

## **CDS Training Info (Customer Delivery Service)**

When you begin a CDS order - if you take longer than 5 minutes from the start to finish of order AND/OR if you put a \$ (dollar sign) in the amount due.- it will NOT be processed... even though it looks like the order was processed. After you process a CDS order, it is always a good idea to go to your Order Status to make sure the order shows up there. If it doesn't, then it didn't go through SO YOU WILL have to TOTALLY LOG out of InTouch completely, log back on and start again. It will not accept the order again if you don't log off then back on. So when you start a CDS order, make sure you have all information needed and you get it done in less than 5 minutes.

Also if you pay with your own credit card when placing a CDS order, you will be charged a ProPay fee because that is how orders with CDS process. Doesn't matter if your customer is going to mail you a check/cash/etc. So it is best if your customer pays with their credit card or you pay with ProPay funds in your ProPay account.