INDITION COMMERCE

Customer Order Store Location: Every Phone Order Lands at the Right Store

Staff who take orders for customers now choose the store that sells them, and those orders show up in In-Store Pickup like any online order.

Customer Order Store Location Documentation · October 29, 2026

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The problem

When a customer calls or walks in and staff build the order on the customer screen, the order used to slip past In-Store Pickup. No store location owned it, it never appeared in the store's order list, and nobody got the pickup emails. The store had to find out some other way.

What changes

Checkout Cart now asks which store sells the order. A Store Location panel above the billing address lists the stores that can sell it, in alphabetical order, each with its address. Stores that can't are listed underneath with the reason: Store Pickup is off, the store belongs to a different Ecommerce Store, or a vendor doesn't let it sell that product. One click opens the store's settings to fix it.

The same rules as the storefront. A store that the website wouldn't offer for pickup isn't offered here either, so a phone order can't land somewhere an online order couldn't.

Classes go to their class location automatically. A scheduled class always belongs to the store hosting it, so there is nothing to choose. When a cart mixes classes and products, each order goes to the right store on its own.

Every order is an In-Store Pickup order. It appears in the store's order list, logs its activity, and sends the same emails and texts a storefront pickup order would.

Also in this release

- **Finish a customer's abandoned cart.** Staff can now complete, and take payment for, a cart the customer started online and never checked out, straight from the customer's Carts tab.
- **Card payments are back on the customer screen.** The card form and saved cards show again, and saved cards can be charged.
- **Readable messages.** Every message on the checkout page uses the same clear 16px text.

Who benefits

Store staff see every order they are responsible for. Customer service no longer has to tell the store about phone orders by hand. Managers get one list of pickup orders, wherever the order was taken.

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