

# Store Pickup

## USER GUIDE



As a store owner add one more convenient option for store pickup on your store using this extension.

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## 1. About this guide

This user guide includes conceptual and procedural content that you can use to configure the Store Pickup plugin.

### 1.1. Target Audience

This guide is intended for the Administrators of Store Pickup.

### 1.2. Using this guide

The chapters of this guide are organized as follows.

Chapter	Brief description
<a href="#">Introduction</a>	Provides an overview of the Store Pickup plugin.
<a href="#">General Configuration</a>	Provides the process to configure the Store Pickup plugin.
<a href="#">Store Addition and Catalog Mapping by Admin</a>	Provides the process to add the stores and map the catalog.
<a href="#">Catalog Mapping by Store Manager</a>	Provides the process to map the catalog by the store manager.
<a href="#">Store Pickup Shipping Method</a>	Provides the process to configure the shipping method.
<a href="#">Order fulfillment by Store Manager</a>	Provides the process for order fulfillment by the store manager.

### 1.3. Guide conventions

The text conventions used throughout this guide are as follows.

Convention	Description
<b>Bold</b> text	Names of tabs, dialog boxes, dialog box elements and other UI elements.
<i>Italics</i> text	Used for writing a Note which provides additional information about a feature or page.  <b>Note:</b> <i>A Note contains additional useful information. Pay special attention to the information highlighted in this way.</i>

## 2. Introduction

Store Pickup offers a closet store to the customer shipping address, where a customer can pick the order as soon as it gets ready to deliver . The stores, that are displayed during the checkout will be shown to the customer on the basis of customer address.

Some address fields other than the zip-code are also considered to display the store result.

Store Pickup is easy to configure and very user friendly. You just have to configure some fields and the plugin is ready to use. You can create a store by mapping the products and filling the other information such as address of the store.

Customer address is considered as the center and value configured in the configuration is the radius. Radius is used to cover the area on Google map around the customer address to show available store. By configuring the radius, customers can locate the store within the the radius of the customer shipping address. For example, the configured radius is 10 KM, the stores available in the circle of 10KM from customer address are displayed.

## 2.1. Features

This application contains the following features:

Feature	Description
Store Locator	The customer can search the store by using the shipping address.
Edit Location	The customer can find more stores by editing the location.
Enable or disable	You can enable or disable Store Pickup.
Add multiple stores	The store admin can add multiple stores and map products to them.
Bulk action	The store manager can also map the products through bulk action or one by one.
Hold the orders	The customer can specify the maximum time to hold the order in days.
Set the radius for store location	You can set the radius to find stores near to the customer shipping address.
No order processing by store admin	The Store admin does not need to process any order. The order is fulfilled by the store manager whose store is selected by the customer while placing the order.
Easy installation, configuration, and activation	It is very easy to install, configure, and activate the Store Pickup plugin.
Easy Pickup	The product is delivered to the selected store from where the customers can pick them up. The address of delivery is the selected store's address.

## 3. General Configuration

After the plugin is installed, the store admin can configure it only for one website at a store. Apart from the General Configuration, you also have to the settings mentioned below.

Use the following path to configure the settings in the application.

**Cybage → Settings → Settings**

OR

**Stores → Settings → Configuration → Settings**

On the **Configuration** page, perform the following settings to configure the Store Pickup:

- [General Settings](#)

- [Store Pickup Order Settings](#)
- [Map Settings](#)
- [Individual Stores Settings](#)
- [Error Message Settings](#)

### 3.1. General Settings

**General**

Module Enable [global]	<input type="button" value="Yes"/>
Create User For Stores [global]	<input type="button" value="Yes"/>

You must configure these fields to enable the module on the front-end and to create the users for the stores.

Field Name	Value	Impact\Use	Comments
Module Enable	Yes	Enables Store Pickup on the front-end.	
	No	Disables Store Pickup on the front-end.	
Create User For Stores	Yes	Makes the option to create the users for the stores available	
	No	The option to create the users for the stores is not made available	

**Note:** By default, all options under General Setting are enabled. If any of these is set to "No" you have to set it to "Yes" manually.

### 3.2. Store Pickup Order Settings

This configuration allows you to set the auto cancellation for an order and the order hold duration.

**Store Pickup Order Settings**

Auto Cancel delayed Store Pickups [global]	<input type="button" value="Yes"/>
Cron settings will be used to cancel orders which are not picked up by customer after exceeding the hold time	
Max Hold Time of Store Pickup orders [store view]	<input type="button" value="15"/>
Max Hold time for orders (In Days)	

Field Name	Value	Impact/ Use	Comments
Auto Cancel delayed Store Pickups	Yes	Cron settings are used to cancel orders that are not picked up by the customer after exceeding the hold time.	Default value of this field is always "Yes" on installation. Admin can change it from drop-down.
	No	Cron does not start the auto cancelling and the admin has to cancel it manually.	
Max hold time of Store pickup orders	Days in number	Maximum time in days for which the orders will be held by the store owner.	Admin has to enter value in days; for example, 1, 2 and so on.

### 3.3. Map Settings

Based on the below configuration, Store Pickup shipping method is visualized on the front-end.

**Map settings**

Gmaps Api Key [store view]	<input type="text" value="Alza5yDeXtyfepVhimdfjEAHAIWA1d56pEB0LG4"/>	<a href="#">?</a>	<input checked="" type="checkbox"/> Use system value
Please change this value to your API key. This default key may stop working due to daily limits. This field is required.			
Geocode Api Url [store view]	<input type="text" value="https://maps.google.com/maps/api/geocode/json"/>	<input type="checkbox"/> Use system value	
Please change this value to your Geocode API Url. This field is required.			
Zoom [store view]	<input type="text" value="13"/>	<input checked="" type="checkbox"/> Use system value	
Zoom level when loading the map, default is 13. Insert values between 1 and 20.			
Latitude [store view]	<input type="text" value="51.4935057"/>	<input checked="" type="checkbox"/> Use system value	
Default latitude when loading the map. It is used for centering the map at load time			
Longitude [store view]	<input type="text" value="-0.1506621"/>	<input checked="" type="checkbox"/> Use system value	
Default longitude when loading the map. It is used for centering the map at load time			
Radius [store view]	<input type="text" value="10"/>	<input type="checkbox"/> Use system value	
Radius when user searches your stores. Insert values in km.			

Field Name	Value	Impact/ Use	Comments
Gmaps Api Key	Alpha Numerical Value	This key is required to use Google Maps Developer API key is used that has limited usage.	You have to generate the Google Map API key.

Geocode API URL	Alpha Numerical Value	This is the URL to hit the Google Geo- Location API	
Zoom	Numerical	This is used to set the zoom level on map that is loaded during checkout	You can enter any value between 1 to 20
Latitude	geolocation co-ordinates	This is the default latitude while loading the map	Latitude and longitude values (geo-location co-ordinates) should be set based on the center of location where the store-pickup service is provided. Currently the coordinates are set for London, UK
Longitude	geolocation co-ordinates	Default longitude when loading the map	Longitude and latitude values (geo-location co-ordinates) should be set based on the center of location where the store-pickup service is provided. Currently the coordinates are set for London, UK
Radius	Numerical	This displays the number of stores that comes within the radius of the customer address.	For radius, the center point or the start point is customer address, which has been entered on checkout.

### 3.3.1. Generating Google Map API Key

Please refer link: <https://developers.google.com/maps/documentation/embed/get-api-key> to generate Google API Key.

## 3.4. Individual Stores Settings

**Settings for individual Stores**

<b>Zoom on Store details</b> <small>[store view]</small>	<input type="text" value="16"/>	<input checked="" type="checkbox"/> Use system value
Zoom level when loading the map, default is 16. Insert values between 1 and 20.		

“Zoom on Store details” value determines the zoom level of the store markers on loading Google maps. You have to enter a numerical value between 1 and 20.

## 3.5. Error Message Settings

The error messages give clarity to the end-users about the functionality of Store Pickup.

**Settings for Error Message**

<b>Shipping Method Not Available</b> <small>[store view]</small>	<input type="text" value="This shipping method is not available. To use thi..."/>	<input checked="" type="checkbox"/> Use system value
Message for shipping method is not available.		
<b>Shipping Method Not Available For Location</b> <small>[store view]</small>	<input type="text" value="Store Pickup is not available on entered address."/>	<input checked="" type="checkbox"/> Use system value
Message for shipping method is not available for specific location		

Field Name	Value	Impact/ Use	Comments
Shipping Method Not Available	Text Message	This is displayed if the shipping method is not available. Shipping method is not available if there is no store within the radius defined for the customer address.	You can type a customized message and save without selecting the <b>Use System Value</b> checkbox.
Shipping Method Not Available For Location	Text Message	This is displayed if the shipping method is not available for a specific location.	You can type a customized message save without selecting the <b>Use System Value</b> checkbox.

### 3.6. Enable store pickup shipping method for checkout

Once the above configurations are done, admin has to enable Store Pickup shipping method to make it visible on checkout. Following is the path to change the settings:

**Stores--> Configuration--> Sales--> Shipping Methods**

Go to store Pickup tab, expand it and set the

**Enable checkout = 'Yes'**

Now Store Pick shipping method will be visible on checkout along with other shipping methods.

## 4. Store Addition and Catalog Mapping by Admin

Configuring Store Pickup enables the shipping method on checkout. However, stores have to be created to be displayed to the customer during checkout of an order.

To add a store and map a catalog:

1. Click Cybage → Manage Stores.

A list of existing stores is displayed.

Actions								15 records found	Add New Store
	Name	City	Zip Code	Contact Person	Contact No.	Created At	Action		
<input type="checkbox"/>	Test Store Demo	PUNE	411014		9021480450	Aug 3, 2018 7:09:08 AM	Select	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	test store	PUNE	411006		1234567898	Aug 3, 2018 9:54:15 AM	Select	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Sanity Store	PUNE	411006		1234567890	Aug 3, 2018 12:03:19 PM	Select	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	New	PUNE	411014		124587	Aug 3, 2018 12:20:53 PM	Select	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	TestStoreByAshish	Rheradli	411014	Ashish	9021480450	Aug 3, 2018 12:42:05 PM	Select	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Store 1	PUNE	411006		123456789865	Aug 8, 2018 10:15:01 AM	Select	<input type="checkbox"/>	<input type="checkbox"/>

2. Click Add New Store.

The store registration form is displayed with the following four sections.

- [Store Profile](#)
- [My Profile](#)
- [Map Products](#)
- [Manage Products](#)

**Note:** Out of the four sections you have to fill the first two sections, Store Profile and My Profile. Remaining two sections Map Products and manage Products are optional.

#### 4.1. Store Profile

The screenshot shows the 'Add Store' interface. On the left, there's a sidebar with 'STORES INFORMATION' and four tabs: 'Store Profile' (selected), 'My Profile', 'Map Products', and 'Manage Products'. The main area is titled 'Basic Details' and contains the following fields:

- Store name: Delta Computer Shop
- Country: India
- Region: Maharashtra
- Address: B-30B & 312, Antop Hill W/H Co., Vidyalankar College Road
- City: Mumbai
- Zip Code: 400 037
- Locality: Wadala (E)
- Contact Person: Wilson Fialoh
- Contact No: 022265623
- Store Start Time: 09:30:00
- Store Close Time: 09:30:00
- Status: Enable
- Pickup Time Interval: 2 Hour

Add the store information, fields description and input values as defined below:

Field Name	Value	Impact\Use	Comments
Store Name	Order Settlement Interval	Specify the number of days after which, the order should be allowed to complete the settlement.	N/A
Store Name	Text Message	The name of the store for which the order is placed is printed on Order success page and in My account at various places.	
Country	Drop-down option	Required to locate address on MAP	It's part of address
Region	Drop-down option	Required to locate address on MAP	It's part of address

Field Name	Value	Impact\Use	Comments
Address	Text, with multiline input	Required to locate address on MAP	It's part of address
City	Text	Required to locate address on MAP	It's part of address
Zipcode	Numerical Value	Required to locate address on MAP	It's part of address
Locality	Text	Required to locate address on MAP	It's part of address
Contact Person	Text	A contact person can be the Store Manager or a person who is responsible for store activity	It's always better to type the Store Manager as a contact person
Contact No	Numerical	The contact number of the store or the Store Manager	
Store Start Time	Drop-down option	The opening time of the store in the HH:MM:SS format	This field is editable and store manager can change at later point of time.
Store Close Time	Drop-down option	The closing time of the store in the HH:MM:SS format	This field is editable and store manager can change at later point of time.
Status	Drop-down option	Select Enable from the list to activate the store. Disable will deactivate the store.	Activation will display the store on website front on checkout.
PickUp Time Interval	Drop-down option	Hours required to make the order ready.	These hours will be counted to calculate the order pickup time.

## 4.2. My Profile

The store admin details and their credentials are created from this information.

**STORES INFORMATION**

[Store Profile](#)
  
[My Profile](#)
  
[Map Products](#)
  
[Manage Products](#)

### Account Information

---

User Name \*

First Name \*

Last Name \*

Email \*

Password \*

Password Confirmation \*

This account is

Field Name	Value	Impact/ Use	Comments/Notes
User Name	Text	The user name for the Store Manager to get logged in Magento Admin.	Same URL is used to get login
First Name	Text	Store Manager First Name	-
Last Name	Text	Store Manager Last Name	-
Email	Email	This email address will be used to send the transactional emails	-
New Password	Password	Password for the Store Manager	-
Password Confirmation	Password	Confirm the Password again	-
This Account	Drop-down	Select Activate to activate the store manager account.	-

#### 4.3. Map Product

You can map the products to the store while creating a store. Else a store manager, once gets logged in, can map the products.

The screenshot shows a 'Map Products' page. On the left, there's a sidebar with 'STORES INFORMATION' and links for 'Store Profile', 'My Profile', 'Map Products' (which is selected and highlighted in orange), and 'Manage Products'. The main area has a 'Details' tab and a 'List Of Product Sku' section containing a text input field with placeholder text 'SKU1, SKU2'. Below it is a note 'Add comma separated sku's'. There's also an 'Import File' section with a 'Choose File' button and a message 'No file chosen', and a link 'Download Sample File'.

You can map the product either by providing the list of SKUs or by uploading an CSV.

- **Comma separated SKU Values:** You can map a product to the store while creating the store profile or later by editing the Store Profile. You must enter the Valid SKU. If more than one SKUs have to be mapped, then enter the list of the SKUs separated by commas and then save it against the Store.
- **Bulk Import:** Bulk import gives flexibility to map the products simultaneously. You need to download the sample file and fill the Valid SKUs to Import in bulk. If all SKUs are imported successfully, the product mapping against the store is saved.

In both the cases, after mapping succeeds, the mapped products are visible in the Manage Products Tab as shown in the image below.

The screenshot shows a 'Manage Products' grid. The sidebar on the left is identical to the previous screenshot. The grid header includes columns for 'Product ID', 'Name', 'Sku', and 'Price'. A single row of data is visible, showing 'Product ID' as '1', 'Name' as 'new horizon 1', 'Sku' as 'GK102051', and 'Price' as '\$14.00'. Above the grid, there are search and filter options, and a message indicating '1 records found'.

#### 4.4. Manage Products

This is the section where the store manager can see the added products in the grid. You can only search and filter the products here.

	Product ID	Name	Sku	Price
Any	From: _____ To: _____	new horizon 1.	GK102051	\$14.00

## 5. Catalog Mapping by Store Manager

A Store Manager can login to the Store account with Shared credentials after the account is created. On the landing page, the Store Manager can see the order grid. Order grid functionality is explained after order placement in the [Order fulfillment by Store Manager](#) Section.

After logging in, a Store Manager needs to check the profile to ensure that all details are correctly entered, specifically, the address of the store. Store manager can change the address and basic information. The Username is visible to store manager but cannot be edited.

### 5.1. Product Mapping

The Store Manager can map the product either by providing the list of SKUs or by uploading a CSV.

- **Comma separated SKU Values:** The Store Manager can map the products by editing the Store Profile. The store manager has to enter the Valid SKU. If more than one SKUs have to be mapped, then enter the list of the SKUs separated by commas and then save it against the Store.

- **Bulk Import:** Bulk import gives flexibility to map the products simultaneously. The Store Manager needs to download the sample file and fill the Valid SKUs to Import in bulk. If all SKUs are imported successfully, the product mapping against the store is saved.

In both the cases, if mapping succeed then mapped product will be visible in the Manage Products Tab as shown in the image below.

The screenshot shows the CYBAGE Store Manager interface. On the left, there's a sidebar with 'STORES INFORMATION' and links for 'Store Profile', 'My Profile', 'Map Products', and 'Manage Products' (which is currently selected). The main area has a search bar, filter options ('Reset Filter'), and pagination controls ('20 per page', '1 of 1'). A table displays product data with columns: Product ID, Name, Sku, and Price. One row is visible: 'new horizon 1' with Sku 'GK102051' and Price '\$14.00'.

	Product ID	Name	Sku	Price
<input type="checkbox"/>	Any	From: _____ To: _____	new horizon 1	GK102051 \$14.00

## 6. Store Pickup Shipping Method

While shopping, the Store Pickup shipping method is displayed to the end-user or customer. There is no change on Home Page, Listing Page, and Shopping Cart.

### 6.1. Checkout Page

While placing an order, the customer has to select shipping method to get the delivery of the order. Store Pickup comes into picture when the customer has to check out and has to select a Store Pickup.

Following are the two flows which are considered:

- [Guest Login](#)
- [Logged in user](#)

#### 6.1.1. Guest Login

After finalizing the shopping cart, the customer has to fill the checkout form. This form has the shipping method for the customer.

The screenshot shows the 'Shipping' step of an e-commerce checkout process. At the top, there's a progress bar with two steps: 'Shipping' (marked with a checkmark) and 'Review & Payments' (step 2). The main area is titled 'Shipping Address'. It contains fields for Email Address (domsewan@gmail.com), First Name (dom), Last Name (sewan), Company, Street Address (S.No. Ground Floor, Phoenix Market, 207, Viman Nagar Rd., Pune), City (Pune), State/Province (Maharashtra), Zip/Postal Code (411014), Country (India), and Phone Number (7776029148). To the right, an 'Order Summary' box shows '1 item in Cart'. Below the address form is a 'Shipping Methods' section with two options: '\$200.00 Storepick Shipping Provider' (selected) and '\$5.00 Flat Rate'. A 'Search' button is available to find nearby stores. A map of Pune highlights the location of the entered address in Viman Nagar.

- **Shipping Address**

A customer has to fill the shipping address form. The shipping method will be finalized and displayed basis the city, zip code, state/region, and country entered. The store pick shipping method also depends upon the

same factor. If a customer changes the shipping address after some orders, then the stores that were earlier available are not displayed. The in the radius of the new address are displayed.

- **Shipping Method**

Based on the address entered by the customer, the shipping method is displayed. A change of address in checkout makes an impact to the shipping method.

- **Store Pickup Shipping Method**

On selecting the Store Pickup Shipping method, the location field on Store Pickup method form fetches the City, Pincode, State, and country from the system and displays the available stores associated with the address. The Location field can be edited to get the nearest or customized pick location.

- **Store Pickup Dropdown or Map**

Customers can select the store nearest to their address from the drop-down. In case, the customers are not able to identify store name, they can find and select it from the Map. The store location is displayed on basis of the radius specified during the configuration of Store Pickup.

- **Review and Payments**

The customer has to place the order by clicking the **Place Order** button.

#### **6.1.2. Logged In User**

After finalizing the shopping cart, the saved address of the customer is displayed, if any. If there is no saved address, the checkout flow will be like guest login for first time. The Customer has to select the address that will find the shipping method for the customer.

The screenshot shows the CYBAGE shipping process at step 2, "Review & Payments". The "Shipping" tab is selected. Two shipping addresses are listed:

- Ready Final**:  
6 & 7, Autade, Nyati Estate Rd,  
Handewadi, Pune,  
Maharashtra 411028  
Pune, Maharashtra 411028  
India  
09689134629
- Ready Final**:  
Dhanashree Ashiyana, S. NO.  
Handewadi, Pune,  
Maharashtra 411028  
Pune, Maharashtra 411028  
India  
08989432493

Both addresses have a "Ship Here" button below them. The second address is highlighted with a red border and a checkmark. To the right, the "Order Summary" shows "1 item in Cart".

Below the addresses is a "New Address" link. The "Shipping Methods" section shows two options:

- \$200.00** Storepick Shipping Provider
- \$5.00** Fixed Flat Rate

An "Enter a Location:" input field contains "Bund Garden, Bund Garden Rd, Bund Garden, Sangamwadi, Pune, Maharashtra 411001, PUNE, Maharashtra 411001, India". A "Search" button is next to it. Below is a "Select Pickup Store" dropdown with "See all results:" and a map of a shopping mall area in Pune. The map shows various stores like Zara, Lacoste, Mothercare, Tissot, Arrow USA 1851, Clinique, Nike, Steve Madden, Swarovski, and Tanishq Jewellers. A red dot marks the current location. A "Next" button is at the bottom right of the map.

- **Shipping Address**

A customer needs select the address, where shipping method will be finalized based on the city, zip code, state/region, and country. Shipping methods are displayed based on the address. Store Pickup shipping method also depends upon the same factor. If a customer changes the shipping address before confirming the order, the shipping method might change. Even if the same shipping method is available, the stores available would change.

- Shipping Method

Based on the address selected by the customer, shipping method displays dynamically. A change of address in checkout makes an impact to the shipping method.

- Store Pickup Shipping Method

On selection of Store PickUp Shipping method, location field on Store PickUp method form fetches City, Pincode, State, and country, automatically and displays available stores associated with the address. Location field can be edited to get nearest or customized pick location.

- Store Pickup Dropdown or Map

Customers can select the store nearest to their address from the drop-down. In case, the customers are not able to identify store name, they can find and select it from the Map. The store location is displayed on basis of the radius specified during the configuration of Store Pickup.

- Review and Payments

There is no change on this page. The customer has to finalize place the order by clicking on the place order button.

**Notes:**

*There are some cases where the customer has to use the online shipping methods instead Store Pickup*

**Case1:** If the cart contains multiple items that are not available in one store, then the Store Pickup shipping method is not available to deliver the order.

**Case2:** Even if all products are available in one store, however the customer's pin-code is not in the radius defined, the Store Pickup shipping method is not displayed.

**Case3:** If no product is available in the store, the Store Pickup shipping method is not displayed.

### 6.1.3. Order Success Page

Order success page provides information about the order like Order ID, Order Pickup time range, store operation hours and store name.

Home Appliances

Thank you for your purchase!

Your order number is: **000000011**.

Your Order Pickup Time is between **25 Jan 2019 06:26 PM till 27 Jan 2019**

Store operational hours : **10:00 AM to 08:00 PM**

Pickup store : **Croma**

We'll email you an order confirmation with details and tracking info.

[Continue Shopping](#)

## 7. Order fulfillment by Store Manager

An order once placed is reflected in the order grid of the store manager if the order has been placed with the shipping method as store pickup.

### 7.1. Invoice

A placed order is already invoiced. The customer can see the invoice order in My Account → Order Section.

#### Store Manager Order Detail

**Orders Detail**

Order # 000000011 (The order confirmation email is not sent)

**Order & Account Information**

Order Date	Jan 25, 2019, 4:28:32 PM	Customer Name:	samir tambe
Order Status:	Processing	Email:	samir.tambe@cybage.com
Purchased From:	Main Website Main Website Store Default Store View	Customer Group:	General
Placed from IP:	172.27.110.148		

**Address Information**

<b>Billing Address</b>  Testing erp Bund Garden, Bund Garden Rd, Bond Garden, Sangamwadi, Pune, Maharashtra 411001 PUNE, Maharashtra, 411001 India T: 08089423488	<b>Shipping Address</b>  Testing erp Phoenix Mall, Clover Park, Virjan Nagar, Pune, Maharashtra 411014 Pune, Madhya Pradesh, 411014 India T: 08089423488
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**Payment & Shipping Method**

**Payment Information**

Check / Money order  
The order was placed using USD

**Items Ordered**

Product	Item Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
new-format-10	Invoiced	\$20.00	\$20.00	Ordered 1 Invoiced 1	\$20.00	\$0.00	0%	\$0.00	\$20.00
SKU: 00102286									

**Order Total**

Notes for this Order	Order Totals
	Subtotal: \$20.00 Shipping & Handling: \$0.00 Grand Total: \$20.00 Total Paid: \$20.00 Total Refunded: \$0.00 Total Due: \$0.00

## Customer My Account

Home Appliances

**My Account**

- My Orders** Processing
- My Downloadable Products
- My Wish List
- Address Book
- Account Information
- Stored Payment Methods
- Billing Agreements
- My Product Reviews
- Newsletter Subscriptions

**Compare Products:**  
You have no items to compare.

**Recently Ordered**

 new horizon 1	<a href="#">View All</a>
---	--------------------------

**Add to Cart**

**My Wish List:**  
You have no items in your wish list.

**Order # 000000013** January 25, 2019

[Reorder](#) [Print Order](#)

Items Ordered	Invoices			
<a href="#">Print All Invoices</a>				
<b>Invoice #000000010</b> <a href="#">Print Invoice</a>				
<b>Product Name</b>	<b>SKU</b>	<b>Price</b>	<b>Qty Invoiced</b>	<b>Subtotal</b>
new horizon 1	GK102051	\$14.00	1	\$14.00
				Subtotal \$14.00
				Shipping & Handling \$200.00
				Grand Total \$214.00

**Order Information**

<b>Shipping Address</b>	<b>Shipping Method</b>	<b>Billing Address</b>	<b>Payment Method</b>
Aniket Wagare Phoenix Mall, Clover Park, Vimannagar, Pune, Maharashtra 411014 India T: 7572612456	Storepick Shipping Provider	Aniket Wagare Phoenix Mall, Clover Park, Vimannagar, Pune, Maharashtra, 411014 India T: 7572612456	Check / Money order

## 7.2. Pickup Confirmation

The pickup confirmation is given by the Store Manager. If the customer collects the order from the store before hold time, the store manager can mark delivery as 'Mark as Delivery'. The delivery is confirmed by entering and verifying the required information of the customer.

Progress of the order is reflected into the customer my account section.

## Store Manager Order Detail

**Orders Detail**

chrome +

Back Mark As Deliver

---

**Order & Account Information**

Order # 000000011 (The order confirmation email is not sent)		Account Information <a href="#">Edit Customer</a>	
Order Date:	Jan 25, 2019, 4:28:53 PM	Customer Name:	samir.tande
Order Status:	Processing	Email:	samirhardt@cybage.com
Purchased From:	Main Website Main Website Store Default Store View	Customer Group:	General
Placed from IP:	172.27.110.140		

---

**Address Information**

<b>Billing Address</b>	<b>Shipping Address</b>
testing erp Bund Garden, Bund Garden Rd, Bund Garden, Sangamvadi, Pune, Maharashtra 411001 PUNE, Maharashtra, 411001 India T: 08989432493	testing erp Phoenix Mall, Clover Park, Vimannagar, Pune, Maharashtra 411014 Pune, Madhya Pradesh, 411014 India T: 08989432493

---

**Payment & Shipping Method**

**Payment Information**

Check / Money order  
The order was placed Using USD.

---

**Items Ordered**

Product	Item Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
New Horizon 10	Invoiced	\$20.00	\$20.00	Ordered: 1 Invoiced: 1	\$20.00	\$0.00	0%	\$0.00	\$20.00
SKU: GK102060									

---

**Order Total**

Notes for this Order	Order Totals
	Subtotal \$20.00
	Shipping & Handling \$20.00
	Grand Total \$220.00
	Total Paid \$220.00
	Total Refunded \$0.00
	Total Due \$0.00

Customer My Account

Order # 000000011 COMPLETE

January 25, 2019 [Print Order](#)

[Items Ordered](#) [Invoices](#) [Order Shipments](#)

[Print All Shipments](#)

Shipment #000000007 [Print Shipment](#) [Track this shipment](#)

Product Name	SKU	Qty Shipped
new horizon 10	GK102060	1

### 7.3. Pickup Confirmation

The pickup confirmation is given by the Store Manager. Once the customer collects the order from the store before the hold time, the store manager marks delivery as 'Mark As Delivery'.

Progress of the order reflects into the customer my account section.

Store Manager Order Detail

### Orders Detail

Back Mark As Deliver

---

#### Order & Account Information

Order # 000000011 (The order confirmation email is not sent)	Account Information <a href="#">Edit Customer</a>
Order Date	Jan 25, 2019, 4:28:53 PM
Order Status	Processing
Purchased From	Main Website Main Website Store Default Store View
Placed from IP	172.27.110.140

---

#### Address Information

Billing Address	Shipping Address
testing erp Bund Garden, Bund Garden Rd, Bund Garden, Sangamvadi, Pune, Maharashtra 411001 PUNE, Maharashtra, 411001 India <a href="#">T: 08969433493</a>	testing erp Phoenix Mall, Clover Park, Viman Nagar, Pune, Maharashtra 411014 Pune, Madhya Pradesh, 411014 India <a href="#">T: 08969433493</a>

---

#### Payment & Shipping Method

##### Payment Information

Check / Money order  
The order was placed using USD.

---

#### Items Ordered

Product	Item Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
new horizon 10	Invoiced	\$20.00	\$20.00	Ordered: 1 Invoiced: 1	\$20.00	\$0.00	0%	\$0.00	\$20.00
SKU: GK10Z060									

---

#### Order Total

Notes for this Order	Order Totals												
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Subtotal</td> <td>\$20.00</td> </tr> <tr> <td>Shipping &amp; Handling</td> <td>\$0.00</td> </tr> <tr> <td>Grand Total</td> <td>\$20.00</td> </tr> <tr> <td>Total Paid</td> <td>\$20.00</td> </tr> <tr> <td>Total Refunded</td> <td>\$0.00</td> </tr> <tr> <td>Total Due</td> <td>\$0.00</td> </tr> </table>	Subtotal	\$20.00	Shipping & Handling	\$0.00	Grand Total	\$20.00	Total Paid	\$20.00	Total Refunded	\$0.00	Total Due	\$0.00
Subtotal	\$20.00												
Shipping & Handling	\$0.00												
Grand Total	\$20.00												
Total Paid	\$20.00												
Total Refunded	\$0.00												
Total Due	\$0.00												

### Customer My Account

## Order # 000000011

COMPLETE

January 25, 2019

[Print Order](#)

Items Ordered
Invoices
Order Shipments

[Print All Shipments](#)

Shipment #000000007

[Print Shipment](#)

[Track this shipment](#)

Product Name	SKU	Qty Shipped
new horizon 10	GK102060	1

#### 7.4. Pickup Time Lapsed

If customer does not pick the order in given time, the order is cancelled automatically. A cancelled order credit memo is created. The created credit memo is reflected into the customer my account section. At the same time, customer as well as the admin gets intimation about the cancellation. As cancellation is done and credit memo is generated, admin has to manually refund the amount through payment gateway dashboard.

## About Cybage

**Cybage Software Pvt. Ltd.** is a technology consulting organization specializing in outsourced product engineering services. As a leader in the technology and product engineering space, Cybage works with some of the world's best Independent Software Vendors (ISVs). Our solutions are focused on modern technologies, and are enabled by a scientific, data driven system called the DecisionMines™ for Digital Excellence. This unique model de-risks our approach, provides better predictability, and ensures a better value per unit cost to our clients.

Cybage has a dedicated Center of Excellence for e-commerce, carved out of years of extensive experience.

- More than 15 key clients spread across the globe
- A team of more than 540 domain experts, comprising Solution Architects, Business Analysts, and Functional Experts
- Strong knowledge of the domain, business processes, and industry best practices
- Expertise in multi-tenant, hosted e-commerce solutions
- Strong organizational, technical, engineering, process, and project management maturity

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For technical queries, write to: [support\\_ecom@cybage.com](mailto:support_ecom@cybage.com)

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For general enquiries, write to: [support\\_ecom@cybage.com](mailto:support_ecom@cybage.com)