

"Collect on delivery" module



- [Description](#)
- [How to use](#)
 - [Reserving funds](#)
 - [Depositing the funds \(payment of a debt\) into the customer's account](#)
 - [Canceling an order](#)

The module allows you to send a Collect on Delivery (COD) package to buyers.

Go to: Orders > Customer balance in the administrative area of your website.

Help Settings SuperAdmin en

ORD- Order number

Customer Chat 0 0

[Ivan Ivanov](#)

Account id 557299

Balance -307 \$

Phone 8-800-000-00

Email test@test.test

Delivery address

test test
Russian Federation
12300, Moscow Puul-street

Other active orders

No other current orders for customer.

Description

Collect on Delivery is an amount of money collected by the postal service from the recipient on behalf of the sender when handing over a parcel. Then the collected payment is sent to the sender (or any person of his/her choice) by mail or wire transfer. This postal service allows one, for example, to buy goods through the mail or over the Internet. The gist of it is the sender (seller) sends a package or parcel to be picked up by the recipient (buyer) only after the latter has paid the predefined COD payment amount at the post office; in which case the payment is transferred to the sender.

The “Collect on delivery” module allows one to:

- process items marked as “Awaiting payment”
- provide information concerning customer’s debt in the administrative area (that is, place a reserve on buyer’s account for the amount of the transaction)

We recommend that you use the “Collect on delivery” module in combination with the “Goods in stock” module to avoid overstock and promptly dispose unpaid goods.

How to use

Once the module has been enabled you can take advantage of the opportunity either to place a reserve on the account for the amount of the transaction when the buyer’s account balance is zero or to manage unpaid items.

The collect on delivery procedure consists of three main steps:

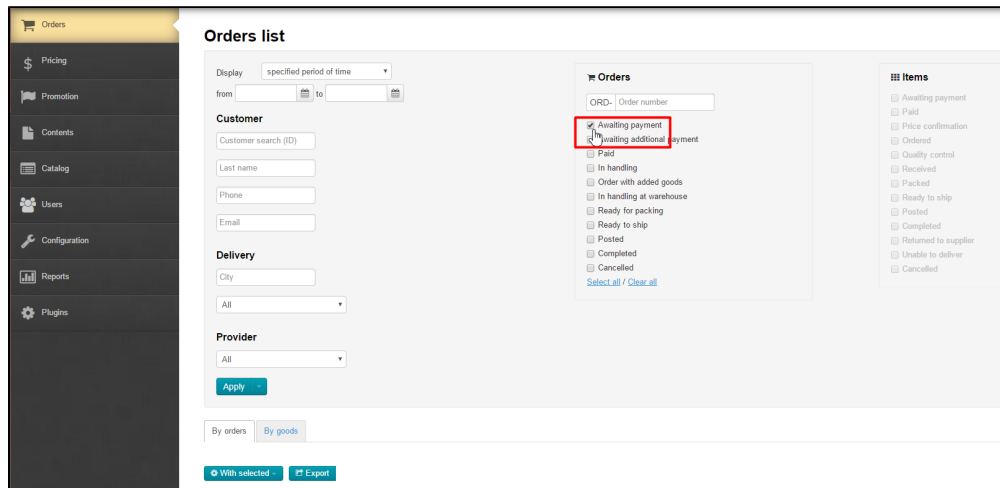
1. Reserving funds.
2. Managing an order.
3. Depositing the funds (payment of a debt) into the customer’s account

Let’s consider the first and last steps. Order management is a regular procedure described in the “[Orders](#)” section.

Reserving funds

You can reserve funds for a purchase order in case an order marked as “Awaiting payment” is available. To do this:

Go to the “Orders” section of the administrative area of your website and select the orders marked as “Awaiting payment” by applying the appropriate filter.



Orders list

Display specified period of time

from to

Customer

Customer search (ID)

Last name

Phone

Email

Delivery

City

All

Provider

All

Apply

By orders By goods

Orders

ORD- Order number

☒ Awaiting payment
☐ Awaiting additional payment
☐ Paid
☐ In handling
☐ Order with added goods
☐ In handling at warehouse
☐ Ready for packing
☐ Ready to ship
☐ Posted
☐ Completed
☐ Cancelled

[Select all](#) / [Clear all](#)

After the filter is applied, all unpaid orders will be shown.

Click on the desired order. This will bring up a page that contains the order description.

Orders
Pricing
Promotion
Contents
Catalog
Users
Configuration
Reports
Plugins

Orders list

Date from to

Customer

Delivery All

Provider All

Apply

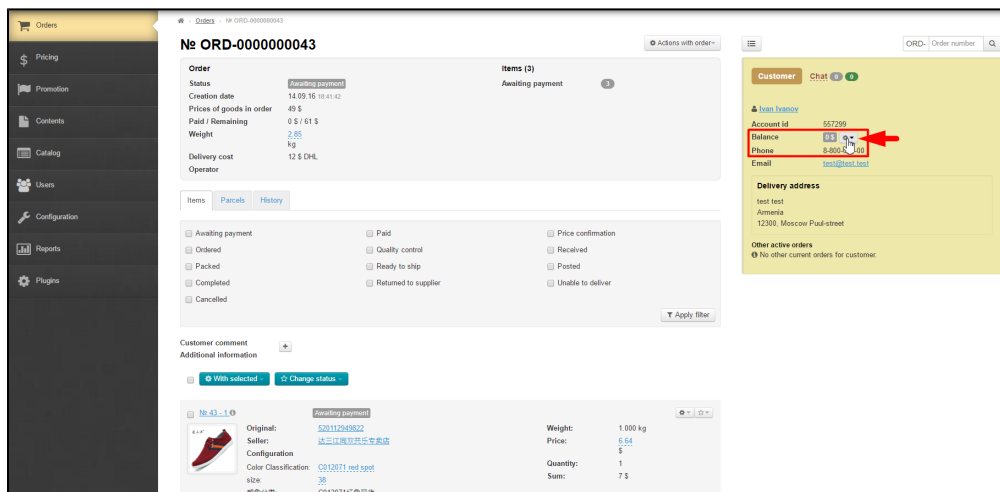
By orders By goods

With selected

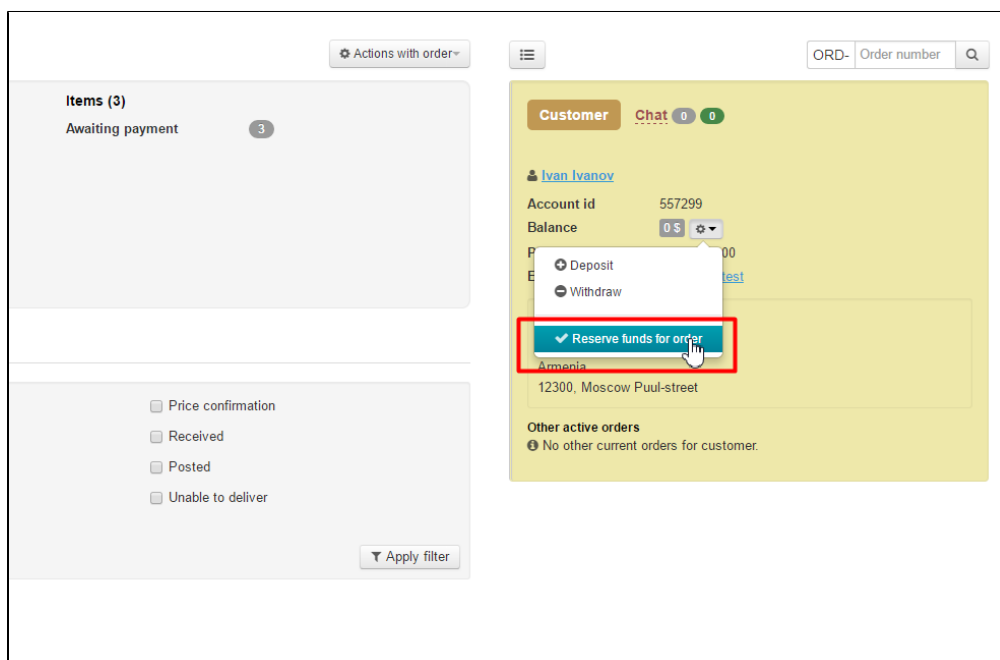
Export

Order number	Creation date	Order status	Items	Sum (Paid in)	Customer's Balance
ORD-0000000043	14.09.16 (10:41:42)	Awaiting payment	Awaiting payment: 3	61 \$ (0 \$)	test test test 0 \$
ORD-0000000039	14.07.16 (00:47:15)	Awaiting payment	Awaiting payment: 2	94 \$ (0 \$)	Liu Cindy Liu 0 \$

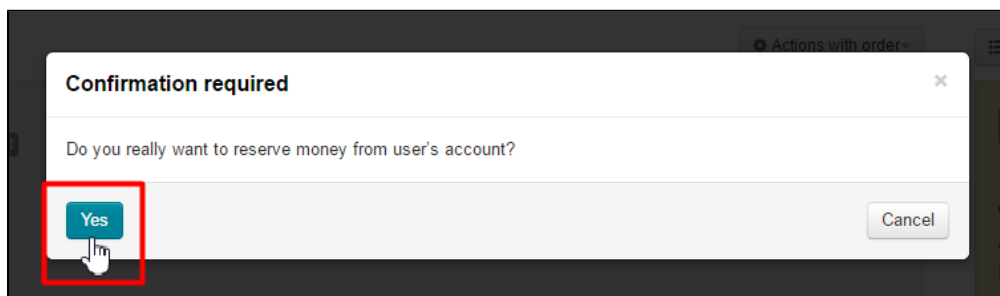
Click on the gear button in the yellow section on the right-hand side.



Select the last item "Reserve funds for purchase order" in the menu that appears.



A confirm screen will appear asking if you are sure you want to complete the action. Once you click the "Yes" button money will be reserved.



With that, the customer's account will show a negative balance and the status of the order and items it contains will be updated to "Paid".

Order № ORD-0000000043

Status: Paid

Items (3): Paid

Customer: Ivan Ivanov
 Account id: 557299
Balance: 61 \$
 Phone: 8-800-000-00
 Email: test@test.test

Delivery address:
 test test
 Armenia
 12300, Moscow Paul-street

Other active orders:
 No other current orders for customer

Order details:
 Creation date: 14.09.16 10:41:42
 Prices of goods in order: 49 \$
 Paid / Remaining: 61 \$ / 0 \$
 Weight: 2.85 kg
 Delivery cost: 12 \$ DHL
 Operator:

Order status options:
☐ Awaiting payment
☐ Ordered
☐ Packed
☐ Completed
☐ Cancelled
☐ Paid
☐ Quality control
☐ Ready to ship
☐ Returned to supplier
☐ Price confirmation
☐ Received
☐ Posted
☐ Unable to deliver

Customer comment:
 Additional information

With selected **Change status**

Item details:
 Original: 520112949822
 Seller: 520112949822
 Configuration: C012071.red.sport
 Color Classification: C012071.red.sport
 size: 38
 颜色分类: C012071红色跑鞋
 尺码: 38
 Weight: 1.000 kg
 Price: 6.64 \$
 Quantity: 1
 Sum: 7 \$
 Original price

Now you can repurchase the items and create a package.

Depositing the funds (payment of a debt) into the customer's account

Once the buyer has received an order and the money has been transferred to you it is necessary to deposit money into buyer's account (in order to have non-zero balance).

Click on the gear button in the yellow section on the right-hand side.

Order № ORD-0000000043

Status: Paid

Items (3): Paid

Customer: Ivan Ivanov
 Account id: 557299
Balance: 61 \$
 Phone: 8-800-000-00
 Email: test@test.test

Delivery address:
 test test
 Armenia
 12300, Moscow Paul-street

Other active orders:
 No other current orders for customer

Order details:
 Creation date: 14.09.16 10:41:42
 Prices of goods in order: 49 \$
 Paid / Remaining: 61 \$ / 0 \$
 Weight: 2.85 kg
 Delivery cost: 12 \$ DHL
 Operator:

Order status options:
☐ Awaiting payment
☐ Ordered
☐ Packed
☐ Completed
☐ Cancelled
☐ Paid
☐ Quality control
☐ Ready to ship
☐ Returned to supplier
☐ Price confirmation
☐ Received
☐ Posted
☐ Unable to deliver

Customer comment:
 Additional information

With selected **Change status**

Item details:
 Original: 520112949822
 Seller: 520112949822
 Configuration: C012071.red.sport
 Color Classification: C012071.red.sport
 size: 38
 颜色分类: C012071红色跑鞋
 尺码: 38
 Weight: 1.000 kg
 Price: 6.64 \$
 Quantity: 1
 Sum: 7 \$
 Original price

Select the "Deposit" button in the menu that appears.

Actions with order

ORD- Order number

Items (3)
Paid

Price confirmation
Received
Posted
Unable to deliver

Apply filter

Customer Chat 0 0

Ivan Ivanov

Account id 557299

Balance -61 \$

Phone

Email

Deposit Withdraw

Delivery address

test test
Armenia
12300, Moscow Puul-street

Other active orders

No other current orders for customer.

Enter the sum and description on the form that appears.

Actions with order

ORD- Order number

Items (3)
Paid

Price confirmation
Received
Posted
Unable to deliver

Apply filter

Customer Chat 0 0

Ivan Ivanov

Account id 557299

Balance -61 \$

Deposit

Sum 61

Note ok

Deposit Cancel

Phone 8-800-000-00

Email test@test.test

Delivery address

test test
Armenia
12300, Moscow Puul-street

Other active orders

No other current orders for customer.

Click the "Deposit" button. All done!

Actions with order

ORD-

Order number

Q

Items (3)

Paid

3

☐ Price confirmation
 ☐ Received
 ☐ Posted
 ☐ Unable to deliver

Apply filter

Customer

Chat 0 0

Ivan Ivanov

Account id 557299

Balance -61 \$

Deposit

Sum 61

Note ok

Deposit Cancel

Phone 8-800-000-00

Email test@test.test

Delivery address

test test

Armenia

12300, Moscow Puul-street

Other active orders

No other current orders for customer.

Canceling an order

If you didn't receive payment from the buyer (that is, he or she refused to pay for the parcel at the post office) it is necessary to mark the order as "Cancelled".

Go to the order and view the items:

Orders

Orders

Nº ORD-0000000043

Actions with order

Nº ORD-0000000043

Order

Items (3)

Status Posted

Creation date 14.09.16 18:41:42

Prices of goods in order 49 \$

Paid / Remaining 49 \$ / 0 \$

Weight 2.85 kg

Delivery cost 0 \$ DHL

Operator

Items

Parcels

History

☐ Awaiting payment
 ☐ Ordered
 ☐ Packed
 ☐ Completed
 ☐ Cancelled

☐ Paid
 ☐ Quality control
 ☐ Ready to ship
 ☐ Returned to supplier

☐ Price confirmation
 ☐ Received
 ☐ Posted
 ☐ Unable to deliver

Apply filter

Customer comment

Additional information

☐ With selected

Nº 43 - 1

Original: 520112949822

Seller: 达三休商双林专营店

Configuration

Color Classification: C012071 red spot

size: 38

颜色分类: C012071红色现货

尺码: 38

Weight: 1.000 kg

Price: 6.64 \$

Quantity: 1

Sum: 7 \$


Original price

Tick the checkbox next to the "With selected" button (all items of the order will be selected).

Customer comment +
Additional information

With selected **Change status**

№ 43 - 1 **Posted** **In parcel № 14**


 **Original:** 520112949822
Seller: 达三江同欣并乐专卖店
Configuration
Color Classification: C012071 red spot
size: 38
颜色分类: C012071红色现货
尺码: 38

Weight: 1.000 kg
Price: 6.64 \$
Quantity: 1
Sum: 7 \$

Original price
Price for pcs.: 49 元
Delivery for pcs.: 10 元
Price: 49 元
Delivery: 10 元
Total: 59 元

Comments **Photos**

№ 43 - 2 **Posted** **In parcel № 14**

 **Original:** 523168356665
Seller: 自由兵户外旗舰店
Configuration
Color Classification: Black models
颜色分类: 黑色款

Weight: 1 kg
Price: 11.56 \$
Quantity: 1
Sum: 12 \$

Original price
Price for pcs.: 96 元
Delivery for pcs.: 10 元
Price: 96 元

Next click the "Change status" button. Find the "Cancelled" status in the list that appears and click on it.


Customer comment +
Additional information

With selected **Change status**

Change status dropdown menu:

- Awaiting payment
- Price confirmation
- Quality control
- Packed
- Posted
- Returned to supplier
- Cancelled
- Paid
- Ordered
- Received
- Ready to ship
- Completed
- Unable to deliver

№ 43 - 1 **Posted** **In parcel № 14**


 **Original:** 520112949822
Seller: 达三江同欣并乐专卖店
Configuration
Color Classification: C012071 red spot
size: 38
颜色分类: C012071红色现货
尺码: 38

Weight: 1.000 kg
Price: 6.64 \$
Quantity: 1
Sum: 7 \$

Original price
Price for pcs.: 49 元
Delivery for pcs.: 10 元
Price: 49 元
Delivery: 10 元
Total: 59 元

Comments **Photos**

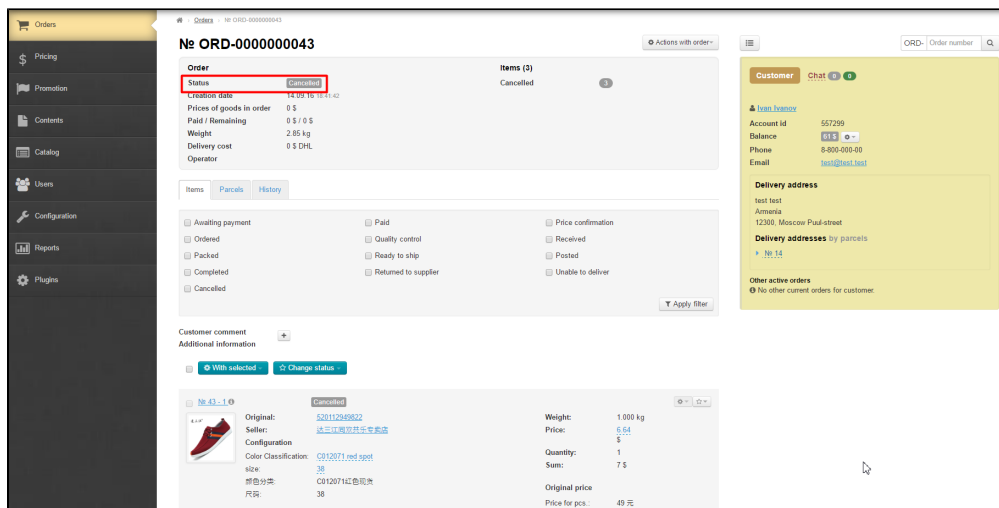
№ 43 - 2 **Posted** **In parcel № 14**

 **Original:** 523168356665
Seller: 自由兵户外旗舰店
Configuration
Color Classification: Black models
颜色分类: 黑色款

Weight: 1 kg
Price: 11.56 \$
Quantity: 1
Sum: 12 \$

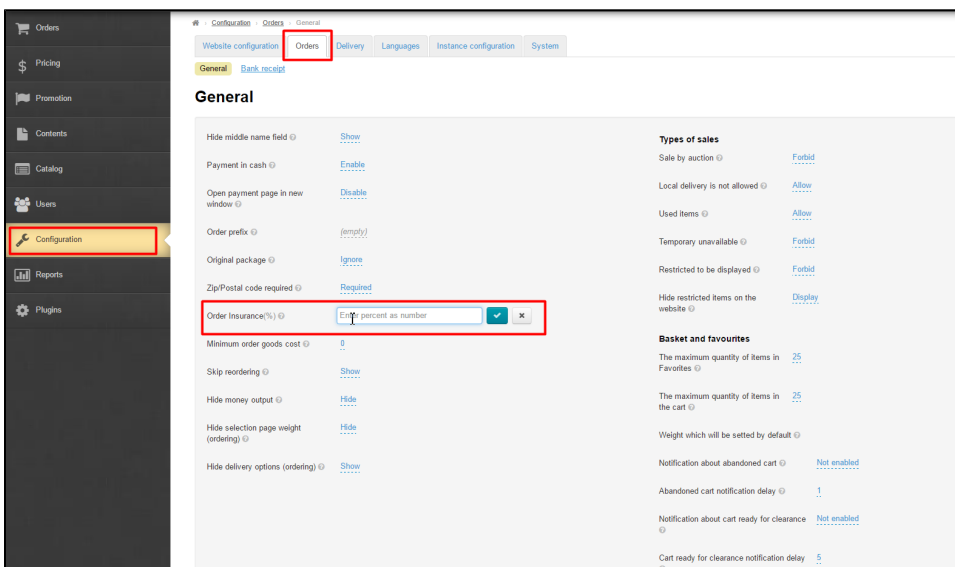
Original price
Price for pcs.: 96 元

After clicking the page will refresh and the status of the entire order will be updated to "Cancelled".



Hints and tips

- It is preferable to make the COD delivery separate. <http://en.docs.otcommerce.com/pages/viewpage.action?pageId=18189503>
- Terms of service related to COD can be presented in the "Content" section : <http://en.docs.otcommerce.com/display/OTENGLISHDOCS/Sections>
- As the service is uncommon among buying agents who work with China you can make the appropriate banner at the home page to attract buyers <http://en.docs.otcommerce.com/display/OTENGLISHDOCS/Banners>
- We recommend that you add obligatory insurance :



- We recommend that you use the "Collect on delivery" module in combination with the "Goods in stock" module to avoid overstock and promptly dispose unpaid goods.