 52.94	Total Weight:	0				
Ship Via	No Shipping	...	Shipping:	\$ 0.00			

In this screenshot, the search bar contains the order number '244977' preceded by a percentage sign (%). The order details are the same as in the previous screenshots:

Order:	WO-0244977	Customer:	WC-10452	...	Adrian Poitras	OPEN	
Ship To:	Adrian Poitras	...				BRONCO 80	
Discount:	\$ 0.00	Items Ordered	9	Items Shipped	2	Order Amount	\$ 364.52

Step 3: After you clicked enter on your computer after typed the order number with the % your screen should now look like this:

153 Ship Mail Orders

Order: W0-0244977 Customer: WC-10452 ... Adrian Poitras OPEN

Ship To: Adrian Poitras BRONCO BO

Discount: \$ 0.00 Items Ordered: 9 Items Shipped: 2 Order Amount: \$ 364.52

Subtotal: \$ 52.94

Ship Via: No Shipping ... Shipping: \$ 0.00 Total Weight: 0

Gift: Tax: \$ 5.16 Order Comment:

NBC Rental Rebate: \$ 0.00

Total: \$ 58.10

Membership: ... Salesperson: ...

Note	P/O	Sys	Rental	SKU	Cat/ISBN	Catalog ID	Description	Out Qty	Ship	Canc	BO	Amount
		PK	N	12719648		12719648	GRAD PACKAGE A (AUTO-CANCEL ORDE	1	0	0	1	\$ 0.00
		PK	N	12889167		12885130	GRAD PACK ALUMINI HOOD OXFORD 26 -	1	0	0	1	\$ 0.00
		GM	N	12112500		12112500	DEGREE MINI STOLE - ENGINEERING - ORA	1	1	0	0	\$ 27.95
		GM	N	12930678	92-EM160745-03	12930678	ALUMNI HAT DARK GREEN	1	1	0	0	\$ 24.99
		PK	N	12686698		12686698	TAS - ENGINEERING - ORANGE : Included	1	0	0	1	\$ 0.00
		PK	N	12719822		12719822	GRAD CAP REG : Included with GPA	1	0	0	1	\$ 0.00
		PK	N	12889105		12865192	GRAD PACK ALUMINI TEE ARCHD DARK	1	0	0	1	\$ 0.00
		PK	N	12686872		12686872	Bach Size - 5'4" - 5'6" : Included with GPA	1	0	0	1	\$ 0.00
		GM	N	12049301		12049301	NONE - ANNOUCENMENT [DO NOT FILL]	1	0	0	1	\$ 0.00

Step 4: While on this page like the image above you should see a “Salesperson:” section. Before touching/editing the items **ALWAYS ADD YOUR ACCOUNT NAME**. On how to do so simply click on that white empty box and let your cruiser sit there for a little then click inside the order comment area, where you should then see your Win Prism username pop up.

Salesperson: ...

Catalog ID	Description
12719648	GRAD PACKAGE A (AUTO-CANCEL ORDE

Step 5: After you have added your name we can now start Ship, Cancel, or BO (Back Order) items based off what has been pulled from the order.

Our recommendation is we can never trust the person who pulled the order that you are about to process. We **MUST always check if all the items are correct for what the customer ordered**. Using the paper (order slip) check off the items that you have so for example: If the customer ordered a 5’1 – 5’3 bachelor’s gown, check the gown that it is 1 if it’s a 5’1 – 5’3 and 2 that it’s a Bach’s gown. This goes for all products from general merchandise to tech products like calculators. After you have done this you are now ready to start the “Ship, Cancel, or BO (Back Order)” of the items

Step 6: After finishing Step 5 you can now do the “Ship, Cancel, or BO (Back Order).

Description	Out Qty	Ship	Canc	BO	Amount
GRAD PACKAGE A (AUTO-CANCEL ORDE	1	0	0	1	\$ 0.00
GRAD PACK ALUMNI HOOD OXFORD 26 -	1	0	0	1	\$ 0.00
DEGREE MINI STOLE - ENGINEERING - ORA	1	1	0	0	\$ 27.95
ALUMNI HAT DARK GREEN	1	1	0	0	\$ 24.99
TAS - ENGINEERING - ORANGE : Included	1	0	0	1	\$ 0.00
GRAD CAP REG : Included with GPA	1	0	0	1	\$ 0.00
GRAD PACK ALUMNI TEE ARCHED DARK	1	0	0	1	\$ 0.00
Bach Size - 5'4" - 5'6" : Included with GPA	1	0	0	1	\$ 0.00
NONE - ANNOUCENMENT [DO NOT FILL]	1	0	0	1	\$ 0.00

What ship means is that you have the product in hand and you can “Ship” it out or in other words you have the product.

Canc or cancel means that you do not have the product AT ALL and you are cancelling that item.

BO or Back-order means that the product the customer wants needs to be back ordered. If you are confused whether an order of an item should be backed order always ask Keith or a Shift lead.

Whether you are back ordering an order or cancelling YOU MUST ALWAYS use the order comment section to say so. The only time you do not have to add a comment is if everything is here. Though if you find that an item is out of stock or anything like that YOU MUST type that within the order comment section NO BUTS OR ANYTHING IS NEEDS TO BE DONE. Same goes with backorder, if you asked Keith or a lead and they said just back order it simply type the items sku or a small description of the item and that needs to be backed ordered.

0.00

2.46

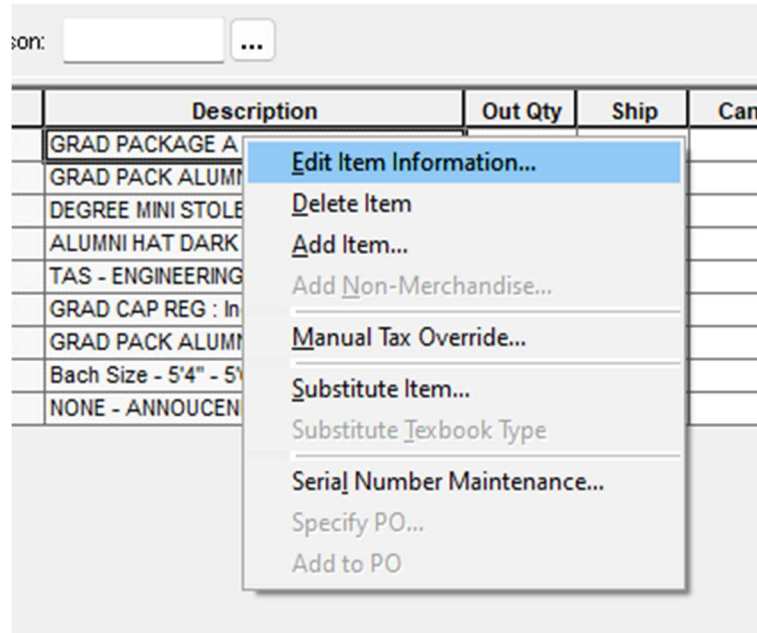
0.00

5.35

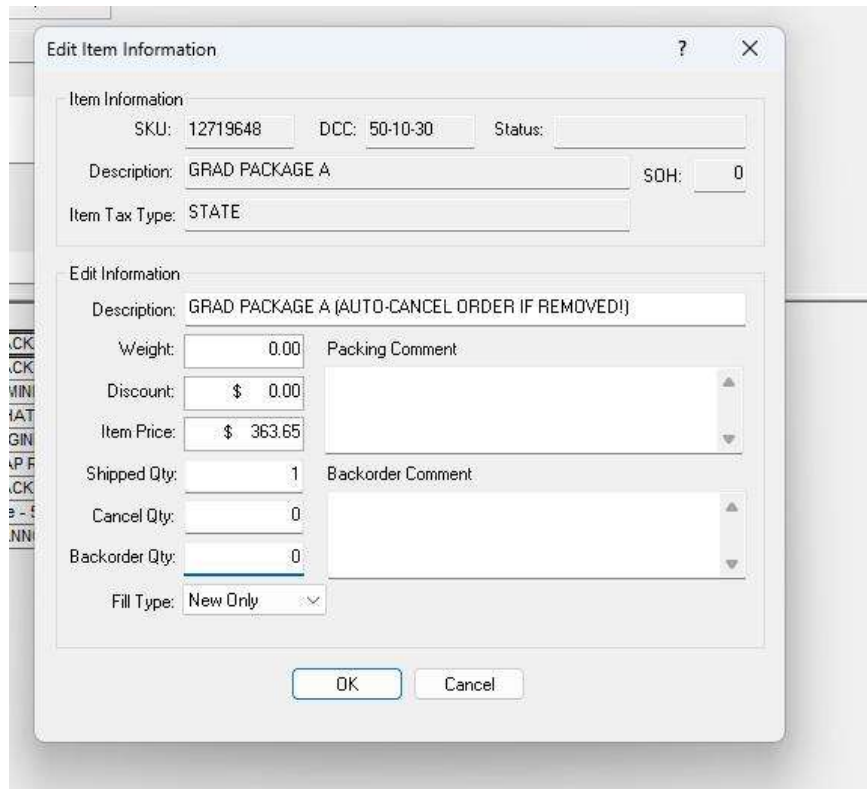
Total Weight: 0 Shipment

Order Comment

Moving on you want to individually right click on the items of the order and click just like in the image in the blue highlight click “Edit Item Information”



Once you do click “Edit Item Information” you will be given this prompt



Step 7: Once you have the prompt from clicking “Edit Item Information” you will now begin checking off with either “1” or “0” if we have the item. Below is a picture of the highlighted sections of that prompt that e-com ONLY USES

The screenshot shows a dialog box titled "Edit Item Information" with two main sections: "Item Information" and "Edit Information".

Item Information:

- SKU: 12719648
- DCC: 50-10-30
- Status: (empty)
- Description: GRAD PACKAGE A
- SOH: 0
- Item Tax Type: STATE

Edit Information:

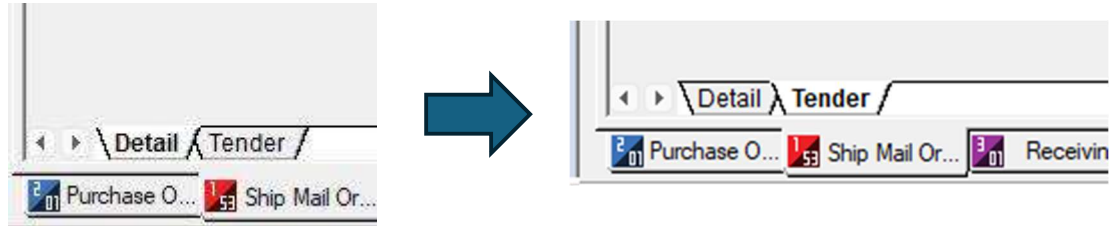
- Description: GRAD PACKAGE A (AUTO-CANCEL ORDER IF REMOVED!)
- Weight: 0.00
- Discount: \$ 0.00
- Item Price: \$ 363.65
- Shipped Qty: 1 (highlighted in yellow)
- Cancel Qty: 0 (highlighted in yellow)
- Backorder Qty: 0 (highlighted in yellow)
- Fill Type: New Only

At the bottom of the dialog are "OK" and "Cancel" buttons.

It is pretty straightforward “Shipping Qty: 1” means we have the item, so we are going to charge the customer. “Cancel Qty: 0” means we do not have the item, so we are NOT going to charge the customer. “Backorder Qty: 0” means we both don’t have the item and aren’t going to charge the customer out.

You will have to do the “Edit Item Information” FOR ALL ITEMS WITHIN THE ORDER NUMBER. Sadly you can not skip or highlight or anything like that to make it go faster you must right click every item and manually do the 100, or the 010, or the 001 for EACH ITEM.

Step 8: After manually righting clicking and finished up with step 7 we can now “tender” out the customer if you look on the bottom left corner of the screen you should see two tabs “Detail” and “Tender”



When you are doing the “Edit Item Information” that is always in the “Detail” tab. The “Tender” tab looks like this:

153 Ship Mail Orders

%244977 Number

Order: WD-0244977 Customer: WC-10452 ... Adian Poitras OPEN

Ship To: Adian Poitras BRONCO BD

Discount: \$ 83.70 Items Ordered: 9 Items Shipped: 3 Order Amount: \$ 364.52

Subtotal: \$ 332.89

Ship Via: No Shipping ... Shipping: \$ 0.00 Total Weight: 0 Shipment

Gift: Tax: \$ 32.46

NBC Rental Rebate: \$ 0.00

Total: \$ 365.35

Membership: ... Salesperson: ...

Tender	Account / Reference	Exp Date	Amount	Authorization Response	CID	CID Reason	AVS	Rental Guar
	XXXXXXXXXXXXXXXXXXXX	XXXX	\$ 58.10			Deliberately not provi		<input type="checkbox"/>
*								<input type="checkbox"/>

Below in the yellow highlighted are the two things we look for. We always what the total to match the amount.

153 Ship Mail Orders

%244977 Number

Order: WD-0244977 Customer: WC-10452 ... Adian Poitras OPEN

Ship To: Adian Poitras BRONCO BD

Discount: \$ 83.70 Items Ordered: 9 Items Shipped: 3 Order Amount: \$ 364.52

Subtotal: \$ 332.89

Ship Via: No Shipping ... Shipping: \$ 0.00 Total Weight: 0 Shipment

Gift: Tax: \$ 32.46

NBC Rental Rebate: \$ 0.00

Total: \$ 365.35

Membership: ... Salesperson: ...

Tender	Account / Reference	Exp Date	Amount	Authorization Response	CID	CID Reason	AVS	Rental Guar
	XXXXXXXXXXXXXXXXXXXX	XXXX	\$ 58.10			Deliberately not provi		<input type="checkbox"/>
*								<input type="checkbox"/>

As you can see within the pictures the total amount is \$365.35 and but the Amount shown to tender is \$58.10 so we must click on the \$58.10 and change the price to \$365.35

Rebate:

Total:

Total amount that must be charged out



The amount that needs to be changed



Exp Date	Amount	Authorization Response
XX/XX	\$ 58.10	



Image above is before changing the price.
Image below is after changing the price to the total amount needed to be charged out



Rebate:

Total:

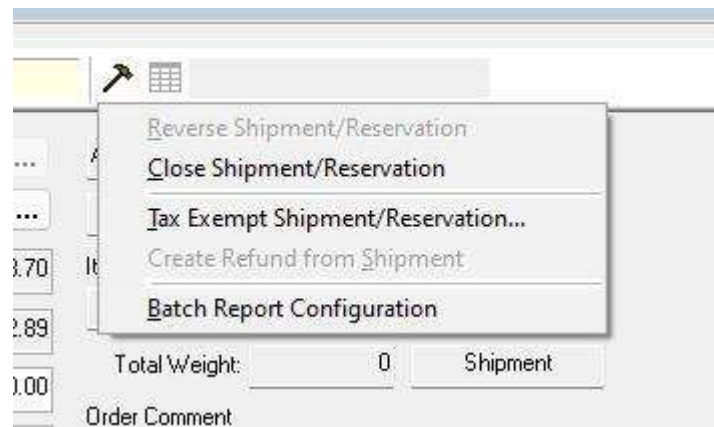
... Salesperson:

Account / Reference	Exp Date	Amount	Authorization R
XXXXXXXXXXXXXXXXXXXX	XX/XX	\$ 365.35	

Step 9: After you make sure that the “Amount” matches the “Total” you can click the hammer above. It’s the same hammer that one would use if they were posting a 201 from the blue tab. Below is an example of the hammer



Once you click the hammer you will be given these options below in the image you must click “Close Shipment/Reservation,” to close out the order.



Once you click that you will be given the prompt to print something, please follow those prompts and staple the papers together with the Order Slip on top.

Sometimes if you were to backorder or cancel an item a prompt of “Would you like to send a cancellation email?” Depending on the situation of the order you can send an email. So, like if you back ordered an email a cancellation email isn’t really needed but if you completely canceled the item then yes you must say yes to sending a cancellation email.

Small Cheat Cheat!

1. Open 153 → Search %order#
2. Add your name
3. Check ALL items manually
4. Edit each item:
 - a. Ship = 1 (have item)
 - b. Cancel = 1 (no item)
 - c. BO = 1 (backorder)
5. Go to Tender → match total
6. Click hammer → Close Shipment