"Collect on delivery" module



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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.

Ø Help ↓ 🖧 Settings ↓	🛔 SuperAdmin 🚽 📔 en 🚽
	ORD- Order number Q
Customer Chat 0 0	
<mark>≗ <u>Ivan Ivanov</u></mark>	
Account id 557299	
Phone 8-800-000-00	
Email <u>test@test.test</u>	
Delivery address test test Russian Federation 12300, Moscow Puul-street	
Other active orders 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.

Tree Orders	Orders list		
 Pricing Promotion Contents 	Display specified period of time • from the to the time Customer Customer search (ID)	Pc Orders ORD- Order number exploring payment exploring additional payment	tems Availing payment Paid Price confirmation Ordered
E Catalog	Last name Phone Email Delivery	Pad in handing in the with added goods in handing at warehouse Ready for packing Ready for packing Pasted Posted Completed Co	Guilty control Conceived Packed Packed Packed Completed Completed Completed Completed Completed Completed Completed Completed
∐il Reports	City All • Provider All • Apply	Select all / Genr all	
	By orders By goods O With selected D Exped		

Display	specified period of time	ि Orders
rom	to 🖿	ORD- Order number
Customer		Awaiting payment
Customer se	earch (ID)	Awaiting additional payment
		Paid
Last name		In handling
21		Order with added goods
Phone		In handling at warehouse
Email		Ready to ship
		Posted
Deliverv		Completed
		Cancelled
City		<u>Select all</u> / <u>Clear all</u>
All	v	
Provider		
All	T	
Apply -		
վող		

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.

Corders	Orders list						
\$ Pricing	Date from	to 🖿	*		Orders	 Awaiting payn 	nent
Promotion	Customer Delivery All	×			Items		
Contents	Provider All	٣					
Catalog	Apply -						
🐸 Users	By orders By goods						
Sconfiguration	💠 With selected -						
Reports	Order number	Creation date -	Order status -	Items	Sum (Paid in)	Customer/ Balance	
Plugins	ORD-000000043	14.09.16 (18:41:42)	Awaiting payment	Awaiting payment: 3	61\$ (0\$)	test test 0 \$	
	ORD-000000039	14.07.16 (08:47:15)	Awaiting payment	Awaiting payment: 2	94 \$ (0 \$)	Liu Cindy Lii 0 \$	

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

Orders	# > <u>Orders</u> > № ORD-000000043					
	№ ORD-000000043			O Actions with order-	=	ORD- Order number Q
\$ Pricing	Order		items (3)		Customer Chat (0) (0)	
Promotion	Status Availing payment Creation date 14.09.16 18.41.42		Awaiting payment			
Contents	Prices of goods in order 49 \$ Paid / Remaining 0 \$ / 61 \$				Account id 557299	
Catalog	Weight 2,85 kg Delivery cost 12 \$ DHL Operator				Balance 03 Phone 8-800 000 Email test@test.test	-
嶜 Users	Items Parcels History				Delivery address	
Sconfiguration					Armenia 12300, Moscow Puul-street	
III Reports	Ordered	Quality control	Proc commanon Received		Other active orders O No other current orders for customer.	
	Packed	Ready to ship	Posted			
Plugins	Completed	Returned to supplier	Unable to deliver			
	Cancelled			T Apply filter		
	Customer comment					
	Additional information					
	🗎 🗘 With selected + 🗌 🌣 Change status +					
	IN 10 Awaiting pa	ment		0 = 10 =		
	Original: 520112940 Seller: 达프57(0)2	1822 2共乐专卖店	Weight: Price:	1.000 kg 6.64		
	Configuration Color Classification: <u>C012071</u> size: <u>38</u> attro-wd#: <u>C0120715</u>	ed spot	Quantity: Sum:	5 1 7 5		

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

	Actions with order-	Ξ	ORD- Order number Q
Items (3) Awaiting payment 3		Customer Chat () () Livan Ivanov Account id 557299 Balance () S () - Customer () () Balance () S () - Customer () () Balance () S () () Customer () () Balance () () Customer () () Balance () () Customer () ()	
 Price confirmation Received Posted Unable to deliver 	T Apply filter	✓ Reserve funds for order Armenia 12300, Moscow Puul-street Other active orders ✓ No other current orders for customer.	

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.

	Actions with order	
Confirmation required	×	
Do you really want to reserve money from user's account?		
Yes Jhm	Cancel	2

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".

№ ORD-000000043			Actions with	order-	ORD- Order number
Order Status Paid Creation date 14 09 16 Prices of goods in order 49 S Paid / Remaining 61 S / 01 Weight 2,85 kg Delivery cost 12 S DHI	1841.42 \$	items (3) Paid		Customer Chat Cha	1
Operator Items Parcels History				Delivery address test test Armenia 12300, Moscow Puul-street	
Awalting payment Ordered Packed	 Paid Quality control Ready to ship 	 Price confirmation Received Posted 		Other active orders O No other current orders for custon	ner.
Completed	Returned to supplier	Unable to deliver	T Apply	filter	
ustomer comment 🔹 dditional information	status -				
Original: Seller: Configuration Color Classification:	7866 520112949822 达三江间次共乐堂走向 C912971 red spot	Weight: Price: Quantity: Sum:	••• 1.000 kg 6.64 \$ 1 7 \$		2

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.

P Orders	# > Ordera > Nr ORD-000000043					
	№ ORD-000000043			O Actions with order-	1 II	ORD- Order number Q
\$ Pricing	Order		Items (3)			
Promotion	Status I200 Creation date 14.09.16 18:41:42		Paid 🚯)		
Contents	Prices or goods in order 49 S Paid / Remaining 61 \$ / 0 \$ Weight 2.85				Account id 557299 Balance 315 0 -	
Catalog	kg Delivery cost 12 \$ DHL Operator				Phone 8-800-00-00 Email 19512	
🐸 Users	Items Parcels History				Delivery address test test	
F Configuration					Armenia 12300, Moscow Puul-street	
III Reports	Awating payment Ordered	Paid Quality control	Price confirmation	1	Other active orders	
	Packed	 Ready to ship 	Posted		No other current orders for customer.	
🔅 Plugins	Completed	Returned to supplier	Unable to deliver			
	Cancelled					
				▼ Apply filter		
	Customer comment Additional information					
	📄 🗢 With selected - 🛛 🏠 Change status -					
	Int.1.1.0 Filt Original: 5201294 Selfer: 5201294 Configuration Configuration Color Classification 0912071 size: 38 #159:378: C0120715 File: 38	822 285년 중 호텔 ed spot (告記국	Weight: Price: Quantity: Sum: Original price	0 * ☆* 1.000 kg 5.64 5 1 7 \$		

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

	Actions with order-	≔	ORD- Order number Q
Items (3) Paid		Customer Chat 0 0	
		Account id 557299 Balance 615 C Phone Deposit	
		Deliv test test Armenia 12300, Moscow Puul-street	
Price confirmation Received Posted		Other active orders Other current orders for customer.	
Unable to deliver	▼ Apply filter		

Enter the sum and description on the form that appears.

		Actions with order-	≔		ORD- Order number	Q
Items (3) Paid	3		Customer Ch	<u>hat 0</u>		
			a Ivan Ivanov			
			Account id	557299		
			Balance	-61 \$ 👳 🗸		
			Deposit			
			Sum	61		
			Note	okl T		
				and T		
					<i>1</i> , 1	
	Price confirmation			Deposit Cancel		
	Received		Phone	8-800-000-00		
	Posted		Email	test@test.test		
	Unable to deliver					
			Delivery address	5		
		The Area to filter	test test			
		t Apply litter	12300, Moscow Pu	ul-street		
			Other active orders No other current o	rders for customer.		

Click the "Deposit" button. All done!

ms (3)		
id 3	Customer Chat O O	
	≜ <u>Ivan Ivanov</u>	
	Account id 557299	
	Balance -61 \$	
	Deposit	
	Sum 61	
	Note ok	
Price confirmation	Deposit Cancel	
Received	Phone	
Posted	Email test@test.test	
Unable to deliver	Delivery eddress	
	test test	
T Apple	filter 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:

P Orders				
	№ ORD-000000043			Actions with order-
\$ Pricing	Order	Ite	ems (3)	
Promotion	Status Posled Creation date 14.09.16 18:41:42 Drives of conduction and conductions 100.7	Po	osted 3	
Contents	Prices or goods in order 49 \$ Paid / Remaining 49 \$ / 0 \$ Weight 2.85 kg			
E Catalog	Delivery cost 0 \$ DHL Operator			
🚰 Users	Items Parcels History			
Sconfiguration	Awaiting payment	Paid	Price confirmation	
	Ordered	Quality control	Received	
III Reports	Packed	Ready to ship	Posted	
	Completed	Returned to supplier	Unable to deliver	
	Cancelled			
				▼ Apply filter
	Customer comment Additional information			
	Nz.43-10 Proteint 52011294 Original: 52011294 3211294 Seller: 32 3211294 Configuration ColorClassification: C0120711 Size: 38 前告分現: C0120714	parcel Ne 14 1822 2년 <u>국 한 원과</u> 편의 3901 (合和)는	Weight: 1.000 Price: 5.64 Quantity: 1 Sum: 7 \$ Original price	o

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 →		
	14	♀ ▼ ☆▼
Original: 520112949822 Seller: 达三江同欢共乐专委 Configuration	Weight: 1.000 kg Price: 6.64 \$ S	
Color Classification: <u>C012071 red spot</u> size: <u>38</u> 颜色分类: C012071紅色现货	Guanuy: 1 Sum: 7\$	
RH: 38	Original price Price for pcs.: 49 元 Delivery for pcs.: 10 元 Price: 49 元	
	Delivery: 10元 Total: 59元	
Q Comments +	🖬 Photos 🔸	
Nº 43 - 2 Posted In parcel Nº	14	♀ ▼ ☆▼
Last Original: 5.23168336665 Seller: 自由兵户外旗舰店 Configuration	Weight: 1 kg Price: <u>11.56</u> \$	
Color Classification: <u>Black models</u> 称色分类: 黑色軟	Quantity: 1 Sum: 12 \$	
	Original price Price for pcs.: 96 元	
	Uelivery 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.



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

P Orders	# > <u>Ordera</u> > Nr ORD-000000043					
\$ Pricing	№ ORD-000000043			O Actions with order~		ORD- Order number Q
Promotion	Order Status Cancelled Creation date 14.09.16 18.41.42		Items (3) Cancelled		Customer Chat 0 0	
Contents	Prices of goods in order 0 \$ Paid / Remaining 0 \$ / 0 \$ Weight 2.85 kg				Account id 557299 Balance 615 0 -	
E Catalog	Delivery cost 0 \$ DHL Operator				Phone 8-800-000-00 Email test@test.test	
🖀 Users	Items Parcels History				Delivery address	
F Configuration	Awalting payment	Paid	Price confirmation		Armenia 12300, Moscow Puul-street	
Lisi Reports	Ordered	Quality control	Received		Delivery addresses by parcels	
	Packed	Ready to ship	Posted		• <u>No 14</u>	
🏠 Plugins	Completed	Returned to supplier	Unable to deliver		Other active orders	
	Cancelled			T Apply filter	O No other current orders for customer.	
	Customer comment					
T 'L'he Li	⊕ With selected → ♦ Channe status →					
	No: 43-10 Constitute Configuration Configuration	9822 95天安素店	Weight: 1 Price: 6	◎ + ☆ + 1.000 kg 5.64		
	Color Classification: <u>C012071</u> size: 38 前色分类 C012071	red spot	Quantity: 1 Sum: 7	1 7 \$	Q	
	尺词: 38		Unginal price Price for pcs.: 4	49 元		

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 :

Corders *	> Configuration > Orders > General	L	
	Website configuration Orders	Delivery Languages Instance configuration System	
\$ Pricing	General Bank receipt		
Promotion	General		
Contents	Hide middle name field ()	Show	Types of sales
Catalog	Payment in cash ©	Enable	Sale by auction © Forbid
tisers	Open payment page in new window @	Disable	Local delivery is not allowed Allow
			Used items @ Allow
Seconfiguration	Order prefix	(empty)	Temporary unavailable © Forbid
	Original package 😡	Ignore	Restricted to be displayed © Forbid
	Zip/Postal code required ©	Required	Hide restricted items on the Display
Plugins	Order Insurance(%) ©	Enter percent as number	website O
	Minimum order goods cost ©	0	Basket and favourites
	Skip reordering ©	Show	The maximum quantity of items in 25 Favorites ©
al i te la	Hide money output O	Hide	The maximum quantity of items in $\hfill 25$ the cart \odot
	Hide selection page weight (ordering) ©	Hide	Weight which will be setted by default $\ensuremath{\mathbb{O}}$
	Hide delivery options (ordering) $\ensuremath{\textcircled{O}}$	Show	Notification about abandoned cart Not enabled
			Abandoned cart notification delay 💿 !
			Notification about cart ready for clearance Not enabled
			Cart ready for clearance notification delay 5

• 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.