



Focus on Function – Click & Collect

Click & Collect is increasing in popularity as a delivery option on websites particularly so during the events of 2020.

This functionality has been an option in E-retailer for some years and we have recently made some tuning enhancements.

Click & Collect offers:

- Create Click & Collect as a shipping option
- Specify which branches allow Click & Collect
- Nominate which branches are included in stock availability
- Click & Collect appears as a shipping option
- Customers can select which branch they would like to collect from
- Order gains status “Click and Collect awaiting Pickup”
- Order may be recalled and processed at POS

Flow on website

At Checkout:

The click & Collect option will appear at the checkout stage with a drop down so the customer can select the branch that they would like to collect from.

Shipping Method

<input type="radio"/>		\$0.00
<input checked="" type="radio"/>	Click & Collect	\$0.00
Item will be collected from		
<input type="radio"/>	Courier Post - 1-2	
<input type="radio"/>	Courier Post - 1-2	

Select a store ▼

Select a store

Auckland

Wellington

Christchurch

Dunedin

Processing the Order:

The order can be recalled at the POS unit in the branch the order has been placed using the “Orders” button or at any Counter Intelligence Office enabled screen and invoiced.

Advising the Customer their Order is Ready for Pick:

Once the order has been invoiced you can send the customer an email advising them their order is ready for pickup by pressing the ‘Send Click & Collect Pick Up Notification’ button on the order in Store Admin.

Steps in Enabling Click & Collect

Branches:

Specify the branches that are part of the stock calculation and check on Click & Collect. Enter the branch email addresses as these are required for the order to be emailed to the selected Click & Collect branch.

Branches

Branches	Stock calculation	Branch list	Click & collect
Auckland	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Christchurch	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dunedin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wellington	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Webstore	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Shipping:

Country Definition	Shipping Option	Shipping Method	Advanced Shipping Rate	Third-Party Logistics	Shipping Method	Click & Collect	Seq	Estimate Days	Estimate Shipping Days	Estimate Days Arrival	Tracking URL ({}: Tracking No.)	Cart items must be present	Send confirmation to branch	Order placed against branch	Act
		Click & Collect			Click & Collect	<input checked="" type="checkbox"/>	1		1	2		Any Branch	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes

Under Shipping select Shipping Method

Update Click & Collect

Cart Items Must be Present

Select either “Selected Branch” or “Any Branch”

If you select “Selected Branch” only branches will all items being ordered in stock will be displayed under the Click & Collect branch selection.

Send Confirmation to Branch

Checked on the customer order will be emailed to the branch

Order Placed Against Branch

This option when checked on will automatically assign the order to the Click & Collect branch
Active

Set to "Yes"

Country Definition		Shipping Option		Shipping Method		Advanced Shipping Rate		Third-Party Logistics			
Shipping Method	Click & Collect	Seq	Estimate Days	Estimate Shipping Days	Estimate Days Arrival	Tracking URL ({}: Tracking No.)	Cart items must be present	Send confirmation to branch	Order placed against branch	Act	
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	1		0	0					Yes	
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	1		0	0					Yes	
<input type="button" value="Update"/>	<input type="button" value="Cancel"/>	<input type="text" value="Click & Collect"/>	<input type="checkbox"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="Any Bran"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	

Shipping Rates:

Create Click & Collect

Country Definition		Shipping Option		Shipping Method		Advanced Shipping Rate		Third	
Shipping Option				Shipping Method					
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>								
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	Auckland Rural							
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	Auckland Urban		Courier Post					
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	Auckland Urban		Courier Post					
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	Auckland Urban		Courier Post					
<input type="button" value="Insert"/>	<input type="button" value="Cancel"/>	<input type="text" value="New Zealand"/>		<input type="text" value="Click & Collect"/>					

The Kudos Team

support@kudos.co.nz

