INDITION COMMERCE

# Customer Order Store Location: FAQ

Common questions about choosing a store location on Checkout Cart.

Customer Order Store Location Documentation · October 29, 2026

© 2026 Indition Corp. All rights reserved. Indition™ and the Indition logo are trademarks of Indition Corp. All other product names, logos, and brands are the property of their respective owners.

## Why does the Store Location panel not appear?

Either the cart holds only scheduled classes, which always go to their class location, or the site has a single active store location that can sell the order, which is used automatically. The panel also needs the In-Store Pickup module.

## Why is a location I expected missing from the dropdown?

Look under **Unavailable Store Locations**: it says why. If it isn't listed there either, the location is inactive.

## Can I choose a location that is listed as unavailable?

No. Fix the reason first, for example turn Store Pickup on, then reload Checkout Cart.

## Which location gets a scheduled class?

Its class location, always. The location you choose only applies to the other items.

## The cart had a class and an accessory. Why are there two orders?

Items with different delivery methods, and classes at different locations, become separate orders. Each is recorded at its own location: the class at its class location, the accessory at the location you chose.

## Is a shipped order recorded at a store location too?

Yes. Every order placed from Checkout Cart is recorded as an In-Store Pickup order at the location that sold it, whether it is picked up or shipped.

## Will this change my own store location?

No. Your store location and preferred store location stay as they were.

## Can I finish an order a customer started on the website?

Yes. Open the customer's **Carts** tab and press **Checkout** on the cart. Orders that take a payment work too.

© 2026 Indition Corp · Indition™ is a trademark of Indition Corp. All rights reserved.

## Why is a saved card refused with "The selected payment method is not available for this store."?

The card was saved under a different Stripe account than the one the store charges through now, typically before the store joined Stripe Connect. Add the card again.

## What happened to orders placed from the customer screen before this release?

The release includes a patch that adds their In-Store Pickup rows. It uses the class location for class orders and the site's only pickup location for the rest, or the store the customer last searched for or prefers. Orders it can't place are logged.

## Where do I find the orders?

Under **In-Store Pickup › Orders**. The confirmation's **Open Order** link goes straight to the order's history.

© 2026 Indition Corp · Indition™ is a trademark of Indition Corp. All rights reserved.