

Buy Online Pickup In Store

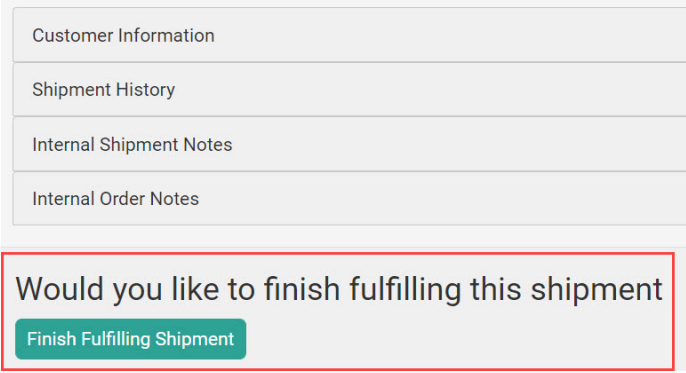
Buy Online Pickup In Store (BOPIS) shipments follow a slightly different process than Ship to Home (STH).

Where STH shipments usually print a pack sheet *after* stock validation, pickup shipments instead print a pick sheet *before* validating stock. Then, the shipment is provided for the customer to pick up instead of preparing for carrier shipment.

Begin Fulfillment

To get started:

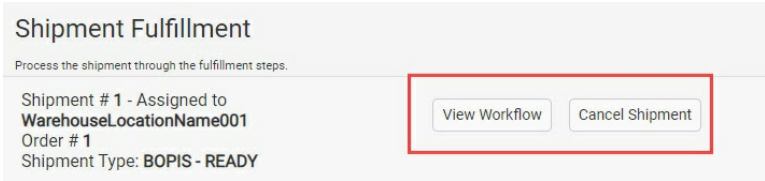
1. Go to **Main > Fulfiller**.
2. Locate the shipment you want to fulfill, whether through the search bar or the widgets on the Fulfiller homepage.
3. Click **Finish Fulfilling Shipment** at the bottom of the shipment details.
 - o If you accessed this shipment's details page directly, such as by clicking a link from the Order Admin, then this button will not be displayed. Instead, the page will already show you the current shipment step.



At any point in this process, the shipment can be cancelled by clicking **Cancel Shipment** in the top right. Click **View Workflow** to view a flowchart of the fulfillment steps.

i If an order has multiple shipments, then canceling one of its shipments does NOT cancel the other shipments nor the order itself. The order will only be canceled in one of two ways: automatically by the system when all of its shipments are canceled first, or manually by an admin or customer service representative through the Admin UI.

See the [Order Admin UI documentation](#) for more information about cancellation at the order level.



Accept Shipment

The first step in the BOPIS fulfillment process is Accept Shipment, where you acknowledge the shipment and indicate that it is ready to start fulfillment.

1. Review the shipment details.
2. Click **Yes**.

Shipment # 1 - Assigned to WarehouseLocationName001
Order # 1
Shipment Type: BOPIS - READY


[View Workflow](#) [Cancel Shipment](#)

[Shipment Details](#) [Customer Information](#) [Shipment History](#) [Internal Shipment Notes](#) [Internal Order Notes](#)

1 Accept Shipment

Do you accept this order?

Image	Product	Product Identifiers	Quantity	Unit Price
Image not available	SP_110320201014_1	UPC : SP_110320201014_1 Part Number : SP_110320201014_1 Product Code : SP_110320201014_1	1	USD \$16.00



Print Pick Sheet


You must print a pick sheet before you can validate the item availability at your fulfillment location.

1. Click **Print Pick Sheet** to print the sheet.
2. Click **Proceed to Validate Stock**.
3. Alternatively, click **Reject Shipment** if you cannot fulfill this shipment.

1 Accept Shipment

2 Print Pick Sheet

Print Pick Sheet and attach it to the order when it is staged in the e-com holding area.

 [Print Pick Sheet](#)

3 Validate Stock

4 Provide to Customer

Validate Stock

Stock validation indicates how many of each product you can fulfill.

1. In the **In Stock** column for each shipment, type in the quantity you have in stock.
 - o Or, if you click inside the field then arrows will appear. Click these to increase or decrease the quantity by one.
 - o The barcode(s) can also be scanned to be automatically populate this field instead. For more details and configurable scanning options, see [the UI overview](#).

3 Validate Stock

Select quantity to fulfill from stock


Image	Product	Product Identifiers	Quantity	In Stock
Image not available	Standard Product - 1	UPC : sp_01 Product Code : sp_01	1	<input type="text" value="1"/>

Do you have all of these items ready for the customer?

2. If any item identifiers are required, then enter those in the appropriate fields.
 - o During this step, additional fields for item identifiers will be displayed if they are enabled on the shipment items. These are item-level attributes that denote important unique information such as a serial number, manufacturer number, number for a gift card item to load a value to, or other identifying data point.
 - o There may be multiple identifiers, but if any were flagged as required then you will not be able to proceed until you have provided the required information.
 - o Item identifiers will only be available if enabled for this item in the [Order](#) and [Shipment](#) APIs, as the `fulfillmentField` object in the item-level data).

3 Validate Stock

Select quantity to fulfill from stock

In Stock	Quantity	Image	Product	Part Number	UPC	SKU	Identification Number
<input type="text" value="1"/>	1		Stainless Steel GST Chronograph	VW9702764	3 43634 83746 0	7364523	Serial Number: <input type="text" value="Enter name"/> Pin: <input type="text" value="Enter value"/>

3. If you have all of the required quantity in stock, click **Ready for Pickup**. If some quantity is not in stock, then your next action will depend on whether the [site setting](#) for BOPIS Transfer at **System > Settings > General** in the Admin UI is enabled.
 - o If transfers are enabled, click **Transfer Shipment** to create a transfer for another location to supply the the missing quantity.

3 Validate Stock

Select quantity to fulfill from stock

Image	Product	Product Identifiers	Quantity	In Stock
Image not available	Product 1	UPC : PR01 Product Code : PR01	1	0

Do you have all of these items ready for the customer?

[Transfer Shipment](#)

- o If the site setting is disabled, then you will not be able to request a transfer for the missing quantity. Instead, clicking **Some Items Not Available** will reject the shipment.

3 Validate Stock

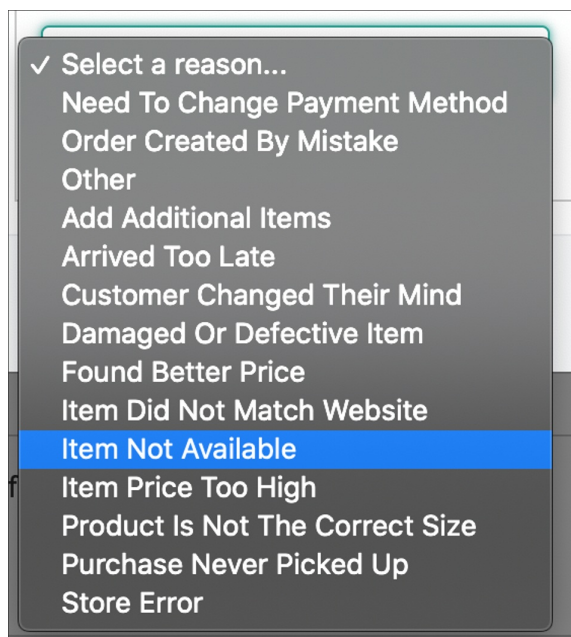
Select quantity to fulfill from stock

Image	Product	Product Identifiers	Quantity	In Stock
Image not available	Product 1	UPC : PR01 Product Code : PR01	1	0

Do you have all of these items ready for the customer?

[Some Items Not Available](#)

- o A pop-up will require the user to select a reason before confirming the rejection and sending the shipment to Customer Care.



Provide to Customer

In the final step, you have the option to print the pick sheet if needed. For more information about picking, see the [Pick Wave documentation](#). Additionally, note that you may be able to offer a partial pickup if the BOPIS shipment is waiting on a transfer but some items are available. See the [STST documentation](#) for more details.

1. Once the customer arrives to pick up their order, you click either **Customer Accepts Entire Shipment** or **Customer Wants To Cancel** depending on the appropriate case.
2. If the shipment is accepted, then it will be completed and set to the Fulfilled status.

6 Provide to Customer

Print Pick Sheet

Expected Pickup/Delivery Date
06/28/2020

Image	Product	Product Identifiers	Quantity	Unit Price	Discount	Subtotal	
	-	UPC : CH01 Product Code : CH01	5	\$ 6	USD \$0.00	USD \$30.00	
						Subtotal	USD \$30.00
						Adjustment	(USD \$0.00)
						Shipping and Handling	USD \$0.00
						Tax	USD \$2.55
						Total	USD \$32.55

Choose one of the following customer options:

Change Pickup Contact and Shipment Details

In cases where the customer designated an alternate pickup contact at checkout, the Fulfiller UI will display both the primary and alternate contact details above the Print Pick Sheet button in this step (as well as in the Customer Information tab in the shipment header). This information is not be editable in the Fulfiller UI and can only be changed from the order details page in [the Order Admin UI](#) or the [Order API](#).

If the customer wants to change the quantity of an item or requires a price adjustment appeasement, you can edit those values within this step.

1. In this case, click the **Edit Shipment** option before accepting or canceling the entire shipment.
2. Click the quantity and/or unit price field and enter the new value.
3. Click **Save Changes**.
4. If changing the unit price, a pop-up will prompt you to select an appeasement reason. The possible reasons include the default options of Damaged or Defective Item, Price Match, Arrived Too Late, Customer Satisfaction, Lost In Transit, and Other (which will require the user to enter the reason information in a text box, with a limit of 255 characters). However, this list can be customized via the Refund Reasons [.before](#) and [.after](#) API Extension actions.

5 Provide to Customer

Print Pick Sheet

Image	Product	Product Identifiers	Quantity	Unit Price	Discount	Subtotal	
Image not available	ST_Product	UPC : ST_P_001 Product Code : ST_P_001	1	\$ 2000	USD \$0.00	USD \$2,000.00	
						Subtotal	USD \$2,000.00
						Adjustment	(USD \$0.00)
						Shipping and Handling	USD \$0.00
						Tax	USD \$0.00
						Total	USD \$2,000.00

Choose one of the following customer options: