Click and Collect (F-CAC)

Function	Click and Collect
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Author	Gareth Gorman
Version	Version 1.0
Status	Working

Version	Date	Summary of changes	Author
1.0	September 2017	Created	Gareth Gorman

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1. Introduction

The Click and Collect module allows customers to reserve items through the website and to then collect them from their local store. The benefit for the customer is to avoid delivery charges as well as being able to collect items throughout the day.

This is an extremely useful and powerful tool that allows customers to purchase / reserve items online and then to collect from store.

Approximately 40% of shoppers used a Click and Collect service over the Christmas 2016 period.

2. Customer Facing

F-CAC/01.0	***Checkout Process***
F-CAC/01.1	The system will display if products qualifies for Click and Collect on the product details page (see appendix #1)
F-CAC/01.2	On checkout, if all products in the basket qualify for Click and Collect the system will allow the customer to select the 'Click and Collect' shipping method for an order (see appendix #2)
F-CAC/01.3	On checkout, if there are no products that qualify for Click and Collect in the basket then the Click and Collect shipping method will not display
F-CAC/01.4	The customer will be prompted to either login or checkout as guest
F-CAC/01.5	If Click and Collect shipping method is chosen then the system will prompt the customer to select a store to collect the order form by either (see appendix #3) ● Entering their postcode ● Entering their town ● Select a store from a drop down list

F-CAC/01.6	The system will display the nearest store to the search or the selected store in a map view with the following information below the map (see appendix #3): ● Store Name ● Address ● Telephone number ● Opening Times Each store within the map will be represented by a 'pin'
F-CAC/01.7	The system will allow customers to select the store to collect their order
F-CAC/01.8	When selected the system will update the delivery address of the order
F-CAC/01.9	The system will allow the customer to proceed to the payment step of the checkout as normal
F-CAC/01.10	The system will send a Click and Collect order confirmation email (see Appendix #9)

3. Admin

F-CAC/02.0	**Click and Collect Products**
F-CAC/02.1	The system will allow authorised users to assign a meta value of 'Click and Collect'' to a product (see Appendix #4) *Note: this will be used to make visible the Collect+ shipping method and to display if qualifies for click and collect on the product detail page*

F-CAC/03.0	**Shipping Method (to be set up by bolt)**
F-CAC/03.1	The system will allow authorised users create a shipping method for Click and Collect

F-CAC/03.2	The system will allow authorised users to apply the Click and Collect shipping method to products with a meta value of ‘Click and Collect’
F-CAC/0.3.3	The system will allow authorised users to apply a priority to the Click and Collect shipping method (where it appears in the shipping method list)

F-CAC/04.0	**Click and Collect Receipt**
F-CAC/04.1	The system will produce a standard receipt which can be printed at store for the customer to sign. (see Appendix #7)

F-CAC/05.0	**Returns**
F-CAC/05.1	Returns will work externally via the warehouse system as per all other web orders and will not be affected by Click and Collect

F-CAC/06.0	**Customer Contact Points (emails)**
F-CAC/06.1	When an order has been submitted, the Commerce system will send an order confirmation email with the following extra information: ● Collection store name
F-CAC/06.2	When an order is shipped the Commerce system will send an order shipped email with the following information ● Collection store name

F-CAC/07.0	**Orders**

F-CAC/07.1	The Admin system will allow authorised users to filter orders by the shipping method, Click and Collect

F-CAC/08.0	**Click and Collect Stores**
F-CAC/08.1	Utilising the existing 'stores' functionality with the CMS area, the Admin system will allow authorised users to flag a store as 'Click and Collect' (see Appendix #5)

F-CAC/09.0	**Click and Collect Manager**
F-CAC/09.1	The Admin system will allow authorised users to assign user logins to individual click and collect stores
F-CAC/09.2	The Admin system will allow authorised users to view all Click and Collect orders for a store (see Appendix #6)
F-CAC/09.3	The system will allow authorised users to filter click and collect orders by ● Collected Orders ● Orders ready to collect ● Orders ready to pick ● No-shows ● Start date/time ● End date/time ● Customer name ● Order id
F-CAC/09.4	The system will allow authorised users to view a list of orders with the following information ● Order id ● package id ● date/time places ● Customer name ● Status

F-CAC/09.5	The system will allow authorised users to perform the following action for each order ● View Receipt ● Mark as ready to collect ● Mark as no-show ● Mark as Collected
F-CAC/09.6	'View Receipt' allows the authorised user to view a preview of the packing slip (see Appendix #7) *Note: the receipt is not editable and cannot be customised*
F-CAC/09.7	'Mark as ready to collect' allows the authorised users to mark the order as ready to collect - an email is sent to the customer (See Appendix #8) *Note: this is for information purposes only*
F-CAC/09.8	'Mark as no show' allows the authorised users to mark the order as a no show *Note: this is for information purposes only and the system does not update the order status at this point. Any update to the order must be done manually*
F-CAC/09.9	'Mark as Collected' allows authorised users to mark the order as Collected *Note: this is for information purposes only*

5. Confirmation of sign-off

Name:	
Position:	

I confirm I have received this functional specification and give my authorisation to proceed with the development.

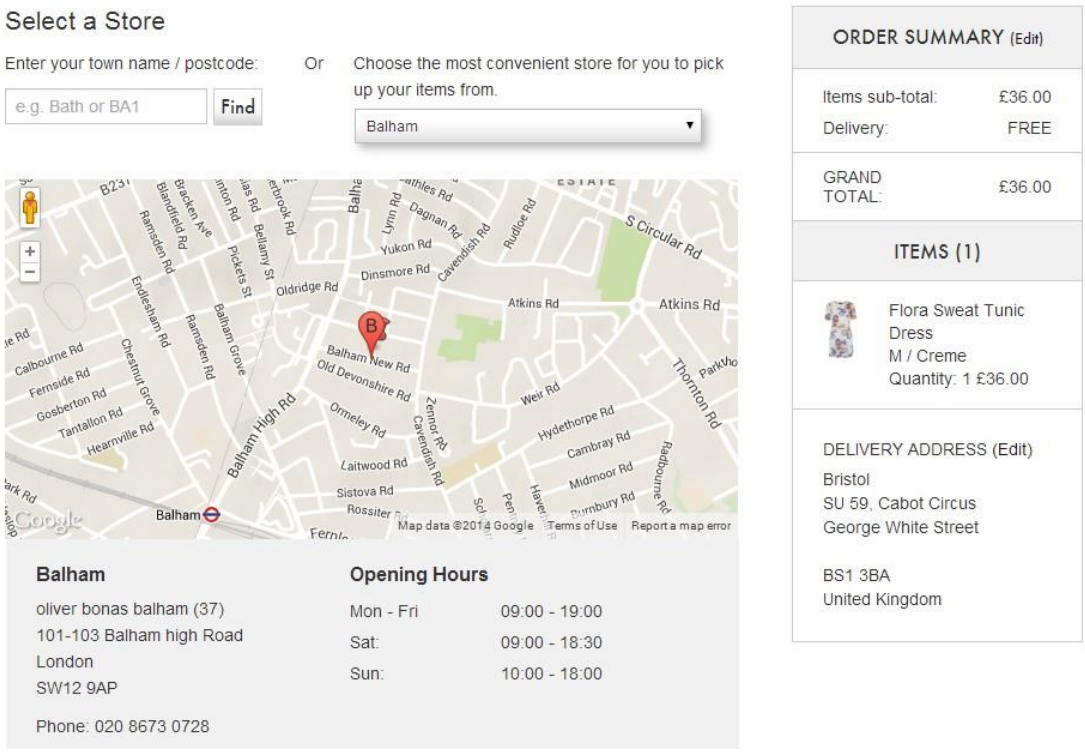
Signed: _____

Date: _____

Appendix #1 - Click and Collect availability icon

Appendix #2 - Selecting Click and Collect

Appendix #3 - Select a store



Appendix #4 - Assigning click and collect meta data

Appendix #5 - Enabling a click and collect store

Appendix #6 - Click and Collect Manager

Filters

All orders
Collected orders
Orders ready to collect
Orders ready to pick
No-shows

From: 2014-02-01 at 10:38:54

To: 2014-10-09 at 10:38:54

Name:

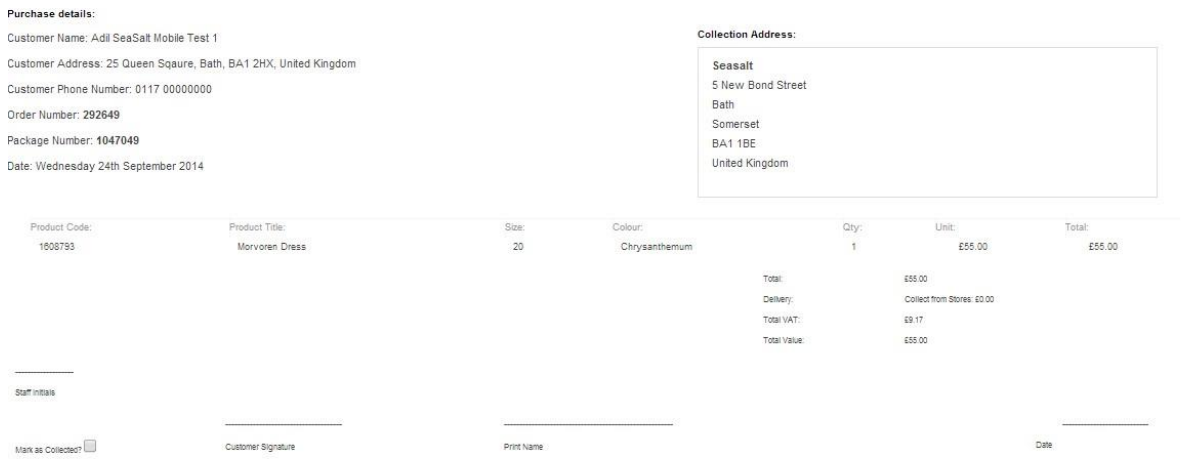
Filter

Jump to order

Jump to Order

Order Id	Package Id	Date/Time placed	Customer Name	Status	Actions
253728	538382	2014-06-20 14:32:56	Curtis, Ben	Collected	Receipt
253737	538415	2014-06-24 12:17:05	Pantelides, Philip [Blubolt Ltd]	Shipped	Receipt Mark as ready to collect
253740	538419	2014-06-25 16:26:11	Tress, Camilla	Shipped	Receipt Mark as ready to collect
253743	538427	2014-07-03 16:39:20	Mattingly, Chris [Blubolt Ltd]	Shipped	Receipt Mark as ready to collect
253747	538440	2014-07-08 16:27:20	Tontson, Astrid [Oliver Bonas]	Ready to Collect	Receipt Mark as collected Mark as no-show
253749	538450	2014-07-10 08:51:46	Tontson, Astrid [Oliver Bonas]	No Show	Receipt
253757	538480	2014-07-15 17:04:40	Mouth, Ralph [342a]	Shipped	Receipt Mark as ready to collect
253758	538485	2014-07-16 09:57:12	Tontson, Astrid [Oliver Bonas]	Packing	Receipt
253761	538494	2014-07-16 10:06:13	Tontson, Astrid [Oliver Bonas]	Packing	Receipt

Appendix #7 - Click and Collect Receipt



Purchase details:

Customer Name: Adil SeaSalt Mobile Test 1

Customer Address: 25 Queen Sqaure, Bath, BA1 2HX, United Kingdom

Customer Phone Number: 0117 00000000

Order Number: **292649**

Package Number: **1047049**

Date: Wednesday 24th September 2014

Collection Address:

Seasalt
5 New Bond Street
Bath
Somerset
BA1 1BE
United Kingdom

Product Code:	Product Title:	Size:	Colour:	Qty:	Unit:	Total:
1608793	Morvoren Dress	20	Chrysanthemum	1	£55.00	£55.00

Total:	£55.00
Delivery:	Collect from Stores: £0.00
Total VAT:	£9.17
Total Value:	£55.00

Staff Initials

Mark as Collected?

Customer Signature

Print Name

Date

Appendix #8 - Ready to collect email

Hello Maxwell Lamb,

This is to let you know that your order 25637 from Seasalt is ready for collection from

Please ensure you have a copy of your order confirmation, either as a print out or viewable on your phone, when you go to collect your order as well as a form of identification. Also to avoid any confusion, please make sure you are collecting from the right Seasalt shop, it might sound obvious but it's surprisingly easy to do.

Your order will be held at the shop for 10 days.

Any questions? Don't hesitate to contact us.

Thanks again for shopping with us. Enjoy your order.

Seasalt

Appendix #9 - Click and collect order confirmation email

Dear Maxwell Lamb,

On behalf of Seasalt we would like to thank you for your order. If you need to contact us regarding your order you can call us on 01326 640075 or email us through our contact page.

You can also check the status of your order at any time from your account area.

Order ID: 25637

BILLED TO:
Maxwell Lamb
Telocator Ltd
88 Queen Square
Bath
Somerset
BA41 2HX
United Kingdom

	Item	Quantity	Total Price
	Women's Bloomin' Good Socks light squid marl / One Size	1	£6.00

Items sub-total £6.00
Delivery £3.95
Total £9.95

Your order will be delivered to within three to five days - we'll email you as soon as it's ready to collect. Don't forget, you can check the status of your order at any time here.

Thank you once again for shopping with us,
Seasalt